



THE KEY RELATIONSHIPS IN THE *AWHI ORA* – *SUPPORTING WELLBEING* WAY OF WORKING

3 key relationships



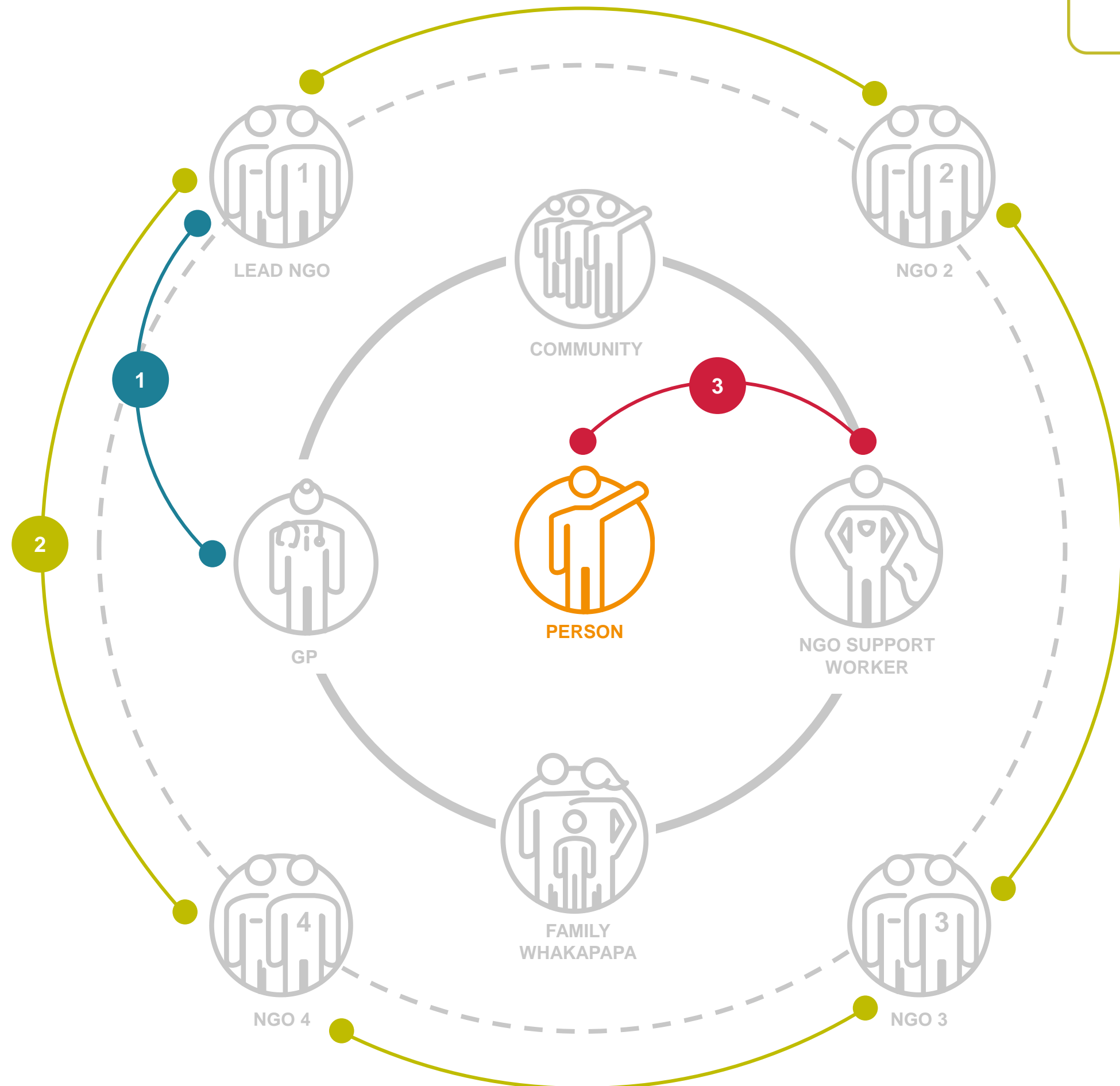
This visual describes Awhi Ora – Supporting Wellbeing as a whole system.

There are 3 key relationships which are critical to the success of this service.

1. GP – Lead NGO

2. Lead NGO – Other NGOs

3. Person – Support Worker



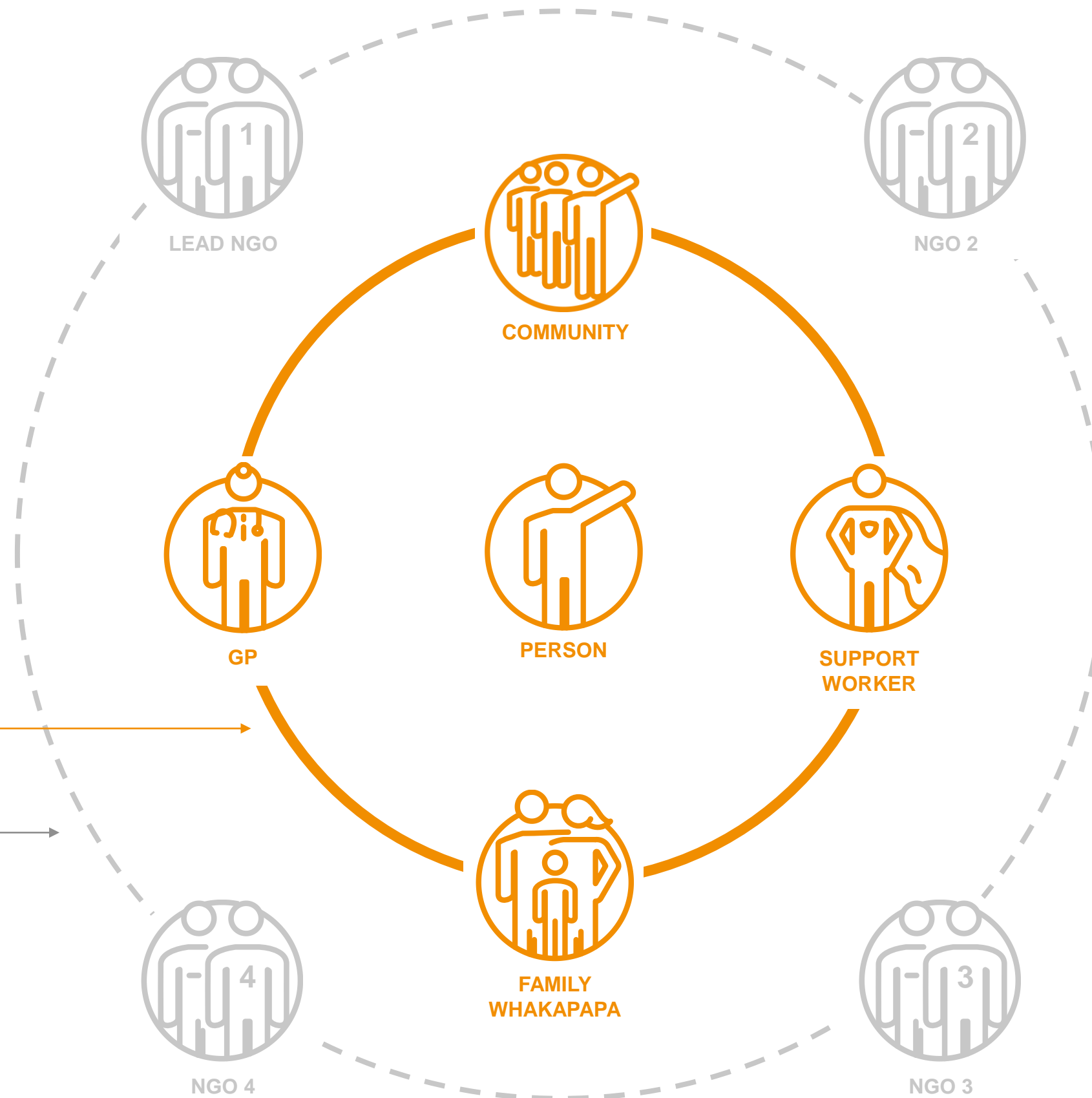


This visual describes the line of sight for the person needing support. This is what they see, and these are the people they may have contact with. The NGO collaboration operates in the background.

LINE OF SIGHT

What the person needing support sees

What the person needing support doesn't see



RELATIONSHIP: GP – LEAD NGO

Why is this relationship important?

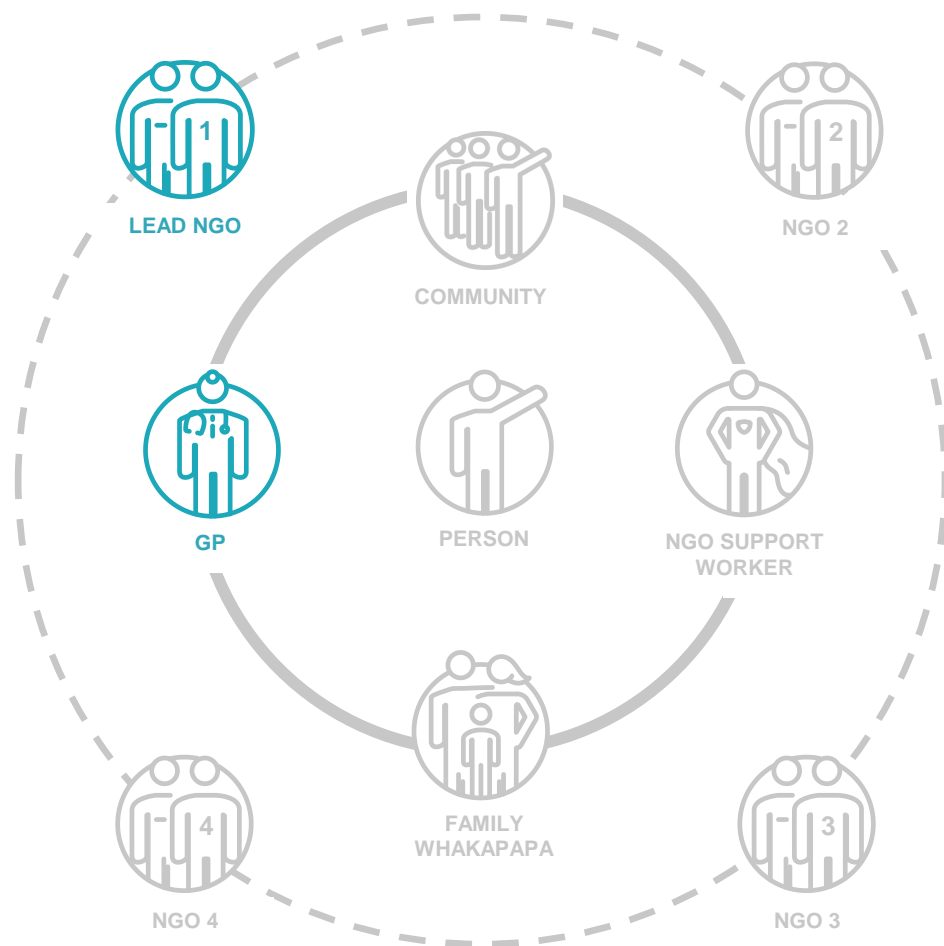
The relationship between the GP and their 'lead NGO' is critical to establishing the right type of support for the person in need. The GP has one point of contact, and does not need to 'shop around' for support services.

Both parties must invest the time to intentionally create a relationship. The relationship should be one built on trust and professional respect.

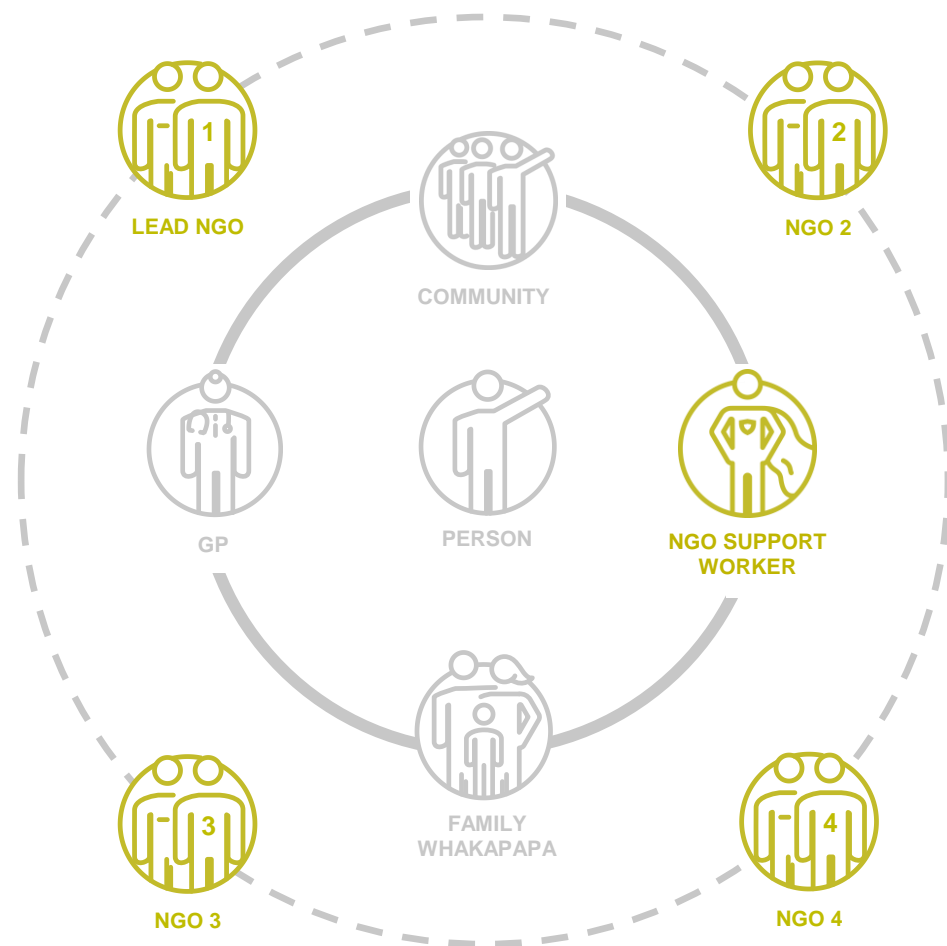
The lead NGO is a gateway to other NGO services, not a gatekeeper for them. The GP's responsibility is to integrate the NGO into their practice. Doing this as a practice team will build connections between this service and other related initiatives.

How we might build the relationship?

- Accept shared responsibility to understand each other's roles and strengths to ensure, as best as they can, that the support provided is right
- Enquire, enquire, enquire together about what the person needs
- Check in with the person at every step of the support journey
- See each other as part of the person's team
- Decide how you will communicate with each other – weekly emails, display posters etc.
- The GP and the NGO need to decide together how they might like to share feedback about the support process, based on what the person wants
- Thinking strategically and operationally as to how this service can benefit other initiatives in the practice



Key relationship 2



RELATIONSHIP: LEAD NGO – OTHER NGOS

Why is this relationship important?

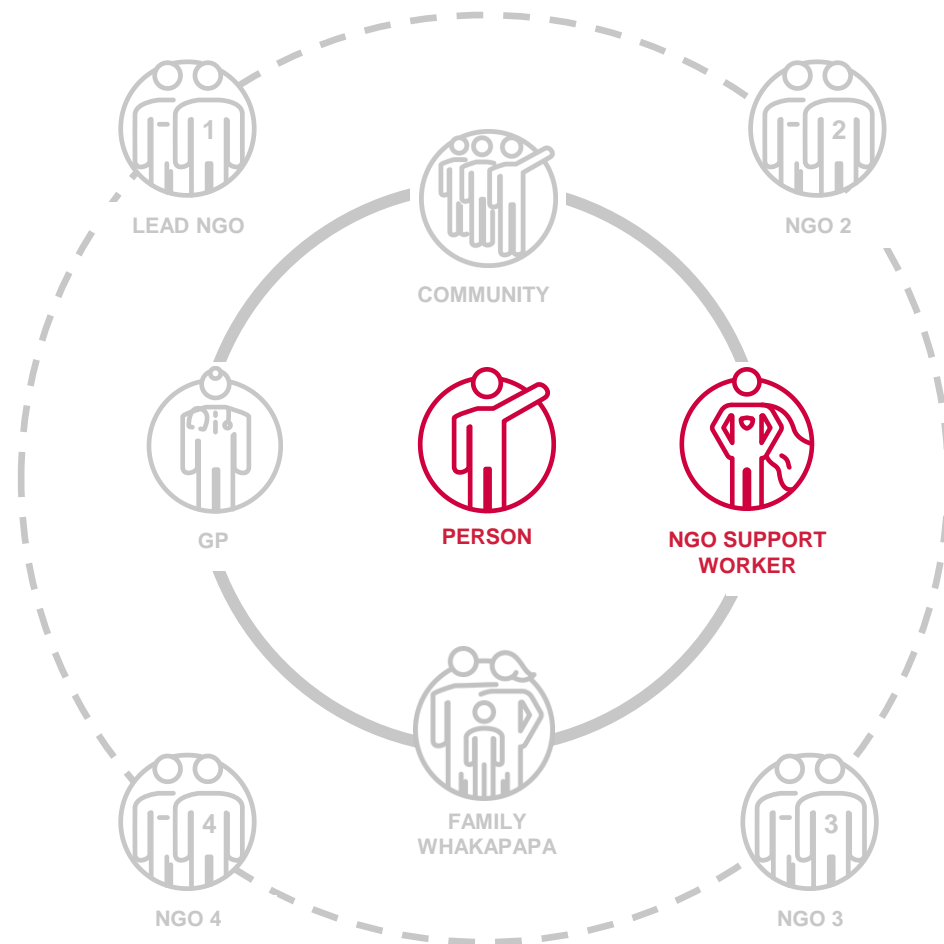
When a person in need of support visits their GP, or reaches out through community, the lead NGO they are introduced to is a gateway, not a gatekeeper, to other NGOs. NGOs offer their own services, but come together under Awhi Ora – Supporting Wellbeing so that the person has fewer points of contact.

The lead NGO is the 'go to' organisation for the GP they have intentionally built a trusting relationship with.

They are a conduit for the person to other NGOs in the community. This enables the right support to be matched with the person's needs.

How might we build the relationships?

- Create strategic collaboration and operational intent, where NGOs recognise each other's strengths without a vested interest so we can build professional trust
- Keep hold of the principles for practice – particularly around introduction rather than referral
- Avoid the diagnostic shadow
- Ensure the person needing support is at the centre of your decision making, as they value consistent relationships
- Be intentional about how you build each relationship. Accept constraints and find ways of building relationships together that work for everyone



RELATIONSHIP: PERSON – SUPPORT WORKER

Why is this relationship important?

The goal of this relationship is to work together so that the person is supported to move from existing to thriving. This starts with a conversation to get to know each other as people.

The person and support worker connect as people, not through clinical titles or any diagnosis. Together, they determine where the support goes, including deciding how the person is supported.

The support is person centred, this means being present, and not seeing this person as part of a case load. It includes walking alongside to build trust.

The support worker brings in family or community where appropriate to help maintain wellbeing. Connecting the person with a support network and their community creates an environment where wellbeing can be maintained.

Connecting to a sense of place, and community is important to many people.

How we might build the relationship?

- Have regular face to face contact – determine the amount based on their needs
- “Ask about me, rather than read about me”
- Take time to get to know the person, don’t rush through your process. Help them find the kind of support they really need to maintain wellbeing
- Be compassionate and respect the person and their presence, rather than seeing them as part of a case load