



# CHANGING Lives

one home at a time



**The Story of Ko Huiamano**  
Warm, Dry, Healthy Homes

# A SNAPSHOT

## Our vision

Lifelong outcomes for tamariki

## Our mission

Unleashing potential through supported health, homes and learning

## What we do

Our work weaves together three strands:

### Health Strand

- Daily nurse-led, whaanau-supported health clinics in primary schools
- Enhanced health services in the high school
- Youth and whaanau wellbeing support

### Homes Strand

- A warm, dry, healthy homes initiative
- Money skills workshops
- Digital literacy workshops

### Education Strand

- Professional development for school leaders and teachers
- Supporting children to be at home in a digital world
- Career pathways for students

## Our approach

Guided by a Tikanga Framework, our work:

- Centres on lived cultural practices
- Is holistic
- Whaanau-led
- Strengths-based
- Fosters engagement
- Builds resilience

## Our commitment to Te Tiriti o Waitangi

Our work interweaves the principles of:

- Partnership
- Protection
- Participation

## Our strategic outcomes

Working with whaanau, schools and community we aim to deliver:

- Sustainable programmes
- Enhanced educational achievement
- Improved health outcomes for our tamariki
- Secure, safe, warm homes
- Empowered whaanau and community resilience

## Our partners

- Ngāti Tamaoho
- Six Papakura schools
- Middlemore Foundation for Health Innovation
- Manaiakalani Education Trust
- Counties Manukau District Health Board
- National Hauora Coalition
- Papakura Marae
- Auckland Council through The Southern Initiative
- Philanthropic and corporate funders



I roto i nga korero  
Tuatahi me wehe atu ki to matou matua nui i te rangi  
Nana nei te timatanga me te mutunga o nga mea katoa  
Ki te whakapai tou ingoa.

Me whakahonore to matou Kiingi Tuheitia Pootatau Te Wherowhero  
Te Tuawhitu  
E noho mai naa ki te ahurewa tapu  
Ona maatua tuupuna  
Te Whare Arikini tonu me te whakaaro pai  
Ki nga taangata katoa,

Haere tonu nga mihi ki a koutou  
Ka wehe atu i ki tua o te arai  
Moe mai, moe mai, moe mai.

Hoki atu te wairua ki a tatou te kanohi ora  
Teenaa koutou, teenaa koutou, teenaa koutou katoa.





# Introduction

**Established in 2015, Kootuitui ki Papakura weaves Education, Health and Homes Strands to support lifelong outcomes for tamariki.**

Six partner schools form the Kootuitui cluster: Papakura High School, Papakura Central School, Park Estate School, Red Hill Primary School, Kereru Park Campus and Edmund Hillary School. We collaborate with their boards of trustees, leaders, teachers, staff and whaanau to help deliver accelerated student achievement. At March 2019, the cluster consisted of 1820 children including 52% Maaori, 26% Pasifika, 13% European, and 6% Indian.

Kootuitui ki Papakura has six trustees, two advisers and 4.5 full-time equivalent staff. We also fund seven full-time equivalent staff to deliver health-related services in schools.

Our active volunteers usually work within school hours and during busy weeks may invest up to 30 hours each.

**Our work strands deliver various forms of support, such as:**

- **In our Health Strand**, all secondary students can access health services at school and 98% of primary school students are enrolled in their school health clinic
- **In our Homes Strand**, in 2018, 102 whaanau completed a Warm, Dry, Healthy Homes workshop. Of these, 54 whaanau completed a home assessment; 41 had home improvements and 22 were referred to AWHI Healthy Homes Initiative for further assistance
- **In our Education Strand**, in 2018, more than 300 hours of one-to-one professional support was delivered to school educators. To date, whaanau have purchased nearly 2000 Chromebooks for their children's learning.

With a total operating budget of around \$1m, we rely almost entirely on philanthropic funding and value other support. We appreciate our relationships with Mana Whenua and local marae. Productive engagements or partnerships with government agencies, corporates and community organisations support programme delivery, extend our networks, create valuable opportunities for whaanau development, and ensure effective referrals.

The Kootuitui ki Papakura partnership with Auckland Council through The Southern Initiative (TSI) led to this case story. TSI worked closely with Kootuitui Whaanau and our Whaanau Engagement Facilitator for more than two and a half years to spearhead a co-designed, whaanau-led, outcomes-focused kaupapa in our Homes Strand. The Ministry of Health supported TSI involvement in the Homes Strand, recognising it as an opportunity to link with whaanau who were not connecting with existing services.

This case story tracks the development of Ko Huiamano – Warm, Dry, Healthy Homes in Papakura, where it is improving the housing conditions of whaanau and their understanding of what makes a warm, dry, healthy home.

## About Papakura

*Papakura is a youthful and diverse community. According to New Zealand 2013 Census data, Papakura has the highest Maaori population per capita in the Auckland area, with 28% identifying as Maaori. Approximately 37% of those identifying as Maaori are under 15 years of age. The Pasifika population is twice the proportion nationally. Nearly a quarter of the population is under 15 years. According to the 2013 New Zealand Index of Deprivation, 41% of the Papakura population live in one of the most deprived areas of socioeconomic deprivation in the country (Quintile 5). Critical issues facing the community include high rates of overcrowded households, child hospitalisation for preventable illnesses, and truancy.*

# Co-DESIGNING Ko Huiamano

**With a mandate to act as a change agent in South Auckland, TSI wanted to support community-led innovation that delivered a more integrated approach to whaanau wellbeing. Kootuitui ki Papakura wanted to give substance to its Homes Strand, which carried a vision of 'Secure Homes'. Both wanted to accelerate lifelong outcomes for children.**

TSI suggested a co-design approach that put whaanau at the centre. Co-design enables wide-ranging stakeholders to engage meaningfully with whaanau, especially those who don't see themselves represented in the institutions, systems and processes they encounter.

We (Kootuitui ki Papakura) had no idea what a co-design process would involve but welcomed the challenge to co-create a kaupapa with whaanau that would build community capability and capacity to respond to issues that mattered to them. During the first year, TSI worked with Kootuitui Whaanau and our Whaanau Engagement Facilitator to co-design a concept for a whaanau-led kaupapa. The co-design process included 16 empathy interviews with Papakura whaanau, analysis to identify key themes, development of whaanau personas to help understand the complex issues they faced, and a collaborative design workshop with diverse stakeholders to discuss the themes and possible interventions.

The process clarified that whaanau wanted to tackle inadequate, poor quality and overcrowded housing, and address safety issues in the community. Also, whaanau did not have access to information on how to keep their homes warm and dry. In addition, the process named a possible intervention: Ko Huiamano – Warm, Dry, Healthy Homes.

Guided by TSI, Kootuitui Whaanau settled on the holistic kaupapa of *Fill my kete, Fill your kete*. "We can't teach what we don't know," Kootuitui Whaanau said. "We have to learn first, then practise, then teach. Only then, can we pass on our knowledge."

Kootuitui Whaanau tested their ideas with diverse whaanau in the community. The response was overwhelmingly supportive.

Kootuitui Whaanau worked with TSI and Beacon Pathway to develop the scope and delivery of Ko Huiamano. Beacon Pathway provided technical expertise and mentoring as well as connecting Kootuitui Whaanau to other resource people.

Kootuitui Whaanau relished opportunities to build specialist knowledge and skills. They developed and tested a whaanau-led workshop, a home assessment, and a suite of home interventions. They began working with Habitat for Humanity, Housing New Zealand and Work and Income New Zealand to maximise opportunities for whaanau. Kootuitui Whaanau built good relationships, tested frontline practices, and shared information with agency staff.

TSI support was a crucial component in this journey. TSI sponsored conference opportunities for whaanau, opened doors to key stakeholders, helped support salaries, forged partnering arrangements, and worked with Housing New Zealand to achieve more effective service delivery when responding to particular housing concerns.

The generosity of all our partners was gracefully exceeded by the kindness of Kootuitui Whaanau whose vision, passion, responsibility for and loyalty to Ko Huiamano drives their extraordinary commitment.

The beauty of a co-design approach is that it's ongoing, enabling further partner engagement and iteration over time.













# NAVIGATING TENSIONS

**Social service models of intervention struggle to impact complex social problems and expert-driven approaches often discount whaanau and community knowledge. New approaches are needed to respond to the aspirations of individuals, families and communities experiencing the greatest inequities.**

Adopting a co-design, whaanau-led approach enabled us to find ways to deliver meaningful outcomes for whaanau. Co-design grapples with complexity in systems, relationships and environments. It works to frame and understand the lived experiences of people. Deeply participatory, co-design engages people at an individual, whaanau and community level, enabling them to explore, imagine and test innovative possibilities to complex problems.

We needed a relational orientation that was culturally appropriate for our community and would position whaanau as the experts on their realities. TSI and Kootuitui Whaanau utilised a Tikanga Framework that weaves manaakitanga (feeling welcomed), whanaungatanga (trustworthy relationships), tino rangatiratanga (ability to co-design and co-decide), mana (shared power and control) and ako (mutually reinforcing learning). These concepts now inform our work and help to ensure its integrity.

We asked and continue to raise critical questions, such as: What are the easily-achieved, low-cost solutions that will make the most difference to creating a warm, dry home? How in-depth should the home assessments be? Our housing advisors helped Kootuitui Whaanau to set reasonable parameters within which to work.

Respectfully navigating key partner relationships so everyone felt a sense of ownership while ensuring the integrity of a whaanau-led approach was also a challenge. Working as a team allowed TSI to hold the process design and systems change, Kootuitui ki Papakura to hold the whaanau and community relationships, and Beacon Pathway to hold the home performance improvements.

Recognising community expertise enabled Kootuitui Whaanau to find their place and value alongside health, housing and educational professionals in various settings. Accessible relationships and improved service delivery helped to build confidence in working together.

*The courage and willingness of Kootuitui ki Papakura to try something different challenged all the partners to negotiate power and control, and recognise the mana and status of whaanau.*

**Angie Tangaere**  
TSI Social Intrapreneur

*Angie, the TSI Social Intrapreneur, was always straight up with us and her clarity helped me to understand how co-design works. She encouraged us not to be too precious with our ideas. Initially, I thought an app would work and I clung to that idea; I really wanted that app! I had to trust the process. It turned out an app wasn't the answer. Angie helped me to let go.*

**Tamara Roach**  
Kootuitui Whaanau

*It was a joint journey that brought whaanau knowledge to the fore. My colleagues and I weren't coming in as 'the experts'. We all had knowledge to share and at times I had to go off and do research. I learnt so much from the whaanau and really enjoy working together.*

**Glenda Lock**  
Beacon Pathway Co-leader

*Co-design takes a while to understand and work through. We're now seeing the benefits of the process: increased whaanau engagement and empowerment within their families and the wider community. I don't think we would've had the same results without it.*

**Jan Piahana**  
Kootuitui ki Papakura  
Whaanau Engagement Facilitator

# How Ko HuiaMANO WORKS

## Planning meetings

Kootuitui whaanau meet weekly to review their mahi and plan next steps. They identify who is available and share the workload; there's never any pressure or judgement. They partner up when doing activities and sometimes work as a team to meet their own agreed work programme.

## Whaanau workshop

Over winter months they offer our community multiple opportunities to attend a free half-day 'Warm, Dry, Healthy Homes Workshop' at a local school, church or library. Some whaanau attend more than once; they enjoy meeting local people, appreciate the quality of the workshop, and return with new questions. The workshop:

- **Provides evidence-based information.** Whaanau learn about moisture control, mould removal, heat retention, ventilation, and insulation.
- **Answers relevant questions.** Where does moisture come from and how do you reduce it? Why is mould bad for your health and how do you get rid of it? What kinds of curtains work best and how best to use them? How do you read your power bill and calculate the cost of heating? Why ventilate your home? What does insulation do?
- **Offers useful tips.** "Air your home like you burnt the toast; a blast of fresh air for 20 minutes each morning is better than leaving windows open all day and losing heat." "Open curtains to let the sun warm your home and close them before it gets dark to retain the heat." "A mix of 70% white vinegar and 30% water in a one-litre spray bottle is a great cleaning agent for removing mould."

## Home assessment

Whaanau who complete the workshop are offered a home assessment that takes up to two hours. Kootuitui Whaanau, in discussion with the householder, identify issues and interventions, measure windows, offer practical advice and produce a written report, including any minor repairs required. The householder will get their landlord's permission, if needed, before making any changes.

## Interventions

Kootuitui Whaanau return to carry out interventions that may include installing new curtains and curtain rails, draught-stopping or fitting bubble wrap as secondary glazing on windows. They arrange for Habitat for Humanity and the AWHI Healthy Homes Initiative to do minor home repairs for eligible whaanau. They also connect Housing New Zealand tenants to a tenancy manager who will offer them advice and support, and get repairs or interventions done.

## Building capability

Kootuitui Whaanau train new volunteers to become facilitators, assessors and mentors. Newcomers attend a workshop, participate in weekly planning meetings, learn alongside Kootuitui Whaanau and, as their knowledge and confidence builds, gradually take on responsibilities that harness their strengths and interests.

## Our Home Strand Partners

- The Southern Initiative
- Ministry of Health
- Beacon Pathway
- Habitat for Humanity
- AWHI Healthy Homes Initiative
- Papakura Local Board
- Te Hononga o Tāmaki me Hoturoa
- Housing New Zealand
- Westpac
- Hugo Charitable Trust
- Todd Foundation
- Theresa Gattung



# Kootuitui Whaanau voices

Being part of the journey is the most vital part for me. Our work is helping to maintain health, home, relationships and whaanau in the community. Sharing the power of knowledge brings smiles to the community. You see the positive impact our work has on tamariki.

**Millie Moerua**

So many whaanau don't know what help is available. Through Kootuitui I can help to share that knowledge and get whaanau involved. Just showing you care, offering a little awahi and aroha, can help change the way whaanau do things. I go to school more now, to tell whaanau what we're doing.

**Lavinia Wanihi**

People say, "My home is freezing and I'm desperate for help to do something about it."

Climbing on board this waka allows me to become part of their/our success story. You feel a sense of warmth and pride because you know Ko Huiamano will make a difference.

**Waihou Piahana**



It's been eye-opening to see the needs in the community and how I can help. Seeing Kootuitui Whaanau give a piece of themselves to another person inspired me to join. How I feel about the community has changed; I was thinking about moving away but I've realised everything I need is here. I talk to the school more about my kids.

**Ivy Lorimer**

It took me a long time to get on board this kaupapa. My daughter kept telling me to come to school but I wasn't listening. I've learnt that I need to listen to my children and I listen a lot more now. They are the voice of the future.

**Tamara Roach**

We work from the inside out. We recognised a problem, worked on it together, found solutions, did the mahi, and now we're sharing our knowledge with the community and whaanau are reaping the benefits of our hard work.

**Jacqui Beazley**



# A WHAANAU-LED APPROACH

## Told by Kootuitui Whaanau

**Kootuitui Whaanau lead from the front to find solutions that work for families living in Papakura. We tell parents upfront that what we share will have great benefits for their whaanau. "You'll be able to make simple changes to habitual behaviours that will save you money and make your home warmer."**

Manaakitanga is part of everything we do. Before a workshop we phone or text whaanau to remind them it's happening. At the workshop we focus on creating a welcoming atmosphere, so whaanau feel comfortable to share.

We begin with karakia and house rules. We tell whaanau what we're going to cover and give clear timeframes. Doing whakawhanaungatanga encourages everyone to introduce themselves and talk in the workshop. We often put whaanau into small groups, so they get to know a few people first, and then we bring them all together.

We set up the workshop as a two-way conversation and always say, "There's no right or wrong question; feel free to ask whatever you want to know in a respectful way." We use language our community can understand, including other languages (Te Reo Maaori, Samoan, Tongan). We share relatable stories and relevant examples to help whaanau take on board the key messages.

Healthy kai is a big part of our approach. "Come and have a kai," we say to whaanau and they love it. There's a whole feeling connected to sharing kai; the atmosphere is a lot less formal, more friendly, and allows people to get to know one another.

One hubby came along to a workshop with his wife. "I got dragged in here on my day off!" he said. By the end of the workshop, his wife wanted to leave but he wanted to stay and chat. "I found it so interesting," he said. "I really enjoyed myself and learnt so much." He now wants to help with the interventions.

Relationships are key. The workshops help us to build trusting relationships with whaanau. Some whaanau are excited to have a home assessment and can't wait, others might feel a bit whakama because of the state of their house. By the time we get there, whaanau are relaxed because they feel familiar with us and know something good is happening.

We start with whanaungatanga, so they feel comfortable with us being in their home. The home assessment makes the learning more real for them because it's focussed on making changes to their house. It includes both their knowledge from the workshop and what they know is wrong with their house.

At the end of each step in the process, we ask whaanau to give us feedback. We weave what we learn from whaanau into our own training. For us the discussion is ongoing. We're always learning from one another.







## Whaanau stories

One of the Kootuitui Whaanau had a sick child and couldn't facilitate a planned workshop. Twice as many people turned up than expected. The whaanau volunteer assisting with the workshop stepped into the facilitation role. She greeted participants with her big, beautiful smile, got on with the workshop and did a wonderful job. That experience showed she had a natural bent for facilitation and she loved it.

A hubby didn't like heating the house because it cost too much. The house was cold. His wife brought home a Mercury Energy device that tracks the cost of power. He discovered four hours of power cost \$1.20 and worked out they could afford to heat their home for four hours each day. Together they decided when was the best time.

Mere (not her real name) lives in a private rental with her five children and is expecting to move this year because the landlord wants to renovate. She used her clothes dryer to heat her home. Mere attended a Ko Huiamano workshop and realised the dryer was making her home damp. She stopped using the dryer for heating, and sealed and bubble wrapped the bedroom windows. During the home assessment, Mere said she felt her children were less sick as a result of the changes she'd made. Also, we uncovered a significant electrical issue that Mere will raise with her landlord. We will install curtains Mere can take with her when she moves.



## A whaanau story

We tested our approach on a Housing New Zealand house occupied by one of our whaanau. Three generations had lived in the house for more than ten years. The house needed urgent repairs and two mokopuna had had to leave because the environment was making them sick. The grandmother tried for years to get help, but met constant roadblocks and finally gave up.

When Kootuitui Whaanau assessed the home, the inside temperature was 11°C, whereas the World Health Organisation recommends a minimum of 18°C. With help from Habitat for Humanity, we bubble wrapped the windows, installed curtains and did minor repairs. Housing New Zealand carried out other repairs.

The whaanau expressed huge relief that long standing maintenance problems were finally dealt with and said their home was much warmer. Inspired to make other changes, they rented a skip bin and cleaned the house and cleared the section. They changed the layout of their lounge, making it easier to invite people over. "Now we know we deserve a warm, dry home," said the grandmother.



# LAYERS OF DIFFERENCE

## FOR TAMARIKI

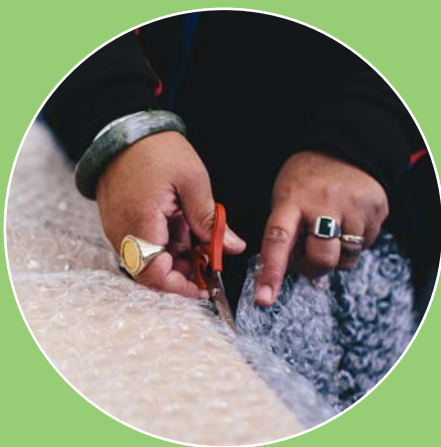
The programme tackles the problem of preventable childhood illnesses caused by poor housing. Children can get on with the business of growing up and focus on their learning. We see enhanced social connections among children of Kootuitui Whaanau including new friendships and caring for each other at school.

## FOR WHAANAU

The programme connects whaanau with others in the community experiencing similar issues; it builds relationships and reduces isolation. Evidence-based information changes mindsets and behaviours. Whaanau begin to see that living in a warm, dry, healthy home is a basic human right, regardless of personal circumstances or income. Interventions not only create a healthier home but also enhance whaanau wellbeing – esteem, confidence, connections, belonging and pride.

## FOR KOOTUITUI WHAANAU

Kootuitui Whaanau have developed personal confidence, new knowledge, community connections and work experience. All have developed new friendships and strong relationships with their children's schools. Some are completing tertiary study, have gained paid employment, become school or Kootuitui ki Papakura trustees, or are taking on new challenges.



## FOR COMMUNITY

Whaanau voice and community strength are driving this innovation. Kootuitui Whaanau work alongside other agencies and professionals as equals, offering valuable community knowledge and critical insights to help improve service delivery. Through TSI, Kootuitui ki Papakura has extended its community networks and engaged with groups based elsewhere who want to deliver programmes in our community.

*Kootuitui Whaanau have become engaging facilitators, competent writers, knowledgeable home assessors, and skilled practitioners able to carry out practical interventions that turn a cold house into a warm home.*

*Angela Gattung, Executive Officer*

## FOR SOUTH AUCKLAND

Our organisation and Kootuitui Whaanau are now part of a developing network of social innovators and community change agents across South Auckland. TSI support has enabled us to become part of a movement of change that is galvanising interest in creative, community-led responses to complex social problems. Although developed in Papakura, Ko Huiamano offers an approach and resources that could benefit other whaanau and communities grappling with poor housing.

# LOOKING BACK

## What we've learnt

### **BEING OF THIS PLACE**

Being of this place – being born here, living here, working here, or having whakapapa connections here – is an enormous strength. Our team can reach whaanau on the ground in different ways. Close proximity nourishes community connections, a sense of purpose and a responsibility to enhance whaanau and community wellbeing.

### **ACTIVATING UNTAPPED POTENTIAL IN COMMUNITY**

Co-design training and skilled support validated and augmented whaanau knowledge and expertise. Programme delivery is the sum of what everyone contributes. Some whaanau set up the morning tea or look after the children, other whaanau facilitate workshops or do interventions. Valuing and supporting different roles activates whaanau potential.

### **PROVIDING AUTHENTIC LEADERSHIP OPPORTUNITIES**

Authentic leadership opportunities create empowering conditions for whaanau to build relationships, upskill, develop new knowledge, share ideas, test solutions and lead delivery. Connecting with diverse stakeholders over time made it easier for Kootuitui Whaanau to build relationships and be an authentic community voice helping agency staff to understand the everyday struggles of families engaged with their services.

### **VALUING SLOW, DEEP WORK**

Sustainable change takes time. When whaanau drive the process, they go at their pace and in their direction. Kootuitui ki Papakura had to resist stakeholder demands for immediate outcomes. During the testing phase, we worked with a few whaanau and learnt so much from them. What works best for whaanau is a slow, deep, peer-to-peer approach that values lived experience, is open to learning, and puts into practice what it teaches.

### **CO-CREATING NEW WAYS OF WORKING TOGETHER**

No group, organisation or sector can tackle complex challenges alone and traditional funder-provider dynamics (such as inflexible contracting) inhibit possibilities for collaboration. TSI cultivated a high trust, flexible, collaborative relationship with Kootuitui ki Papakura that invited a team orientation. By creating space for others to contribute, TSI opened doors to key stakeholders who have become valued programme partners.

# LOOKING FORWARD

## Key challenges

### SUSTAINING THE WORK

Funding remains our biggest challenge. Our budget barely maintains the programme and we rely on philanthropy to fund programme costs and basic volunteer expenses. A three-to-five-year investment would enable programme sustainability and expansion, ensuring life-sustaining change for whaanau affected by damp, cold, living conditions.

### ENGAGING WHAANAU

Many school communities struggle with whaanau engagement and we're still finding ways to engage effectively. Whaanau want to engage but daily pressures quickly get in the way of attending a workshop. We remove the barriers (such as cost or unapproachable language), encourage a personal approach, and make the experience inclusive, fun and relatable.

### FINDING WAYS TO RECOGNISE WHAT WHAANAU OFFER

Valuing the leadership of Kootuitui Whaanau is crucial to sustaining their commitment. We will always need whaanau volunteers to support the programme, but we want to provide a level of paid employment they can wrap around being a mum or a dad. A mix of volunteer and paid roles will enable diverse contributions and succession planning.

### BRIDGING A KNOWLEDGE GAP

When existing Kootuitui Whaanau move on, we need others ready, willing and able to take their place. Creating space and support for new contributors encourages other whaanau to exercise leadership. Passing on the whakapapa and tikanga of the programme to newcomers will ensure community aspirations for Ko Huiamano continue into the future.

### SCALING WHAT WORKS TO MAXIMISE IMPACT

We see potential to gradually scale Ko Huiamano. 'Scaling out' is designed to impact greater numbers, while 'scaling up' aims to influence policy change and funding decisions. Both are possible. But, as a small charitable trust, we cannot achieve this aspiration on our own. Scaling requires a stable workforce and strategic support from willing partners.



# A Kootuitui Whaanau Story

**Told by Nane Lockington**

I am a mum of six and had lived in Papakura for six years before joining Kootuitui Whaanau. I was looking for some local connections and a new sense of purpose. A parent from school invited me to attend a community hui with Auckland Council and I seized the opportunity. I met the wonderful Kootuitui Whaanau and joined the group during the development phase.

I've participated in all aspects of the work we do. I've come to value co-design because it's about people in the community assessing their needs and developing ways for whaanau to get the help they need. Testing our own homes allows us to stand with conviction knowing what we offer does work.

I've observed confidence-building and behaviour changes in whaanau. A single parent was reluctant to open her curtains due to safety reasons. Putting bubble wrap on her windows helped insulate her home and gave her a sense of privacy. She now opens her curtains to let in the sun.

Being part of Kootuitui Whaanau has increased my connections within the community. We've become like sisters and I've gotten to know parents at my children's schools. I've realised there's more out there and that staying connected is vital to success. After 18-months, a job came up and I'm now working for Kootuitui ki Papakura in the Education Strand. Kootuitui Whaanau are healing the community from the inside out.













## Where to From Here

**An appreciation of whaanau knowledge, insight and ingenuity, along with tailored support, has not only made the Kootuitui ki Papakura-TSI partnership an example of productive government-community engagement but also, critically, produced an inspiring kaupapa that works.**

Ko Huiamano is deeply embedded in community. A timely, innovative response that supports current government health and housing policy, it is improving the lives of whaanau one home at a time. It also provides an example of a co-designed, whaanau-led approach that diverse partners can get behind and support.

Effecting change at a micro-level may seem modest but uplifting stories produce ripple effects that quickly reach other whaanau and communities.

Kootuitui Whaanau have so much to teach other communities and government about how to effect change from the inside out. Ko Huiamano is not a model waiting to be imposed on other communities. Rather, it offers an approach that other communities can learn from and adapt.

Funding Kootuitui Whaanau, instead of relying so heavily on their generosity, would enable us to stabilise our workforce, expand locally and advise other groups wanting to know how to ensure warm, dry, healthy homes in their communities. Now is the time to nurture and scale Ko Huiamano so its potential can have greater impact.

**Ko te manu e kai ana i te miro,  
noona te ngahere.**

**Engari, ko te manu e kai ana  
i te maatauranga, noona te ao.**

*The one who partakes of the flora  
and fauna, that will be their domain.*

*The one who engages in education,  
opportunities are boundless.*







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**DISCLAIMER:** The information in this case story is presented in good faith using the information available to the writer at the time of preparation. It is provided on the basis that Kootuitui ki Papakura, Auckland Council and the writer are not liable to any person or organisation for any damage or loss which may occur in relation to taking or not taking action in respect of any information or advice in this case story. No liability is accepted for any inaccuracy or omission.



*CHANGING Lives*  
one home at a time