

NAU MAI HAERE MAI

WELCOME TO  
TE AKA ORA HOUSE



Te Aka Ora House 232 Rutene Road, Kaiti, Gisborne 4010  
*Telephone: (06) 867 8271,*  
*Mobile: 021 02857038*  
*E-mail: [taoh@ora.org.nz](mailto:taoh@ora.org.nz)*

## RESPECT, LOVE, HONESTY, TRUST, AND RESPONSIBILITY

Everyone, including visitors, are expected to behave in a respectful manner to our babies and everyone else in Te Aka Ora House.

Whanau are respected, privacy is respected and to respect our babies is our primary purpose. This means no swearing, name calling, put-downs or any physical or verbal threats, especially for children and babies, but it also includes everyone else in the house. Staff and residents need to build trust and respect.

## TE AKA ORA HOUSE STAFF

### KIA ORA

Te Aka Ora House is home to all young parents and their babies who take part in the programmes offered when they choose to come to Te Aka Ora House. We have house parents who live here and will support you to be safe, to make good decisions for yourself and your baby/child (ren) and to build foundations towards being a great parent.

### TE AKA ORA HOUSE PROVIDES

Stable housing and a safe environment for you as young parents and your babies includes your own bedroom, power, a telephone for local calls, full use of all amenities within the house; these include washing machine, fridge, television in the lounge area, a stereo, all kitchenware, toilet paper, rubbish bags, nappy and sanitary bins along with some cleaning agents.

Bedding, bed linen, pillows, and bath linen are provided for each room to begin with, however over time your linen will be your responsibility to provide.

From time to time the children of our house parents may come to visit or stay. You will be notified well in advance of this and they, as visitors, will adhere to the rules and principles of the house. In the event of an emergency they will be subject to the building compliance regulations in the "VISITORS" section of this booklet.

The House Parent's living area in the house includes a lounge, with a TV, the bedroom and the office. House Parents work in the house on a roster, with some working over the week and others the weekends. They all operate according to the same policies and rules and will do their best to assist you.

## TE AKA ORA MANAGEMENT STAFF

JOLEEN PERRY IS OUR CHIEF EXECUTIVE and DIRECTOR OF  
SERVICES

LAURA KIER IS OUR PRACTICE LEADER  
THEY ARE LOCATED AT 9 TEMPLE STREET, GISBORNE  
06-868-7722

CATH DEACON AND BRUCE TAIAPA ARE OUR HOUSE  
PARENTS AND TEEN DAD SUPPORT.

06-867-8271 OR 02102857038

SHARLENE CONNING IS OUR TEEN PARENT INTENSIVE CASE  
WORKER 021868776

## TE AKA ORA HOUSE SUPPORT STAFF

Our in-house Social Worker is available to support you Mon – Fri 8.30am – 4.30pm please request assistance through the House Parents on duty.

We also have Ange Maynard our Whanau Support Worker, at Lytton Teen Parent Unit Mon- Friday- 9.00 till 3.00.

### **Our House Parents are:**

Cath Deacon and Bruce Taiapa  
Whom work Monday 8am – Friday 5pm

### **Our Relief House Parents are:**

Sonja Laga'aia  
Lana Mua  
Jasmine Te Kani  
Manu Niwa

House parents can be contacted on their house-phone 24/7 while on duty. The number is: 021 02857038. You may want to put that number in your phone now



## CREATING A SAFE & NURTURING ENVIRONMENT

Te Aka Ora House is committed to the care and protection of all children.

This commitment means that the interests and welfare of all babies and children are first and foremost in everything we do.

## VISITORS MUST ALSO RESPECT OUR SAFE & NURTURING ENVIRONMENT

Te Aka Ora House is committed to the care and protection of all children, VISITORS are welcome and must respect our kaupapa and our rules to maintain safety for all our whanau. We prefer visitors to contact us to arrange a visit prior to arriving and to leave by 7.00 pm in the evenings.

We also only host visitors in the dining and lounge areas. All other areas are off limits.

## ABUSE OF CHILDREN

Deliberate hurting, smacking or swearing at babies & children is abuse of our babies and is against our kaupapa.

- We are here to help you and your whanau through this stressful time.
- We can assist with advice, handy hints, tips and large doses of humor.
- Please advise staff if you feel that you are not coping.
- Please tell us immediately if any situation arises where you feel any baby is at risk.

Whilst you are in Te Aka Ora House the care and protection of our babies/children lies with each parent, however, if there is a problem, the care and protection of any baby at risk is **ALL OF OUR** responsibility, so if you can see someone is not coping, step in, step up and support each other or call on us to help out.

Sometimes another parent may offer to babysit to help out as a favour, cultivate these relationships by having an “attitude of gratitude”, be prepared to return the favour should an occasion rise to do so and don't be the first to burn out the babysitter.

In order to keep our home a safe place, *aggressive behaviour of any kind will not be tolerated.*

### SAFE SLEEPING

To reduce the risk of Sudden Infant Death Syndrome (SIDS), all parents/caregivers must follow safe sleeping practices for their baby.

Whenever a baby is placed down to sleep, he/she is to be placed on his/her back, in his/her own bed with their feet to the bottom of the cot to prevent them sliding under their bedding at the end of the cot.

Baby should not sleep sharing your bed unless baby is in a wahakura or Pepi Pod.

### DOCTORS AND MEDICATION

Please let us know if you have any prescribed drugs or medication.

Some medications must be kept in an allocated locked cupboard. We will assist you as required with any medical care needed for yourself or your baby.

All babies need to be registered with a GP (Doctor). If you do not have one in Gisborne, please let us know so that we can assist you in being registered with one.

### WELLCHILD PROVIDERS

Babies also need to be registered with a Well Child provider such as Tamariki Ora or Plunket.

If your baby does not have a Wellchild provider in Gisborne, please let us know so that we can assist you in being registered with the one of your choice.

Plunket: 06-867-7711

Turanga Health Tamariki Ora: 8632245

LEAVE – BABY's are to be with PARENTS not Houseparents or Caregivers

as parenting is a commitment and not a hobby.  
Parents are responsible for their babies 24 hours a day, 7 days a week

## SMOKING, DRUGS & ALCOHOL

Our primary concern is the health of our babies.

Smoking, alcohol, drugs and babies DO NOT mix.

There is a designated smoking area outside.  
Babies are NOT permitted in this area.

Alcohol/drugs are not to be brought onto the property at any stage.

## BEING UNDER THE INFLUENCE

Anyone suspected of being under the influence of drugs/alcohol will be required to make other arrangements for the care and protection of their child/children and will be required to vacate the premises.

NB: This includes being hung over/sleeping it off during the day while there are ANY children awake and needing attention whether they belong to you or someone else in the whanau.

Te Aka Ora House is a safe home for our babies. It is NOT a recovery centre for us big people.

Your 'Time Out' arrangements need to cover you to stay away from Te Aka Ora House until you are able to join in normal activities with the rest of the house again.

## HOUSEHOLD DUTIES

Your board covers power, phone for local calls and food. It does not cover staff being cleaners.

We have a big house and at times this means it gets really busy and we all have to do chores/clean up after ourselves, our babies and our visitors. If we work together we can keep our home clean and safe for our babies, visitors and ourselves.

You WILL be treated as an adult at Te Aka Ora House

This means that UNLESS YOU TELL US OTHERWISE we expect you know how to:

- Make your bed and baby's cot up each morning
- Use the wardrobes & drawers to keep your belongings in/on
  - Not the floors or the wash house
- Do dishes
- Wash your clothes on your rostered days
- Clean up after yourself and your child/children in ALL common rooms before you leave them
- Vacuum common areas and hallways
- Sweep and mop kitchen and dining floors daily

*If you do not know how to do any/some of the above, please tell us so we can help you to learn how to do so.*

Do not get upset at the messenger if this happens, we all have a responsibility to do our share here.

If you refuse or fail to clean up after yourself, your child/children and/or your visitors and help out around the house then you run the risk of being:

- a. Rostered to do dishes all day every day for a whole week until you learn to do your fair share of dishes.
- b. Rostered to do the vacuuming all day every day for a whole week until you learn to do your fair share of vacuuming so our babies have clean and safe areas to walk and crawl around on.
- c. Rostered to clean the bathrooms & toilets all day every day for a whole week until you learn to do your fair share of keeping the bathrooms and toilets clean.
- d. Rostered to sweep and mop kitchen and dining areas all day every day for a whole week until you learn to do your fair share of keeping the floors in the kitchen and dining areas clean for our babies to walk and crawl around on.

## BEDROOMS

Please keep your bedroom clean and tidy at all times and floors clear of clothes and rubbish.

*From time to time we show people from other services/agencies/families through the house. This may include their viewing a bedroom. If at all possible we will show them a vacant room, however, if we need to include your room in a viewing we will ask you in advance.*

When you leave TAO House you must leave your bedroom the way that it was given to you.

- ✓ Launder (wash) your linen
- ✓ Vacuum your room
- ✓ Clean windows and window sills

- ✓ Polish your drawers
- ✓ Clean any marks on the walls/doors/wardrobes

This will be marked off in your file where you have to sign off what was given to you for the next whanau coming into the house to use.

If this is not completed, TAO House management has the right to decline reimbursement of payments to use towards the cleaning of your room/replace missing/damaged linen for the next family to use.

House Linen is only available on arrival, until you can buy your own and maintain your own linen, which should be named.

- No smoking or eating meals in your bedroom.
- If you need extra space to store personal belongings, please ask and we will organise for your belongings to be taken to a safe secure storage facility off site.
- TAO House staff has the right of any landlord to inspect rooms regularly.

### COMMON ROOM RULES

Common Rooms are the rooms everyone else has to use as well, including our visitors and babies. These areas include:

#### KITCHEN

- While you are at Te Aka Ora House you are free to use all cooking equipment.
- Make sure you clean anything you use and return it to where you got it from when finished.
- Children are NOT allowed in the kitchen
- Do your dishes
- Clear the benches and wipe down after you have prepared and made any meals for yourself during the day
- Empty the dish washer if it's full and finished its cycle BEFORE loading new dishes to it.
  - Please don't walk away from it and leave it to someone else.
  - If you have the time to prepare and eat your meal, you have time to empty the dishwasher to load your used dishes into it.
- LABEL YOUR FOOD
  - Storage of your own food in the pantry and refrigerator means you have to label your food for your children's Kohanga or crèche lunches.

#### DINING ROOM

- We expect you to bring your visitors inside and offer them a drink, these



include any services you are engaged with.

- We have a lot of visitors who like to come in for a cuppa and a catch up as they go about their business
- This means this area is heavily used
- Please ensure you leave it clean and tidy after you have eaten or visited or babies have been fed.
  - Don't get up and head for a couch or your bedroom and leave your mess for someone else to clean up.
- If the babies have thrown food on the floor, use the Janola wipes to clean their high chairs and their Drop Zone.
- Our toddlers love leaving their handprints prints on the windows
  - Please use the cleaners available to clean up after your child/children.

#### CLEAN FOOD PREP AREAS

PLEASE ensure that our kitchen and dining room areas and surfaces are kept clean after each meal, so that the next family is not cleaning up after you and to lessen the chances of cross contamination of food products/bacteria.

#### EATING AREAS

Please eat in the dining area, kitchen or outside on the picnic tables provided.

**NO DRINKS OR FOOD ARE TO BE TAKEN INTO THE LOUNGE UNLESS EXPRESS PERMISSION GIVEN BY THE HOUSE PARENT**

#### BATHROOMS/SHOWER & WET AREAS

Make sure these rooms are kept clean at all times. Use the Spray and Wipes to clean the baths and shower areas down as part of your clean up after baths and shower routines.

Do not leave your personal items (underwear, hair clumps and feminine hygiene items) lying around on the floors wet and growing mold and bacteria in warm soapy areas.

#### TOILETS

Men: We aim to please. You aim too please.

If you miss the mark, be a Hero and clean it up and wipe the area down with Janola Wipes - they're all over the house, that's what they're there for.

Ladies: The sanitary disposal units are located in the front bathroom and the middle toilet which staff may also use.

**DO NOT** use the toilet/bathroom rubbish bins to dispose of your personal items such as tampons and sanitary pads.

NB: Our male staff members empty the rubbish bins for us. Please ensure that you have properly wrapped and disposed of your tampons and sanitary pads in the correct area so others do not have to deal with your personal items.

As women and adults let's keep our personal hygiene business to ourselves and clean up after ourselves.

### **LAUNDRY**

Laundry means:

1. Washing your clothes using the washing machine or hand washing
2. Removing your laundry from the washing machine
3. Hanging your clothes up to dry
  - a. Outside on either of the two clotheslines
  - b. On the clothes horses
  - c. In the hot water cupboards
4. Bring your washing in when it is dried
  - a. Do not leave it out on the line for weeks, only removing clothes when you need them...
5. Fold your clothes
6. Put them away in your drawers and wardrobes, as needed
7. There is a laundry roster. Please make all attempts to follow it.

If you're not able to use your allocated time, organise to swap times with other whanau members if you can.

- Make sure your washing is not left sitting in the Laundry
- Leave your washing in your room until your rostered times to use the machine.

**ALL TEA TOWELS AND TABLE CLOTHS ARE WASHED SEPARATELY FROM PERSONAL CLOTHING.**

### **BOARD**

Board is to be paid weekly either by way of cash, which will be receipted with the receipts kept on file or by automatic payments into:

Te Aka Ora Charitable Trust  
Bank of New Zealand  
Gisborne Branch

02-0636-0061335-00

On leaving Te Aka Ora House, Te Aka Ora Charitable Organisation will refund any board overpaid, less damages or loss of property incurred during your stay. Te Aka Ora Charitable Trust is a NON PROFIT Organisation.

Day to day running of the house is funded by your board of:

AMOUNT PER WEEK:

\$160.00 per young parent (Hapu mama)

\$240.00 per couple (Hapu mama)

\$200.00 solo with baby

\$300.00 per couple with baby

NB: (Board includes savings contribution \$40 per week- dependent on individual situation, Housing savings programme to save for furniture, deposits and rental bond)

BOARD DOES NOT INCLUDE

- Your personal toiletries
- Baby's toiletries
- Nappies
- Formula
- Packet, can or bottle baby foods

TE AKA ORA HOUSE PROVIDES

Stable housing and a safe environment for you as young parents and your babies which includes your own bedroom, power, a telephone for local calls, full use of all amenities within the house; these include washing machine, fridge, television in the lounge area, a stereo, all kitchenware, toilet paper, rubbish bags, nappy and sanitary bins along with some cleaning agents.

Bedding, bed linen, pillows, and bath linen are provided for each room to begin with, however over time your linen will be your priority.

\*It is expected that these items will be returned within six weeks from the date of entry as you purchase your own linen packs as part of your Household Procurement Programme.

Ask staff should you require any spares of these items or any refills of cleaning products.

Lawns:

The lawns are mown by contractors who visit every second Thursday. This cost is met by Te Aka Ora Charitable Trust.

Telephone:

The phone number for the home is (06) 8678271. A toll bar is on the phone, therefore only local calls can be made unless authorised by a House Parent. Unauthorised toll calls will be charged back to the user.

#### TE AKA ORA HOUSE SERVICES ALSO PROVIDES

- Advocacy/ Support eg lawyers, WINZ, Courts etc.
- Support to get ID for self and children
- Support in pregnancy and birth planning
- Short/long term individual family plans eg your plans/goals
- Child/Youth advocacy
- Basic Life skills programme
- General Information/advice/choices
- Access to Education Pathways
- Access to Family Planning Programmes
- Access to Drug and Alcohol Counsellors
- Access to Social Work Services
- Access to Domestic Violence Programmes
- Access to Parenting Programmes
- Access to He Taonga Te Mokopuna – (children’s programme)
- Access to Driver License programmes

These services can be provided in house or in the community and will be made available or referrals will be made to any should you require them at any stage.

#### STAYING AWAY FROM TE AKA ORA HOUSE

Please ensure you advise staff and apply for LEAVE if you are planning to stay away from Te Aka Ora House.

Leave Requests must be submitted by Wednesday 12.00 pm

Recommendations from the Social Worker are made to the Practice Leader and Chief Executive. IN some cases approval is also sought from other agencies.

The primary reason for this is concern for your safety or the safety of your child. Securing accommodation at Te Aka Ora House is a privilege and available space is a premium, as there are many teen parents who require the benefits that the service provides to them and their babies in events of emergency.

- Participation in the House Programme is vital as engagement is monitored
- For this reason the Residential Agreement is very clear: Should you be away for longer than three consecutive days without notification and agreement to and by the House Parents, it will be expected that you have terminated your residency.
- In this event, personal belongings you have in your room will be packed up by staff and taken to secure storage until you organise to have them collected.

#### SECURITY

**THE ACTIVITY ROOM/OUTSIDE OFFICE IS LOCKED EACH EVENING AND THE ALARM IS SET EVERY EVENING.**

The House Parents and Relievers do a final lock up each night, but if you have any security concerns, don't hesitate to let someone know.

#### PROPERTY DAMAGE

ANY DAMAGE TO PROPERTY IS AT A COST TO YOU TO REPAIR OR REPLACE.

#### THEFT

Deliberate theft from TAO House/from other families in the house is not acceptable and may lead to having authorities involved and subsequently being asked to leave the house. Our whanau does not steal from anyone else and certainly not from each other. Respect for others also includes each other's property.

#### ZERO TOLERANCE

Te Aka Ora has a Zero Tolerance to abuse, harm, rule breakage or unlawful acts against anyone within the house or community. Should you or the visitors you invite/allow in or near the property cause any abuse, harm or unlawful acts upon anyone else, there will be a zero tolerance approach towards this and your position within the house could be compromised.

#### VISITORS

VISITORS ARE NOT ALLOWED IN THE BEDROOM AREAS. IF YOU NEED TO MAKE AN EXCEPTION TO THIS FOR ANY REASON AT ALL PERMISSION MUST BE SOUGHT FROM THE HOUSEPARENT.

1. Te Aka Ora House is a service that has building compliance regulations.
2. In the event of an emergency, fire wardens need to be concerned about whanau members and babies first and foremost.
  - a. There is no provision to be looking around rooms for visitors in the event of an evacuation.
3. Te Aka Ora House staff has a responsibility and obligation to ensure security for and to safeguard other whanau members as well as provide protection for your visitor's reputation.
  - a. If anything goes missing, the first ones targeted are any visitors that have been on site.

## COMPLAINTS PROCEDURE

If during your stay here you are unhappy with another person's behaviour, it would be best if you could first talk to them and discuss the problem.

If you feel you require some support to do this, please ask a House Parent to assist you.

If your problem is with the House Parents or any other staff member you can contact the Te Aka Ora Service Manager on phone 868 7722.

## SUPPORT SERVICES

Te Aka Ora House aims to provide a safe place for teen parents and children who need to plan for and implement healthy and safe futures to raise your family in.

Staying at Te Aka Ora House gives you time to consider your options, make, plan and take steps for a future for yourself/partner and baby/babies away from the stresses and harm that you may have come from.

You will make all decisions while you are deciding what direction you wish to take and you will need continued support of the agencies you may already be working with along with support from others as may be discussed along the way.

Each week you can expect one on one catch ups with, house parents, house social worker or house volunteers, but feel free at any time to contact and ask for support or assistance from any of the Te Aka Ora House staff.

When you leave Te Aka Ora House to shift new accommodation we hope that you will have had time to know how to make great choices and decisions for yourself, your baby/babies and your whanau whanui.

Te Aka Ora House operates as part of this community and can refer you to some pretty awesome people within our community to help with child care, budgeting, adult and child health, schools and adult education, special education services and Lawyers.

We hope you make the most of your stay with us and enjoy being part of our whanau.

MAURI ORA