



OLA MANUIA

RSE HEALTH & WELLBEING FRAMEWORK

OLA MANUIA | Introduction

Ola Manuia is more than just a framework. It's a commitment to the holistic wellbeing of Recognised Seasonal Employer (RSE) workers while they are in Aotearoa New Zealand.

At its heart, Ola Manuia places the RSE worker at the centre, recognising that their health, wellbeing, and dignity are essential to the success of the RSE programme.

This framework encourages a genuine partnership between employers and workers—one built on mutual respect, cultural understanding, and shared responsibility. While it is not prescriptive, Ola Manuia offers thought-provoking guidance to help employers reflect on the diverse needs of their workers and explore meaningful ways to support them.

Ola Manuia is just one part of a broader support structure. Alongside employers, a wide range of services and agencies are there to support also to ensure that RSE workers are cared for physically, mentally, emotionally, and spiritually.



OLA MANUIA | Support Network

Ministry of Business, Innovation and Employment (MBIE) – Oversees the RSE scheme and ensures compliance. Provides guidelines for employers around pastoral care.

Ministry of Foreign Affairs and Trade – Provide funding and support through the Toso Vaka o Manū (TVOM) Team at MBIE and also to Noa – Village of Learning training through Eastern Institute of Technology (EIT)

Pacific Liaison Officers/High Commissions – Provide support to both the RSE employer and workers in providing advice, support and guidance as needed/requested.

Health NZ– Te Whatu Ora – Provides public health advisory and support to health promotion resources.

Local health providers – partnership and delivery of health services

NZ Police – With the support of employers, meet with the workers when they arrive in the region to discuss ways they can keep themselves and their possessions safe, also look at crime awareness and prevention while working in New Zealand.

Mental Health Support Services – culturally responsive mental health and wellbeing support through services like Mapu Maia

Churches and Faith-Based Organisations – Provide spiritual and emotional support.

Community and Cultural Groups – Helping to support pastoral care, cultural orientation and social connection.



OLA MANUIA | Setting the scene

OLA MANUIA is an accumulation of work with RSE workers, employers and communities.

It builds on **TALANOA SHARED BY RSE WORKERS**, impact study of the RSE scheme; learnings from the covid-19 pandemic; RSE conferences and the experiences of Cyclone Gabrielle.

The health and wellbeing of RSE workers is a **SHARED ASPIRATION**. Ola Manuia is an opportunity to mobilise stakeholders and legitimise actions to achieve health and wellbeing.



COVID-19 Pandemic

- Health concerns raised
- Mental wellbeing because of boarder closures



Talanoa Faapasefika

- A series of talanoa shared by RSE employees across the country



RSE Impact Study 2018

- Social and economic impacts of RSE scheme in New Zealand and Pacific countries



RSE Conferences

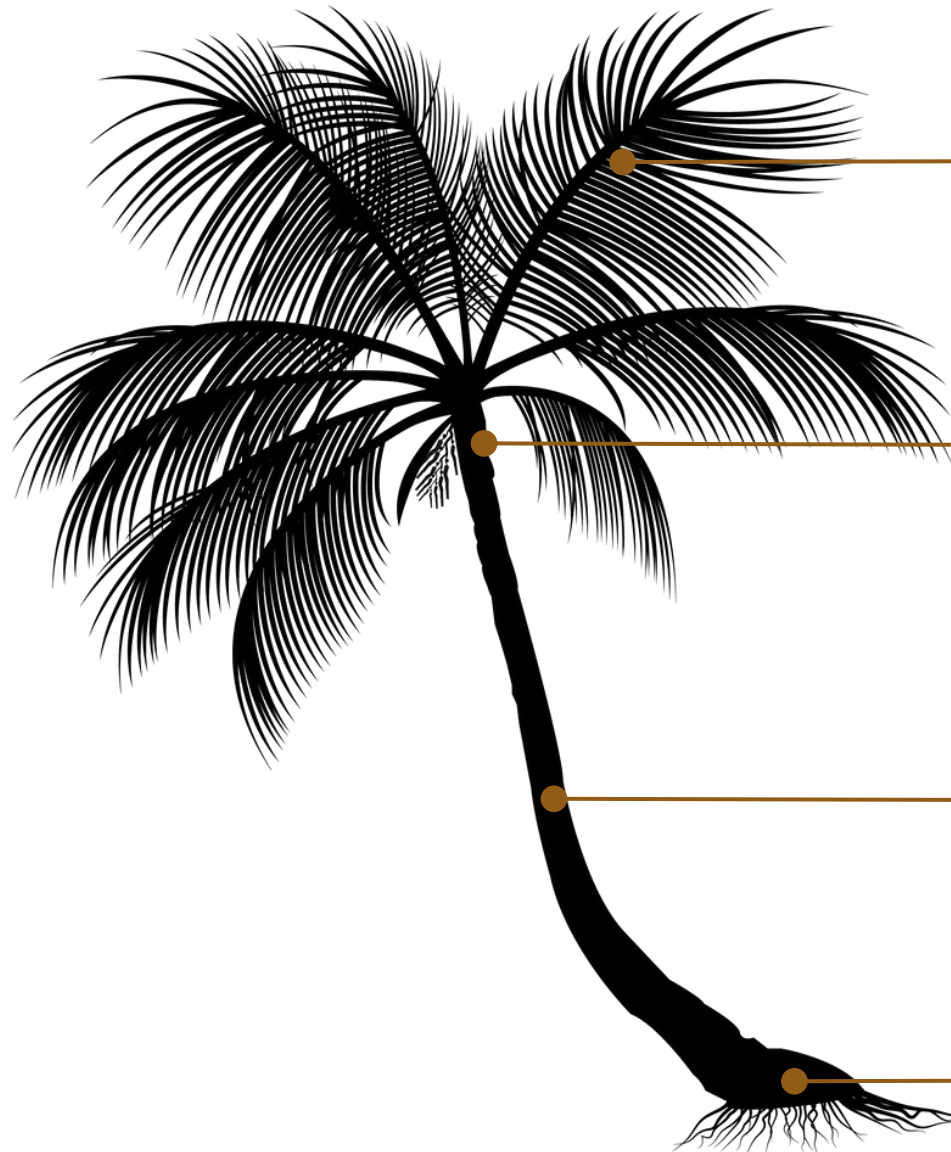
- Discussions of continuous improvement of the RSE scheme for all



Cyclone Gabrielle

- Displacement of RSE workers
- Clinical and psychosocial assessments

OLA MANUIA | Framework



04 | PROSPERITY

Empower RSE workers and employers to thrive culturally, economically and socially to create a sustainable future.

03 | NURTURING RELATIONSHIPS

Collectively maintain a supportive environment by where relationships can flourish.

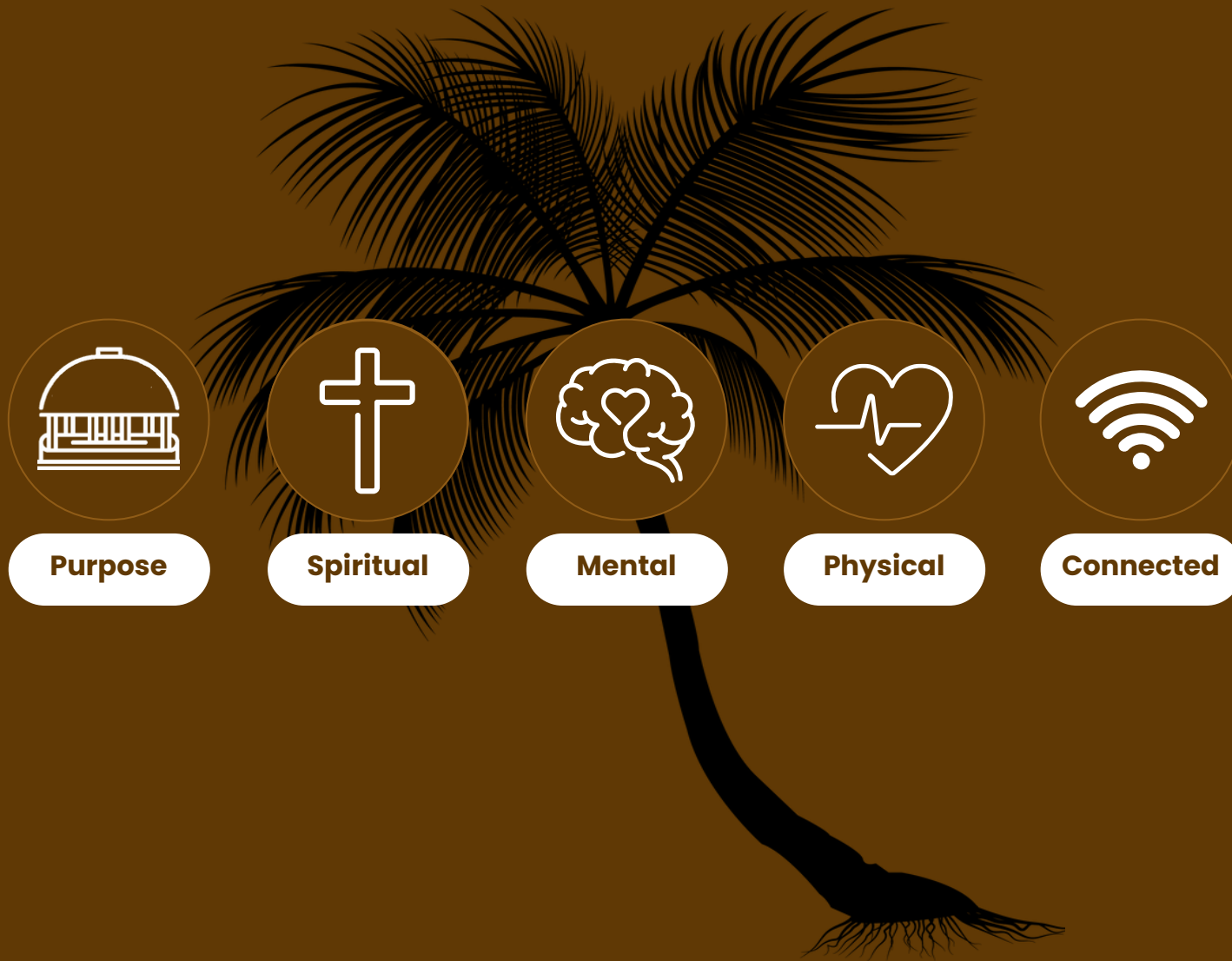
02 | GROWING TOGETHER

Cultivate a working relationship that fosters collaboration and reciprocity to enable Ola Manuia

01 | SOWING THE SEEDS

Establishes a holistic approach to prioritise health and wellbeing.

OLA MANUIA | Foundations



FOUNDATIONS | Purpose

RSE workers shared the importance of having a strong sense of purpose to guide them during their time in New Zealand. A **sense of purpose** looks beyond earning income, RSE workers are contributing to their families, communities and futures. This reflects the value of their sacrifice, hard work, personal and professional growth and supporting their aspirations. By aligning work with the service to family and community; RSE workers can remain motivated throughout their seasonal employment.

01 | SOWING THE SEEDS awareness and understanding of the environment and Pacific nation where workers call home.

02 | GROWING TOGETHER create a village that encourages inclusion and participation where everyone flourishes.

03 | NURTURING RELATIONSHIP deepen connections by breaking bread, sharing stories and motivation about their families.

04 | PROSPERITY uniting all to thrive together in collective success.



PURPOSE | Actions

01 | FAMILY involving family from the beginning and every step of the RSE journey

02 | PRE-DEPARTURE family and workers have the relevant information in the language they understand so that they are informed from departure to reintegration

03 | BUILDING CULTURE get to know the workers aspirations, their home and families and understanding their culture

04 | GOALS setting goals and putting in steps to help workers realise them

05 | ORIENTATION AND INDUCTION good inductions enable expectations to be set from the start



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FOUNDATIONS | Spiritual

It recognises that faith, tradition and connection to cultural values play a vital role in workers' sense of identity. **Spiritual wellbeing** means enabling opportunities for workers to practice their faith, engage in cultural traditions, and find support through shared beliefs and values. Respecting and supporting spiritual growth and connection, RSE workers can remain grounded and feel supported to navigate the challenges of being away from home whilst staying true to who they are.



01 | SOWING THE SEEDS attend church services and connect with congregation, strengthening fellowship and deepen understanding of the importance of faith.

02 | GROWING TOGETHER collaborate with workers to foster and promote spirituality through shared activities such as learning hymns and participating in prayer and celebrations.

03 | NURTURING RELATIONSHIP morning and evening prayer are embedded into daily routines; and employers play an active role throughout.

04 | PROSPERITY encourage attendance of a local church services and fellowship with the church minister, fostering a strong connection between RSE and local Pacific communities.

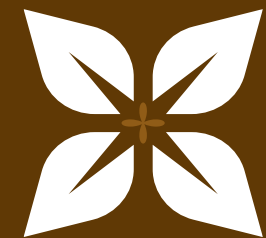
SPIRITUAL | Actions

01 | FAITH supporting workers to practice their religion whilst in new zealand

02 | SAFE SPACE encourage prayer and worship on site and for workers to attend local church services

03 | FELLOWSHIP connect with local church communities to support the workers' cultural and spiritual wellness

04 | ENABLE communication with families back home



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FOUNDATIONS | Physical

Fundamental for RSE workers to carry out their duties safely is a sense of physical wellbeing. Recognising the physical demands of seasonal work and the importance of rest, hydration, proper nutrition and access to healthcare. Prioritising **physical health** RSE workers can prevent injury and ensure they are in the best condition to support their work throughout their duration of the seasonal employment.

01 | SOWING THE SEEDS enhance understanding of good health and how to maintain good health for RSE workers, families through pre-departure talanoa.

02 | GROWING TOGETHER collectively establish a culture of living and working well in their new environment.

03 | NURTURING RELATIONSHIP promotes sustainable healthy routines to support long-term wellbeing, ensuring that RSE workers have straightforward access to healthcare when needed.

04 | PROSPERITY empowers RSE workers to continue to embrace an active, healthy lifestyle.



PHYSICAL | Actions

- 01 | HEALTH GUIDANCE** pre-departure information about available health and wellbeing support services to workers
- 02 | HEALTH & SAFETY** share health and safety information including eating well multi-lingual formats
- 03 | HYGIENE** multi-lingual and pictorial signage on personal and communal hygiene / cleanliness to prevent the spread of disease and information on who to contact for specific health issues
- 04 | INJURY PREVENTION** encourage physical wellness through stretching, safe lifting techniques and group exercise
- 05 | ACCOMMODATION** create a warm, safe home away from home with clear accommodation responsibilities and cleanliness duties upfront to support workers settle in smoothly.
- 06 | WORKPLACE** an induction ensure work readiness to help outline expectations, health and safety, commitments and access to support.



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FOUNDATIONS | Mental

Mental wellbeing recognises the challenges of being away from family, adapting to new environments and managing work. It is about enabling a supportive environment where RSE workers feel valued, have access to social and spiritual support and feel confident to reach out for help. This will contribute to RSE workers continued efforts of building resilience, remaining motivated and applying a positive mindset over the course of their duration in New Zealand.

01 | SOWING THE SEEDS provide RSE workers with necessary tools to effectively cope with challenges from onset of the recruitment process.

02 | GROWING TOGETHER promote and encourage social connection and inclusiveness to support mental wellness.

03 | NURTURING RELATIONSHIP strengthen empathy to allow for authentic connections and mental wellbeing to flourish.

04 | PROSPERITY integrate mental wellness into all activities over the course of their time in New Zealand.



MENTAL | Actions

01 | ENGAGED organise social activities and events for workers to participate in

02 | FAMILY support workers to set up communication options to maintain emotional support from home

03 | TALANOA establish feedback channels for workers to raise concerns to ensure they feel heard

04 | GROWTH offer the opportunity for personal and professional development through noa – village of learning



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FOUNDATIONS | Connected

A sense of connectedness reflects the importance of maintaining strong relationships and a sense of belonging whilst in New Zealand. It acknowledges the importance of staying connected to family, culture, religion and community in the Pacific. By strengthening these connections – both within their workplaces and with their families back home – RSE workers can maintain their wellbeing, motivation and cultural identity, contributing to a positive and productive experience during their time in New Zealand.



01 | SOWING THE SEEDS foster respectful connections to support wellbeing, ensuring families are informed and engaged in the recruitment process, whilst establishing lasting relationships.

02 | GROWING TOGETHER embrace the diversity of Pacific cultures and mutual experiences to foster unity, while promoting collective growth and understanding between employers and RSE workers.

03 | NURTURING RELATIONSHIP cultivate authentic connections that builds on existing progress made over the course the RSE scheme.

04 | PROSPERITY enabled strong connections to take place where RSE worker motivation and wellbeing have been sustained through ongoing relationships with family, culture, faith, both in the workplace and back home.

CONNECTED | Actions

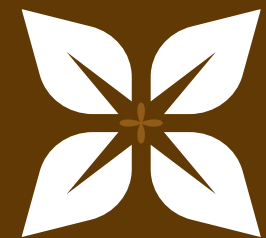
01 | WELCOME foster a sense of belonging from day one through cultural exchange and inclusion

02 | ORIENTATION support workers to settle in confidently and navigate necessities and the new zealand lifestyle

03 | CULTURE strengthen bonds with workers and community through cultural celebration and shared food and worship

04 | TALANOA regularly reflect with workers on their goals over the course of their working season

05 | COMMUNITY SAFETY promote information for workers to encourage safe practices when in the community



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