

KOKIRI MARAE HEALTH & SOCIAL SERVICES

Committed to the Holistic Well-being of Whānau, Hapū, Iwi

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Kōkiri Marae would like to acknowledge the findings of the Experiences of Care in Aotearoa 2024/25 report.

What Kōkiri Marae intends to do in response to the findings

Kōkiri Marae welcomes the findings of the Experiences of Care in Aotearoa 2024/25 report and the recognition of the progress made in embedding the National Care Standards Regulations within our kaupapa Māori model of care.

In response to the findings, Kōkiri Marae will continue to strengthen its assessment, planning and review processes to ensure tamariki remain connected to their whakapapa, whānau, culture and identity. We will further develop kaupapa Māori tools and resources that support tamariki participation, strengthen the support provided to kaitiaki, and continue to advocate for equitable access to services and resources that promote the holistic wellbeing of tamariki in our care.

Time frame for implementing these changes

These improvements are already underway and form part of Kōkiri Marae's ongoing commitment to continuous improvement. Over the next 12 months, we will continue refining our policies, assessment frameworks and planning tools while strengthening monitoring and quality assurance processes.

Alongside these service improvements, Kōkiri Marae will continue to advocate for sustainable and equitable funding arrangements and improved access to specialist assessment and support services. This advocacy remains an ongoing priority, as current funding and contracting arrangements often do not reflect the true cost of delivering culturally grounded, whānau-centred care.

How Kōkiri Marae will monitor the impact of these changes

Kōkiri Marae will monitor the impact of these changes through regular reviews of care plans, assessments and case management practices, alongside ongoing engagement with tamariki, whānau and kaitiaki.

Outcomes relating to wellbeing, education, health, cultural connection and placement stability will continue to be monitored and reviewed. Internal quality assurance processes, audits, and feedback from tamariki, whānau, kaitiaki and partner agencies will inform ongoing service development and continuous improvement.

Progress made to date

Kōkiri Marae is pleased that the report acknowledges the significant progress made since the previous reporting period. During the past year, we have strengthened our compliance with the National Care Standards Regulations, further developed our assessment and planning processes, and enhanced our focus on whakapapa, identity, education, health and whānau connection.

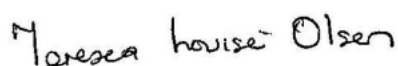
We have continued to develop kaupapa Māori resources and approaches that support tamariki to understand their identity, strengthen their sense of belonging, and maintain meaningful relationships with whānau. We have also strengthened support provided to kaitiaki and maintained a strong focus on ensuring tamariki experience safe, stable and nurturing care environments.

This progress has been achieved despite ongoing challenges associated with short-term contracting arrangements, funding uncertainty, increasing compliance requirements, and growing expectations placed on Māori providers. While Kōkiri Marae remains committed to meeting the needs of tamariki and whānau, the current funding environment often does not adequately recognise or resource the true cost of delivering holistic, culturally grounded care. This includes maintaining whānau connections, supporting participation in cultural, educational and recreational activities, responding to increasingly complex needs, and ensuring tamariki receive the wraparound support necessary to thrive.

Kōkiri Marae will continue to advocate for long-term, sustainable and equitable funding arrangements that enable Māori providers to deliver high-quality care and achieve enduring outcomes for tamariki, whānau, hapū and iwi.

Despite these challenges, we remain committed to continuous improvement, strengthening our practice, and ensuring tamariki in our care are supported to flourish as confident, connected and thriving members of their whānau and communities.

Nga manaakitanga ki runga i a koe.

A handwritten signature in black ink that reads "Teresa Olsen". The script is cursive and slightly slanted to the right.

Na Teresa Olsen