Enhanced Access | Te Ara Ora

Programme overview: A pathway to wellbeing

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Te Kāwanatanga o Aotearoa
New Zealand Government

Health New Zealand
Te Whatu Ora

Why Are We Here?

Cancer outcomes remain inequitable.

3.5x

more likely that a Māori patient misses a radiology appointment than a non-Māori patient (Northern, 2023)

5x

higher rate of missed SACT appointments for Pacific Peoples and 3-4x higher for Māori than other patients (NNPAC 2025/26)

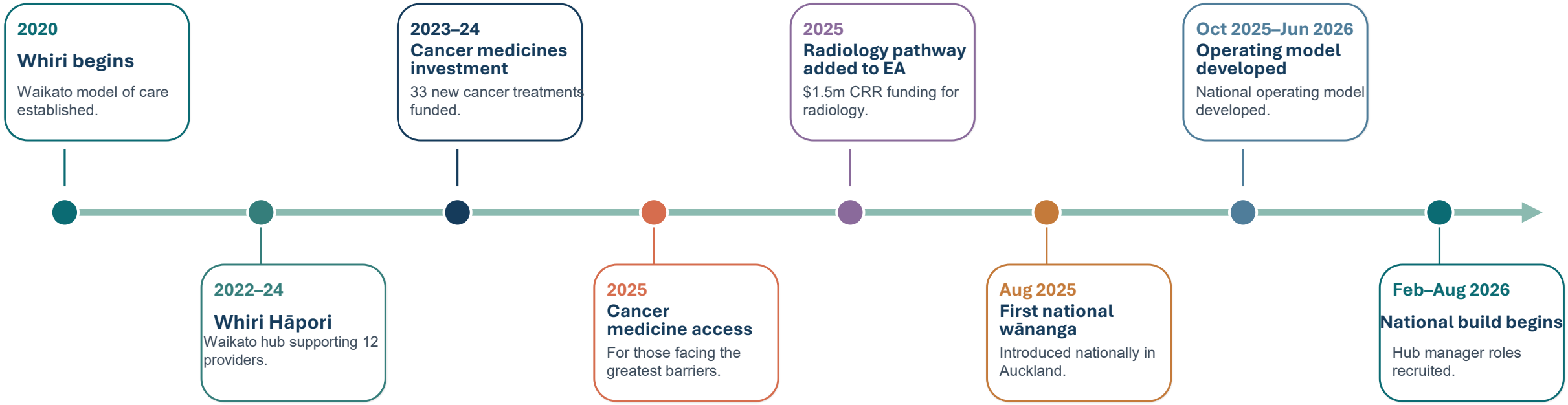
"Evidence suggests that access to cancer navigation services in Aotearoa New Zealand is fragmented and uneven. Navigation services have developed through a range of providers, funding arrangements, and local initiatives, resulting in variation in availability, scope, and eligibility."

Te Aho o Te Kahu

How Enhanced Access | Te Ara Ora Evolved

From a Waikato model of care to a nationally coordinated programme supporting access to cancer treatment and radiology

FOUNDATION — **Whiri Model of Care: navigator-led, clinically supported, whānau-centred care addressing barriers across community and hospital pathways**



Regional learning + national investment → a coordinated pathway for equitable access closer to home

What We Know Already Works

✓ Trusted relationships matter

✓ Whānau-centred approaches work

✓ Local providers understand local communities

✓ Navigation improves access

✓ Sustainable solutions build on existing strengths

What are the strengths in your service and community that we should build on?

Together we're building a programme

What it means for whānau

To improve whānau experience and engagement with health services by:

- **Reducing missed appointments** and improving continuity of care.
- **Removing practical barriers** to attendance.
- **Supporting culturally safe, whānau-centred navigation** and communication.
- **Providing a consistent Hauora Needs Assessment (HNA)** and connecting people to wider health and wellbeing supports.

Together we're building a programme

What it means for the system

To improve the system that whānau move through by:

- **Improving equity of access** by prioritising people with higher barriers and higher need.
- **Improving integration and streamlining referral processes** between community and secondary services.
- **Strengthening quality assurance, monitoring and reporting** across all regions.



Systemic Anti-Cancer Therapy (SACT) Enhanced Access | Te Ara Ora

A Pathway to Wellbeing

Whānau-Centred Care • Strengthening what already works • Supporting our providers • Better outcomes for whānau

Our partners and relationships

Primary Care
GP | Urgent Care

Community Providers
Hauora Māori Providers | Pacific Providers | NGOs | Disability support

Secondary Care
Hospital services | Specialist services

Referral
- ✓ Existing referral pathways maintained
- ✓ New Regional Hub referrals



Community Provider
- ✓ Receives referral
- ✓ Contacts whānau
- ✓ Supports to appointment
- ✓ Starts HNA
- ✓ Identifies needs & goals



Navigator & Hauora Needs Assessment
- ✓ Builds trusted relationship
- ✓ Completes HNA
- ✓ Supports practical needs
- ✓ Whānau-centred support
- ✓ Advocates with services

Care Coordination
- ✓ Shares information
- ✓ Liaises with care teams
- ✓ Escalates concerns
- ✓ Supports transport
- ✓ Supports changes of care
- ✓ Enables access to services

Treatment
- ✓ Attends appointments
- ✓ Receives treatment
- ✓ Ongoing whānau support
- ✓ Continues care plan

Ongoing Support
Until end of cancer journey

Whānau journey • Culturally safe • Flexible • Close to home where possible

The Regional Hub
How we support you

Strengthen Relationships
Build networks and system integration

Support Referral Pathways
Help remove barriers and improve access

Clinical Advice
Available if required

HNA support
Tools and guidance for consistency

Flexible funding
To support whānau to appointments

Workforce Development
Training, resources and communities of practice

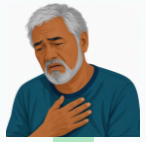
Data & Reporting
Makes outcomes visible and supports improvement

Enable • Connect • Support

Built on local strengths | Led by community | Better outcomes for whānau

Community Referred Radiology Enhanced Access | Te Ara Ora Pathway

Scope: Any eligible community referred X-ray, ultrasound or CT scan



Patient

GP
NP
Urgent Care

CRR Referral with EA box ticked

COMMUNITY REFERRED RADIOLOGY TRIAGE HUB

Triaged

Radiology

Radiology Booking Clerks

Booking clerks can also refer in

Referrals approved by radiology flow through to the EA hub with copy sent to radiology booking clerk

Clinical Escalation If required

REGIONAL ENHANCED ACCESS HUB
- Clinical support
- Operational support

REGIONAL CRR EA NAVIGATORS
- Receive referrals
- Confirm referral approved by radiology
- Perform first engagement calls

Navigator
- Supports to appointment
- Performs mini-HNA by phone
- Refers to services and wellbeing info sent
- Clinical Concerns escalated
- Refers to community provider if in person support needed

Community Provider
Request to provide in person support to radiology service if required



Radiology appointment



Navigator
Ensures patient has received and understands result and result actioned



Discharge

National Office
Supports data agreements, manage data and digital platforms, reporting
Distributes national HNA template, training support and communications
Identify systems level issues and develop solutions

Governance
Provide strategic direction, service integration, system sustainability

A Win-Win Partnership

Whānau Win	Provider Win	Te Whatu Ora Win	Future Investment Win
Better access better outcomes	Strengthening what already works	Better Connection, Better Evidence	Building the case for growth
Reduced barriers to care	Existing capability recognised	Stronger regional partnerships	Demonstrates impact for whānau
More coordinated support	Stronger referral pathways	Improved understanding of local needs	Identifies unmet need and gaps
Timely access to diagnosis and treatment	Workforce and navigator support	Shared visibility of outcomes	Strengthens future investment decisions
Improved cancer care journey	Shared learning and collaboration	Evidence of what works	Strengthens community led solution

Indicative Delivery Timeframes

Subject to regional engagement

Key Milestone	Timeframe
Regional engagement and listening phase underway	Sep–Oct 2026
Local strengths, barriers and pathway insights identified	Oct 2026
Regional model refined and validated with stakeholders	Nov 2026
Hub team and implementation supports established	Feb 2027
Referral pathways, digital systems and operational readiness completed	Mar 2027
Regional readiness and testing	Apr 2027 (early)
Te Ara Ora Go-Live and ongoing improvement	Apr 2027 (late)

Nāu te rourou, nāku te rourou, ka ora ai te iwi

With your basket and my basket, the people will thrive

Together we can improve access, experience and outcomes for whānau.