



Social Services Kaimahi Hauora Campaign 2023

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Sources of support if you need them

Need to talk?

tahi
whitu
toru
whitu
1737

It's completely understandable if you have some feelings come up – these are big kaupapa we're working with. Even though every day in our mahi as social services workers we're caring for and helping others, sometimes we need some help ourselves. Asking for help is important and we 100% tautoko that if you need it.

If at any time you're feeling distressed or need some immediate support, you can free text or call [1737](tel:1737) to talk to or text with a trained counsellor at any time.

Please prioritise your own wellbeing during the session and feel free to take time out at any stage if you need to. You do not need to ask permission or explain if you do this.

For additional support if you need it at any time, you could try one of these organisations:

- Lifeline – 0800 543 354 or (09) 5222 999 within Auckland
- Anxiety New Zealand – 0800 ANXIETY (0800 269 4389)
- Suicide Crisis Helpline – 0508 828 865 (0508 TAUTOKO)
- Healthline – 0800 611 116
- Rural Support Trust – 0800 787 254
- Samaritans – 0800 726 666

If you have access to supervision at mahi, we suggest this can be a great place to keep exploring anything that comes up for you.

You could also check if the organisation you work for provides any holistic hauora or mental health support, for example through an Employee Assistance Programme.

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We're calling on all parties to stand up for social services kaimahi hauora and commit to:

Investing in social services kaimahi hauora initiatives.

This will help to bolster the workforce & support kaimahi retention; send a message to kaimahi that they are valued, & that the mahi they do alongside whānau is essential & important.

Exercising a practical commitment to social services kaimahi hauora in all social service commissioning & contracting arrangements, & through pay equity for all social service workers.

This will signal the importance focusing on kaimahi hauora to all community-based social service organisations by making it a focus of commissioning discussions, enabling organisations to be funded to support the wellbeing of their kaimahi through contracts that invest in this. All social service workers should be paid equitably & fairly for the work they do, every day.

Co-developing with the community-based & government social sector a Social Services Workforce Plan that includes a core focus on social services kaimahi hauora.

This will support a collective, planned approach to issues like kaimahi retention, cultural safety, growing the workforce, responding to demographic shifts & workforce capability.

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"Can we have access to a social sector Employee Assistance Programme? All government workers get EAP. We need it too, and it should include rongoā options."

"Kaimahi need realistic caseloads, and time and space to find out what works for their own hauora."

"A commitment to traditional hauora practices or mirimiri, pure, etc. These are not just 'nice things'. These are essentials to kaimahi hauora."

"Our social services workplaces need to have intentional practices that replenish their workforce, separate from professional development."

"Government funders factoring paid stress leave/wellbeing leave and paid mental health days into contracting arrangements... would make a difference."

"Longer term, better funded contracts, which enable longer term certainty for our teams - building strong, capable workforces on 12 month contracts is a nonsense."

Social Services Kaimahi Hauora Stories:

Sacha's story*

Sasha's story shows how crucial it is for new graduates and kaimahi who are new to social services mahi to have strong support wrapped around them, so they can remain strong in their work alongside children, rangatahi and whānau.

Now I ask myself how I can make things easier, and give myself a break after those big conversations with families, or after holding space while sitting with someone and listening to them telling their story which often has grief, loss and trauma at the centre of it. I started to normalise discussing and debriefing with colleagues to be supported in the mahi I'm doing.

It... felt awful to think that my mistakes would impact the wellbeing of a family. At that time, I really needed to just talk to someone but I struggled to do so.



Social Services Kaimahi Hauora Stories:

Caitlin's story*

Caitlin's story reminds us that everyone faces challenges in our lives, and that navigating through them with the right support, including while working as social services kaimahi, is essential.

In general, social services work can be tough. The mahi is complex, people have high needs, and we work in high-risk situations everyday. Kaimahi need to be well within themselves to tautoko whānau effectively and safely.

... having experienced burnout, I'm so much more aware that my own hauora is paramount to be able to do my mahi supporting whānau and tamariki with the greatest needs. Being open to new ways of self-care and supporting one another is really crucial.



Social Services Kaimahi Hauora Stories:

Poata's story

Poata's story highlights the crucial role that leaders of community-based social services play in helping create workplaces where the wellbeing of social services kaimahi is genuinely supported, respected and valued. It also shows the importance of supporting kaimahi through change, and recognising the links between kaimahi toiora and the outcomes kaimahi are able to create every day working with whānau and hapori.

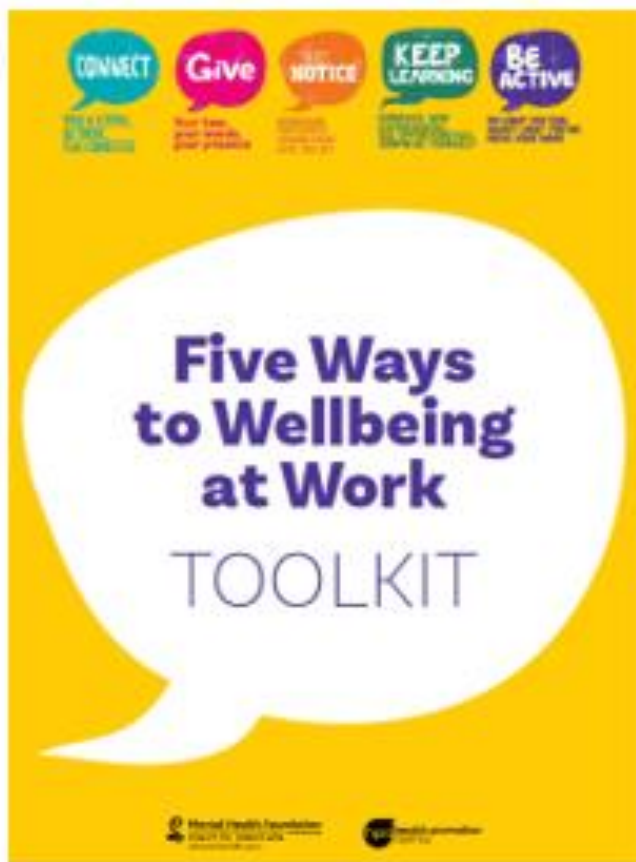
We've also brought in people to share knowledge around self care, invested in things like ergonomic seats, stand up sit down desks – things that do cost a bit, but are an investment in our people's toiora. I really believe in the koorero – “you're worth it”.

'Toiora' – the art of wellbeing, the intent of wellbeing, the journey of wellbeing. This is what we're on, and it enables the hard mahi to be done.



The fact is we can't support others if our own wellness isn't intact, when we're constantly depleted. So kaimahi toiora is about taking much bigger view of things, seeing the connections.





Worksheet (workplace)

Finding balance: Te Whare Tapa Whā

Organisations are only as strong as their people, and the culture of an organisation has a significant impact on the wellbeing of employees. This worksheet will help identify effective ways your workplace can do to create a positive environment and culture to support your people's wellbeing across all domains of life. Remember, it's not time - it's how you're using your time.

People bring their whole selves to work. We can't easily divide one aspect of a person's life from another - we don't leave wellbeing at work without also thinking about wellbeing at home, and vice versa. A worksheet that considers the whole person provides support for all aspects of wellbeing. The benefits for workplaces and their people are great! Organisations that prioritise wellbeing have better engagement, reduced absenteeism and higher productivity, while their people enjoy improved wellbeing, greater morale and higher job satisfaction.

Te Whare Tapa Whā¹ describes our health as a whānau of meeting houses with four walls. These represent taha wairua (spiritual), taha hinengaro (mental wellbeing), taha tinana (physical health) and taha ahiko (social relationships). Connected with the ahiko (social) forms the foundation.

All four walls are needed, and must be in balance for the house to be strong.

Te Whare Tapa Whā

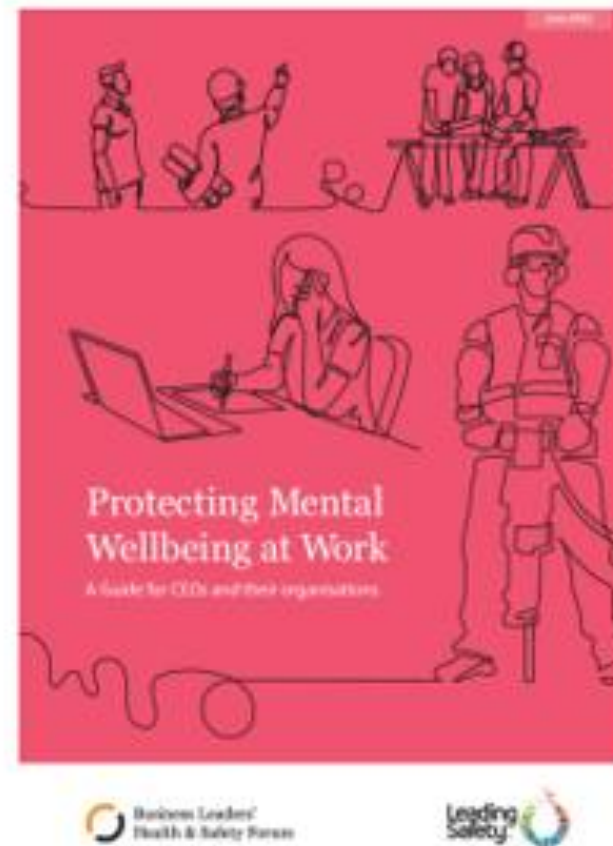
Taha wairua (Spiritual)
Taha hinengaro (Mental Wellbeing)
Taha tinana (Physical Health)
Taha ahiko (Social Relationships)

Just as we rely on a healthy roof for shelter, workplaces need to provide a healthy environment for mental, physical, health and spiritual wellbeing. Te Whare Tapa Whā helps to ensure that workplaces can support wellbeing across all domains of life.

Wellbeing is about balance - when one wall is shaky or out of balance, the others can take the load for a while - but the house will be less able to withstand other challenges that might come along.

WORKING WELL

Workplace Health Foundation
Mental Health Foundation
Mental Health Commission



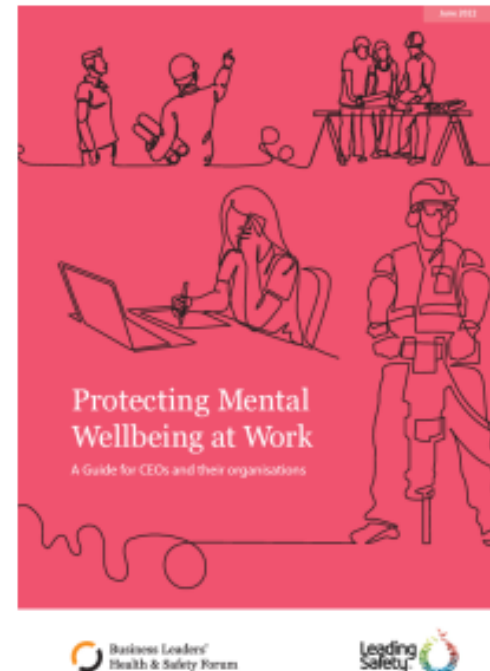
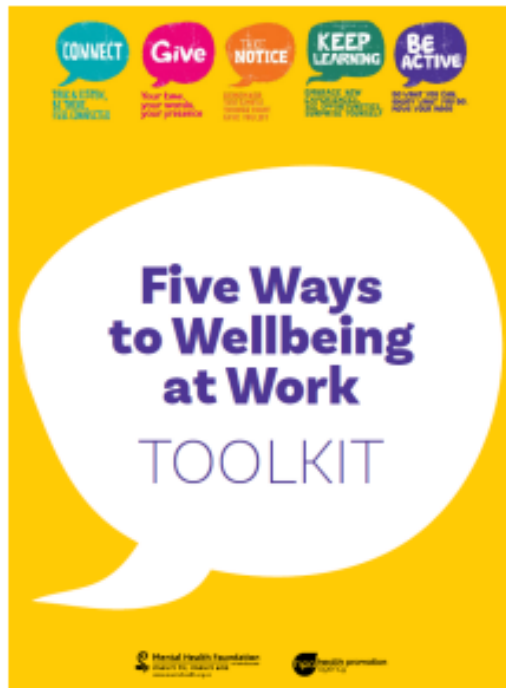
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Leading the way on workplace wellbeing

If you're a leader in our community-based social services, we hope this story is a reminder that when it comes to putting a focus on workplace wellbeing, starting small, involving kaimahi, and intentionally building on progress is a great place to start. You might also like to check out these sources of information, for further practical guidance and support. They are useful to help you get started with a focus on kaimahi toiora in your organisation, or to deepen your organisation's commitment. Click on each document to view.



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Our Calls to Action to all political parties, 2023

At Social Service Providers Te Pai Ora o Aotearoa, our vision is for Aotearoa New Zealand's community-based social services to be sustainable, making a positive impact every day in our communities, supporting children, rangatahi and whānau to thrive now and into the future.

The past few years have been tough for everyone, including for our community-based social services and the dedicated, professional kaimahi (workers) who walk alongside whānau and hapori every day.

They've told us there needs to be a stronger focus on supporting their wellbeing as workers, so they can continue to do their essential mahi, and remain strong and well while doing this work. Through the social services kaimahi hauora initiatives we've delivered over the past few years at Social Service Providers Te Pai Ora o Aotearoa, we've also seen first-hand the difference that a focus on worker wellbeing can make.

That's why we're standing up for social services kaimahi hauora, for all community-based social services workers.

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Show your support – Stand Up for Social Services Kaimahi Hauora

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There are a number of ways you can show your support for this campaign:

- Talk to your hoamahi (colleagues) and others in your network about this kaupapa. Share the link to this campaign webpage with them, and/or on your social channels (remember to tag Social Service Providers Te Pai Ora o Aotearoa!)
- Visit our [Facebook](#) and [LinkedIn](#) pages over the next few weeks and give the Kaimahi Hauora campaign posts a like, or re-share so more people see them
- [Email us](#) and tell us why this campaign matters to you as a social services worker
- If you have opportunities to kōrero with MPs and parties over the coming weeks, share the campaign with them and share your whakaaro about why social services kaimahi hauora is important
- If you're a manager or leader of a community-based social services organisation, commit to putting a focus on the wellbeing of your kaimahi – we've got some helpful suggestions and resources below.

Are you a leader of a social services organisation?

Leaders in social service organisations have a key role to play in supporting social services kaimahi hauora. We encourage you to stand up for the wellbeing of your kaimahi. Discussing this kaupapa with your teams to understand what would support them to be well in their work and for their whānau is a great place to start. You might also like to consider:

- Developing a people strategy/plan that puts a focus on supporting the wellbeing of kaimahi in your organisation
- Putting in place an Employee Assistance Programme to enable kaimahi to access a limited number of free support sessions such as counselling or rongoā Māori
- Assessing your employee leave arrangements and building in more flexible working policies and things like wellbeing leave days
- Quarterly all-org checkins about kaimahi hauora, to pulse check how workers are going and understand their needs
- Planning to build into your budget to invest in annual employee wellbeing payments up to a certain dollar amount, to reimburse partial costs of things like gym membership, rongoā Māori, mirimiri, optometrist costs, dental costs, yoga classes, meditation/te hā classes/apps – so kaimahi can choose what would support their wellbeing
- Creating a workplace culture where kaimahi practice an ethic of collective care and shoulder each other up, look out for one another, check in on each other and where all aspects of wellbeing are able to be discussed respectfully and in ways that whakamana the individual and their whānau.



Are you a social services kaimahi?

We've gathered together some resources that we think will be helpful to you in your social services kaimahi hauora journey. They're drawn from our inaugural SSPA Social Services Kaimahi Hauora Programme that we ran in October/November 2022 with the support of Foundation North, Rāta Foundation, Trust Waikato and partnering with the Centre for Social Impact.

We really like Te Whare Tapa Whā and The Five Ways to Wellbeing as accessible frameworks for social services kaimahi to think about and support your wellbeing. We've also included some other practical resources you might find useful for yourself or working with your colleagues.

Check them out here:

- Fact Sheet: [About the Five Ways to Wellbeing](#)
- Short video on [Te Whare Tapa Whā with its creator, Tā Mason Durie](#)
- [Finding balance: Te Whare Tapa Whā \(Workplace\)](#)
- [Maramataka online](#) (via AllRight?)
- [Zone of Fabulousness Workbook](#) (Vikki Reynolds, PhD, RCC)
- [The Zone of Balance, Notebook & Guided conversation for Resisting Burnout and holding each other up: \(The Zone of Fabulousness reimagined through an Indigenous lens\) \(2021\)](#) by Leah Brody & Angel Gunn, Indigenous Harm Reduction Educators at First Nations Health Authority - Canada
- [Haumanu - Restorative Systems Change](#) (via our friends at the Centre for Social Impact)

