Our Whakatauki

He aha te mea nui?
He tangata, he tangata, he tangata

What is important?
It is people, it is people, it is people

He aha te huarahi?
I runga, I te tika, te pono, me te aroha

What is the pathway?
It is doing what is right, with integrity and compassion.
The Dynamics of Whānaungatanga

- Interweaving the personal Mana and Ihi underpinned by Tika, Pono and Aroha allows Whānau, Hapu and Iwi to gain their own Rangatiratanga

- Provides an in-depth understanding of Whānaungatanga as a means to apply values and practical concepts in their daily lives and activities

- This is what Whānau Ora is all about

- Services have been using these concepts since its inception

- Revolves around the restoration of Tapu so that Whānau have the Mana to achieve their goals in life

- The skills and capacity to embrace and practice cultural principles, as part of a Whānau development pathway, is central to success

- Supports the restoration of family relationships to bring clarity to the roles and responsibilities linked through Whānaungatanga
To address, enhance and restore the tapu of people so that they have the Mana to achieve their goals in life.
Our Approaches

- Strengths – based model
- Outcomes – based model
- Continuous Quality Improvement model
Elements in the IMAP® Approach

➔ INDIVIDUAL
- *I can MAP my way out of this with help*
- Empowerment of the client to achieve their goals in health and wellbeing.

➔ INTERDISCIPLINARY
- *Workforce Development / Organisational Practice*
- The resources of TPH are collectively used & co-ordinated to support clients to achieve their goals. TPH prioritises Workforce Development with sustainable organisational practices to support quality IMAP® services and results

➔ INTEGRATED
- *Strengthen external relationships, community development, strong business practices and governance.*
- The organisation itself and the importance of strong business practices, policies and values-based external relationships focused on favourable outcomes for the individual / whānau.
To implement Whānau-driven and owned services to achieve self managed wellness

a) Restoring Mana and Dignity

b) Tools to address underpinning and presenting issues

c) Whānau developed IMAP plans to “map their way out of complex situations”

Whānau Journey: Outcomes Focused Steps through your Services/Organisation

Te Puna has developed an outcomes-focused Service Delivery Pathway that maps the critical “steps” in the Whānau journey through Te Puna’s services.

Each step is akin to a key Whānau Milestone, which is achieved by the Whānau and the provider in partnership.

In this regard, each “step” is also viewed as an interim outcome for Whānau in the journey towards WHĀNAU RANGATIRATANGA.

For Te Puna there is a clinical and a social services pathway; which aligns with two key service delivery programmes: IMAP® and My Health Plan;

The two pathways meet when whānau are motivated and supported to meet their self-determined goals.
The teachings for this model are based upon the Dynamics of Whānau ngatanga Model of Pa Henare Tate.

The successful transformational journey of an individual/whānau is entered into by a co-ordinated team combining skills to support a positive outcome.

Interventions are prioritised on agreement between a whānau ora practitioner/ (CSW trained in mentoring with an indigenous tohu) and the individual/whānau.

The make-up of the Team, depends on the Whānau story which is captured by a Kaiarahi/skilled assessor (Social Worker). Any team members must be INVITED on the journey by whānau.
Guardians of Clinical Quality Standards and Practice

- For: Doctors, Nurses, HCA, Allied Practitioners
- Example Roles: reduce and eliminate clinical barriers across primary, secondary, tertiary services; and whānau ora programmes
- Ensure member primary care services are clinically safe and effective (including Business plans)
- Are committed to learn and understand the Dynamics of Whānau ngatanga and whānau centred/cultural practice.
- Development of the clinical workforce nationally
- Health & Wellbeing from a clinical perspective

Whānau Ora Governance

Taumata Mauri Guarduanship

- For: Genealogists, Tohunga, Rongoa Practitioners, Mirimiri, Kaumatua & Kuia
- Development of the Whanau ora workforce
- CSW trained as Whanau Ora Practitioners with indigenous Tohu
- Example Roles: reduce and eliminate cultural barriers across health and social services
- Maintain the mauri, mana and cultural integrity of whanau ora
- Ensure whanau ora programmes and member primary care services are culturally safe and effective (including whanau ora plans, workforce development, etc)
- Work collaboratively with Hapu and Iwi to roll-out and maintain whanau ora (e.g. lead whanaungatanga practice and change) Whanau centred Model, connection between whanau ora and clinical workforces
- Health & Wellbeing from a cultural perspective
Mana Connected Whānau Ora & Clinical Governance

Clinical Governance
Guardians of Clinical Quality Standards and Practice

Medical Model
For: Drs, Nurses, HCA, Allied Practitioners

Example Roles: reduce and eliminate clinical barriers across primary, secondary, tertiary services; and whānau ora programmes

Ensure member primary care services are clinically safe and effective (including business plans)

Are committed to learn and understand the Dynamics of Whanaungatanga and whānau centred/cultural practice.

Development of the clinical workforce nationally

Health & Wellbeing from a clinical perspective

Whānau Ora Governance
Guardians of Cultural Quality Standards and Practice

Cultural Model
For: Genealogists, Tohunga, Rongoa Practitioners, Mirimiri, Kaumatua & Kuia

Development of the Whanau ora workforce

CSW trained as Whanau Ora Practitioners with indigenous Tohu

Example Roles: reduce and eliminate cultural barriers across health and social services

Maintain the mauri, mana and cultural integrity of whānau ora

Ensure whānau ora programmes and member primary care services are culturally safe and effective (including whānau ora plans, workforce development, etc)

Work collaboratively with Hapu and Iwi to roll-out and maintain whānau ora (e.g. lead whanaungatanga practice and change) Whanau centred Model, connection between whānau ora and clinical workforces

Health & Wellbeing from a cultural perspective

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The Harakeke IMAP® Model

Dynamics of Whānau Rangatiratanga

Tapu
Culturally Secure

Mana
Nurturers

Aroha
Economically Secure

Tika
Knowledgeable

Pono
Healthy

Leaders
WHANAU RANGATIRATANGA

Confident, capable (i.e. self managing) and healthy whanau with restored Tapu and Mana (i.e. Dignity) providing a safe and nurturing environment for their children

Whanau are culturally secure
(Hoe 1)
- Whanau are culturally secure; they have capacity and skills in Te Rerenga Waiho and Te Ao Maori; whanau have the cultural capacity to achieve their future aspirations

Whanau are nurturers
(Hoe 2)
- Whanau nurture whanau; they are connected and build on their strengths, sustain positive relationships, are self-managers, and are supported to provide safe environments; whanau have the nurturing capacity to achieve their future aspirations

Whanau are economically secure
(Hoe 3)
- Whanau are economically secure; they are financially literate and they have an income that meets their needs; whanau engage in wealth creation activities; whanau have the economic capacity to achieve their future aspirations

Whanau are knowledgeable
(Hoe 4)
- Whanau are knowledgeable; they prioritise the growth and development of all forms of knowledge, education, and skills; whanau have the knowledge capacity to achieve their future aspirations

Whanau are healthy
(Hoe 5)
- Whanau are healthy; they enjoy a high quality of life and live healthy lifestyles; they are health literate and have the capacity, confidence, and skills to access, use and assess services that meet their needs across a continuum of care (from birth to end of life); whanau have the hauora capacity to achieve their future aspirations

Whanau are leaders
(Hoe 6)
- Whanau are leaders and fully participate in a variety of society, community, and citizenship activities; whanau have the leadership capacity to achieve their future aspirations
WHANAU RANGATIRATANGA

Confident, capable (i.e. self managing) and healthy whanau with restored Tapu and Mana (i.e. Dignity) providing a safe and nurturing environment for their children

Whanau are culturally secure
(Hoe 1)

- Whakapapa
- Connected to whanau
- Connected to community
- Connected to Hapu
- Connected to Iwi

Whanau are nurturers
(Hoe 2)

- Restored Household relationship
- Restored extended relationships
- Whanau restorative group conference
- Hapu restorative group conference
- Positive Community participation
- Positive Hapu participation
- Increased confidence
- Increased self control
- Restored Mana
- Improve non violent behaviours
- Violence Free
- Decreased criminal activity
- Decreased alcohol intake
- Alcohol Free
- Decreased drug intake
- Drug Free
- Decreased gambling

Whanau are economically secure
(Hoe 3)

- Housing
- Income
- Budget
- Employment
- Transport

Whanau are Knowledgeable
(Hoe 4)

- School
- Te reo
- Kohanga
- Kura
- Bilingual
- Wananga
- University
- Other

Whanau are healthy
(Hoe 5)

- Linked to health provider
- Linked to social services provider
- Linked to Maori provider
- Poor wellness literacy
- Satisfactory wellness literacy
- Physical neglect
- Emotional neglect
- Transient
- Immunisation’s up to date
- Rheumatic fever
- Palliative care
- Diabetes
- Renal failure
- Heart disease
- CVA
- COPD
- Cancer
- Schizophrenia
- Bipolar
- Personality disorder
- Wairua disorder
- Physical disability
- Emotional disability
- Accident related disorder

Whanau are leaders
(Hoe 6)

- Recognised by Community
- Recognised by Whanau
- Recognised by Organisation
- Hapu
- Iwi
Welcome to TWONA Online!
This online application has been developed to provide Social Service providers access to Te Puna’s Whanau Ora Harakeke IMAP model of practice.

IMAP is an intensive, home and centre-based case management service, which comprises a multi-disciplinary team to support, motivate and mentor whānau to achieve self-determined goals. It is a Whānau-focused service built around the kaupapa of restoring Tapu and Mana, i.e. Dignity.

**Provider Information**

- **Name**: Te Puna Whanau Ora Network Alliance
- **Address**: 58a Akoranga Dr, Northcote, North Shore City, NZ
- **NZMC**: NZMC 1
- **Phone**: 09 489 3049
- **Fax**: 09 489 7390
- **Website**: www.twnoa.org.nz

**User Information**

- **Name**: John Smith
- **Position**: Community Support Worker
- **Login Username**: user
- **Contact No**: 021 123 3210
- **Email**: john_smith@gmail.com
- **Last Login**: 05/Jul/12 08:56:48 am
- **IP Address**: 192.168.50.234
TWONA Online has been developed to provide Social Service providers access to Te Puna’s Whanau Ora Harakeke IMAP® model of practice. It is made up of several integrated components for data collection in terms of assessment and management of whanau members, report generation, invoicing, referral to internal and external services and social work tracking.

TWONA Online uses modern web technology framework and was built with the IT industry’s coding standards and techniques where most popular web applications, social networking and websites use in the market. With the simple and user-friendly approach, the convenience of having a web browser with an internet connection is the only requirement.

WEB Application Technical Overview

TWONA Online - Assessment
TWONA Online – Invoicing

Add Outputs and Consultations

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TWONA Online – Work Diary

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TWONA Online – Output

TWONA Online – Transformational Outcome
TWONA Online – Statistics & Reports