



*HEALTHY
ENVIRONMENT
APPROACH (HEA)*



*COMMUNITY-LED
PLACES*



CASE STUDY

Healthy Environment Approach

What is the HEA? Simply put...Improving People's Health

Principle 1

Water is the first choice



Promote access to free water i.e. facility fountains and taps

Provide easy access i.e. a jug of water

Principle 2

Good Food for all



Provide good food as a social connector

Promote access to food for vulnerable groups

Principle 3

Champion smokefree, alcohol and drugfree



Program messaging promotes smoke free, alcohol & drug free

Clear signage displayed

Principle 4

Encourage Movement



Promote activities

Plan opportunities where people can connect

Encourage the use of walking and cycling to event/program

COMMUNITY BENEFITS

Social Connectedness

Connection to self, place, whānau and community

Celebrating Diversity

People from different backgrounds feel welcome and safe

Cultural Identity

Respect and celebrate people from different cultures to ours

Not all Groups and Services deliver things like food, drink or movement.

If you aspire to shift attitudes to normalize a culture change towards improving people's health, CONSIDER APPLYING 1 OR MORE OF THE PRINCIPLES



SETTING THE SCENE



The partnership between TSI Healthy Families South Auckland (TSI/HFSA) and Auckland Council Community Places family is working towards setting a HEA standard that is consistently applied across practices and procedures in settings such as:

Community-led Houses

Council-led Facilities

Art Facilities and

Venue Hire

To improve how we enable health outcomes through Auckland Council resources.



Auckland Council south Community-led team has been supporting a collaborative approach with HFSA to build their systems leadership to achieve better health outcomes for local community via systems change thinking.

The south Community-led team, incorporating the healthy environment principles into South Auckland Community-led Service Agreement key performance indicators (KPI's).

HEA Incorporated into KPI's

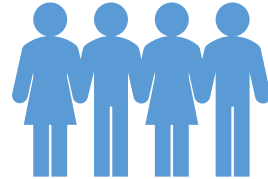
SCHEDULE 2

KEY PERFORMANCE INDICATORS

The approved KPIs for the relevant year shall be used to measure the overall performance of the Provider in the management and operation of the Community Centre. The table below is designed to balance the resources provided by Council with service delivery provided by the Provider. The Provider's performance against the KPIs shall be reviewed by the Council and the Provider on or about the anniversary of the Commencement Date. As part of each annual review, the parties may also agree on any changes needed to the KPIs for the upcoming year.

Service Levels	Performance area	KPI/Delivery Requirement	Target
Access	Health and Safety	Health and safety documentation in place that meet current legislation requirements	Provide a copy of documentation upon request
	Fees & Charges	Fees and charges at a reasonable rate for the community	Commercial & Community rates or no more than \$10 plus Auckland Council facilities in the local board area
	Customer service complaints resolution	Record and manage complaints in an efficient and appropriate manner	Provide a copy of process and procedures in place
	Open and available hours	Facility is open and available to meet community demand	Available for hire between 8am-6pm *Exceptions include resource consent restrictions and reasonable exceptions including for maintenance and holiday closures
	Utilisation statistics	Average hours booked and participants per week *Includes hours used for activation and programming. Participants include all visitors, attendees, organisers and casual drop ins. Staff/volunteers are accessible	60 hours per week 200 participants per week
Activation	Opening and Activated hours		10 hours per week across seven days, reflecting the needs of the community *Excluding reasonable exceptions such as facility maintenance, holidays or health and safety
	Diversity of activity	Provide a wide range of activities meeting the wider community needs and interests *Activity focus areas could include: Māori, diversity, seniors, young people, financial literacy, wellbeing. Data is captured through utilisation statistics. Share a story in document format, video, social media etc. illustrating: <ul style="list-style-type: none"> • Why • Who • What was the experiences / results • What are the opportunities 	3 Types of activities per quarter minimum 1 story per quarter

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Te Whare Awhina o Tamworth Community House was one of the south community-led houses where the 2020 Agreement sets out the amendment, incorporating the HEA principles as per the 'Key Performance Indicators'



The Community House Manager has been working with HFSA to implement the principles, so to contribute to health and wellbeing solutions that will provide future gains for our communities.

Local connections	Participate in: <ul style="list-style-type: none"> • Local network meetings on a regular basis • Bi-annual community centre hui 	3 minimum per quarter
Healthy Environment Approach Principles	Ensure principles are practised and promoted	Actively encourage and promote Principle 1 Water (wai) is the first choice Principle 2 Good food (kai) for all
Feedback	Share any challenges and opportunities that have occurred within the quarter	Optional

Demonstrate Change

Testing ideas with the people closest to the issue (refer quotes); Te Whare Awhina o Tamworth House Manager aspires to shift attitudes to start normalizing a culture change that considers and creates a minimum expectation regarding a HEA. Utilizing the HEA visual resource (refer figure one) to better understand how to introduce HEA to venue hirers and support their application of HEA.

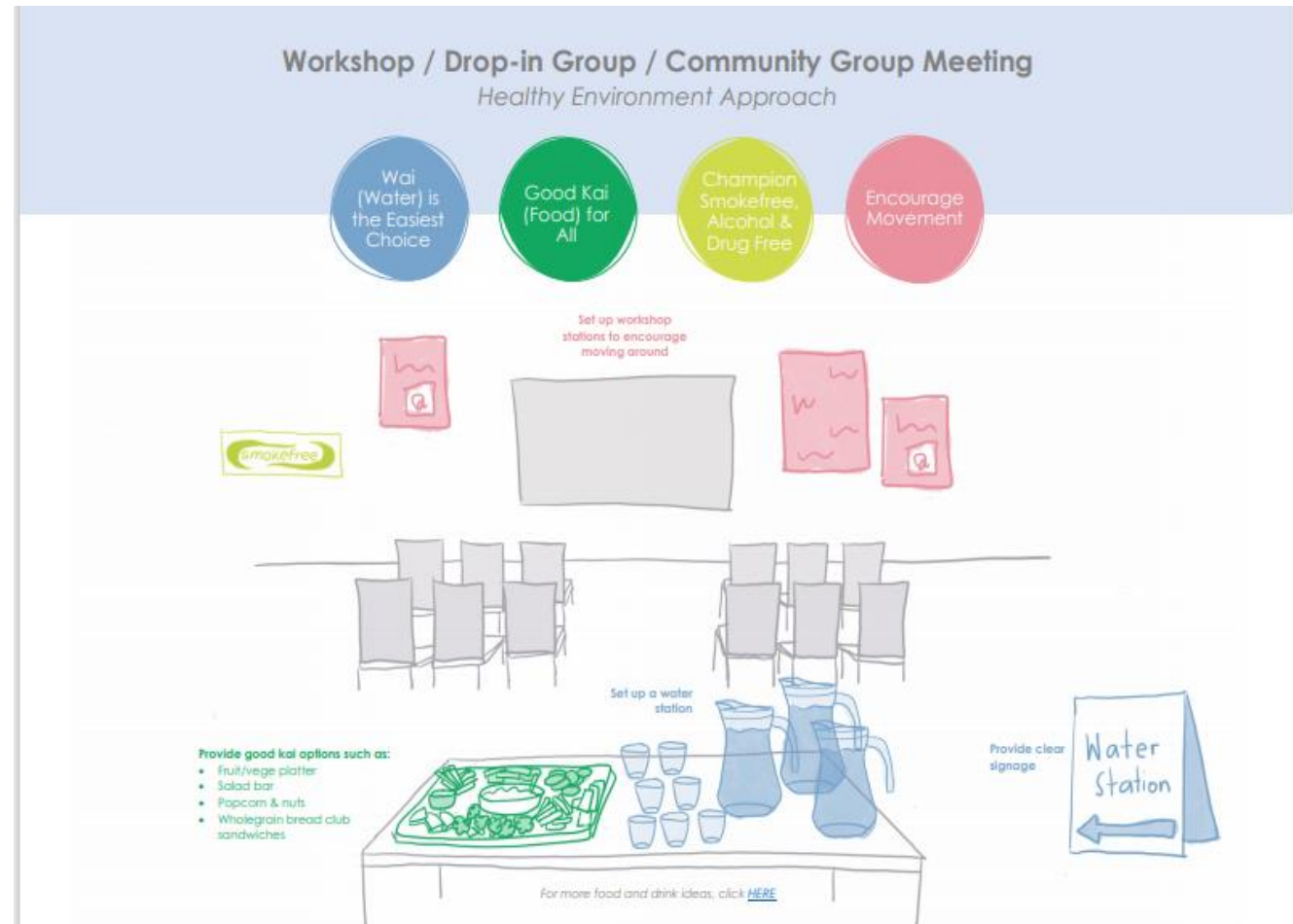
Quotes:

“Like that the visuals are simple.”

“Nice and catchy because it’s simple.”

“I can use simple language to introduce HEA through my induction process with the venue hirer”

Figure One:



In Practice

HFSA Lead Systems Innovator supported Te Whare Awhina o Tamworth house manager to frame the HEA wording into the 'New User Induction & Checklist'.

Framing easy-to-use language in the induction process ensured:

- Practical application was fit for purpose
- Quality advice so new users can self-manage

The verbal induction process is also supported by the HEA visual resource provided to the new user to demonstrate application.

TE WHARE AWHINA O TAMWORTH (INC)
NEW USER INDUCTION & CHECKLIST

As a new user of one of the Manurewa Community House facilities, it is our responsibility to ensure you are induction and expectations are clear. Please fill out the following checklist and sign off when your induction with the House Manager is completed

GROUP NAME: _____

GROUP REPRESENTATIVE: _____

INDUCTED BY: _____

		YES	NO	INITIAL
Contract	Received a copy signed by the Chairperson			
Key	Key received and ensured it works			
Alarm	Received a code and tested it works			
	Given an instruction sheet for the alarm			
	Given voice code and alarm monitoring company number			
Alarm/ Key	Group Co-Ordinator is not to issue these to anyone			
Healthy/ Safety	Informed of smoking and alcohol ban			
	Informed of Healthy Environment Principles			
	Informed of Hazard Register			
	Informed of evacuation plan, assembly point, duties			
	First Aid – group to provide, inform Manager			
Conduct	Monitor behaviour of children and users			
Cancellations	Email request (5 days prior)			
Additional	Email request (5 days prior)			
Telephone	All groups need to have one on hand			
Cleanliness	Told of duties, shown where cleaning equipment is			
Charges	Clear of charges / Additional charge for extra time/ room			
Invoicing	Invoices sent by email – payment due by 20 th of month			
Meeting	Representative to attend meetings (given schedule)			
Other info	Bring your own tea towels, no coloured cordial			
Healthy Environment Principles	We encourage promotion of "water" as the first choice rather than sugary drinks – our facility has a kitchen where people can access (free) water, or you can set up a water station			
(resources available if you need some ideas)	We encourage 'good kai' options – can be as simple as providing a fruit platter to replace cakes/lollies			

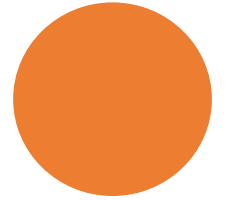
Induction completed

House Manager signature

Group Representative

Learnings

- Hirers tend to book morning sessions i.e., 0-5yr programming/parent groups
- No one likes booking afternoons
- Evening programming also popular lot's churches, youth groups, youth programming
- The HEA wording into the induction process was a big advantage to good communication and supported greater public awareness and understanding of what we're doing
- The visual resource improved the engagement process, showing new users how to adapt HEA for different occasions like hosting a workshop or a drop in group
- Greater impact all round, during induction process house manager providing guidance for kai set up – *“they don't know how to do it” (quote house manager)*
- Raising awareness and understanding of access to water as users may not think it's important – *“do we have to provide water” (quote new user)*





Healthy Environment Approach Case Study

Community-led Places

More information contact Winnie Hauraki 0272328210 or Winnie.Hauraki@aucklandcouncil.govt.nz