

Tahia Tō Whare:

(sweep away the cobwebs, clear the house and make a new start)

A partnership with Minions and Me Cleaning Ltd.



Prepared by:

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1. Whakapapa (Background and Development)

I truly believe in the whakataukī, "He aha te mea nui o te ao? He tāngata! He tāngata! He tāngata!" (What is the most important thing in the world? It is people! It is people! It is people!). This whakataukī encapsulates the essence of how we implement our business and deliver our programme. We place the tangata whai ora (client) at the heart of our programme and are whānau-centric in every aspect of its application.

Furthermore, the programme has been developed with a deep respect for Mason Durie's Te Whare Tapa Whā model (Durie, 1998), which provides a holistic approach to hauora (wellbeing). This model emphasises balance across the taha wairua (spirit), taha tinana (physical), taha hinengaro (mental), and taha whānau (family) to help tangata whai ora stay in harmony.

With over 10 years of experience as a cleaning professional, I have worked alongside many social services and private tangata whai ora. Throughout this time, I have become increasingly aware of, and frustrated by, the lack of practical cleaning education available to our tangata whai ora. In an ideal world, every adult living independently would have been taught how to maintain a clean and healthy home by their parents or other whānau members. Unfortunately, this is often not the case.

While many wonderful agencies do the mahi (work), there is currently limited capacity to provide this essential education. Emergency or weekly cleaning may be necessary at times, but it often serves as a temporary solution, failing to address the root causes of the problem and offering no long-term benefits for tangata whai ora and their whānau.

Moreover, the cost of retrospective cleaning and damage caused by inadequate cleaning in social housing is significant, diverting funds away from areas where they could have a far greater impact. As with anything health-related, investing in prevention yields far better results than simply providing an ambulance at the bottom of the hill.

Some of the key barriers I have identified for our tangata whai ora are:

- lack of trust in mainstream support services which prevents seeking guidance;
- lack of awareness or understanding of what a "clean" home is;
- lack of awareness or understanding of how their home environment impacts their physical and mental health and wellbeing;

- lack of access to suitable cleaning products that are task appropriate;
- lack of funds to purchase cleaning products.

With my background in education, I place a strong emphasis on the importance of education, up-skilling, and mana-enhancing practices. I developed the Tahia Tō Whare programme in consultation with tangata whenua, a practising registered education nurse specialist, various social services agencies, cleaning professionals, and tangata whai ora. We also conducted a community survey to assess the perceived need for such a programme, and the feedback was overwhelmingly positive in support of this initiative.

Throughout the implementation of this programme, I have witnessed real, tangible, lifelong changes. It's incredibly rewarding to see the sense of achievement people experience when they realise they can take care of their own homes. This has reinforced my belief that Tahia Tō Whare is much more than simply teaching people to clean—it's about empowering them to thrive.

2. Kaupapa (Objective)

The aim of our programme is to foster sustainable tenancy by ensuring the correct equipment is provided, empowering our tangata whai ora to gain the confidence and competence needed to independently maintain a clean, sanitised, and safe home.

We believe that people thrive when they take pride in themselves and their surroundings, and this belief underpins our vision for the programme. It is essential that the unique needs of each individual are recognised and respected throughout this mana-enhancing journey.

To meet these needs, we incorporate Te Ao Māori principles of Tika, Pono, and Aroha, which align closely with the Rogerian Core Conditions (Rogers et al, 1989, p. 225) of empathy, congruence, and unconditional positive regard. We strive to bring these values into every session, aiming to enhance and support autonomy.

3. Huarahi (Method)

We aim for six to eight in-home sessions, spaced out within a timeframe agreed upon by the tangata whai ora and the Key Support Worker. This is a partnership programme involving the tangata whai ora, Key Support Worker, and Kaitiaki (caretaker; for the purpose of this programme, the Minions and Me Cleaning Educators).

A personalised action plan will be developed following an assessment of each individual's needs, enabling them to begin their journey. We employ Motivational Interviewing strategies from Miller and Rollnick (2012), with a specific focus on fostering connection through the spirit of "Partnership, Acceptance, Compassion, and Evocation" (Miller and Rollnick, 2012, p. 15). These principles align with Te Ao Māori values of rangapū, mana motuhake, ngākau mahaki, and whakapuāwai, as suggested in Takitaki Mai (Britt, Gregory, Tohiariki & Huriwai, 2014, p. 7), which further strengthen our connection.



4. Whakahaere (Delivery)

We have linked this process to align with the different stages of the Pōwhiri Poutama model developed by Paraire Huata (Te Ngaru Learning Systems, 1997) Whakamihimihi (acknowledgements), Whakawhanaungatanga (connections), Whakapuaki (revelations), Whakatangi (emotional shift), Whakarata (settling), Whakaoranga (restoration), Whakaotinga (maintenance), which in turn links to The Hui Process (Pitama et al 2017) aspect of The Meihana Model.

4.1 Client is referred (Duration 1 hour)

Objectives:

- Kaitiaki to meet/phone consult with Key Support Worker to formulate a Health and Safety Plan.
- Handover of all relevant information from the Key Support Worker so the programme can have optimal results for the tangata whai ora.
- Needs assessment undertaken to determine if the tangata whai ora will require six or eight sessions.
- Invoice is sent and the tangata whai ora will be contacted on payment.
- All relevant forms to be completed.
- A focus on the preparation for the journey ahead with concepts of hope and faithfulness.

Whakaaro (reason):

The Kaitiaki and the key support worker need to be on the same team. This is a vital time to explore the structure of the programme together and acknowledge what are the particular needs of the tangata whai ora so there is clarity of what targets will need to be met. This session is the initial developmental stage for the programme to be tailored to the individual tangata whai ora with focus on the delivery of the programme with their specific needs outlined.

4.2 First Home Visit (approx. 1 hour)

Objectives:

- Whakawhanaungatanga - process of establishing relationships.
- Outline to the tangata whai ora the Tahia Tō Whare.
- If the tangata whai ora is comfortable, we will ask them to show us their home.
- We will begin to talk to them about their routine of cleaning, their goals, and what we aim to achieve together.
- Stage-appropriate goals are set for the tangata whai ora.
- All home visits will be scheduled via Google calendars and all invested parties are invited to the home visits, this gives complete transparency. For whai ora

who don't have access to technology we will provide a written appointment reminder to display in a prominent place.

Whakaaro:

For the programme to be successful, it is crucial that our tangata whai ora build a positive relationship with the Kaitiaki guiding them through their journey. We approach each visit with an open mind and heart. Without a strong therapeutic alliance and a sense of connection, the programme will not reach its full potential. The tangata whai ora needs to feel valued, listened to, and like an integral part of the team. Given that this could be a time of heightened anxiety, they may feel judged or overwhelmed. The first visit is our opportunity to ease these feelings and begin to awahi (support) them as they transition to the next chapter of their journey. Throughout this process, we remain mindful of Te Tiriti o Waitangi and its three core principles: Partnership, Participation, and Protection.

4.3 Second Home Visit (approx. 4 hours)

As this is a personalized programme, the timing of the second home visit will depend on the unique needs and progress made following the first visit.

Objectives:

- Whanaungatanga and settling together through our relationship.
- The home kit will be issued to the tangata whai ora and a home kit checklist completed.
- The action plan may still be in development at this stage.
- If appropriate, the tangata whai ora will be encouraged to watch, discuss with, and question the Kaitiaki about home cleaning, product usage and technique.
- Where appropriate, the tangata whai ora will be encouraged to have a go.
- We work with the tangata whai ora to reveal realistic and achievable goals.
- Next home visit will be confirmed.

4.4 Third Home Visit (approx. 3 hours)

Objectives:

- Continue whanaungatanga.
- We will evaluate the goals set out in the last meeting and go through any hurdles the tangata whai ora may have encountered.
- Set goals for the next visit.
- If the tangata whai ora has embraced the programme they will be ready to start the mahi (Mauri mahi, mauri ora – do the mahi, get the treats!)
- Kaitiaki is to encourage the client to help and enhance their internal emotional shifts and self belief.
- Next home visit will be confirmed.

4.5 Fourth Home Visit (approx. 3 hours)

Objectives:

- Continue whanaungatanga.
- Review and revise how things are going for the tangata whai ora and discuss any issues they are facing and any concerns they have about the cleaning action plan.
- Set goals for the next visit.
- Talk about weekly cleaning requirements.
- Kaitiaki cleans alongside the client to support as required.
- Transitional stage to normalize a 'new' behaviour or outcome
- Next home visit will be confirmed.

Whakaaro:

Discussion about weekly cleaning requirements takes place during the fourth home visit to avoid overwhelming tangata whai ora with too much information in the early stages. Our goal is to ensure that the Tahia Tō Whare programme remains a positive learning experience that leads to long-term results.

4.6 Fifth Home Visit (approx. 2 hours)

Objectives:

- Continue whanaungatanga.
- The action plan will now turn into a weekly routine. Discuss the practical side of maintaining the routine.
- The Kaitiaki will encourage the tangata whai ora to take the lead on cleaning.
- Set the final home visit date, if appropriate for the client.
- If 8 sessions are agreed upon (as per first meeting with a key support worker) then this session's format is repeated the following 2 weeks.

Whakaaro:

Ongoing discussions of the programme will focus on exploring strengths, “wins,” and any gaps or barriers identified. The intention is to reflect on the journey so far, fostering a sense of restoration and accomplishment, while further strengthening their self-determination and ownership of their space with a sense of accountability.

4.7 Final Home Visit (approx. 3 hours)

Objectives:

- Continue whanaungatanga.
- Final clean. Tangata whai ora takes the lead and the Kaitiaki is in a support role only.
- Evaluation of the programme.
- Certificate of Achievement is awarded to the client for successful completion of the Tahia Tō Whare. Shared meal.

Whakaaro:

A certificate serves as a powerful incentive, motivator, and reinforcement of achievement. When tangata whai ora receive positive feedback and recognition for their efforts, it naturally encourages them to continue nurturing their hauora and applying their new skillset. In the final session, we will celebrate their success by sharing kai, bringing their requested favourite meal as a gesture of acknowledgment and connection. Drury (2007, p.16) suggests that this act symbolizes mutuality between our service and tangata whai ora, ritualistically lifting any unseen restrictions—often described as the transition from tapu to noa.

5. Tahia Tō Whare Costs

Tahia Tō Whare (Per Home): Comprehensive Support Kit for Empowerment and Well-Being, Plus Up to 20 Hours of In-Home Learning with a Kaitiaki		\$2000*

Each session will be carefully structured to ensure maximum benefit for the individual, tailored to their unique circumstances. Our focus is on enhancing mana and creating meaningful, intergenerational change through the principles of partnership, participation, and protection.

*Pricing is based on the maximum claimable hours per home visit, equipment availability, and includes programme administration costs. **GST is excluded.***

6. Resources included

Tahia Tō Whare: Comprehensive Support Kit for Empowerment and Well-Being:

- Vacuum (Pullman Pc4 15l dry commercial or equivalent specs vacuum)
- Microfibre cloths x7
- Scrubbing brush
- Mop with removable pad
- Extra mop pad(s)
- Shower squeegee and/or shower curtain
- Disposable Gloves for cleaning toilet
- Jif
- Glass cleaner
- Toilet cleaner
- Domestos bleach
- Dishwashing liquid
- Disinfectant
- Bleach
- Salt
- Spray n' Wipe
- Toilet brush
- Plug for sink
- Cloths hanging rack
- flexi tubs for multi use eg washing basket, baby bath, toy basket, etc
- Tahia Tō Whare Workbook and pen.
- Laminated Personalized cleaning schedules
- A Google Drive document folder where all photos and notes are uploaded after every visit. This is a really good way to visually see progress and also a great way of maintaining accountability and 100% transparency.
- Text/ emailed reminders of up-coming appointments.
- Access to Kaitiaki for phone support during business hours throughout the programme.

- On completion of the programme the tangata whai ora are given a framed graduation certificate, a shared meal and a personalised gift. This is a really special time, all parties with vested interest are invited.
- Each session will start with a hot drink, seasonal fruit or a \$10 Voucher and an optional karakia.

Cleaning products will be kept simple with affordable supermarket/warehouse brands to avoid confusion and to maximise success. Products will be swapped out for more relevant items if the client already has adequate supplies on hand. This is determined at the first session, for example the tangata whai ora doesn't need a shower squeegee or shower curtain but might need a washing basket.

7. Summary

Tangata whai ora will work alongside dedicated Kaitiaki who are highly trained, deeply invested, and passionate about this programme. Our Kaitiaki are driven by a shared commitment to empower tangata whai ora with the knowledge, resources, and confidence they need to achieve success.

We acknowledge the immense privilege of being welcomed into people's homes—a space that can feel deeply personal and, at times, vulnerable. With this in mind, we uphold a steadfast commitment to a non-judgemental approach, recognizing it as essential in fostering trust with whānau. Through whakawhanaungatanga, we strengthen connections, enhance mana motuhake, and support autonomy.

Our greatest motivation comes from witnessing the transformation in tangata whai ora—the sense of whakahī (pride) they gain, not just in their homes, but most importantly, in themselves. This programme has the potential to be truly life-changing.

"Whāia te mātauranga hei oranga mō koutou." (Seek after learning for the sake of your wellbeing.)

8. Endorsements for the Tahia Tō Whare

Endorsement from Lynne Te Aika (Whitiora), MNZM

Director/ Kaihautū - Te Ahu o Te Reo ki Ngāi Tahu Lynne Harata Te Aika

10th April 2022, via email:

Kia ora,

The one name that comes to mind is

Tahia Tō Whare! *This literally means sweep/clean the house.*

But it has a metaphorical meaning such as sweep away the cobwebs, clear the house and make a new start.

I think it also symbolises making a new start by taking pride in your house first which is an apt description for the programme you are running.

It's also an expression used by the older, Kaumātua generation like a proverb, meaning get your house in order etc.

Lynne Harata Te Aika MNZM

Kaihautū - Te Ahu o Te Reo ki Ngāi Tahu

Īmēra: lynne.teaika@whitiora.org.nz

Waea: [0272498954](tel:0272498954)

Endorsement from Nathan Wallis
Neuroscience Educator,

received Wednesday 7 April 2021, via email:

Tēnā koe

I am more than happy to write a letter of support for the well being programme that Bridgit offers.

From a neuroscience perspective, well being begins at the base of the brain - which means if people want to achieve mood regulation and the executive functions that sit in the top of the brain, then basic organisation of home and personal space is a prerequisite. And this is exactly the service that Bridgit offers.

In addition to being highly skilled and patient working with a wide variety of people, Bridgit is also very culturally inclusive, strengths-based and conversant with tikanga Māori.

I highly recommend her services and have found her to be invaluable over the ten plus years I have been working with her.

Naku noa,

Nathan Wallis

0226586741

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Endorsement from Carol Stevens
Sustaining Tenancy Coordinator, Comcare
received Wednesday October 7 2020, via email:

RE: Tahia Tō Whare with Minions and Me Cleaning Ltd

It is with pleasure that I endorse the educational cleaning initiative, Tahia Tō Whare, put in place and serviced by Minions and Me Cleaning Ltd.

I professionally work as a Sustaining Tenancy Coordinator and have called upon the services of Minions and Me Cleaning Ltd regularly. The service provided is always of a high standard, with the ability to connect and communicate well with clients from all walks of life, with various challenges and views of themselves and the world around them. The patience displayed and the non-judgmental empathy is also to be commended.

Once a tenancy has been sustained, the maintenance of it becomes the issue. To date an option has been to refer to a CAP program which sees ongoing funding going to a clean once every 6 weeks. Alternatively, Minions and Me offer the Tahia Tō Whare program, teaching the client how to tend to the process themselves, to install pride and mana for that person. Naturally, this flows down through to the next generation and so on.

With the cost of ongoing cleans accumulating over time, the set cost of a cleaning education program, e.g. Tahia Tō Whare, is more practical with a defined end date attached. An obvious and logical choice.

Carol Stevens

Sustaining Tenancy CoOrdinator

Comcare

Carol.Stevens@mmsi.org.nz

Endorsement from Dorenda Britten,
Founder/Trustee of The Britten Institute,
Strategist, Presenter, Keynote Speaker, Managing Director and Board Member

15th October 2021, via email:

Bridgit

I am in the business of evaluating business ideas for their relevance and value. Your idea addresses both client needs and the needs of society at large, in a respectful and understanding way. I congratulate you and wish you well.

Kind Regards

Dorenda Britten

www.dorendabritten.com

Mobile:+64 21 288 3848

LinkedIn: www.linkedin.com/in/dorendabritten

Endorsement from Annie Smith
Housing Operations Manager Christchurch
Methodist Mission housing division



26/01/2024

Kia ora

Support letter for Tahia Tō Whare service to access funding

I am writing to express my full support for the Tahia Tō Whare service and its invaluable mahi around fostering a whānau/client/tangata whai ora centred educational service which is empowering, respectful and enabling of whai ora.

The Christchurch Methodist Mission Housing Team have witnessed first-hand the profound impact this service has on whai ora. Our team of social workers have worked alongside Tahia Tō Whare and referred to them many times.

The whai ora we work with have come away from Tahia Tō Whare with confidence and skills and are able to independently maintain a clean and safe whare for the long term. One whai ora talked about how she had learnt skills and was treated with respect and dignity throughout process. She said she was never taught these cleaning and organisational skills as a child. She felt like a new person with fresh confidence and capacity to keep her whare clean and tidy.

It has been evident from feedback, from both whai ora and social workers, that Tahia Tō Whare places whānau at the centre of change and walks alongside them on this journey. I believe this is the reason Tahia Tō Whare is successful and enables whai ora to engage in the process. We have witnessed that the kaitiaki walk alongside whai ora on this journey and are skilled and knowledgeable. They bring resources that help whai ora to be successful in maintaining a clean whare. They work in a non-judgemental way that develops trust and respect early in the relationship. They create a safe and inclusive environment where they listen to the voice of whai ora and understand their unique story and experience. Whai ora feel valued and respected throughout and as we know change happens when people feel safe and loved.

The commitment to education is another cornerstone of this programme being successful. The teaching of knowledge and skills is powerful and it equips whai ora with the skills, resources and support they need to make change.

It is without hesitation that I support this application to secure funding. I believe funding is crucial to sustaining and enhancing this amazing service. Please feel free to contact me if you require additional feedback.

Warm regards

Annie Smith

A handwritten signature in blue ink, appearing to read 'Annie Smith'.

Housing Operations Manager
Christchurch Methodist Mission Housing Division
027 818 7112

Christchurch Methodist Mission
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Endorsement from Liz Dick
Kaitatakawaenga Oranga – Support Navigator
PSA Workplace Delegate
Vision West

29/04/2024

Kia ora

Support Letter for Tahia Tō Whare

I am writing in full support of the Tahia Tō Whare programme, and fantastic mahi that Bridgit Vennings carries out with whānau through the implementation of the course. Tahia Tō Whare gives whai ora the skills and tools to maintain a home and sustain their tenancy, but also empowers them to look at other areas in their lives which positive changes can be made.

The approach of Tahia Tō Whare works at the pace of the whai ora and meets them where they are at. I have found that this approach is mana enhancing and puts whānau at the centre of the programme, as opposed to working to an agenda which has no value for the whai ora. This often leads to more positive engagement for the whai ora in the programme, which then ultimately creates successful achievement of goals.

I have worked alongside Bridgit and her implementation of Tahia Tō Whare with whānau and have observed her respectful engagement with them, no matter the circumstances she is met with. This whanaungatanga is what I believe is responsible for the success of the programme, as Bridgit's willingness to be present in the lives of each whai ora in a non-judgemental way builds a foundation of trust with each individual.

Invitations for change are presented to each whānau in a respectful way, and with the involvement of all members of the household. By including everyone in solutions, responsibility is shared and ownership of resulting successes are felt by everyone in the whānau.

Whānau report that they felt supported and heard by Bridgit and that she has allowed them a safe space to resolve issues which are impacting on their tenancy. I hope that funding for the Tahia Tō Whare programme can be granted so that Bridgit and her team are able to reach other whānau who will benefit from the positive changes that this programme makes.

Kind regards

Liz Dick (she/her)

Kaitatakawaenga Oranga – Support Navigator
PSA Workplace Delegate

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Wāihatau imēra/ Email: liz.dick@visionwest.org.nz

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10. Acknowledgements

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Mark Paul, Ngāti Tara Tokanui, DAPAANZ Clinically Accredited Supervisor, Postgraduate certificate in Health sciences (PGCertHealSc) endorsed in Addiction and Co-existing Disorders, Otago University, Team Leader Nova Star (AOD)

Carol Stevens, Sustaining Tenancy Coordinator, Christchurch City Mission,

Nathan Wallis, Neuroscience Educator, MEd. Couns, BEd, PGDip Sys Intervention, Whakapiki i te reo Maori - Postgraduate qualification in Maori language, lecturer at Canterbury University, Child Protection trainer.

Lisa Willis, Eldub Consulting

Kerry Winchester, Nurse Manager at MIQ

My friends and team at Minions and Me Cleaning Ltd, for listening to me talk and develop Tahia Tō Whare . My very humble cousin Debbie who with a drop of the hat will offer a wise word or a supportive comment. Last but not least, my very precious tamariki, Harry, Jackson, Riley, Bella-Marie, Matilda and Ezekiel for allowing me to focus my time and energy on this outstanding project which is very close to my heart. Without the collaboration of so many great minds Tahia Tō Whare would be just a dream of mine, you have all helped create something we can be proud of.

“He aha te mea nui o te ao? He tāngata! He tāngata! He tāngata!”

Ngā mihi nui ki a koutou.