

## Services

Whānau Ora Kaiārahi (Navigators) support and build whānau capability.

Whānau Ora Kaiārahi work with whānau who are in crisis to identify their strengths, facilitate and mentor them to provide wrap-around support, and skill building. Kaiārahi enable whānau to progress toward their own aspirations.

Kaiārahi can:

- Help support whānau through a crisis and link them to the appropriate services.
- Collaborate, broker services and advocate, ensuring the needs of whānau are addressed in a holistic way.
- Help develop a step-by-step plan to support whānau to achieve their goals and aspirations.
- Identify and strengthen whānau support networks.
- Reduce any risk of harm to whānau.
- Uplift whānau and create opportunities for cultural connectedness.

## Hokonui Rūnanga

Phone: (03) 208 7954  
[hokonui.office@ngaitahu.iwi.nz](mailto:hokonui.office@ngaitahu.iwi.nz)

### Opening Hours

9.00am – 3.00pm  
Monday - Friday

PO Box 114  
140 Charlton Road  
Gore 9740



Consumers have rights and providers have responsibilities under The Code of Health and Disability Services.

For more information visit [www.hdc.org.nz](http://www.hdc.org.nz)



## Whānau Ora Kaiārahi Navigators

Whānau Ora Kaiārahi (Navigators) work alongside whānau to identify their strengths, dreams and aspirations.

Our Kaiārahi can help you to access resources, expert support and help co-ordinate services.



Hokonui Rūnanga Health and Social Services  
is a member of the  
Te Waipounamu Whānau Services Collective - an official  
Whānau Ora Site

## Background

Whānau Ora was created in response to a recognition by Government that standard ways of delivering social and health services was not working and outcomes particularly for Māori whānau were not improving.

In 2010, Whānau Ora was launched as an innovative whānau-centred approach to supporting whānau wellbeing and development.

Kaiārahi (or Navigators) play a major role in Whānau Ora. They work closely with whānau to identify their specific needs and aspirations then help identify the services, education providers or employment and business opportunities.

Kaiārahi support whānau to plan, and then connect them with the support they need to achieve their goals. Kaiārahi have the cultural and local knowledge necessary to understand whānau situations and build relationships of trust and confidence.

For many whānau, working with a Kaiārahi will be their first experience with social service delivery focusing on their strengths and aspirations. In some instances they may need help to overcome certain crisis or barriers but once this is done the Kaiārahi continue to work with them to look at opportunities.

## Kaiārahi (Navigators)

Kaiārahi (or Navigators) play a major role in Whānau Ora.

We work closely with whānau to identify your specific needs and aspirations then help you to identify the services, education providers or employment and business opportunities you need.

We support whānau to plan, and then connect you with the support you need to achieve your goals.

Kaiārahi have the cultural and local knowledge necessary to understand whānau situations and build relationships of trust and confidence.



## Outcomes

Whānau Ora is focused on achieving improvements for whānau over the short, medium and long-term.

There are seven outcomes for whānau:

1. Self-managing;
2. Living healthy lifestyles;
3. Participating fully in society;
4. Confidently participating in Te Ao Māori (the Māori world);
5. Economically secure and successfully involved in wealth creation;
6. Cohesive, resilient and nurturing; and
7. Responsible stewards to their living and natural environment.

