



Whakarongorau
Aotearoa//
New Zealand
Telehealth
Services//

2021- 2022 YEARBOOK



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New Zealand
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Our whakapapa



Whakarongorau Aotearoa is a social enterprise running the Government-funded free to the public, 24x7 national telehealth services across seven digital channels.

The services we run include General Practice and mental health after hours services, and those that are funded as part of the National Telehealth Services Contract with Government (established 2015) including Healthline, 1737 – Need to talk?, Quitline, ambulance secondary triage, the Gambling Helpline, the Alcohol Drug Helpline and Poisons advice.

Since then, we have launched other services - the national sexual harm helpline Safe to talk, the Puāwaitanga counselling service, and the cervical and bowel national screening coordination centres.

More recently we have supported the Government's COVID response by establishing the COVID Healthline, the COVID Vaccination Healthline, COVID Welfare and the COVID Clinician Advice Line.

Whakarongorau Aotearoa responded to 5.7 million contacts in the twelve months ending 30 June 2022. That is an increase of 185% on last year and saw the team connect with over 2.7 million individual people[^] (1 in 2 people in Aotearoa). We answered 92% of all calls within 10 minutes.

The services are supported by clinical teams of registered nurses, mental health nurses, psychologists, psychotherapists, psychiatrists, counsellors, doctors, paramedics, poisons officers, health advisors, family and sexual harm professionals, and emergency triage nurses.

Around 1,200 staff work from contact centres in Auckland, Wellington, and Christchurch and from their homes across Aotearoa. We also partner with iwi and Māori-owned organisations in Kaikohe, Heretaunga, and Rotorua.

The services we run are co-funded by Te Whatu Ora / Health New Zealand (in partnership with Te Aka Whai Ora / The Māori Health Authority), the Ministry of Social Development, the Accident Compensation Corporation (ACC), and the Department of Corrections.

Whakarongorau Aotearoa is owned by ProCare and Pegasus Health.

 ProCare

 Pegasus™

www.whakarongorau.nz



Across all of our services we responded to **5.7 million** CONTACTS in the twelve months ending 30 June 2022

an **185%** increase on last year

connecting with over **2.7 million** individual people[^]

1 in 2 people in Aotearoa } 

We answered **92%** of all calls

 within **10 minutes.**

[^]The total number of individual people in the year is the sum of unique service users each month, so may include users who have contacted the service in multiple months.

Kaupapa // Our purpose

- We have the privilege of running free to the public, virtual health, mental health, and social services - available 24 hours a day, 7 days a week.
- Our 12 clinical teams and support crews work to give everyone in Aotearoa the opportunity for wellness.
- We focus on the connected world of digital care, where we can help join all the dots, and select the right services, advice, support and help for the right need.
- We use our healthy imagination to solve big problems by understanding the tiny ways that people are blocked from getting the care they deserve.
- Our imagination comes from our people and our partners and their drive to never give up.
- Our values underpin all we do, and how we do it.

E whakawhiwhi ana ki te katoa I Aotearoa te huarahi kia ora.

To give everyone in Aotearoa the opportunity for wellness.

He aha ai? // Why?

Ao o te manaaki mamati honohono.

The connected world of digital care.

He aha? // What?



Whakaaro pohewa

Healthy Imagination

Pēhea? // How?

TE RAUTAKI WHAKAMANA TANGATA // OUR TEAMS:

<p>Ratonga Hauora Health Services</p>	<p>Hauora Hinengaro Me Ngā Waranga Mental Health And Addictions</p>	<p>Ngā Kaitaunaki Hauora Hinengaro Earlier Mental Health Response</p>	<p>Ohatata Whakaarotau Emergency Triage</p>	<p>Te Aukatinga Momi Paipa Smoking Cessation</p>	<p>Ngā Kaupapa Hauora Hinengaro Mental Health Programs</p>
<p>Tūkino Whānau Me Te Taitōkai Mamae Family And Sexual Harm</p>	<p>Whakamātau Whēkau Bowel Screening</p>	<p>Ngā Ratonga Manaaki Tāngata Primary Care Services</p>	<p>Ratonga Paihana Poison Services</p>	<p>Ratonga Urutā Rewharewha COVID Services</p>	<p>Whakamātau Waha Kōpū Cervical Screening</p>

UNDERPINNED BY OUR VALUES:



MAHIA TE MEA TIKĀ.
DO THE RIGHT THING.



HIHIRI E TE KOUNGA.
MOTIVATED BY QUALITY.



POKOHIWI KI POKOHIWI.
SHOULDER TO SHOULDER.



NGĀKAU NUI KI TE PAI AKE.
PASSION FOR BETTER.

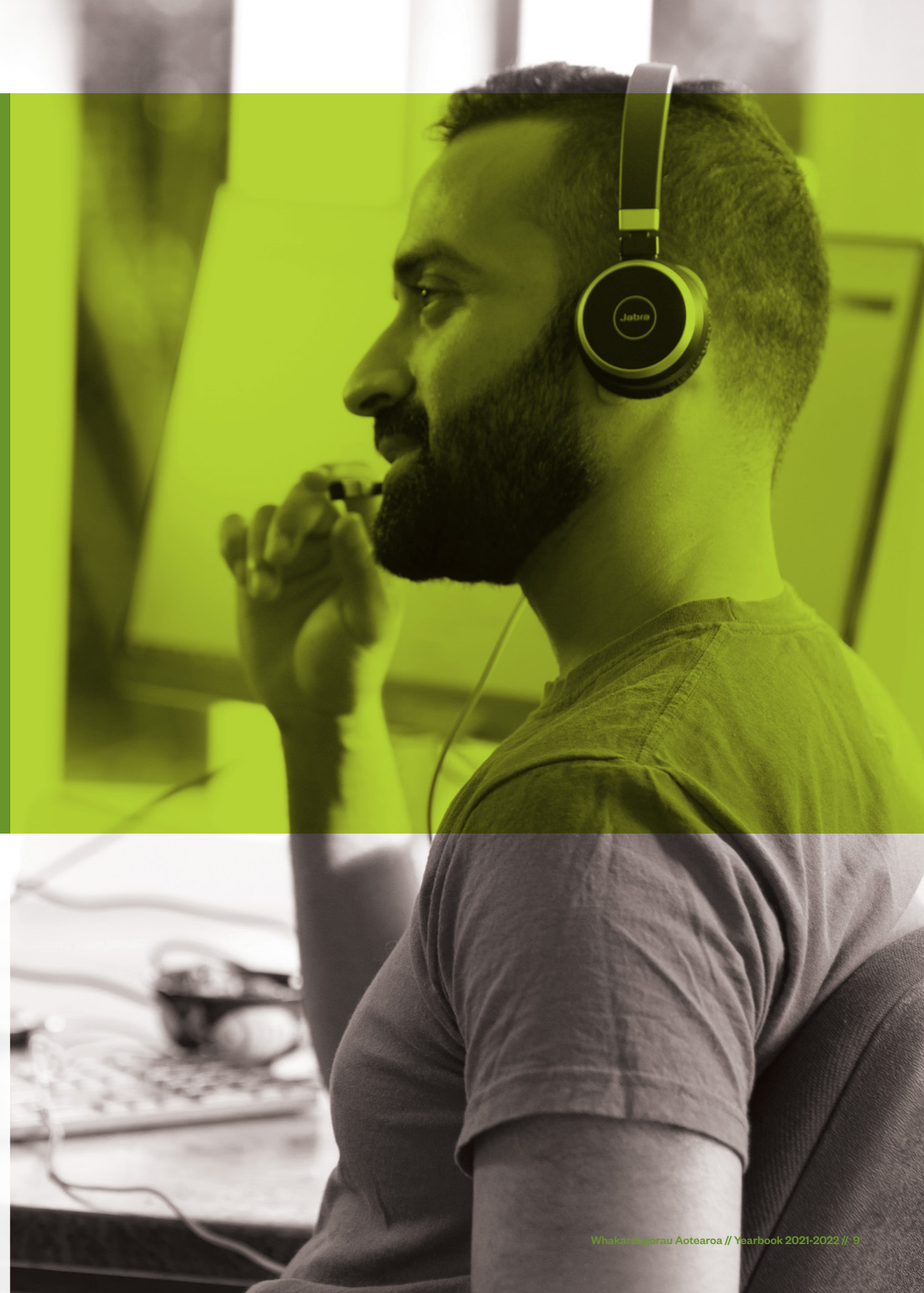
Our name

Whakarongorau is a word to describe the many ways to listen - **whakarongo** (to listen) and **ā-rongorau** (a modern word for multimedia, the many ways of communication or media).

It is derived from the old Māori word **whakarongorua** (to listen with great intent and purpose).

Wayne Youle, (Ngāpuhi, Ngāti Whakaeke, Ngāti Pākehā), the artist we worked with to design an icon for our name, spent time talking to his whānau about their experiences of our services, and only then said yes to working with us.

He was inspired by the whakatauki which then inspired the design of our new icon that he created - 'A BRAVE VOICE DESERVES A SYMPATHETIC EAR'.



**HE REO MĀROHIROHI
KA TARINGA RONGOHIA.
A BRAVE VOICE DESERVES
A SYMPATHETIC EAR.**

Chair and CEO report

The last 12 months have been the most challenging in the history of our organisation

1 November 2021 was the sixth anniversary of the launch of the national telehealth services. It was an opportunity to reflect on what we have been able to offer the people of Aotearoa over that time, in partnership with the Ministry of Health, the Ministry of Social Development, ACC, the Department of Corrections, the Department of Internal Affairs, Oranga Tamariki, the New Zealand Defence Force, and a valued suite of corporate, NGO, and sector partners.

This year, in total, across all our services, they have enabled us to connect with over 2.7 million individual people, or every 1 in 2 people across Aotearoa.

In November 2015 we managed seven services and responded to an average of ~800 contacts a day. In November 2022, we managed over 30 services and respond to an average of ~8,000 contacts a day. It has been quite the journey.

Importantly, the clinical safety of the mahi has been maintained and we have seen no SAC 1 or SAC 2 events.

The last 12 months have been the most challenging we have had.

In addition to keeping focussed on the clinical and operational excellence of our core telehealth services – with an extraordinary nearly 250% increase in contacts compared to last year – we have been tasked with supporting an unprecedented pandemic response.

We have worked hard to surge our workforce and to keep our people safe and able to work, to respond to over 5.7 million contacts. Our Whakarongorau whānau are like all others in Aotearoa and have been impacted by COVID and winter sickness. The fact that we were able to achieve what we did, is due to the skill, dedication and passion of our kaimahi who worked tirelessly from their homes across the motu and in call centres in Auckland, Wellington and Christchurch and in our partner contact centres in Kaikohe, Heretaunga (Hawke's Bay) and Rotorua.

It is a credit to the frontline teams and to management that we end the financial year with increased public trust and confidence in our services and more efficient delivery of calls.

All of this, however, has come at a cost to our organisation in terms of the critical initiatives we have had to defer, in order to surge and to respond

We end the year underfunded for pay parity for our deserving nursing staff, also limiting our ability to attract new staff in a competitive labour market; with a telephony system stretched to capacity and well overdue for replacement; needing to invest significantly in our technology security after two years of distributed denial-of-service (DDoS) onslaughts in a world of coordinated and unrelenting dis- and mis-information; with many key projects deferred and others unable to be completed; and with the burden of the considerable investments we have had to make to deploy and run the COVID response services.

In addition, having surged our workforce to respond to demand, as that demand reduced post the Omicron peak, and in the 'living with COVID' phase, we have had to sharply and significantly reduce our non-clinical staff on the COVID frontline. The move from the COVID traffic light framework will call for further significant changes, including to our back-office support functions.

The next 12 months will be most challenging as we accommodate and respond to all of that.

Moving from the backstop to the backbone of the pandemic response

The Board and I are grateful to the Ministry of Health for the confidence shown in us over the last 12 months – and the last six years. The Board acknowledge the faith shown in us to meet the clinical and welfare needs of the people of Aotearoa through the COVID pressures over the last year. This has meant we were able to rapidly expand our workforce as the Omicron variant took hold across our communities. It also meant we could establish three new services: the Pacific Vaccination Pathway (with Pacific partner South Seas in South Auckland), a Māori Whānau Vaccination Pathway, and the COVID Disability Vaccination Pathway; and expand resource on the COVID Healthline, the COVID Vaccination Healthline, and scaling the COVID Welfare service to support people isolating at home.

The Board has supported these initiatives because they have grown from the innovative relationships developed, and the unique insights gained, since January 2020 when our COVID response began.

Focus of governance

To meet the increased demands over the last year, we have ensured that robust governance processes are in place with representatives across financial, legal, medical and public entities, and from our owners Pegasus and ProCare.

Our work this year has required us to navigate and manage the challenges of 'governance in surge' – a unique position for a social enterprise. This followed a year of multiple lockdowns and keeping our contact centres open in a pandemic – managing risk, maintaining the safety of our staff, business continuity and – most importantly – the trust and confidence of the public of Aotearoa.

A review of the Whakarongorau Board by Kerridge Partners early in FY22 determined that the Board is high-performing and effective, and that the Directors have a deep commitment to the business, with a good balance of skills and experiences.

During the year the Board farewelled Lee Eglinton and welcomed Jacky Percy who joined the Board as Pegasus representative (following the departure of Vince Barry).

In a year where the COVID pandemic has touched on every aspect of our lives and across society, the leadership provided by our Service Improvement Board has been invaluable. To the end of this financial year, this multi-service board, has comprised executives from the Whakarongorau Aotearoa, Ministry of Health, ACC, MSD, Oranga Tamariki and Te Hiringa Hauora/Health Promotion

Whakarongorau Aotearoa // New Zealand Telehealth Services – working to give everyone in Aotearoa the opportunity for wellness

Agency. Over the last 12 months the Service Improvement Board has been focused on ensuring the national telehealth services maintain quality, productivity, and customer satisfaction commitments.

The Whakarongorau Clinical Governance Committee, which this year farewelled Dr Nikki Turner and Dr Aaron Culver, has had a focussed and productive year, overseeing clinical excellence across our services. Its guidance ensures all the services we run are clinically safe, effective, patient-centred, culturally sensitive, equitable, and timely. This year they were instrumental in ensuring our responses to COVID-19 Delta and Omicron variants followed clinical protocols as specified by the Ministry of Health.

The team, comprising general practitioners, psychiatrists, mental health and addiction specialists, and representative physicians across the fields of immunology, toxicology and emergency medicine also provided clinical leadership during the RSV outbreak earlier in the year, and during the rise in influenza cases over winter.

The value of by Māori for Māori and of co-governance

A milestone at the end of the 2021-2022 financial year represents for me, the culmination of key thinking, intent, and focus for our organisation. Over the last two years, we developed strong partnerships with iwi and Māori providers. In October 2020 we established the first Māori partner Contact Centre – with Te Hau Ora Ngāpuhi. The aim was to establish a content centre and workforce, to extend our capacity to deliver COVID support, in particular encouraging vaccination for Māori. We worked collaboratively – using the National Telehealth Service platform and a whānau-centred approach. The success of that partnering and the impact on our collective tangata whaiora, was a catalyst to initiate further partnerships. That saw the Te Tai Whenua o Heretaunga and Te Arawa Lakes Trust partnerships.

The KPMG report 'Mā te Kotahitanga ka ora ai te iwi Partnering for Impact Assessing the partnership impact of Te Hau Ora O Ngāpuhi, Te Taiwhenua O Heretaunga, Te Arawa Lakes and Whakarongorau Aotearoa' highlighted the key social and financial impacts that have arisen as a direct result of the partnership in regions that experience high levels of unemployment and health inequity.



I feel useful to my whānau and hāpori. Doing what it takes to awahi them in every way I can brings me joy.

More mahi in the motu should have more iwi mahi together, we benefit together.

It has given our community a lot of opportunities and connecting Māori with Māori.

I have worked all my life and this is the only job I've been able to be Māori, think Māori and allowed to focus on Māori and unashamedly provide any resources without a second thought.

Whakarongorau has leveraged the strength of the iwi-affiliate and Māori providers and their ability to reach into communities that experience high levels of unemployment, poor health outcomes and lack the ability to attract capability, to create positive social and economic changes. Including the injection of \$15 million, over the evaluation period, into these local economies and the creation of ~242 jobs

The real success however, is the strength of the relationships between the partners and everyone coming together for a shared purpose – the hauora of all New Zealanders.

As a result of the scale and capability of the National Telehealth Service, there has been an ability to rapidly partner with capable and willing iwi affiliates to deliver telehealth services. Employment and training opportunities have been initiated and are delivering long term benefits for these kaimahi/employees, whānau, hapū, iwi and communities.

Furthermore, the collective has been able to leverage their strengths to deliver to Aotearoa/New Zealanders a telehealth service that has reach into and relevance for potentially underserved communities. Aotearoa/New Zealanders can access support from someone who is understanding of their situation, can be trusted, and can effectively communicate with them.

We consider there are insights to be taken from this partnership approach that are applicable to many organisations in Aotearoa seeking to deepen the impact of their commissioning to achieve greater prosperity for all.

The KPMG report 'Mā te Kotahitanga ka ora ai te iwi Partnering for Impact Assessing the partnership impact of Te Hau Ora O Ngāpuhi, Te Taiwhenua O Heretaunga, Te Arawa Lakes and Whakarongorau Aotearoa'

We have seen that building capability in communities and using a Māori pathway of whakawhanaungatanga means that people speaking to someone in one of our Partner Contact Centres increases engagement and action – to get health support, to get vaccinated. The social and financial benefits of this model of working were impactful in regions that experience high levels of unemployment and health inequity.

Importantly, for the 12 months ending 31 July 2022, the connection with Māori through dedicated service lines saw kaimahi Māori from the four organisations answer ~46,000 contacts and make ~274,000 outbound calls to tangata whaiora who had questions or vaccine hesitancy, which resulted in vaccine bookings 53% of the time.



The joint chief executives of Taki-o-Autahi - Karen Vercoe, Te Arawa Lakes Trust; Tia Ashby, Te Hau Ora O Ngāpuhi; Andrew Slater, Whakarongorau Aotearoa; and Waylyn Tahuri-Whaipakanga, Te Taiwhenua o Heretaunga

Landmark Taki-o-Autahi joint venture

As the FY22 year closed we agreed to come together with three of those partners - using the Limited Partnership Act in an innovative, unique way – and woven together a co-governance structure that will enable us to address equity issues, through the provision of whānau-centred, equitable telehealth services in Aotearoa. This was formalised at a significant and moving event at Waitangi hosted by mana whenua Te Hau Ora Ngāpuhi.

We have come together in good faith, under a true partnership model, where the partners have a full, equal, and transparent partnership relationship.

There is a deep commitment from my Board to drive and support this. This is the way of the future, working together in co-governance, to achieve more, for communities who need it most.

I want to acknowledge and thank and the leaders, governors, and staff from our Te Hau Ora Ngāpuhi, Te Tai Whenua o Heretaunga, and Te Arawa Lakes Trust partners.

The year ahead

Delivering better outcomes for Māori and Pasifika will continue to be a central focus for Whakarongorau Board and management, building on the COVID, bowel screening, Healthline and Quitline equity initiatives already place. We will further develop partnerships with iwi, and we will seek to increase the number of Te Reo speakers in our organisation.

We will continue listening to our service users. In this last year 95,000 of our service users gave us feedback on their experience of us. This is of fundamental importance to us as we continue to identify the impacts, gaps and opportunities to improve the health outcomes of all tangata whaiora. We will use our healthy imagination to solve big problems by understanding the tiny ways that people are blocked from getting the care they deserve. Our imagination comes from service user feedback, from our people and from our partners - and their drive to never give up.

We look forward to working with Te Whatu Ora / Health New Zealand and Te Aka Whai Ora / The Māori Health Authority as we forecast and plan next-level digital care in a living with COVID future.

The pandemic taught us that now, more than ever before, the connected world of digital care has huge potential. Over the next 12 months, we will discover new and better ways of joining the dots and developing services to better reach and support tangata whaiora.

We developed great things as a result of COVID surge and they are being taken forward into a living with COVID future. They have also deeply challenged us.

Nāku iti noa, nā

Roger Sowry
CHAIRMAN
WHAKARONGORAU AOTEAROA BOARD

Andrew Slater
CHIEF EXECUTIVE OFFICER
WHAKARONGORAU AOTEAROA

Investment in health outcomes and in Whakarongorau

The Board has overseen and supported investment this year in the key areas of equity, population health, and technology enablers for digital care to improve health outcomes and service delivery.

Post COVID surge we need to both catch up on delayed investment in our core infrastructure and processes, and to also to invest in infrastructure and systems stretched by the COVID response we have been asked to provide – a concern for the coming 12 months.

Over the 12 months to 30 June 2022 investments included:

Post-COVID investment

- Investing in improvements and enhancements to our core infrastructure – infrastructure that supported over 3,000 staff (up from 450 in February 2020), a world-leading telehealth platform of over 30 services across 7 digital channels, responding to over 5.7 million contacts in FY22.
- The initiatives include:
 - Investment this year of ~\$2m to start the process of replacing our contact centre telephony platform to support the contact volumes during the COVID surge from October to March 2022. We expect this project to take 12 months to complete and will provide the latest Cloud-based technology and allow Whakarongorau to continue to lead and deliver innovation in one of the largest contact centre environments in Aotearoa.
 - Investment of ~ \$0.5m in our technology security – beginning with third party penetration tests of our systems and applications and setting up distributed denial-of-service (DDoS) protection against any DDoS attacks over the internet.
 - Investment this year of ~ \$1.5m to improve the ergonomics and usability of Spectrum CRM (the platform we use to securely and efficiently manage our interactions with our service users); we are adding clinical functionality for integrated telehealth services (e.g. video consults, ACC claim lodgement, Quitline referrals direct from GPs and DHBs), and we will be able to extend our engagement with service users to social media such as Facebook and WhatsApp. This is also part of the FY23 scope of work.

- The development of 'Healthline online' to maximise time for clinical interactions – by enabling service users to enter their demographic information before they speak to Healthline clinician. This reduces the need for data collection during that interaction and enables both the service user and the clinician to focus on the reasons for the call.
- Investment in a new Wellington site, bringing our teams (approximately 70 staff) together in a safe, central space that can support a growing 24 x 7 workforce.

Investment in our base business and staff

- The user research, design, development and implementation of a Quitline 'Vape to Quit' programme – to support the over 200 people (each quarter) who contact us and who are vaping. This additional Quitline programme is designed for current dual users, using a programme developed with health psychologists. The campaign is aligned with the Government's "Smokefree Aotearoa 2025" goal and associated legislation.
- Investment in developing the distinct Quitline Te Ao Māori 'korowai' approach - embedded in the Quitline team's mahi to support tangata whaiora in their quit smoking – and quit vaping – journey.
- Approximately 1,400 hours of Tikanga cultural and diversity face-to-face and online training for all our staff - designed to make a difference to our employee experience, and to enhance our delivery of culturally safe and appropriate services to the tangata whaiora who reach out to us.
- Around 3,000 hours of online training for all our staff - in the areas of privacy, health and safety, information security, and our role in the protection of children, and our responsibilities under the Children's Act.
- Collaboration with Whitireia Polytechnic (Pasifika and Māori nursing students), AUT (paramedicine students), and Ara (nursing students) - to place students in the Healthline team for unique and valuable telehealth teletriage experience and to support them following the disruption to their traditional placement options. The 71 students had support from clinical coaches and systems trainers, and each completed 185 live calls over the 4-6-week placements.

Note: This annual report covers the 12 months to 30 June 2022, prior to the establishment of Te Whatu Ora, so references DHBs and the Ministry of Health.



THE MAHI THAT MATTERS

A look at our work and impact in the 12 months to 30 June 2022, that included...



Across all our services we **responded to over 5.7 million contacts** (an increase of 185% on last year)

That's nearly **16,000 contacts a day**

We **connected with over 2.7 million individual people*** 1 in 2 people in Aotearoa

We **answered 92% of all calls ...** within 10 minutes

COVID SERVICES

4.3 million contacts were responded to across COVID Healthline, Vaccination, Welfare and CIQ – **nearly 3 times** as many as last year



The teams connected with over 2 million people (or **1 in 3 people** in Aotearoa)

BY EACH COVID SERVICE

COVID Healthline:
814,000+ contacts from **495,000+** people

COVID Vaccination Healthline:
answered more than **1.8 million** contacts and made almost **950,000** outbound contacts, connecting with more than **1.4 million** people

COVID Welfare:
supported **274,000+** contacts to **85,000+** people

COVID CIQ managed **350,000+** calls, including **~62,000** clinical assessments

FAMILY VIOLENCE AND SEXUAL HARM SUPPORT

20,000+ women were supported by our **3** family violence services and **34** Women's Refuges



The Safe to talk sexual harm team supported **6,700+** people, responding to **~14,600** contacts - a **25%** increase on last year

We answered **~3,000** contacts to the Elder Abuse Response Service

SUPPORTING GENERAL PRACTICE



Supporting **~60%** of GP practices in Aotearoa

answering **~102,000** after-hours calls for them

MENTAL HEALTH



The 1737 Need to talk? team supported **47,000+** people – answering **~127,000** contacts (including **70,000+** text exchanges)

Across all our mental health services we answered **184,700+** contacts supporting around **74,000** people

Our mental health nurses answered **88,360** contacts on behalf of 12 DHBs – up **15%** from last year

Our Emergency Triage nurses triaged **43,000+** incidents, almost half were redirected to non-emergency services

The Earlier Mental Health Response team triaged **~12,000** contacts from Police and ambulance services to support **6,000+** people in social and psychological distress

Our Puāwaitanga team received **2,770** referrals and delivered **9,300+** appointments to people seeking ongoing mental health support

HEALTH



Healthline nurses, paramedics, advisors and doctors supported **over 367,000** people and answered **~477,000** calls

They made more than **191,000** clinical check calls, twice as many as last year

Our National Bowel Screening Programme team made **~90,000** follow up calls to **55,200** priority people (twice as many as last year) yet to return their test kits **28%** subsequently did

The National Cervical Screening Programme team received **~428,000** test results

The Poisons team helped **24,000+** people - **72%** of contacts required no further treatment or info

HELP TO QUIT

The Quitline team supported **16,000+** people on their quit journey –



26% were smoke free after 4 weeks

*The total number of individual people in the year is the sum of unique service users each month, so may include users who have contacted the service in multiple months.

Some highlights of the year

July 2021

Minister for COVID-19 Response Hon Chris Hipkins and Associate Minister of Health Hon Peeni Henare welcomed to the Auckland contact centre.

Tikanga cultural and diversity face-to-face and online training delivered for frontline kaimahi across the motu – designed to make a difference to our employee experience, and to enhance our delivery of culturally safe and appropriate services to the tangata whaiora who reach out to us.

Healthline services provided 12 days of 24/7 administrative and clinical support to primary healthcare providers disrupted by the devastating flooding in the Buller district.

Quitline added new interactive tools to quit.org.nz with the aim of engaging smokers earlier in their smoking cessation journey. Co-designed with a behavioural psychologist, the tools include: My Smoking Quiz – E matua momi ana koe i te aha; The savings calculator – Whakatatauria ōu whakaputunga; and motivation tips – He aha te ngako o tōu hīkoi whakamutu?

Quitline introduced a new webchat service for tangata whaiora wanting to speak with an advisor directly from the website.

Whakarongorau IT staff travelled from Kaitaia to Twizel installing new desktop kits for more than 300 work from home Healthline nurses and mental health staff. The upgrade improves security and performance, and the new technology gives options for enhancing service user experience in the future.

Healthline teams take their 2 millionth call (since the start of the COVID response in February 2020). And 97% of those 2 million calls were answered in 10 minutes. That “extraordinary mahi” is acknowledged by Dr Ashley Bloomfield at the 1pm media stand-up on 7 July.

Quarantine-free travel to New Zealand from anywhere in Australia issuspended.

Those aged 60-plus start receiving invitations to book their vaccination at bookmyvaccine.org.nz or through the COVID Vaccination Healthline.

August 2021

1737 'Struggle Got Real' advertising campaign running – designed to engage with people impacted by COVID and who may not have sought mental health support before.



17 August: All of New Zealand moves to Alert Level 4.

Following research into Pacific and Māori experiences of navigating Healthline during COVID, service extension pathways established to serve these communities in a more connected and meaningful way.

The Māori pathway provides a central front door for Māori to receive COVID advice and information, designed and delivered to Māori by Māori.

A new 0800 phone number launched for Pacific Peoples to call to get help making a free COVID-19 vaccination booking for the whole household. A partnership with Whakarongorau and South Seas Healthcare.

22 August: Government announces it will require businesses and events to ensure visitors record their visits by using the COVID-19 Tracer App or by making a manual record.

31 August: All of New Zealand south of Auckland moves to Alert Level 3; Auckland and Northland remain at Alert Level 4.

23 August: COVID Vaccination Healthline takes its 1 millionth call.

24 August: Healthline and COVID Healthline took almost 12,000 calls. It was the Healthline services' busiest day ever.

26 August: all COVID services supported 33,485 calls – the busiest day ever.

September 2021

Family and Sexual Harm Team launches the National Family Violence Portal (NFVP) in association with the Women's Refuge. Funded by MSD, the NFVP offers after-hours support to refuges nationwide.

Māori Language Week celebrated with more than 220 Whakarongorau Aotearoa kaimahi from all over Aotearoa taking part in online and face-to-face waiata.

29 AUT paramedic students and 10 Māori and Pasifika nursing students from Whitireia Community Polytechnic welcomed on Healthline placements.

1737 Facebook campaign quickly stood up to offer support to those impacted by the New Lynn supermarket terror attack.

1737 COVID Delta lockdown psychosocial support advertising campaign.

'Help is available' webchat launched for the new 'Are You Ok' Family Violence website.



2 September: Northland moves to Alert Level 3. All of New Zealand (except Auckland) is now at Alert Level 3. Auckland remains at Alert Level 4.

7 September: New Zealand (except Auckland) moves to Alert Level 2. Auckland remains at Alert Level 4.

Rongoā āraimate: Māori whanau COVID vaccination pathway launched. Tangata whaiora can use COVID Healthline's IVR and opt to speak with a Māori advisor. The team, made up of around 130 kaimahi Māori from across all our COVID services and partner contact centres, connect with whānau to support them and remove any barriers to getting vaccinated.

Following feedback from the Disability sector on barriers to access vaccination information and booking support, a Disability COVID vaccination pathway launched. Disabled tangata whaiora can use our inbound COVID Healthline's IVR to opt for speaking with an advisor with special knowledge or affiliation in the disabled community as well as request vaccination assistance.

16 September: Director-General of Health Ashley Bloomfield says New Zealand needs a vaccination level of 90 per cent or above if the country is to enjoy the community benefits of a high level of vaccination

21 September: Auckland and Upper Hauraki move to Alert Level 3. The rest of New Zealand remains at Alert Level 2.

25 September: Upper Hauraki moves to Alert Level 2. Auckland remains at Alert Level 3. The rest of New Zealand remains at Alert Level 2.

October 2021

Afghan Resettlement Healthline service launched to support newly arrived refugees and NZ residents who were evacuated from Afghanistan to Aotearoa following the Taliban takeover.

Our Wellington-based National Bowel Screening Programme Coordination Centre team, National Cervical Screening Programme Coordination Centre team, the Quitline team, and Healthline and IT teams welcomed to their new Customhouse Quay home in Wellington - a safe, central space, to accommodate a growing 24 x 7 workforce.

One year anniversary of the introduction of Healthline's revolutionary image upload tool. More than 15,000 images have been sent to Healthline by callers since the tool was introduced in October 2020.

'Winner, winner chicken dinner' Gambling Helpline promotion as part of the Safer Gambling Aotearoa campaign, in partnership with Te Hiringa Hauora/Health Promotion Agency. The campaign

was initiated in response to reports that the COVID resurgence and resulting lockdowns had led to increased use of online gambling apps and websites.

Winter 2022 planning kicked off.

3 October: Raglan, Te Kauwhata, Huntly, Ngāruawāhia, Hamilton City and some surrounding areas move to Alert Level 3 for 5 days. Auckland remains at Alert Level 3. The rest of New Zealand remains at Alert Level 2.

5 October: Alert Level 3 restrictions in Auckland are eased. Raglan, Te Kauwhata, Huntly, Ngāruawāhia, Hamilton City and some surrounding areas remain at Alert Level 3. The rest of New Zealand remains at Alert Level 2.

8 October: Northland moves to Alert Level 3. Auckland and parts of Waikato remain at Alert Level 3. The rest of New Zealand remains at Alert Level 2.

16 October: Healthline clinicians and advisors key to supporting the nationwide 'Super Saturday' Vaxathon. Some Wellington-based staff were live in the Avalon studio taking calls and the COVID Vaccination Healthline team members everywhere were working in our contact centres, in our partner contact centres, and from home to ensure the success of this event.

19 October: Northland moves to Alert Level 2. Auckland and parts of Waikato remain at Alert Level 3. The rest of New Zealand remains at Alert Level 2.

Community Isolation and Quarantine (CIQ) commissioning introduced, The Healthline team work alongside the Auckland Regional Public Health Service and the Northern Regional Health Coordination Centre (NRHCC) to support people isolating at home. Healthline's role is to call patients to check on their welfare and their health and to provide advice on the key signs that require hospitalisation, and to answer other questions they might have.

November 2021

1 November National Telehealth Service celebrates 6th birthday. In November 2015 we had ~150 staff, managed 7 services and responded to ~800 contacts a day. In November 2022 we had ~2500 staff, manage over 30 services and responded to ~8,000 contacts a day.

772 staff complete our annual Taking the Pulse staff engagement survey. The results demonstrated that we rank highly both globally and nationally on the Gallup engagement index.

End of Life Choice Act came into effect. All contact centre clinical staff trained in dealing with calls related to assisted dying.

Healthline team tasked by Government with contacting people who are in isolation and people who have been identified as a close or casual contact of a confirmed positive COVID-19 case. The team are also supporting District Health Boards, calling people about vaccination and vaccination bookings.

2 November: Upper Northland moves to Alert Level 3. Parts of Waikato at Alert Level 3 Step 1 move to Alert Level 3 Step 2. Auckland remains at Step 1 of Alert Level 3. The rest of New Zealand remains at Alert Level 2.

9 November: Auckland moves to Alert Level 3 Step 2. Upper Northland remains at Alert Level 3. Parts of Waikato remain at Alert Level 3 Step 1. The rest of New Zealand remains at Alert Level 2.

11 November: Upper Northland moves to Alert Level 2. Auckland and parts of Waikato remain at Alert Level 3 Step 2. The rest of New Zealand remains at Alert Level 2.

16 November: Parts of Waikato move to Alert Level 2. Auckland remains at Alert Level 3 Step 2. The rest of New Zealand remains at Alert Level 2.

December 2021

New gamblinghelpline.co.nz website goes live.

2 December: all of New Zealand moves to the COVID-19 Protection Framework, also known as the traffic lights.

26 vaccination campaigns conducted by the Māori pathway team for Canterbury DHB and the Ministry of Health - 23% of the calls resulted in multiple whānau members being booked on the same call.

January 2022

Record numbers of service user feedback received, with 14,192 responses and an overall satisfaction rate of 86% across all services. 1,564 service users who identified as Māori provided feedback, with 84% reporting being satisfied or very satisfied with our services.

Welcomed 14 new students and advisors to Mental Health & Addictions services; and 7 military medic students joined Healthline on placement from AUT.

Quitline New Year 'Reason you Quit' advertising campaign runs - focussed on Māori smokers aged between 23 and 40.

Over-18s can book a booster shot four months after their last vaccine dose.

The COVID-19 paediatric Pfizer vaccine is available for children aged 5-11.

18 January: The first case of community transmission of Omicron in New Zealand reported.

20 January: COVID-19 Protection Framework level change: Northland, currently at red, joins the rest of the country at orange.

21 January: Isolation time temporarily increased to 14 days (from 10 days) because of the infectiousness of Omicron. The isolation time for close contacts increases to 10 days, from seven.

26 vaccination campaigns conducted by the Māori pathway team for Canterbury DHB and the Ministry of Health - 30% of the calls resulted in multiple whānau members being booked on the same call.

February 2022

Vape to Quit programme launched within the Quitline smoking cessation service. Developed with health psychologists it offers support to tangata whaiora who both smoke and vape, to help support their quit attempt.

Virtual Practice Plus Service launched - an evolution of the GP After-Hours practice services. Six Whakarongorau doctors provide the after-hours service to Practice Plus general practices in the lower North Island, to support the increasing need for access to general practice services after hours.

Time with our iwi partners in Rotorua for a co-design workshop to develop our future joint plan to deliver equitable health and social services in the right way, to those who need them most.

17 February: one year anniversary of our very first COVID vaccination phone call.

RAT testing introduced.

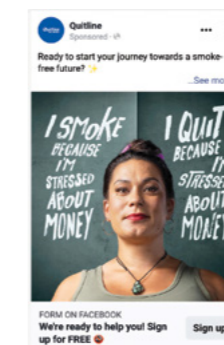
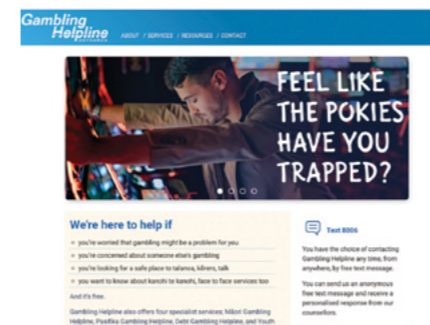
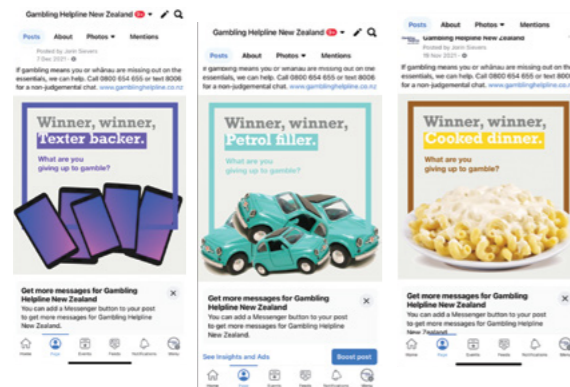
March 2022

Mental Health & Addictions services launch a new SMS triage tool Spectrum Continuity Queue (SCQ). SCQ assists counsellors with non-voice interactions like texts, with a keyword function built in that helps identify potential risks more quickly. It also recognises if the SMS comes from a regular service user with an existing management plan.

Targeted 1737 Facebook campaign on the third anniversary of the Christchurch terror attacks - acknowledging the day and reminding people that free, professional support is available.

Quitline introduce a Māori pathway for incoming calls, where Māori tangata whaiora can choose to speak with a Māori kaimahi.

Pathway for whānau Māori extended to our COVID inbound service and CIQ, enabling advisors to connect with tangata whaiora in culturally meaningful ways.



April 2022

First anniversary of our new name and new brand Whakarongorau Aotearoa // New Zealand Telehealth Services.

Distinct Te Ao Māori 'korowai' approach embedded in the Quitline team's mahi to support tangata whaiora. Incorporating four pou: whakawhanaungatanga, manaakitanga, aroha and rangatiratanga. The 'korowai' approach is specifically tailored to each person reaching out for support to stop smoking.

74 vaccination campaigns conducted by the Māori pathway team for the Ministry of Health - 40% of the calls resulted in multiple whānau members being booked on the same call.

4 April: The vaccine pass no longer required by venues. Vaccination no longer mandatory in a number of occupations, but remain mandatory in the health and disability, aged care, corrections and border workforces.

12 April: Fully vaccinated Australians can travel to New Zealand isolation-free. They must self-test on arrival.

13 April: Traffic light change from red, to orange. Indoor capacity limits and the seated and separated rule for hospitality venues both end. Facemasks continue to be required in many indoor settings.

23 April: The Omicron XE variant detected in New Zealand for the first time.

May 2022

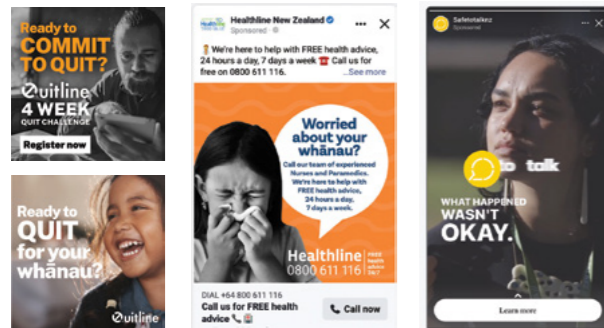
One year anniversary of Waiata Wenerei – a popular weekly 15-minute opportunity for all Whakarongorau Aotearoa staff to sing together (in-person or online).

Glynis Sandland welcomed as Whakarongorau Aotearoa's new Chief Operating Officer.

Chris Kerr welcomed as Whakarongorau Aotearoa's new Director Population Health.

Whakarongorau Aotearoa leadership hui - all leaders came together for a full day workshop planning for the next 12 months for Whakarongorau, and to reflect on making it through two years of a global pandemic.

Planning with our iwi partners Te Hau Ora o Ngāpuhi in Northland, Te Arawa Lakes Trust in Rotorua, and Te Taiwhenua O Heretaunga in Hawke's Bay to explore future opportunities to improve the health of the communities who are more vulnerable, or who continue to have inequitable access to health.



Quitline launches 4-week 'commit to quit challenge' on World Smokefree Day.

13 nursing students from Whitireia Community Polytechnic and Ara Institute of Canterbury join Healthline on placement.

Work with Health sector colleagues on public messaging to support increasing and unprecedented demand; people should call their GP or Healthline for non-urgent, non-life-threatening issues, to alleviate pressure on the entire health system and ensure that hospitals are kept as free as possible for people who really need hospital-level care, and ambulances are prioritised for life or limb threatening emergencies.

All Healthline clinical staff provided information on Monkeypox.

New alcoholdrughelp.org.nz website goes live.

1 May: First known case of Omicron BA.4 variant. Vaccinated travellers from visa-waiver countries able to travel to New Zealand isolation-free.

25 May: New Zealand's first community case - without a clear link to the border - of the Omicron subvariant BA.2.12.1.

Second anniversary of the establishment of the Whakarongorau-run COVID Clinical Advice Line – offering peer support and advice to primary and community health staff. Staffed by Healthline doctors, registered nurses, and paramedics. The service provides community clinical staff access to dedicated clinical advice from peers to help them navigate the range of information available and to support them in making local decisions to protect their patients and populations.

June 2022

Associate Minister of Health Hon Dr Ayesha Verrall officially opens Whakarongorau Aotearoa Customhouse Quay Wellington office.

Mental Health & Addictions Services counsellors receive training on how to better support deaf tangata whaiora.

Healthline winter campaign kicks off – reminding that anyone wanting health advice can contact Healthline on 0800 611 116 anytime, 24/7, for free and get the support they need and information about what to do, including self-care advice, from our nurses and paramedics.

Whakarongorau Aotearoa exhibit at GPCME conference in Rotorua – profiling the clinicians guiding each service and the telehealth services that support general practice patients.

Safe to talk online video campaign launches, focusing on the support that is available for victims of sexual harm. The campaign, aimed at Māori and Pasifika, aged 15-24, was created through several focus groups with secondary school students, and further refined with the support of Rape Prevention Education, Rainbow Youth, a Māori Wāhine survivors' group, Pasifika church groups and members of the LGBTQIA+ community.

20 June: Pre-departure testing no longer required for travellers to New Zealand. Travellers will still be required to self-test on day zero or one, and on day five or six.

From our service users

“

COVID Healthline

Thank you for providing Māori contact centre people, we prefer Māori health professionals in the first instance because they understand our needs and cultural ways of being and this is important to us.

This is the 3rd time I have used the service. I have always been so impressed with how quickly my calls are answered. The time and care taken to answer my questions and the professionalism shown. I think this is a great service that we are lucky to have.

“

COVID Vaccination Healthline

I was really impressed by the efficacy and clear explanations for my situation. So polite and demonstrating active listening. I needed a booster 4th I junction as I am immune compromised and thought my third was the booster. Very helpful and rang back plus booking the injection. Excellent team.

I got hold of the right people, easy and they directed me to the closest vaccination centre and I got my booster, nice and simple, easy! Left! and had a great day

“

COVID Welfare

The friendly and caring attitude of your staff was outstanding. I felt very confident with the advice I was given. Being in the critical age bracket (92) and heart problems it was good to have help at our fingertips.

The reassurance was immeasurable. Covid can be depressing, and talking to a professional who understood was quite healing.

“

Mental Health & Addictions

Absolutely brilliant, I spoke to a very kind wāhine who gave me some great strategies for calming down and managing my anxiety.

Excellent. I came away feeling relaxed still sad but happier. The counselor I spoke to sent me some breathing exercises that really help me.

I had no expectation however my spirit was “uplifted” to know I was not alone and there was someone there to listen and advise me. I found your organization both very professional, well versed in your process of assisting a person to “Feel” they were not alone.

I had been struggling for several days so decided to call the number a Dr gave me and after talking with the councillor for a while I felt a lot better, she even rang me back when I got disconnected which I feel is extremely good.

I am very appreciative that this service is available, as I was last alone and felt isolated in my grief that I didn't know what else to do. Just talking to someone who listened, didn't judge, didn't try to solve problems but was definitely there to offer advice when I asked. I'm not sure how deep into my depression and addiction I would have gone into if it wasn't for this number written on the board on my fridge.

I'm very grateful this service and help exists... especially if the person like me is completely alone and severely depressed on the verge of being lost.

Key outcomes

Achieve equitable health and disability outcomes

100% of non-COVID kaimahi completed internal Tikanga Programme training

Four iwi Partner Call Centres onboarded

28 iwi and 77 Māori providers actively engaged to support local needs

36% of kaimahi identify as Māori / Pacific across all services

Māori and Pacific pathways introduced across all COVID services and Healthline, allowing callers to self-select the option to speak with a Māori or Pacific advisor

More than 46,000 inbound contacts chose a Māori pathway, with a further 21,000 choosing to speak with a Pacific advisor

58 Whiteria Māori / Pacific nursing students completed student placement programme

Supported Coromandel GP practice (high vulnerable population) with remote telehealth GP while no GP was available

Enhance whānau-centred services

Increased ambulance redirection rate to 53%

48 fewer ambulances required through Emergency Triage

Launched the first 4-week Quit Challenge, with 67 people completing the challenge (50% Māori / Pacific)

Two vaping support programmes launched - Vape2Quit and QuitVaping

Delivered new mental health training and advertising to better support the Deaf community

COVID services extended to support Disabled community

New Safe to talk website, videos and social campaign launched

60% of Districts are supported by our mental health crisis nurses

Established Afghan Resettlement Healthline supporting 300+ refugees who have arrived in Aotearoa, fleeing unrest in Afghanistan

Provide sustainable and safe services

15 MH&A interns supporting 1737 text line

Partnership with Ara Polytechnic Bachelor of Nursing (CHCH) for student placement programme

55 final year AUT / NZDF students completed student placement with NTS

61% of leaders completed Leadership Programme

Delivered over 100,000 hours of training to our kaimahi

Delivered data and cyber security solutions to enhance data protection

Passed 4 external audit certification assessments

Extended clinical capability with new medical workforce, initially supporting COVID and then with wider sector pressures

Strengthen an integrated, collaborative, innovative system

Developed digital capability to send bulk outbound messaging, enabling more than 8.7m messages to be sent

Roll out of national work-from-home and web-based infrastructure, strengthening service delivery across the motu

Upgrade of key infrastructure and telephony platform underway

All Districts now live on the National Bowel Screening Programme, with 16 successfully migrated onto the new BSR platform

Providing subject matter expert support for Cervical Screening HPV programme development

Our clinical teams

The last 12 months

Twelve clinical teams work around the clock to provide the people of Aotearoa with the best quality advice and care. Our teams include registered nurses, mental health nurses, emergency triage nurses, paramedics, mental health and addictions professionals, service and support advisors, poisons officers, sexual harm professionals, health advisors, and screening co-ordinators.

COVID services

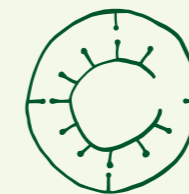
COVID VACCINATION HEALTHLINE

Protecting New Zealand, one vaccination at a time.



COVID HEALTHLINE

We hunt COVID-19, helping make Aotearoa COVID-free.



The 12 months to 30 June 2022 saw the organisation in a rhythm of response. Following the rapid, agile build of COVID-19 services, this included partnering with Iwi and Māori providers to create a Māori Whānau Virtual Support Network, establishing 12 partner contact centres to manage demand, moving from MIQ to CIQ support, surging the non-clinical workforce as Omicron took hold in communities, focussing attention on supporting the most vulnerable, establishing and embedding new processes to achieve that, and then - once past the (first) peak - resizing the organisation as non-clinical staff returned from the COVID frontline. Over 6,000 people have been onboarded as part of Whakarongorau's COVID response which began in January 2020.

This rhythm continued into the second half of the year with Healthline planning and preparation for the 'twindemic' of winter flu and COVID. Those plans have so far ensured that resources are able to meet demand. Healthline nurses and paramedics are nearly 40% busier than at the same time last year and are responding to clinical demand at levels not seen before.

As the FY22 ended, Whakarongorau extend the COVID doctor telephone callback service to people who call for support with flu-like or sore throat symptoms (in specific cases) and we are working on an initiative to provide additional telehealth services to ambulance services to help ease the pressures.

The role and the impact of the work of the COVID Healthline, COVID Vaccination Healthline, and the COVID Welfare teams has been significant.

Across Whakarongorau-run COVID services the team connected with more than **2 million people** about their COVID-related needs -

1 in 3 people in Aotearoa



The teams managed over **4.3 million contacts** - nearly 3 times as many as last year

And they sent over **8.7 million digital messages** (texts and emails)

BY EACH COVID SERVICE



COVID Healthline: answered **814,000+** contacts from **495,000+** people

COVID Vaccination Healthline: answered more than **1.8 million** contacts and made almost **950,000** outbound contacts, connecting with more than **1.4 million** people

COVID Welfare: supported **274,000+** contacts to **85,000+** people

COVID CIQ (Community Isolation and Quarantine): managed **350,000+** calls, including **~62,000** clinical assessments

MĀORI WHĀNAU PATHWAY - a Virtual Māori Support Network

Following research into Pacific and Māori experiences of navigating Healthline during COVID, service extension pathways were established in August 2021 creating dedicated Māori, Disability and Pacific pathways to serve these communities in a more connected and meaningful way.

The COVID Vaccination Healthline has a dedicated team of advisors to support disabled people and their carers, and those with a health concern, to book and get their COVID vaccination. That support could include mobility assistance, sign language interpreters or supported decision making.

The objective of the Māori Whānau Virtual Support Network was to encourage Māori participation in the national COVID-19 vaccination programme, and to provide a central front door for COVID-19 Vaccination related advice and information for Māori. The Network was designed and delivered in partnership with iwi Māori and Māori providers, hapū and whānau.

Whakarongorau had established one Māori partner contact centre with Te Hau Ora O Ngāpuhi in Kaikohe and a Pacific partner South Seas in South Auckland, in October 2020. In August 2021 three more were established - Ngāti Whātua Orakei (Auckland), Te Arawa (Rotorua) and Te Taiwhenua O Heretaunga (Hastings).

Three pathways were established - outbound calling, giving whānau an option to speak to a Māori advisor when they call the COVID Vaccination Healthline (and redesign of call guidelines prioritising whakawhānauanga), and 'click to call' social media ads (co-designed with iwi). Key to the success of the pathways was the 500% increase in the Whakarongorau Māori workforce since October 2020 (from 48 to 313 kaimahi).

Fully launched 20 August 2021, the pathways provide a central front door for Māori to receive COVID advice and information, designed and delivered to Māori by Māori.

Since its launch, over 50,000 contacts have engaged via our Māori pathway, which is supported by 18% of our workforce who are Māori plus the ~400 kaimahi within our local iwi Partner Contact Centres:

- Te Hau Ora O Ngāpuhi
- Te Arawa Lakes
- Te Taiwhenua O Heretaunga.

OUTCOMES INCLUDED:

- Vaccine booking rates on the COVID Vaccination Healthline consistently higher for contacts who experience a Māori pathway outbound campaign than those engaged in a general outbound campaign.
- Māori inbound contacts who experience the Māori pathway (and speak with a Māori advisor) have a consistently higher satisfaction rate than those who speak with the general line.
- The trend of multiple whānau members booking their vaccines (on the one call).
- In April, these pathways were also activated across our COVID Inbound and COVID Isolation and Quarantine (CIQ) services.

A key strategic priority for Whakarongorau is to directly influence and drive better health and wellbeing outcomes for priority populations and communities. This is weaved into every part of our organisation and through every service.

Our commitment to providing equity-led services relevant for all whānau has also driven the development of our dedicated COVID equity pathways.

Smoking Cessation

QUITLINE

We manaaki our manuhiri on their journey toward improved hauora.

This year the service was focused on ensuring work directly supported the outcome areas set by the Ministry of Health as part of the Smokefree Aotearoa 2025 Action Plan. These are:

- Eliminating inequities in smoking rates and smoking related illnesses.
- Increasing the number of people who successfully quit smoking.

This year 27% of tangata whaiora who contacted us were Māori, and 6% were Pasifika. Our kaimahi understand that speaking with someone with shared cultural backgrounds can make a difference to the experience for tangata whaiora, and whether they choose to enrol in the service. To address this, Quitline doubled the number of Māori advisors in the last year. Māori Quitline advisors now make up 27% of the workforce.

In addition, the Quitline team has worked hard to reflect on and embed a new korowai approach, incorporating four pou: whakawhānauanga, manaakitanga, aroha and rangatiratanga, the korowai approach is specifically tailored to each person reaching out for support to stop smoking.

These initiatives are making a difference.

Between March and June 2022, 37.2% of wāhine Māori who contacted us enrolled in a quit programme - this is higher than the overall percentage of those who contacted us, who went on to enrol.

In June 2022, the success rate for Māori exceeded the overall success for tangata whaiora (31.7% success for Māori in June 2022 compared with 30.7% overall).

This year 26% of all those who enrolled in a quit programme remained smokefree at 4 weeks and 23% of all enrolled tangata whaiora remained smokefree at 3 months.

Enrolled Māori and Pasifika quit rates are lower than those of overall tangata whaiora. This year, 22% of Māori remained quit at 4 weeks (3.6% lower than the overall enrolled population) and 18.6% of Māori remained quit at 3 months (4.4% lower than all of those enrolled). For Pasifika enrolled tangata whaiora, 21.7% remained quit at 4 weeks (3.9% less than all enrolled) and 17.7% remained quit at 3 months (5.3% less than all enrolled tangata whaiora).

As a result, work continues towards supporting Māori and Pasifika tangata whaiora achieving the same or greater quit rates than that of our general population. Our approaches, which include providing a korowai aroha environment, increasing our call lengths, and strengthening our relational approach, aim to lead to greater

engagement from Māori and therefore, improved outcomes.

Quitline has also increased the number of contact pathways. Tangata whaiora can now speak to an advisor directly via Facebook messenger and webchat, in addition to phone and text channels. The new quit.org.nz website interactive tools are specifically designed to engage priority populations.

In the last six months, 86% of Māori tangata whaiora responding to Quitline surveys were satisfied or very satisfied with the service they received. In addition, Quitline's Quality Review scores were exceptionally high, particularly regarding rapport building and cultural responsiveness. Between July and December 2021 Quitline's Quality Review was 95%.

The Vape to Quit programme introduced in February 2022 has a 52% success rate at 4 weeks. This is almost double the general Quitline success rate. The number of Quitline enrolled tangata whaiora who also vape, is increasing each month. Currently 26% of all those enrolled also vape.



Bowel Screening

Improving the bowel health of our participants.

The National Bowel Screening Programme Coordination Centre team coordinate the programme, provide test kits to participants, and ensure that participants and GPs receive test results.

They tautoko their communities to ensure they are on the pathway to better health. With Bay of Plenty and Taranaki DHBs joining this financial year, all 20 districts are now providing the national screening programme.

The additional DHBs joining the programme brought expected increases in work volumes for the team. The number of kits sent out for tests increased by almost 30% to 121,000 in the last quarter of the year.

The teams focussed on:

- Minimising withdrawals from the programme.

- There is a 57 % return rate after contact by the team for both Māori and Pacific - a significant improvement on the less than 20% return rate if no contact is made.
- And a 16% return rate where no contact is made.

- Equity across all their work.

- An example of that is how they align staff with participants they speak with - we know that creating cultural connection increases participation.

- There are 14 permanent kaimahi speaking 8 different languages - including Māori (2), Cook island Māori (2), Mandarin (1), Samoan (5), Tongan (1), Tokelauan (1).

The team understand that the chances of a positive outcome are increased when participants speak to someone with a shared cultural understanding. To that end, community matching of kaimahi to tangata whaiora is an integral part

of the programme. Where in-house community matching is not possible, the service engages interpreters to facilitate the best outcome, according to each person's needs.

The service continued to deliver on cultural equity through its Outbound Active Follow Up activity which saw 63,356 people called. Kaimahi connected with 42% of this group and had kit a return rate of 56%, after this kōrero.

Over the year, staff called almost 1,700 priority population participants to obtain correct collection dates that were missed or incorrect. This resulted in 70% of these kits being tested and not treated as spoilt kits.



Examples of Māori Whānau Virtual Support Network material co-designed with Te Hau Ora O Ngāpuhi



Cervical Screening

As kaitiaki of the Cervical Screening Register we help reduce the incidence of cervical cancer in Aotearoa.

The team coordinate and look after the register, liaising with the regional centres, smear takers, laboratories, specialists, and DHBs about the people they serve. They are focussed on outcomes, measuring success, and the experience of care.

When this team formed in April 2019 there were 30,000 results missing from the Register. Working closely with the Ministry, that number is now down to fewer than 100 at any time. Around 600,000 laboratory and colposcopy events come into the register each year.

Around 15% - or 90,000 - of those will need National Coordination Centre input,

to fix data errors, address issues, rejected results etc.

As a result of their mahi, service levels ran consistently at 100% completion in FY22. This means that at all times, the service ensured that:

- The National Cervical Screening Programme Register (NCSPR) was up-to-date and available for laboratories, colposcopy clinics, regional services and smear-takers.
- Colposcopy and high-grade abnormalities referrals, visits, 'did not attends' and discharges were administered correctly.
- Screening results were recorded on participants' records and ensured the correct screening pathway was

followed.

This year the team has also been involved in:

- The move to the new Screening Register platform.
- The new centralised invite process.
- The introduction of HPV testing for primary screening.



Earlier Mental Health Response (EMHR)

We are Aotearoa's virtual emergency mental health service. 24/7.

This year, the EMHR service again demonstrated that it makes a positive difference to the health sector and to the people of Aotearoa.

Non-urgent calls directed to EMHR clinicians from Police and from ambulance means those services are freed up to do core face-to-face work and the service user is provided with support from a mental health professional. This year 87% of contacts transferred to the EMHR team from the 111 lines were triaged to

more appropriate mental health responses - either supports in their community or primary or tertiary mental health services.

EMHR clinicians also manage out-of-hours calls from people in acute distress, on behalf of 12 DHBs across the motu, and triage mental health calls 24/7 for an additional 4 DHBs. This acute mental health service carried out on behalf of DHBs expanded over the last year - from 11 to 12 DHBs, covering 56% of the population. This has increased the clinical capacity of tertiary mental health facilities to do urgent face-to-face work.

Our mental health nurses answered 88,360 contacts on behalf of the 12 DHBs - up 15% from last year.

The Earlier Mental Health Response team triaged ~ 12,000 contacts from Police and ambulance services to support 6,000+ people in social and psychological distress.



FaSH (Family and Sexual Harm)

We empower people to live life free from sexual harm.

SAFE TO TALK

The last six months of the FY22 year were the busiest ever for Safe to talk, since the service launched in 2018. More than 6,400 contacts were received in this period (making up 53 % of the entire year).

The team have been aware of the impacts of COVID and other pressures that have resulted in an increase in the number of service users who are not able to access support in their local community because of location or lack of resources.

Approximately 40% of people contacting Safe to talk were under 24 years of age, with this percentage split evenly between the 13-19-year-old and 20-24-year-old age bands. As well as being the largest cohort, this age group recorded the highest volumes over the year. Of those who choose to identify their gender, 70% were female, 29% were male and 1% were gender diverse.

The team have seen an increase in the number of tangata whaiora supported via the webchat function off the safetotalk.nz website.

Considerable focus has been put into an update of safetotalk.nz - recognising that although whānau may not be ready to talk to someone, they may be ready to look, to learn about Safe to talk and how we can support them and most importantly to start to feel hope. The website is being designed as a significant resource for both service users and the sector. It will be

optimised for mobile use and for priority populations. The first update to the website this year was a page with content specifically to engage and support Māori and Whānau.

In the later part of the year a new marketing campaign launched - focusing on TikTok and Instagram Stories. The video content was created following research user input, and input from health psychologists and other clinicians. The call to action was to visit the website - which saw a 270% increase in visitors.

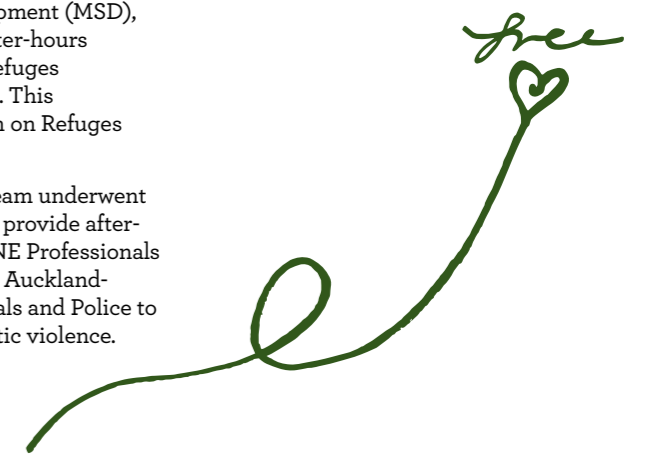
FAMILY VIOLENCE SERVICE

This year saw the introduction of a new integrated family violence service, providing overnight support to women and children, in partnership with Women's Refuge, Presbyterian Support North and SHINE. Women's Refuges now have the ability to divert their helplines after-hours to the Whakarongorau Aotearoa FaSH team. Funded by the Ministry of Social Development (MSD), the FaSH team provide after-hours support to 34 Women's Refuges and non-affiliated refuges. This initiative eases the burden on Refuges across the motu.

In September, the FaSH team underwent training enabling them to provide after-hours support to the SHINE Professionals Line - the service used by Auckland-based medical professionals and Police to support victims of domestic violence.

The introduction of the integrated family violence service saw the Family Violence service double in size this year. The team answered almost 30,000 contacts for more than 20,000 women and concerned whānau.

Of those who called us in the last year, 82% required support or general information; 5% of contacts were in crisis or a high-risk situation, requiring urgent help.



Quitline

Very supportive and professional. In this early stage for me I find the texts inspirational.

You've been lovely to talk to you've calmed me down and I won't be buying a packet. It helps to talk to someone who is calm like you.

It was amazing. The Quitline helper that I spoke to was so warm and helpful. Non judgemental and very relatable and encouraging.



Bowel Screening Programme Coordination

Thank you for the wonderful work you do and for following up on people like myself who should take much more responsibility. The service you provide is second to none and it is a privilege to have this and many more like it. I am only too aware of the difficulty my family have at times to access services for which there are years of waiting time. We are truly blessed with our health service in New Zealand. Thank you all once again for your kindly reminders.



Safe to talk

This service is immensely helpful in my healing. When I hit a stuck point, I can call and the counsellors are wonderful at helping me see the direction I need to go / actions I need to take in that moment.

Having someone there was amazing. I was feeling out of control emotions. It didn't stop them, but it was grounding. Knowing that you guys a trained in sexual trauma feels safe.

I'm so grateful for the service. The person I spoke with was so helpful with reassurance and support around the dissociation I was experiencing. Thank you for all that you do, it's really supporting me in healing faster.

Health Services

HEALTHLINE

Easy access to trusted clinical care. Always.

Healthline has seen strong demand throughout the year with 476,752 calls handled – a 16% increase compared to the year ending 30 June 2021. In addition to the inbound contacts received this year, clinicians made 227,387 outbound calls – more than three times the volume compared to the same time last year.

Despite the increase in calls, we were able to continue to reduce pressure on 111 services and emergency departments, with tangata whaiora referred to these services remaining steady at 16%. Once triaged by our clinicians, 31% of callers were referred back to their GP – supporting primary healthcare providers and continuity of patient care; 22% were referred to after-hours medical services for treatment; and 25% received medical and self-care advice.

To cope with the year-on-year increased demand, Health Services increased their clinical staff from 118 in 2020, to 227 this year – an increase of 92%. These nurses and paramedics, together with Healthline advisors, work from their homes all over Aotearoa and from our contact centres in Auckland, Wellington and Christchurch.

The year saw increased demand for Health Services' image upload tool with almost 16,000 images shared via secure portal. The tool is particularly popular with Māori and Pasifika tangata whaiora who sent 30% of images received. Image upload helps clinicians to diagnose 'hard to describe' symptoms such as rashes and wounds.

In July 2021, during the RSV outbreak, Healthline received 1,348 calls on behalf of children under six years of age with respiratory and cold/flu-like symptoms. This was almost three times as many calls for these symptoms and age range compared to July 2020.

In the last 12 months for all age groups, the primary reasons for calling Healthline (in order) were nausea, vomiting and diarrhoea, fever; cough, cold or flu-like symptoms, chest pain.

The Health Services teams continue to focus on better serving the needs of priority populations and in June 2022 a new pathway was introduced to enable those who wish to speak with a Māori advisor the option to do so. Calls to Healthline from Māori and Pasifika tangata whaiora increased by 24% compared to last year and now comprise 27% of all contacts to the service (Māori 20%, Pasifika 7%).



Primary Care Services

We connect all manuhiri with the right clinical care at the right time.

We are privileged to provide after-hours care to subscribing primary healthcare practices and their patients, as we have done for the last 25 years. Recognising the important relationship that exists between GP and patient, our clinicians answer calls in the practice's name and triage callers with protocols that are customised to a practice's specified requirements.

With the patient's permission, we provide GPs with consult summaries of each

interaction. In addition, monthly and quarterly reports are offered to GPs that include call volumes, demographic break down, presenting issues, and patient outcomes.

Over the last 12-months the Health Services team supported ~60% of GP practices across Aotearoa, answering close to 102,000 clinical calls from patients calling their medical home – a 10% increase on the previous year.

Of these calls, 78% were managed with primary care and/or selfcare advice,

maximising the chances of a patient remaining with their primary health provider for ongoing treatment. 9% of callers required urgent care; and just 7% required emergency services (111 and ED). The service helps to reduce unnecessary presentations to emergency departments (ED).



Emergency Triage

Helping New Zealanders navigate their hauora haerenga.

The goal of secondary Emergency Triage is to provide 111 callers with the right care at the right time. To achieve this, a Whakarongorau Aotearoa clinician or paramedic connects with patients who call 111 for ambulance and who are triaged as non-urgent/ non-life threatening. They carry out a secondary triage. Patients might be provided with self-care advice to enable them to stay in the community safely; or connected with non-ambulance services in the community that better serve their clinical need; or they may even be identified as requiring an ambulance more urgently than the briefer primary triage has identified.

A key benefit of secondary Emergency

Triage is the ability to free up frontline ambulance time to better respond to more urgent patients. This year, there were approximately 44.5 more ambulances able to perform life-saving duties, due to nearly 44% of secondary triaged patients being identified as not requiring ambulance services.

In the last year, our Emergency Triage clinicians and paramedics diverted over 49,100 patients from emergency departments.

Of those assisted by Emergency Triage clinicians in the last year, 46.6% were over the age of 65. Patient acuity increased throughout the year with a trend being that people waited until they were sicker before calling for help. Between July and December 2021, 57% of calls

were returned to queue for emergency ambulance dispatch. Between April and June 2022 caller acuity reached 63%.

Our Emergency Triage nurses triaged 43,000+ incidents, almost half were redirected to non-emergency services.



Poisons Services

The National Poisons Centre, New Zealand's only poison and hazardous chemicals information centre, runs a 24-hour 7-day free telephone advice service for the public and health professionals. Staffed by toxicologists and advisors from the University of Otago, the service helped more than 24,000 people in the last year.

Of the contacts received, 72% required no further treatment or information. As these patients may have otherwise gone to after-hours or emergency clinics, the National Poisons Service plays an important role in reducing pressure on health providers.

The majority of calls to the service were for children, with 48% of records generated for people with a substance exposure were for those aged under 5 years old; 87% of all exposure scenarios occurred in a residential environment. The five most common reasons people called (in order) were product personal medications and analgesics, plants, household cleaning products, miscellaneous household products, and miscellaneous chemicals.

The service continues to maintain TOXINZ, a toxicology data dictionary that contains extensive scientific and medical information about pharmaceuticals,

substances, chemical, and commercial products. The TOXINZ database is fully searchable and can be accessed directly by healthcare professionals through District Health Boards.



Healthline

I can't speak highly enough of this service. All staff who answer calls should be given a raise, a hug, and unlimited cute animal pictures in their office. The healthline team is essential.

I honestly think it's a great service. I really just use it occasionally to check that I'm correct in thinking I need to take my child to the doctor.

Found it very good and also helpful that she got me to take a picture of both feet to compare the colour etc and gave me some extra advice to try overnight.

I always use Healthline. We live so far away from the hospitals and there is no after hours options. Always feel I can trust the advice.

My experience was perfect. I had a very helpful RN who was trained well, made sure I understood, reassured me as a first time hapū māmā and knew how to keep me settled and free of stress. Tino Ātaahua!

Outstanding, both operators that I spoke to were absolutely amazing. They were so calm, gentle and caring, totally wonderful. Thank you so much both of you. XXX



Elder Abuse Response Service

The most important aspect of this service was that their [sic] is an organization to support people such as our neighbour. I felt so much better reaching out and speaking with someone to seek help.

Mental Health Programs

**Poipoia te kakano kia puawai.
Nurture the seed and it will blossom.**

Puāwaitanga

This year Puāwaitanga demonstrated that services designed by and for Māori work for everyone.

The Puāwaitanga team, comprising 28 registered psychotherapists, psychologists, occupational therapists, counsellors, mental health nurses, social workers, addiction practitioners, and ACC registered therapists, offer support in 15 different languages.

The programme, which operates online from 9am until 9pm seven days a week, reduces barriers to access. It focuses on the here and now for clients, who receive an average of five sessions.

In the last 12 months, 2,770 referrals were received from people seeking ongoing mental health support and over 9,300 appointments were completed.

Outcomes for clients in the last 12 months were positive, with the average DUKE score increasing by 43% post treatment (up from 38% in FY21) and by an average of 49% for Māori (up from 36% in FY21).

The Duke Health Profile (DUKE) is a technique for measuring health as an outcome of medical intervention and health promotion. It is a 17-item generic self-report instrument containing six health measures (physical, mental, social, general, perceived health, and self-esteem), and four dysfunction measures (anxiety, depression, pain, and disability). DUKE score is measured out of 100 and each client completes this prior to starting counselling and then at the end of sessions. The percentage references the average percentage increase of clients DUKE from their pre-score to their post-score.



The service expanded within the tertiary education sector this year, establishing pathways with:

- Open Polytechnic
- Toi Ohomai
- Unitec
- Western Institute of Technology in Taranaki
- Southern Institute of Technology
- Manukau Institute of Technology
- Otago Polytechnic
- Massey University
- Ara Institute of Canterbury

South Canterbury DHB also began referring clients, adding to referring organisations the Canterbury District Health Board, Ministry of Social Development, Central PHO, ProCare, Auckland University of Technology and The University of Auckland.

Whīteki Tauā

Whīteki Tauā is a virtual mentoring programme for people aged 18-24 who receive a WINZ benefit or who have recently joined the workforce. The programme, which is funded by MSD, is currently available in the South Island, with MSD predominantly responsible for referrals to the Whīteki Tauā programme.

Given the programme's success, it will be extended to 18-24-year-olds

throughout Aotearoa who are on a Work in Income benefit, as well as Mana in Mahi participants, from mid-July 2022. During this year, the engagement process changed to one of self-referral. Those interested regular guidance, advice or kōrero with a mentor now proactively approach the service for this support. Navigating this change and repositioning the programme to offer nationwide support to those eligible have been the main focuses of the team this year.



1737 Peer Support

The lady I spoke with was amazing. She made me feel validated but not the fake kind. I genuinely felt heard and supported. I didn't feel rushed.

She was very realistic and appropriate. I was very frazzled yet I got back on track after hearing her supportive responses.

Puāwaitanga

Thank you for your practical ideas and ways to set boundaries kindly.

Mental Health and Addictions Services

We empower people in their hauora haere, helping keep them safe and offering hope.

Our Mental Health and Addictions services comprise 1737 Need to talk?, the Depression Helpline, and the Gambling and Alcohol & Other Drugs Helpline services. In the last year, the team of qualified counsellors, psychosocial and addictions specialists answered over 184,700 contacts; they supported around 74,000 people.

Our Mental Health and Addictions services are designed for one-off brief intervention, with an open door to return for support. Over the FY22 year we have seen an increase in the risk and complexity presented across our services. This continues to trend upwards.

The key data point references to measure and track this trend are the length of time our kaimahi take to support our whāiora, and our risk and suicide trends, both of which have been gradually increasing over the last 18 months.

The average length of a 1737 call has lifted from 16:51 minutes to 20 minutes in FY21 to 18:08 minutes in FY22 (noting it increased further in the first quarter of FY23, to more than 20 minutes). The number of calls that are connected for longer than 25 minutes is now around 1,000 interactions per month, an increase of 20% in the last quarter of FY22 when

compared to the previous 12 months. Both data points indicate a continuing trend of complexity.

Risk and suicide trends

In addition to the increase in clinical complexity, the numbers of service users with suicide risk have also increased by 22% on the previous year (6,408 in FY22 compared to 5,248 in FY21). 'At risk' contacts now make up 8% of all our Mental Health and Addictions Services contacts.

This trend lifted strongly through May 2022, and June 2022 recorded the highest monthly volume of suicide risk contacts experienced in the service, with over 700 contacts (58% of which were SMS conversations).

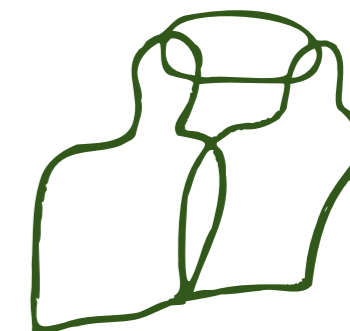
There is also a growing trend of youth presenting with suicide risk, with youth aged 13 to 19 years representing 32% of all suicide risk contacts in the last quarter of FY22.

Contacts from young people (13-25-year-olds) have increased over time, now making up 36% of all contacts in the last 12 months.

This shift to a younger tangata whāiora demographic has led to a corresponding increase in contacts to services via SMS. Where previously calling was the most common form of contact, there is now an even ratio between calls and SMS.

Established in early 2020, our Complex Caller Team assists with consistent, effective, and clinically safe support for tangata whāiora, who may have needs that cannot be met within the brief intervention model of our services. The support plans implemented for this cohort have led to a reduction in almost 1,500 interactions per month over the last two years.

New activity is underway across our Mental Health and Addictions to develop and strengthen pathways and implement improvements in how we engage, support, and connect with Māori and Pasifika tangata whāiora. In the last year, 18% of contacts identified as Māori and 5% identified as Pasifika (the same as last year). A focus on capturing the ethnicity of callers has seen an increase in community matching our kaimahi with tangata whāiora.



Clinical leadership

Our clinical teams are supported by a clinical leadership team, advising each service and supporting frontline staff

- **Dr David Codyre** - Clinical Lead Psychiatrist, Mental Health and Addictions
- **Dr Siale Foliaki** - Clinical Lead Psychiatrist, Pasifika Health
- **Dr Jessica Henry** - Clinical Lead Psychiatrist, Earlier Mental Health Response
- **Dr Ruth Large** - Chief Clinical Officer
- **Dr Lyndy Matthews** - Clinical Lead Psychiatrist, Complex Caller Team and Quitline
- **Dr Martin Mikaere** - Clinical Lead Mana Hapori / Māori Health
- **Dr Matt Wright** - Clinical Lead, Urgent Care

A Clinical Governance Committee – a sub-committee of the Whakarongorau Board – is responsible for supporting clinical excellence across our services.

- **Dr Hillary Gray** (chair)
- **Prof Simon Adamson**
- **Dr Janine Bycroft**
- **Dr Stephen Child**
- **Dr Jane O'Hallahan**
- **Dr Adam Pomerleau**
- **Anil Thapliyal**
- **Dr Vanessa Weenink**

Our services

as at 30 June 2022

1737 need to talk?

Brief intervention counselling. People can talk through emotional and psychological issues and concerns.



Channels	Contacts in FY22**	When established/ when managed by the NTS* contract/ Whakarongorau	Clinical team
Call or text 1737, www.1737.org.nz , www.facebook.com/1737NeedToTalk	127,000	June 2017	Counsellors, social workers, psychotherapists, psychologists

1737 need to talk? Peer Support

Callers have the option to talk with a 'peer' - a non-clinician with lived experience of mental health challenges. This provides 'support from someone who knows'.



Call 1737 (2pm-10pm), www.1737.org.nz	24,200	August 2020	Trained peer support workers from Mind & Body
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Alcohol Drug Helpline

Advice, information and support about drinking or drug use.



0800 787 797, text 8681, webchat www.alcoholdrughelp.org.nz , info@alcoholdrughelpline.org.nz , facebook.com/alcoholdrughelplinez	16,320	1995 (alcohol focused), 2002 (extended to include drug). With NTS from November 2015	Trained counsellors
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Ambulance secondary triage

Clinical telephone assessment for low acuity calls.



111 calls to St John and Wellington Free Ambulance	43,000	July 2014	Nurses and paramedics
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National Bowel Screening Programme Coordination Centre

Database management and distribution of invitations for the programme, providing test kits to participants, and ensuring GPs receive their patient's test results.



0800 924 432	Answered over 54,000 inbound calls and made nearly 90,000 active follow-up calls	With Whakarongorau from April 2017	Trained support specific to bowel screening
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National Cervical Screening Programme Coordination Centre

Screening support services for the public as well as liaising with the regional centres, smear takers, laboratories, specialists and Regions about the people they serve.



0800 729 729	Received 427,530 test results and sent 323,650 letters to participants	With Whakarongorau from April 2019	Trained support specific to cervical screening
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*rounded

+National Telehealth Service

^The total number of individual people in the year is the sum of unique service users each month, so may include users who have contacted the service in multiple months

COVID Clinician Advice Line

Community clinical staff have access to dedicated clinical advice from peers to help them navigate the range of information available and to support them in making local decisions to protect their patients and populations.

Channels	Contacts in FY22**	When established/ when managed by the NTS* contract/ Whakarongorau	Clinical team
Phone (8am-8pm 7 days)	2,000	May 2020	Doctors, nurses and paramedics

COVID Disability Helpline

Help and information about vaccines, testing, face mask exemptions, and managing COVID at home.

0800 1112 13 or text 8988		September 2021	A person with experience or knowledge of disability will answer from 8am to 8pm. After 8pm, calls are answered by a trained member of the Healthline team
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COVID Healthline

Supporting people with information and advice about COVID.

0800 358 5453	814,300	February 2020	Nurses and trained non-clinical staff supported by clinical advisors
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COVID Vaccination Healthline

Providing vaccination information and helping people who are unable to book their vaccination appointment online.

0800 28 29 26 (8am-8pm 7 days)	1,800,000 inbound contacts and almost 950,000 outbound contacts	August 2021	Nurses and trained non-clinical staff supported by clinical advisors
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COVID Welfare

Supporting people impacted by COVID.

	274,000	April 2020	Nurses and trained non-clinical staff supported by clinical advisors
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COVID CIQ

Health and wellbeing checks for people in self-isolation.

0800 924 432	Over 350,000 calls	Healthline support from November 2021	Nurses and trained non-clinical staff supported by clinical advisors
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Depression Helpline

Providing support, tools and information to people with depression and anxiety, and their whānau.

0800 111 757, text 4202, www.depression.org.nz	36,240	2006	Counsellors, social workers, psychotherapists and psychologists
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Diver Emergency Service Hotline

Advice and treatment for diving-related incidents, accidents or injuries, including the emergency management of decompression illness.

0800 4 DES 111 (0800 4337 111)	180	With NTS from November 2015	Nurses
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Drug Referral Service

Police referral of some people charged with illicit drug use/possession, to the Alcohol Drug Helpline.

Earlier Mental Health Response

Clinical telephone assessment for selected 111 calls from Police and ambulance. Callers get a health response rather than a justice response.

Elder Abuse Response Service

Advice, information, and support about elder abuse.



Expert Advice Line

Support for community and social service professionals needing expert advice for their work with clients with mental health support needs or addiction challenges.

Family violence services

• Shine Domestic Abuse Helpline

Supporting women and men worried about their own situation or someone else who might be living with domestic abuse.

• Family Violence Information Line

To help those experiencing or witnessing violence, or who want to change their own behaviour.

• Family Services Directory

Helping people find the MSD service they need, in their area.

• Integrated Safety Response (ISR)

Referral service from Waikato Police. We call people to help them access the support they need in their community.

• Women's Refuge Webchat

Responding to webchat messages from the Shielded site that many businesses and organisations add to their websites.

• Women's Refuge After-Hours

Supporting Women's Refuge callers after hours.

Gambling Helpline

Support for those worried about gambling or the gambling of others.



Channels	Contacts in FY22**	When established/ when managed by the NTS+ contract/ Whakarongorau	Clinical team
Referral from Police	385 referrals	November 2019	DAPAANZ fully registered and provisionally registered addiction practitioners
Referral from 111	12,000	April 2016	Mental health nurses
0800 EA NOT OK (0800 32 668 65), text 5032, support@elderabuse.nz	3,000	July 2017	Nurses
0800 811 767	8	August 2017	Mental health nurses
0508 744 633 and webchat www.2shine.org.nz	30,000 contacts for more than 20,000 women and concerned whanau across the three main service lines and 34 Women's Refuge sites	With Whakarongorau from March 2020	Counsellors, social workers, psychologists
0800 456 450 (9am-11pm)		With Whakarongorau from March 2020	Counsellors, social workers, psychologists
0800 211 211 (9am-6pm)		With Whakarongorau from March 2020	Advisors
		With Whakarongorau from March 2020	Social workers, advisors
www.shielded.co.nz		August 2021	Counsellors, social workers, psychologists
		With Whakarongorau from June 2021	Counsellors, social workers, psychologists
0800 654 655, text 8006, webchat, www.gamblinghelpline.co.nz info@gamblinghelpline.co.nz facebook.com/GamblingHelplineNZ	5,500	2004 With NTS from November 2015	DAPAANZ fully registered and provisionally registered addiction practitioners

GP After-Hours

Support for general practices after hours.

Healthline

Health advice and information.



Immunisation Advice

Providing advice to the public (in partnership with the Immunisation Advisory Centre (IMAC)).



KUPE

An online tool to help men and their whānau understand more about prostate cancer and to decide if they should see their doctor to get tested.



Live Kidney Donation

A 'front door' for people inquiring about being a kidney donor.

The Lowdown

Support to help young people recognise and understand depression or anxiety.



Mental Health After-Hours









Support for after-hours calls into local Regional mental health teams.

NZ Defence Force Mental Health Line

Mental health support for Defence Force personnel and their whānau.

Channels	Contacts in FY22**	When established/ when managed by the NTS+ contract/ Whakarongorau	Clinical team
0800 111 757, text 4202, www.depression.org.nz	101,700	1994	Nurses, paramedics and health advisors
0800 611 116, www.healthline.govt.nz, facebook.com/HealthlineNewZealand, Healthline NZ App	476,750	1994	Nurses, paramedics and health advisors
0800 IMMUNE (0800 466 863). Calls from the public are transferred to the Healthline team (that happens 24x7). Calls from Health professionals are answered by IMAC staff, (weekdays 9.00am - 4.30pm).	8,100	NTS involvement since November 2015	Immunisations-trained nurses
www.kupe.net.nz	2,290 people completed the decision support tool	May 2018	n/a
0800 LIVE DONOR (0800 5483 3666)	100	NTS involvement since November 2015	Nurses
text 5626, www.thelowdown.co.nz	4,350	2010 NTS involvement from November 2015	Mental health and addictions counsellors and social workers
	88,360	April 2016	Mental health nurses
0800 NZDF 4U (0800 693 348) Developed in partnership with Vitae (who provide the face-to-face element)	590	January 2019	Mental health nurses



Channels	Contacts in FY22**	When established/ when managed by the NTS+ contract/ Whakarongorau	Clinical team	
Peer Talk Recovery through shared experience. Peer talk advisors have experience of addiction and mental health issues and can support people in their journey to recovery. 	0800 234 432 (5pm - midnight)	1,530	January 2018	Peer support staff
Piki Piki equips young adults with tools to help overcome adversity and strengthen wellbeing. For 18–25-year-olds living in the greater Wellington region. 	www.piki.org.nz		February 2019	n/a
Poisons Advice Information about poisons or support in case of poisoning. 	0800 POISON (0800 764 765)	24,000	NTS involvement since Nov 2015	Poisons advisors
Puāwaitanga Supporting people to improve their emotional wellbeing – their hauora. 	0800 782 999 www.puawaitanga.nz	Received 2,770 referrals and delivered over 9,300 appointments		
Quitline Support for people wanting to quit smoking and stay smokefree, to Vape2Quit as well as quit vaping. 	0800 778 778, text 4006, webchat, Quit blog, www.quit.org.nz, facebook.com/quitlinenz, www.tiktok.com/@quitline	57,000	May 1999 With NTS from November 2015	Trained quit advisors
RecoverRing Service for offenders (and whānau and families who are helping them) who want support with their alcohol or drug use. 	0800 678 789	150	May 2017	DAPAANZ fully registered and provisionally registered addiction practitioners
Safe to talk Confidential support for anyone impacted by sexual harm. 	0800 044 334, text 4334, webchat, www.safetotalk.nz, support@safetotalk.nz	14,600	June 2018	Trained specialists including counsellors, social workers and psychologists
Whitiki tauā Virtual mentoring service for MSD's Mana in Mahi clients who may need some extra support to reach their work goals. 	0800 089 898	100	February 2020	Mentors

Service user satisfaction

In the last 12 months nearly 95,000 people provided feedback in co-design activities and our experience surveys.

Each month (for some services it is more frequent) we survey our service users for feedback on their experience. We use that feedback to improve what we do and feeds into continuous service improvement and cycles and quality reviews.

The two key measures of satisfaction are:-

- **the net promoter score (NPS)** – measures how likely people are to recommend the service to a friend or whānau member. The score is calculated by subtracting the percentage of detractors from the percentage of promoters (Promoter % – Detractor % = NPS). An organisation's NPS can range from -100 to +100.
- **the overall satisfaction rate (OSR)** – the percentage of people who were 'satisfied' or 'very satisfied' with their experience.

Below is a summary of those measures for the year – overall and for our priority Māori and Pacific service users:

	TOTAL		Māori		Pacific Peoples	
	OSR	NPS	OSR	NPS	OSR	NPS
Healthline	84%	58.15	84%	59.90	85%	57.64
Mental Health & Addictions Services	58%	10.23	69%	20.37	77%	28.57
1737 Peer Support	74%	41.01	81%	64.86	67%	33.33
Quitline	85%	65.92	83%	63.64	86%	65.22
Poisons	98%	92.73	98%	88.76	100%	84.21
Safe to talk	71%	34.97	0%	~	~	~
Elder Abuse Response Service (EARS)	57%	-8.45	64%	9.09	100%	100.00
COVID Healthline	79%	41.32	76%	32.86	77%	41.16
COVID Vaccination *	83%	52.84	83%	48.27	83%	53.82
COVID Welfare **	80%	^	79%	^	85%	^

* Data covers Dec 21-Jun 22, the survey started Dec 2021

** Data covers Apr-Jun 22, the survey started Apr 2022

^ Question not included, given the nature of the service

~ Not statistically significant





MA TINI BY MANY,
MA MANO BY THOUSANDS,
KA RAPA THE WORK
TE WHAI. WILL BE
ACCOMPLISHED.





Whakarongorau
Aotearoa//
New Zealand
Telehealth
Services//



www.whakarongorau.nz



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