



Tena koutou katoa,

It has been a hectic few months for our team, the clinics have been busy and our community vaccination team have been vaccinating out in the community. Overall, things have been progressing well. If you have any queries regarding vaccinations don't hesitate to talk to one of our nurses. The team are available to do workplace vaccination, contact Maureen Allan to discuss further on 0800 879 967.

This month we have farewelled two of our nurses, Naomi Murray a newly graduated nurse was assisting until she started her position as a nurse at Kaitaia Hospital. Also, Louise Clark who had been with us from 2017. Louise started with us as a newly graduated nurse and has grown into a very capable nurse with a caring bubbly attitude to her work, she leaves us to take up a position with Plunket in Kaitaia. We acknowledge both their contribution to our communities and know they'll continue to do well in their new positions. God blessings to you both.

As I write this we have had, and still have a number of individuals isolating either with covid or a close contact. I want to acknowledge these people, sadly I've heard comments vilifying or demonising those who have contacted covid through whatever means. At some time or another we were going to get cases in our area, how we respond and support these whanau determines us as whanau and communities. Our best protection remains being double vaccinated. Also, to reduce the spread of the virus, remain in isolation as directed by the Public Health Unit until you've been given clearance by them. If at any time while you're isolating you need help and support call us on 0800 879 967 as our clinical and social wellbeing teams will be working through.

Our Board had its AGM on the 28<sup>th</sup> of November at the Houhora Fishing Club. A copy of the Board Chair, and General Manager's reports along with an Income and Expenditure statement for the 2021 Financial year, in lieu of an Audited Account are enclosed. An Audited Account will be available once we have them back from the Auditors and it will be made available early next year. We apologise for this delay.

During the Christmas and New Year get to spend some quality time with your whanau and get a well-deserved rest. Remember to stay safe, look after each other, be kind and may God bless and keep you and your whanau.

Errol

### Calendar of Public Health events

#### November

1st Nov – 'Movember' Men's Health Month.

12 Nov – World Pneumonia Day.

13 Nov – World Kindness Day.

14 Nov – World Diabetes Day.

26 Nov – White Ribbon Day.

#### December

1 Dec – World AIDS Day.

3 Dec – International Day of disabled persons.

10 Dec – World Human Rights Day.

18 Dec – International Migrants Day

Merry  
CHRISTMAS

## Quality Feedback

Whakawhiti Ora Pai welcomes comments and treats all feedback as a means to improve our services. Suggestions, compliments, and complaints are immediately directed to the Complaints Officer. All complaints are forwarded to the General Manager who brings them to the Board's attention each month. Any action required is then given to the General Manager to follow up on if the matter has not already been addressed. Suggestions and compliments depending on whether they require a response are responded to by the Complaints Officer. All suggestions, compliments and complaints are presented at staff meetings as we see these as improving the quality of our services, they are then kept on file.

**Compliments** – (1) Number of compliments and thanks on FB for the vaccination efforts. (2) Thanks, and appreciation for the awesome support provided in their time of need. (3) Acknowledgement from a Professor at the University of Auckland of the vaccination rates in our area, plus an offer of help if required.

**Complaints** – Nil

If at any time, you as a whanau or community would like to discuss any issues or concerns you may have with any of our services don't hesitate to contact us, as we are happy to meet with you at a venue that suits you. Contact either Maureen Allan (Complaints Officer) or Errol Murray on (09) 409 7880.

***So, patients, visitors and staff feel safe all our clinics are Smoke, Drugs, Alcohol and Violence Free – Thank you for your support.***



### [NEED TO TALK? TEXT OR CALL 1737!](#)

Need to talk? 1737 is a new phone number, people can use 24/7 to connect with support concerning **Mental Health and Addiction Support**.

By calling or texting the easy to remember four-digit number from any landline or mobile, people who need to talk can access professional help for free.

1 in 5 Kiwis experience mental distress, at some point in their life, there is a chance that you or somebody in your life may need to talk to somebody.

## Budgeting

Please make use of our free budgeting service. Whakawhiti Ora Pai has available a trained budgeter who can assist whanau manage and organize their finances. This service is a free confidential service so if you are struggling to make ends meet and want some financial management advice, call 409 7880 and ask for Bella Nathan.

## After-hours Service

If you call one of the clinic phone numbers after hours, your call will automatically be put through to an after-hours health line service where a registered nurse will provide general health advice.

Pukenui Clinic: (09) 409 8287

Te Kao Clinic: (09) 409 7880

Te Hapua Clinic: (09) 409 7874

Duty Doctor Number: (09) 408 9180

If it is an emergency, do not hesitate to dial 111.



**Whakawhiti Ora Pai  
Annual General Meeting  
28 November 2021**

Kia ora koutou, kia ora tatou

It is once again a privilege to deliver this year's annual report on behalf of the Board and to reflect on the achievements of our organisation as a whole.

**Looking back.**

A year of good news and challenges.

With COVID looming on our doorstep for some time now, we face an even greater challenge in ensuring our whanau throughout the peninsular are vaccinated before borders are open. To be vaccinated is critical in protecting our communities, our whakapapa.

We continue to make good progress with the new clinic build in Pukenui, with completion scheduled for early 2022. We must also acknowledge the substantial finance support received from Foundation North, for this project. This new health hub will enhance the organisation's existing services which will enable future proofing of additional new health and social services. Improving access for our whanau to services and reducing inequity lies at the heart of why we do what we do.

**Looking Ahead**

An organisation for the future - ensuring the sustainability of Whakawhiti Ora Pai (from Cape Reinga to Motutangi).

The health sector in New Zealand remains in the midst of a period of significant change and we look forward to working with the Maori Health Authority to shape a future proof organisation that meets the needs of our community.

We will continue to forge meaningful relationships with our local iwi, Ngati Kuri and Te Runanga Nui o Te Aupouri and other agencies that share our vision – 'to provide accessible, affordable, accountable and appropriate services.'

**Acknowledgements**

Amidst lockdown and faced with additional mahi, the general manager Errol Murray and his team have again delivered a high standard of health care and programmes to our community. For this, we commend you all for your professionalism, commitment and ongoing care for our people. Ngā mihi nunui rawa atu ki a koutou katoa.

This year we bid farewell to Whare Christie and would like to thank him for his contribution during his time as a valued member of the board.

We are pleased to have Clayton Wiki who needs no introduction, join the Board and look forward to the skills he brings to the table. Thank you once again to my fellow board members and our amazing secretary for your dedication in ensuring we remain true to our strategic objectives and provide exemplary governance.

In closing,

*Ma te kotahitanga e whai kaha ai tātou  
In unity we have strength.*

Mauri ora



Joan Norman  
Chair

**Annual General Meeting**  
**Houhora Fishing Club, Pukenui – 28 November 2021**  
**General Manager's Report**  
**1 July 2020 – 30 June 2021**

Tena koutou katoa

First, we acknowledge the loss of a key team member, Barbara Larsen who sadly passed away on the 11 July 2021. We remember her with fondness nga mihi aroha to the whanau.

Most of this reporting period involved our clinical team keeping our whanau safe and assuring them through this covid pandemic. They have done and continue to do an outstanding job not only testing, but vaccinating, and responding to the social wellbeing needs of our whanau and community. We have been challenged at times with the alert level changes, however the team response has been fantastic.

**Staffing** – As of June 2021 we were fully staffed, however a staff member was due to leave in July for employment with another agency.

**Clinics** – Tohoraha clinic continues to be our busiest clinic, followed by Te Kao and Te Reo Whare Ora. Our monthly GP clinic in Te Kao is being utilised by our patients.

During the financial year we were able to enter into an agreement to purchase 07 Northwood Ave to refit into a health and wellbeing clinic. As can be seen the purchase was successful with renovations well underway for completion in early 2022. We acknowledge Foundation North for the huge financial contribution that will fund the planned renovations.

**Contract Renewals** – Our regular contracts with the NDHB and MoH were renewed and are either one-year or two-year agreements. We have also received additional funds to help respond to the covid pandemic, with social well-being support, testing and vaccinations.

**MSD Accreditation** - Our organisation achieved MSD Social Service Standard Accreditation Level 3 and has since been approved as a Level 2 Provide. This means we have achieved the required MSD standards to deliver social services to our whanau and community.

**Financial Performance Report** – Due to the unexpected pressure of the organisation to respond to the Covid-19 pandemic the books were not prepared in time for an audit account to be presented at this year's AGM. Once the audit account has been completed a summary can be provided in the following newsletter due.

**Service Delivery** – Over the year we received a 5.8 % increase in enrolled patients, 1300 on 01 July 2020 compared to 1376 on 30 June 2021. Nursing staff have been kept exceptionally busy, especially responding to the covid pandemic both vaccinating and testing as well as providing much needed clinical services to our whanau and communities. Our Health Promotion have had staffing changes and there have been challenges due to the Alert Level changes which have hindered the team's ability to engage with schools and the community. During this financial year we received 9 Complaints, 29 Compliments and 0 Suggestions. All complaints were responded to.

In closing, I thank the Board for their support throughout the year. Acknowledgments also to the dedicated professional team for another awesome year. To our whanau thank you for supporting us your health and social service support team.

Nga Manaakitanga.  
Na  
Errol Murray  
General Manager  
Whakawhiti Ora Pai

## Financial Report for 2021 Annual General Meeting

### Treasurer's Notes:

1. As of Friday 26 November, the Audited Accounts had not been received and are unlikely to be received until sometime in December. For that reason, I am unable to present Audited Financial Accounts for the 2021 Financial Year to this year's AGM.
2. In lieu of this I have prepared a simple income and expenditure statement for the 2021 Financial Year. Please note this does not include any end of year adjustments or depreciation.
3. The single outstanding activity in the 2012 FY was the purchase of the restaurant building known as Wild Belle in Northwood Avenue, Pukenui, letting the contract to renovate the building to replace the current Pukenui clinic and the grant of \$451,421 from Foundation North to assist with those renovations.

### Simple Statement of Income and Expenditure 2021

Account	Selected Period	Budgeted	\$ Difference
<b>Income</b>	<b>2,190,106</b>	<b>2,081,804</b>	<b>108,302</b>
GP Services Direct Costs	869,032	973,077	-104,045
<b>Gross Profit</b>	<b>1,321,075</b>	<b>1,108,727</b>	<b>212,348</b>
Expenses	697,783	651,098	46,685
Operating Profit	623,292	457,629	165,663
Other Income	19,916	19,059	857
<b>Net Profit/(Loss)</b>	<b>643,208</b>	<b>476,688</b>	<b>166,520</b>

As the cashflow arising from the above statement and resulting bank balance was independently verified as part of standard reporting, I have not included the detail here, it will be part of the Auditor's report when received.

Pete Hill

**Treasurer**

27 November 2021

## Health and Wellbeing Team

Tena Koutou Katoa whanau.

Wow!! What a year we have had! Our lives have certainly changed this year for sure because of COVID 19. We have all had to navigate, adapt, and take a new view of how we socialize, work, celebrate events, attend school, and grieve losses. We have always been told to embrace change, to look forward to and be excited about the future. Isn't this what we tell our kids? Well, the challenge for us now is to live differently, to be kinder, patient and understanding to each other. Those words of wisdom we tell our children, sometimes misses the mark when we get stressed.

We acknowledge and understand that everyone is under pressure, we know this because we too as a service provider are under pressure to meet the needs of our Whanau, Hapu, Iwi and Community. We see the frustration, the helplessness and loneliness of everyone trying to do their best in these troubled times.

Much thanks to the Balle brothers' group for the vegetables that they have been dropping at our clinic for us to distribute to whanau. Thanks to Salvation Army for the ongoing support, they have been providing us to help our community. And thank you to all our community members who we try and do our best for.

As we plan for the holiday season, we ask that you all take care, please be respectful of each other, and be safe on the roads if anyone is travelling. During the Christmas and New Year's period Charlotte Tahitahi-Matiu and Tomo Campbell will be available over this period, if you need any support or someone to talk to. Our organization is open, please refer to our hours and don't forget we do have a 0800 number.

Our social health and wellbeing team would like to wish you all a very Merry Christmas and a happy and prosperous new year.

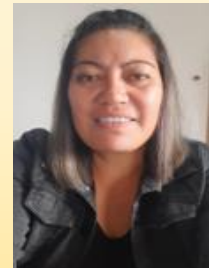


# Te Puarangi (Addiction Support Service)

Tena koutou katoa, do we need reminding what a horrendous year 2021 has been for everyone in the Far North? Aroha mai to those whanau who have suffered the loss of a loved one; our hearts go out to you all. Covid has made a huge impact on whanau and tamariki over the year. Hopefully we can get some normalisation moving into 2022.

- Moving into 2022 Te Puarangi has developed a programme we will be introducing into the schools here in the Far North. This project is dedicated to breaking the culture of underage drinking around the world, through creative education, we can equip our youth with the information, awareness, and confidence to make responsible choices around alcohol/substance use. This will be aimed at our Year 8 tamariki.
- Also developing a programme to help those whanau with that might need information or services recovering from substance abuse, we are here to help you and your whanau get the help you might need!!

Remember we have an open-door policy so if you feel like a chat about anything come in and see me or give me a call Ph: 0800 TRY WOP ext. 227. Mauri Ora Arby Larsen – Te Puarangi Coordinator.



**Visitors to Northland who test positive will be asked to return to their usual residence if they can travel back safely. If they have taken public transport to Northland, they will need to remain in isolation in Northland for up to 10 days.**

**Anyone travelling with them is classified as a close contact and will also need to isolate for 7-10 days depending on their vaccination status.**

**"Our message for everyone, including visitors, is to make sure you are prepared before you come to Northland and get fully vaccinated, get prescriptions filled and bring any medical supplies you need with you.**

**"With COVID in Northland, we all need to display a COVID QR Poster at home or the bach, so we can trace you if you come into contact with an infected person, mask up, scan in everywhere you go and use your My Vaccine Pass.**

**"And above all, please, if you're not feeling well, stay home and call the COVID Healthline on 0800 358 5453 to see if you need to have a test."**



# Nurse's Corner

## With Maureen Allan Clinical Nurse Manager



This proverb / Whakatauki / proverb “He waka eke noa / we’re all in this together” is appropriate for Covid 19 vaccination programme. For the past 6 months our team has been working tirelessly to vaccinate as many people aged 12 years and over. Being fully covid vaccinated protects our communities and families.

We only need to reflect back to the Spanish flu epidemic where Maori lost many whanau members, to highlight the importance of vaccinations.

Between 1991 and 2007 a total of 6128 cases of meningococcal disease (meningitis) were notified in New Zealand. Babies, teenagers and young adults who contracted this disease loss their limbs, hearing, had learning disabilities and sadly some died.

Meningococcal disease is usually caught from people who carry the bacteria in their nose or throat these bacteria sometimes go on to cause disease, spreading through the bloodstream (causing blood poisoning) or to the brain (causing meningitis). It is spread by

- by coughing or sneezing (by droplet spread)
- by kissing
- by sharing eating or drinking utensils, toothbrushes, pacifiers.

Basic steps like covering your nose or mouth when you sneeze or cough and washing and drying your hands can help reduce the chance of spreading the bacteria that can cause illness.

The epidemic of meningococcal B disease in New Zealand was successfully curbed by a national immunisation programme started in 2004 using a vaccine tailor-made for the epidemic strain, MeNZB™.

**DOES THIS SOUND FAMILIAR:** today we are going through COVID 19 which is affecting thousands of people across NZ, **WE HAVE A VACCINE TO PREVENT AND LESSEN THE SIGNS AND SYMPTOMS OF COVID**

Please contact us for your covid vaccination and or covid test to keep our families and communities safe and get us back to pre-covid days.

You will need to have **2 COVID vaccinations 21 days apart** to become fully immunised.



## Christmas and New Year's Clinic Hours

20 <sup>th</sup> Monday	21 <sup>st</sup> Tuesday	22 <sup>nd</sup> Wednesday	23 <sup>rd</sup> Thursday	24 <sup>th</sup> Friday
<b>Pukenui:</b> <b>NURSE ONLY</b>  <b>Te Kao:</b> <b>NURSE ONLY</b>  <b>Te Hapua:</b> <b>NURSE ONLY</b>	<b>Pukenui:</b> <b>NURSE ONLY</b>  <b>Te Kao:</b> <b>GP &amp; NURSE</b>  <b>Te Hapua:</b> <b>CLOSED</b>	<b>Pukenui:</b> <b>GP &amp; NURSE</b>  <b>Te Kao:</b> <b>NURSE ONLY</b>  <b>Te Hapua:</b> <b>NURSE ONLY</b>	<b>Pukenui:</b> <b>NURSE ONLY</b>  <b>Te Kao:</b> <b>GP &amp; NURSE</b>  <b>Te Hapua:</b> <b>CLOSED</b>	<b>Pukenui:</b> <b>NURSE ONLY</b>  <b>Te Kao:</b> <b>NURSE ONLY</b>  <b>Te Hapua:</b> <b>CLOSED</b>
27 <sup>th</sup> Monday	28 <sup>th</sup> Tuesday	29 <sup>th</sup> Wednesday	30 <sup>th</sup> Thursday	31 <sup>st</sup> Friday
<b>ALL CLINICS CLOSED</b>  On call Duty Doctor or After Hours at Kaitaia Hospital Phone 408 9180	<b>ALL CLINICS CLOSED</b>  On call Duty Doctor or After Hours at Kaitaia Hospital Phone 408 9180	<b>Pukenui:</b> <b>GP &amp; NURSE</b>  <b>Te Kao:</b> <b>NURSE ONLY</b>  <b>Te Hapua:</b> <b>NURSE ONLY</b>	<b>Pukenui:</b> <b>NURSE ONLY</b>  <b>Te Kao:</b> <b>NURSE ONLY</b>  <b>Te Hapua:</b> <b>GP &amp; NURSE</b>	<b>Pukenui:</b> <b>NURSE ONLY</b>  <b>Te Kao:</b> <b>NURSE ONLY</b>  <b>Te Hapua:</b> <b>CLOSED</b>
3 <sup>rd</sup> Monday	4 <sup>th</sup> Tuesday	5 <sup>th</sup> Wednesday	6 <sup>th</sup> Thursday	7 <sup>th</sup> Friday
<b>ALL CLINICS CLOSED</b>  On call Duty Doctor or After Hours at Kaitaia Hospital Phone 408 9180	<b>ALL CLINICS CLOSED</b>  On call Duty Doctor or After Hours at Kaitaia Hospital Phone 408 9180	<b>Pukenui:</b> <b>GP &amp; NURSE</b>  <b>Te Kao:</b> <b>NURSE ONLY</b>  <b>Te Hapua:</b> <b>NURSE ONLY</b>	<b>Pukenui:</b> <b>NURSE ONLY</b>  <b>Te Kao:</b> <b>GP &amp; NURSE</b>  <b>Te Hapua:</b> <b>CLOSED</b>	<b>Pukenui:</b> <b>NURSE ONLY</b>  <b>Te Kao:</b> <b>NURSE ONLY</b>  <b>Te Hapua:</b> <b>CLOSED</b>

COVID SCANNER – If you have visitors coming over for Summer, make sure you have a QR Code poster displayed at your home or bach.

Advice from the northlanddhb.org.nz website

Our borders are open and the visitors are coming

Are you prepared?

Scanning protects what you love -Tiaki Oku Taonga

Go to the following link:

<https://covid19.govt.nz/business-and-money/businesses/get-your-qr-code-poster/>

The form will ask you for your NZ Business Number (NZBN) or Business Industry Classification Code.

You do not need these if you are creating a QR code for personal reasons.

Complete the online form to get QR code poster, follow the links, create your poster now, print and display.

Keep safe, be kind.



**MERRY  
CHRISTMAS**

# 'I'm doing this for my whānau.'



[www.timetoscreen.nz/bowel-screening](http://www.timetoscreen.nz/bowel-screening)  
**0800 924 432**

## **BOWEL SCREENING programme**

The free National Bowel Screening Programme (NBSP) is for people aged 60 to 74. It saves lives by detecting bowel cancer early when it can often be successfully treated. This benefits patients and their families and reduces treatment costs.

Bowel cancer, also called colon, rectal or colorectal cancer, is the second highest cause of cancer death in New Zealand. Around 3000 New Zealanders are diagnosed with bowel cancer every year and more than 1200 die from it.

There may be no warning signs that bowel cancer is developing.

### **How testing works**

People eligible to participate in the bowel screening programme are invited to complete a faecal immunochemical test (FIT). The test kit arrives in the mail and is easy to do at home. It can detect tiny traces of blood in bowel motions (poo) that may be an early sign of pre-cancerous polyps (growths) or bowel cancer.

If a test is positive, participants are invited for additional screening, usually a colonoscopy. A colonoscopy involves looking inside the bowel with a long tube that has a tiny camera on the end. A colonoscopy can identify both cancers and polyps. Polyps are not cancers but may turn into cancer over a number of years. It is usually possible to remove polyps during the colonoscopy procedure. This prevents them becoming cancer in the future.

For every 1000 people who complete a bowel screening test, about 50 will be positive. Of those, about 35 will be found to have polyps and on average 3 or 4 will have bowel cancer.

More about the FIT test and other aspects of bowel screening can be found on the National Screening Unit website:

## How to do the test



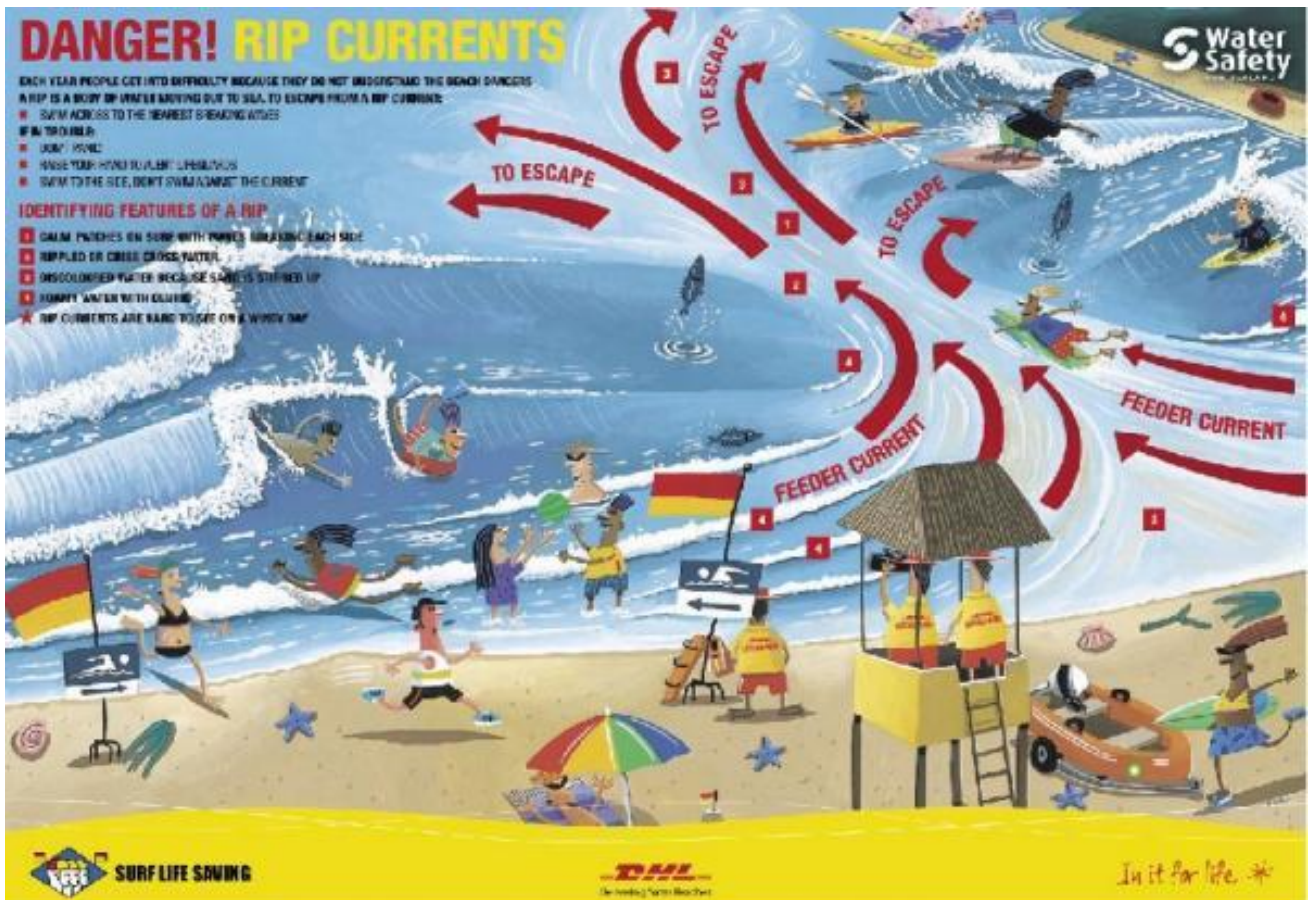
To do the test, you need to:

- collect a small sample from your bowel motion (poo) using the test stick, and put it into the tube
- put the sample tube in the zip-lock bag provided, along with the signed and completed consent form
- post it as soon as possible in the reply-paid envelope provided.

**Do the test as soon as possible.** You need to return your test kit **within six months of receiving it** or the laboratory won't be able to process it. The laboratory can't process tests which have passed their expiry date.

Keep the sample in a cool place until you post it. It does not need to be kept in the fridge. To prevent any postal delays, it's best not to send it on a Friday, Saturday or Sunday.

Te Hapua: The test can be taken to GP clinic on Monday and Wednesday for mail delivery.



## ARE YOU AGED 15-30? YOU MIGHT NEED TO GET IMMUNISED AGAINST MEASLES

Measles is a serious disease that can make you very sick. It's even more contagious than COVID-19 so spreads fast. Getting immunised is the best way to protect you, your whānau and community from catching and spreading measles

### PROTECT YOURSELF AGAINST MEASLES – IT'S EASY AND FREE

Come into anyone of our clinics and see if you require an MMR booster.

Or phone the clinic on 0800 TRY WOP (879 967) to speak with a nurse.

Head to: [6.1 mea002\\_protect\\_against\\_measles\\_factsheet - web.pdf \(health.govt.nz\)](#)

For more information.



Contact Kimberley Butcher for smoking cessation support

0800 TRY WOP (0800 879 967)

09 409 7880



Money Talks.co.nz – Free Budgeting help, debt help.



0800 345 123

Knowledge is power,  
and power is having choices

### MEDICATIONS

If you have **not received your pills via rural delivery**, please phone your chemist to check if they have been received.

Far North Pharmacy                      09 408 0851

Shackleton Pharmacy                    09 408 0404

Te Hiku Pharmacy                        09 408 4921

**VISITORS WHO HAVE FORGOTTEN TO BRING THEIR MEDICATION:**

RING YOUR DOCTOR FOR A PRESCRIPTION AND ASK YOUR GP PRACTICE TO FAX TO ONE OF THE ABOVE PHARMACIES TO COLLECT.

# Is your household ready if someone gets COVID-19?

**Tē tōia, tē haumatia** | Nothing can be achieved without a plan and a way of doing things

It's only a matter of time before a positive case of COVID-19 is in your community. The health care system will always be there for those who need help but most people who contract COVID-19 will not require hospitalisation and will be able to isolate safely at home. Everyone who tests positive for COVID-19 and their household needs to stay at home and avoid contact with others, including whānau.

Being ready is about people, conversations, connections and knowing what to do. Being ready will mean your whānau and community can help each other if needed.

Use the list below to have a kōrero and work out how ready you are to deal with COVID-19. Then, make a plan for your household.

## 1. Make a plan

*Work out what you'll do if someone gets māuiui/sick*

- Identify people outside of your home who could help if your family is isolating, for example by dropping off food or supplies or for social support.

Services like The Student Volunteer Army might be able to help with drop offs and Work and Income may be able to help with costs.

- Are there people in your household who might need additional care or support? Talk to any in-home carers you have to make sure you agree in advance about what will happen if you need to isolate. Make plans if you have shared custody of a child or dependent.
- Talk to your school, work, community groups and networks to find out what their plan is - do they need anything from you? Will they be able to support you?
- Work out how to let people know your household is isolating - this could be a sign for your front door or fence. Set up a spot outside your front door with sanitiser and a pen and paper or QR code for people to record their details if they are helping with contactless drop off.

If people are helping with contactless drop offs, do you want them to text or message before they arrive? Beep the car horn from the gate? Use an agreed entrance?

- Write down any household instructions someone else could easily follow if you get sick. Cover things like feeding pets, paying bills and watering plants.
- Think and talk about how you reduce the chances of COVID-19 spreading across your household. Can you reduce shared spaces, or increase cleaning?

## 2. Have what you need

*Work out what you'll need to help you and those around you*

- Make a list of whānau information - include everyone's names, ages, national health index numbers (NHI), any medical conditions and medication they normally take or medical supplies each person will need. Include emergency contact information like your Doctor's clinic, afterhours, and any support agencies.
- Gather things you enjoy. What might help stop boredom if you're isolating at home?

## 3. Know and share your plan

*Make sure the people who matter know what they'll need to do*

- Have a house meeting so everyone (including younger ones) knows what to do, how to support each other and who to contact if someone gets sick or has to go to hospital.
- Share your plan with wider whānau, neighbours and regular manuhiri/visitors and talk to them about what you'll need them to do and how you can help each other.

## 4. Reach out to friends and whānau

*We're all in this together and we'll get through together*

- Stay connected - arrange regular catch-ups with your whānau, friends and community. If you're isolating make sure these are online or by phone.
- Support your friends, whānau and workmates to make their own plans to get ready.
- Find out what your community is doing - is there a group making meals to freeze, sharing planning tips or just staying in the know?

Find out more at [Covid19.govt.nz](https://www.covid19.govt.nz)

**Te Kīwaniatanga o Aotearoa**  
New Zealand Government

**Unite  
against  
COVID-19**

## Plans and tools

Use a separate piece of paper to make household plans so everyone knows in advance what to do and how to help.

- Our emergency contacts
- People who can help make isolating easier (e.g. by dropping off food)
- Our care and support plans (e.g. for children, dependents)
- How we'll let people know we're isolating
- Household instructions (e.g. how to take care of pets and plants, household maintenance such as paying bills)

**Wellness kit** What everyone needs to look after their health and wellbeing will be different, but below are some general ideas.

### General hygiene checklist

- Masks
- Hand sanitiser
- Gloves
- Rubbish bags
- Tissues
- Cleaning products

Note down what else you might need:

## Dealing with COVID-19 symptoms

- Cough / Throat / Sinus  
Soothers such as Kawakawa or other balms, ice blocks, vapour rubs or eucalyptus for steaming, treatments for your nose and throat like sprays or lozenges.
- Fever  
Things to help soothe temperature, like ice packs, hot water bottles, warm clothes and pain relief like paracetamol.
- Aches  
Things to help keep you comfortable – like pillows and blankets.

Note down what other medicines for family members you might need if isolating:

**Staying mentally well** It's normal to feel anxious or stressed in times of difficulty. Don't be afraid to reach out for help. For support with anxiety, distress or mental wellbeing, you can call or text **1737** to talk with a trained counsellor for free, 24 hours a day, 7 days a week.

Some ideas to look after wellbeing include:

- Stay connected with friends and whānau
- Acknowledge your feelings – it's normal to feel anxious or stressed
- Stick to routines where possible
- Limit your time online

Note down what other things you think might help (e.g. things you enjoy and can do at home):

**Things to find out** What don't you know about COVID-19? What do you need to find out to help you feel more prepared? [Covid19.govt.nz](https://www.covid19.govt.nz) is a good place to start.

## COVID-19 Support Services

COVID-19 Healthline: **0800 358 5453**

Healthline: **0800 611 116**

Health advice about babies or children  
PlunketLine: **0800 933 922**

Family Services: **0800 211 211**

Work and Income: **0800 559 009**

Mental health support: call or text **1737**

Alcohol Drug Helpline: **0800 787 797**

Rural Support Trust: **0800 787 254**

Business support:

North Island **0800 500 362**

South Island **0800 505 096**

# COVID-19 Vaccinator alerts

Kia ora,

As you will be aware, functionality was recently deployed to the COVID Immunisation Register (CIR) and COVID Immunisation Consumer Support (CICS) to allow **My Vaccine Pass - Vaccination Certificates** to be requested via CIR or CICS.

We have been made aware that some consumers may be experiencing issues where attempting to access their My Vaccine Pass via their Android or iPhone. Please refer to the below information on how to manage these issues while we work to resolve this.

## 1. How to save the Vaccine Pass to an Android Phone

We are aware of reports from Android users that the shortcuts created when they add their My Vaccine Pass to Google Pay have been disappearing.

**Google is aware of the issue and have assured us they are working on a solution.**

As an interim solution, you are still able to access your My Vaccine Pass from Google Pay. Google Pay is accessible from your apps menu (tip: swipe up on your home screen to access your apps menu to open Google Pay).

1. After receiving your My Vaccine Pass email, go to Play Store and Search for Google Pay, and install the application on your phone.  
*(This is the key to having access to the Vaccine Pass through Google Pay, and not having the Vaccine Pass disappear)*
2. After installing Google Pay on your phone, find the icon and press and hold it, then drag it across the screen to the left until it appears on your Home screen, then release your finger.  
*(Now we are ready to Save the Vaccine Pass to the Phone/Google Pay)*
3. Open your My Vaccine Pass email, and scroll down and touch the button under (for Android) "G Pay Save to phone", then touch "Open in Google Pay".  
*(You will receive a message showing My Vaccine Pass, a tick, Added to device)*
4. To test the display of your Vaccine Pass, touch the Open App button, then touch the My Vaccine Pass icon.  
*(You may need to setup a security swipe pattern, and touch continue)*
5. You can also test the display of the Vaccine Pass by going to your Home page and clicking the G Pay icon.

For additional guidance, please refer to our support video: [Saving your My Vaccine Pass to your Android Phone](#)

## 2. How to save the Vaccine Pass to an iPhone Wallet

We are aware of reports of iPhone users having issues with storing and accessing their My Covid Vaccine Pass on their iPhone.

For additional guidance, please refer to our support video: [Saving your My Vaccine Pass to your iPhone](#). This video will provide guidance on the three ways to add your My Vaccine Pass to your iPhone.

1. How to add to Apple Wallet or Apple Pay
2. How to save PDF to files
3. How to take a screen shot of your Vaccine Pass

### Help using My Covid Record:

If you need help with My Covid Record or if you have a query about your COVID-19 records, contact the Ministry of Health team, 8am to 5pm, Monday to Friday. If you cannot access My Covid Record with your existing ID and you need My Vaccine Pass, you can contact the Ministry of Health team. Have your NHI number ready — you may be asked a few things to confirm your identity, such as your name and date of birth.

- **Email:** [help@mycovidrecord.min.health.nz](mailto:help@mycovidrecord.min.health.nz)
- **Phone:** [0800 222 478](tel:0800222478)
- **Website:** [My COVID Record](#)

### **MOH Helpdesk:**

If you experience any ongoing issues, please direct any questions or support requirements you have to [help@C-19imms.min.health.nz](mailto:help@C-19imms.min.health.nz) or call the team on **0800 223 987**.

- These channels are currently monitored 8am – 8pm, Monday – Sunday.
- If contacting via email, please provide a detailed description of the issue including:
  - What your issue relates to
  - Your mobile number so the resolver can contact you to resolve the issue
  - Your full name

Please note, **the MOH Helpdesk is for internal use only**. Their contact information should not be provided to consumers.

Ngā mihi nui,

**COVID Vaccine and Immunisation Programme**





aroha Health Tama tu tama ora, tama noho  
 tamariki whānau first love; Well  
 ki te kahore he whakakitenga ka ngaro te iwi Well  
 Caring for Northland hauora Making Northland  
 healthi

## Time gaps between different vaccinations

All vaccines must be approved as safe and effective by Medsafe before they can be used in New Zealand.

However, like all medicines, vaccines may cause side-effects in some people. Having a gap between different types of vaccinations makes it easier to know which vaccine may be responsible for any side effects.

### Timing your COVID-19 and influenza vaccinations

The Ministry of Health recommends a **minimum two-week gap** between the COVID-19 vaccine and influenza (flu) vaccine.

If you **are scheduled** to have your COVID-19 immunisation in the next two weeks, you should have the influenza immunisation **two weeks after** your second COVID-19 immunisation dose. You'll need to get your second dose of the COVID-19 vaccine three weeks after your first. For the best protection, it's important to get your second dose — even if you get mild side effects after the first dose.

Day 0	Day 21 (3 weeks)	Day 35 (5 weeks +)
COVID-19 dose one	COVID-19 dose two	Influenza

If you **are not scheduled** to have the COVID-19 immunisation in the next two weeks, you should have your influenza immunisation, followed by your COVID-19 immunisation **at least two weeks after** the influenza vaccine.

Day 0	Day 14 (2 weeks +)	Day 35 (or 21 days after COVID-19 dose one)
Influenza	COVID-19 dose one	COVID-19 dose two

### Timing your COVID-19 and MMR (Measles, Mumps and Rubella) vaccinations

If you get your MMR vaccination first, you'll need to wait **at least four weeks** before you get your COVID-19 vaccination.

Day 0	Day 28 (4 weeks +)	Day 49 (7 weeks)
MMR	COVID-19 dose one	COVID-19 dose two

This information is current as of 7 May 2021 and is based on NZ Ministry of Health guidance.


## Resources and Support for ALL ages

**Depression.org.nz** – Free text number **4202**

**The Lowdown.** (thelowdown.co.nz) (Young people) – Free text **5626**

The Lowdown Website is to help young New Zealanders recognise and understand depression or anxiety.

**SPARX.** (sparx.org.nz) – An interactive self help online tool that teaches young people skills to help combat depression and anxiety.

A screenshot of the SPARX website. On the left, two 3D-rendered characters, a woman and a man, are sitting on the ground, looking downcast. Above them, the words 'ANGRY?', 'STRESSED?', 'SAD?', and 'LOW?' are written in a white, hand-drawn font. To the right of the characters, there is a text box with the following content: 'So, how are you feeling? Everyone feels down from time to time. Most of the time those feelings go away. If they don't, SPARX may be able to help you SPARX can help you learn how to TAKE CONTROL with Smart, Positive, Active, Realistic, X-Factor thoughts'. In the bottom right corner of the screenshot, there is a small blue button that says 'Got feedback?'.

So, how are you feeling?

Everyone feels down from time to time. Most of the time those feelings go away. If they don't, SPARX may be able to help you

SPARX can help you learn how to TAKE CONTROL with Smart, Positive, Active, Realistic, X-Factor thoughts

Got feedback?

- Depression Helpline – 0800 111 757
- Alcohol Drug Helpline – 0800 787 797
- Gambling Helpline – 0800 654 655
- Healthline – 0800 611 116 – to get help from a registered nurse.
- Lifeline – 0800 543 345
- Samaritans – 0800 726 666
- Mental Health Crisis Service – 0800 223 371 (All of Northland, after hours and weekends.)



The Staff and Board of Whakawhiti Ora Pai wish all our patients, community members and extended whanau, a safe and enjoyable Christmas, and New Year's.



Me nga mihi o te Tau Hou ki a koutou katoa

## GOT TIME TO MOVE?

EASY WAYS TO BE MORE ACTIVE

<div style="border: 1px solid gray; border-radius: 50%; width: 60px; height: 60px; display: flex; align-items: center; justify-content: center; margin: 0 auto;"> <div style="text-align: center;"> <p style="font-size: 24px; margin: 0;"><b>5</b></p> <p style="font-size: 10px; margin: 0;">minutes</p> </div> </div>	→	<ul style="list-style-type: none"> <li>Skip with a rope</li> <li>Check the letterbox</li> <li>Climb a tree</li> <li>Walk up some steps</li> <li>Shoot some hoops</li> <li>Get off the bus one stop early</li> <li>Hula-hoop</li> <li>Have a family dance-off</li> </ul>
<div style="border: 1px solid gray; border-radius: 50%; width: 60px; height: 60px; display: flex; align-items: center; justify-content: center; margin: 0 auto;"> <div style="text-align: center;"> <p style="font-size: 24px; margin: 0;"><b>15</b></p> <p style="font-size: 10px; margin: 0;">minutes</p> </div> </div>	→	<ul style="list-style-type: none"> <li>Walk around the block</li> <li>Throw a frisbee</li> <li>Play hide'n'seek</li> <li>Rake or sweep up leaves</li> <li>Running races around outside of house</li> <li>Get off the bus two stops early</li> <li>Pull weeds out of the garden</li> <li>Walk to work or school</li> </ul>
<div style="border: 1px solid gray; border-radius: 50%; width: 60px; height: 60px; display: flex; align-items: center; justify-content: center; margin: 0 auto;"> <div style="text-align: center;"> <p style="font-size: 24px; margin: 0;"><b>30</b></p> <p style="font-size: 10px; margin: 0;">minutes</p> </div> </div>	→	<ul style="list-style-type: none"> <li>Wash the car</li> <li>Kick a ball</li> <li>Walk the dog</li> <li>Ride a scooter or bike</li> <li>Play tag</li> <li>Dance</li> <li>Fly a kite</li> <li>Play hopscotch</li> </ul>
<div style="border: 1px solid gray; border-radius: 50%; width: 60px; height: 60px; display: flex; align-items: center; justify-content: center; margin: 0 auto;"> <div style="text-align: center;"> <p style="font-size: 24px; margin: 0;"><b>30<sup>+</sup></b></p> <p style="font-size: 10px; margin: 0;">minutes</p> </div> </div>	→	<ul style="list-style-type: none"> <li>Go for a beach or bush walk</li> <li>Visit a playground or park</li> <li>Go for a bike ride</li> <li>Take a ball to the park</li> <li>Gardening</li> <li>Play kilikiti or cricket</li> <li>Go for a swim</li> </ul>

HEALTHY KIDS 2018

healthykids.org.nz/move

**SIT LESS, MOVE MORE, FEEL GOOD**