



**TE PUNA**  
WHANAU ORA NETWORK ALLIANCE LTD.



Whanau Ora  
& Harakeke IMAP® Model  
Te Puna 2012

## 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





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## Our Approaches

- Strengths – based model
- Outcomes – based model
- Continuous Quality Improvement model

## Elements in the IMAP<sup>®</sup> Approach

### → INDIVIDUAL

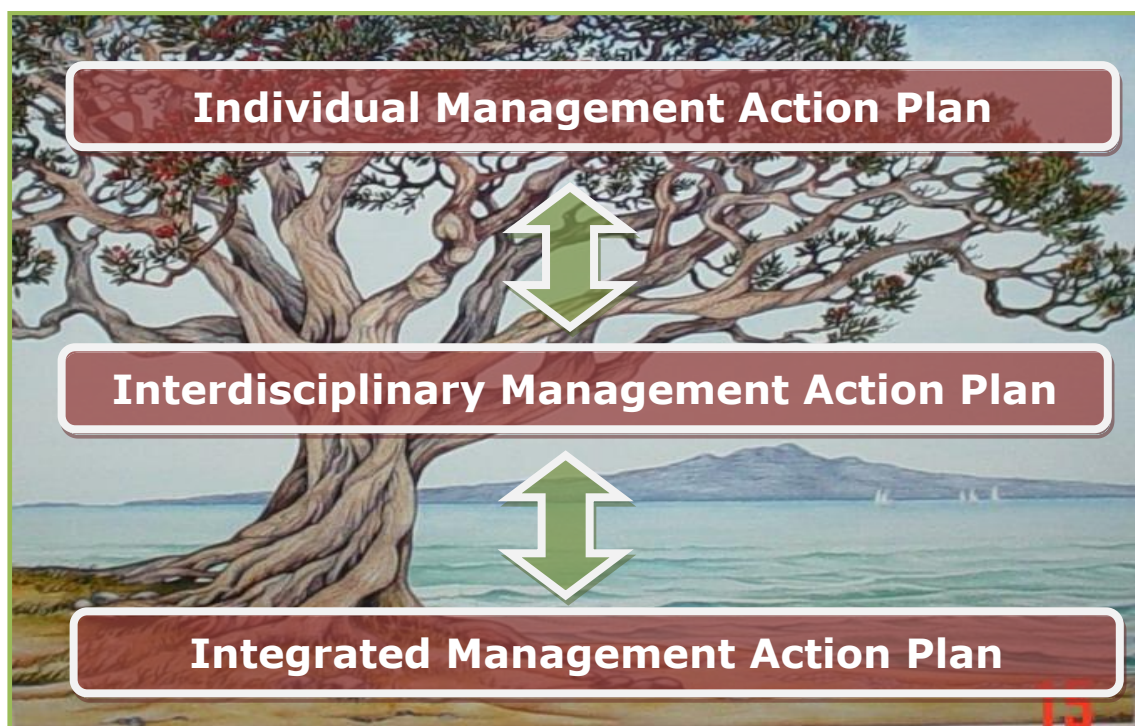
- *I can **MAP** my way out of this with help*
- Empowerment of the client to achieve their goals in health and wellbeing.

### → 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<sup>®</sup> 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 .



## Key Goals & Objectives

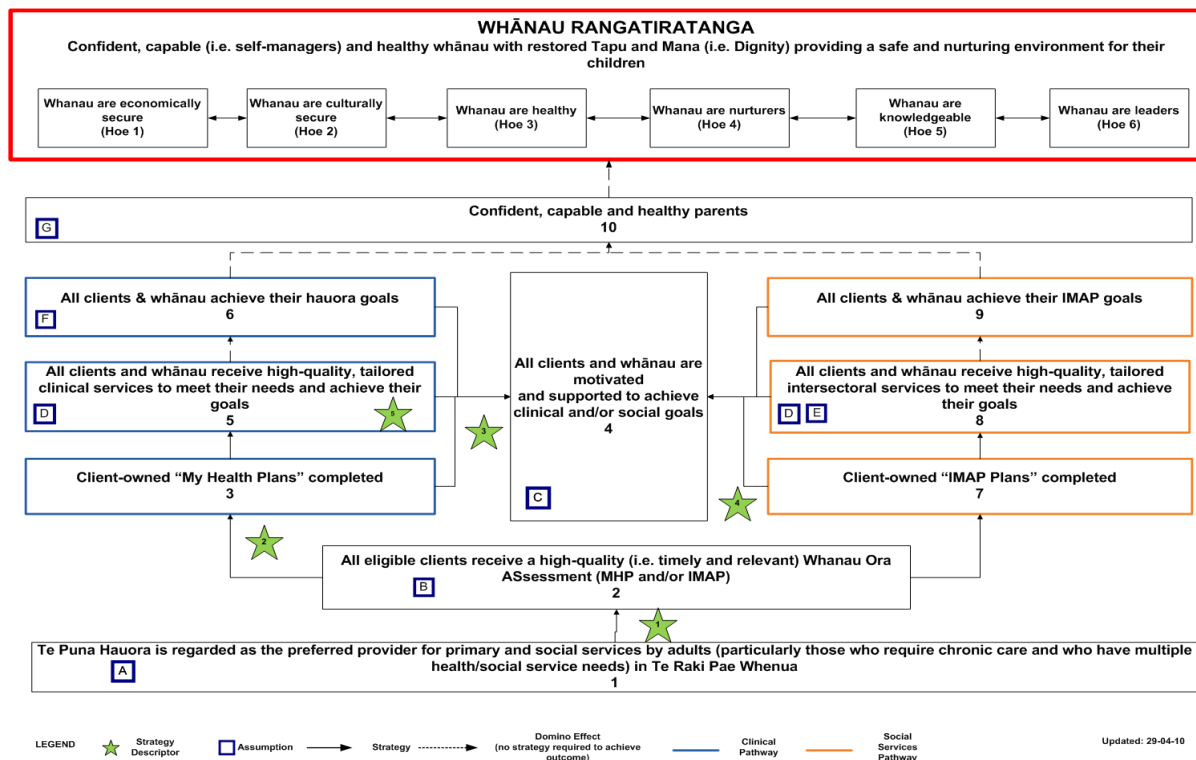
To implement Whānau-driven and owned services to achieve self managed wellness

- 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<sup>®</sup> and My Health Plan;
- ➔ The two pathways meet when whānau are motivated and supported to meet their self-determined goals





## The Connected Model (Mana Enhancement)

- ➔ 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.



## **Clinical Governance** ***MEDICAL MODEL***

### **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** ***CULTURAL MODEL***

### **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 whanau 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 whanau centred/cultural practice.

Development of the clinical workforce nationally

Health & Wellbeing from a clinical perspective

### WHANAU

Working together to provide services to meet needs and encourage whanau driven solutions to achieve Rangatiratanga

### 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 whanau ora

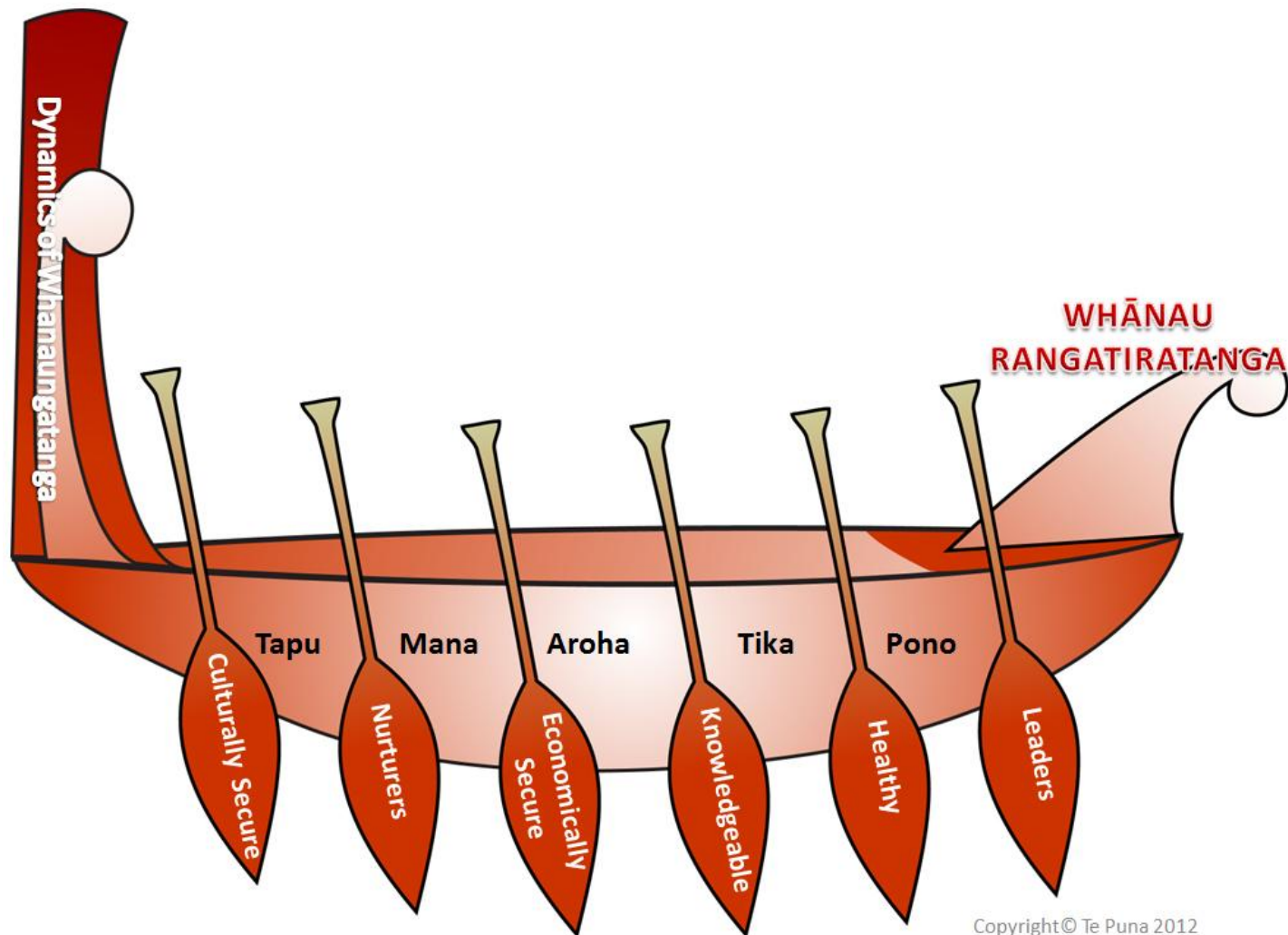
Ensure whanau ora programmes and member primary care services are culturally safe and effective (including whanau ora plans, workforce development, etc)

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

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## The Harakeke IMAP<sup>®</sup> Model

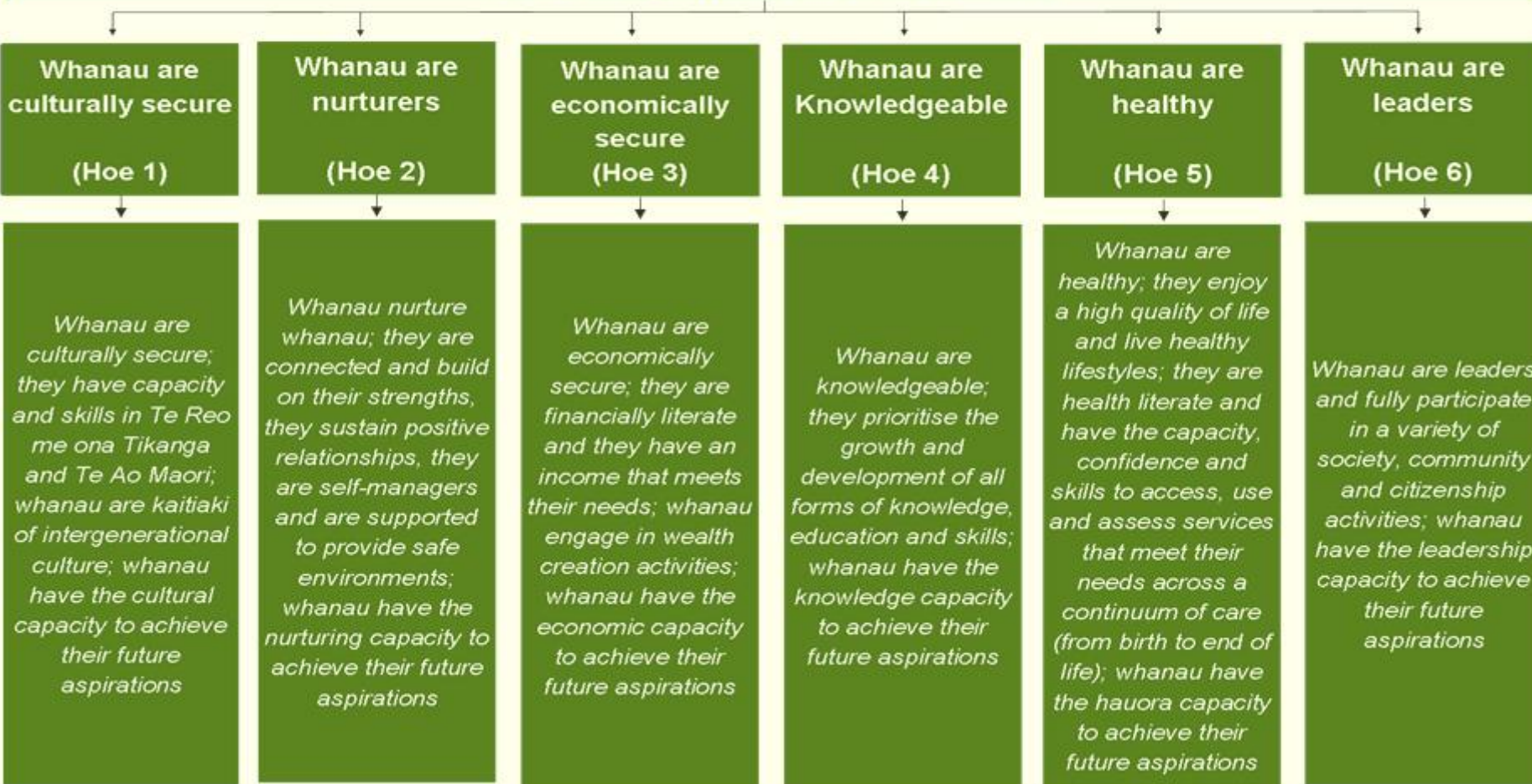


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## WHANAU RANGATIRATANGA

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








# WEB Application Developments

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TE PUNA  
WHANAU ORA NETWORK ALLIANCE LTD.

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## Home

Info

**Notifications**

Today is: **06-Mar-2012**

You Have:

**NO** Client Tasks

**3** WOP Tasks

**12** Due Monthly Reviews

**2** Achievement Dates

[See All |](#)

**Provider Details**

Provider Name:  
**Te Puna Whanau Ora Network Alliance!**

NZMC: **NZMC 1**

[Logout](#)

**Worker Details**

Welcome, **user!**

Name: **John Smith!**

Position: **User Tester**

IP Address: **::1**

**Info Control Panel**

[Work Diary ▶](#)

[Provider Details ▶](#)

[Users Management ▶](#)

[Back to Info Page ▶](#)

### 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.twona.org.nz](http://www.twona.org.nz)

**User Information**

**Name :** John Smith

**Position :** Community Support Worker

**Login Username :** user

**Contact No :** 021 123 3210

**Email :** [john\\_smith@gmail.com](mailto:john_smith@gmail.com)

**Last Login:** 05/Mar/12 08:56:48 am

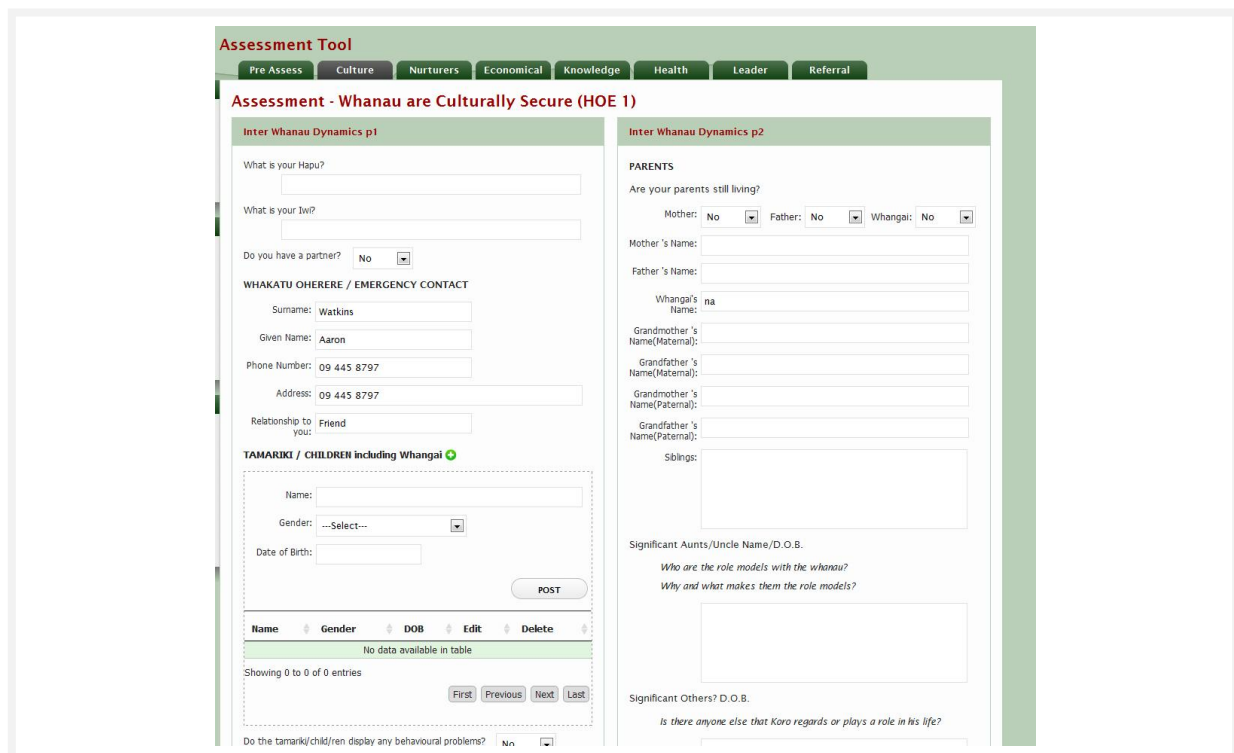
**IP Address :** 192.168.50.234

## WEB Application Technical Overview

TWONA Online has been developed to provide Social Service providers access to Te Puna's Whanau Ora Harakeke IMAP<sup>®</sup> 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.

## TWONA Online - Assessment



**Assessment Tool**

Pre Assess Culture Nurturers Economical Knowledge Health Leader Referral

**Assessment - Whanau are Culturally Secure (HOE 1)**

**Inter Whanau Dynamics p1**

What is your Hapu?

What is your Iwi?

Do you have a partner? ☐ No

**WHAKATU OHERERE / EMERGENCY CONTACT**

Surname:  Watkins

Given Name:  Aaron

Phone Number:  09 445 8797

Address:  09 445 8797

Relationship to you:  Friend

**TAMARIKI / CHILDREN including Whangai**

Name:

Gender:  --Select--

Date of Birth:

Name	Gender	DOB	Edit	Delete
No data available in table				

Showing 0 to 0 of 0 entries

Do the tamaki/child/ren display any behavioural problems? ☐ No

**Inter Whanau Dynamics p2**

**PARENTS**

Are your parents still living?

Mother: ☐ No Father: ☐ No Whangai: ☐ No

Mother's Name:

Father's Name:

Whangai's Name:  na

Grandmother's Name(Maternal):

Grandfather's Name(Maternal):

Grandmother's Name(Paternal):

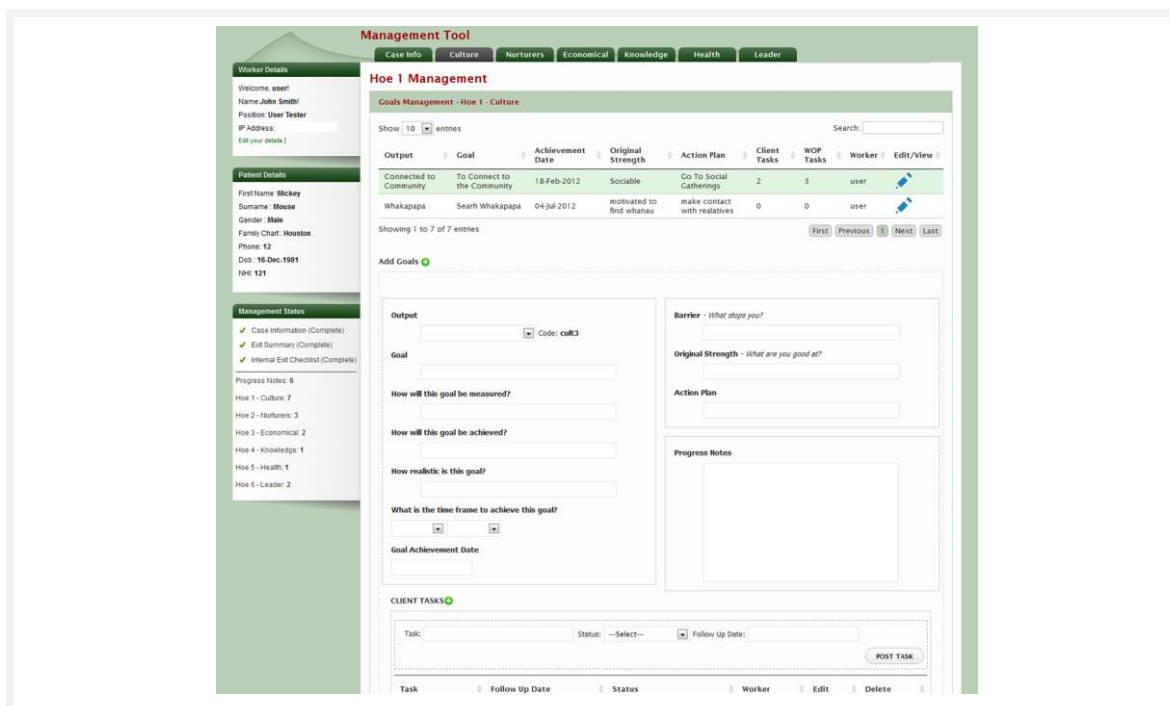
Grandfather's Name(Paternal):

Siblings:

Significant Aunts/Uncle Name/D.O.B.  
 Who are the role models with the whanau?  
 Why and what makes them the role models?

Significant Others? D.O.B.  
 Is there anyone else that Koro regards or plays a role in his life?

## TWONA Online – Management



**Management Tool**

Case Info | Culture | Nurturers | Economical | Knowledge | Health | Leader

**Worker Details**  
Welcome, user!  
Name: John Smith  
Position: User Tester  
IP Address:  
Edit your details

**Patient Details**  
First Name: Micky  
Surname: Mone  
Gender: Male  
Family Chart: Hoston  
Phone: 12  
Dob: 18-Dec-1981  
NHI: 123

**Management Status**  
☒ Case Information (Complete)  
☒ Exit Summary (Complete)  
☒ Internal Exit Checklist (Complete)  
 Progress Notes: 6  
 Hoe 1 - Culture: 7  
 Hoe 2 - Nurturers: 3  
 Hoe 3 - Economical: 2  
 Hoe 4 - Knowledge: 1  
 Hoe 5 - Health: 1  
 Hoe 6 - Leader: 2

**Hoe 1 Management**

Goals Management - Hoe 1 - Culture

Show 10 entries

Output	Goal	Achievement Date	Original Strength	Action Plan	Client Tasks	WOP Tasks	Worker	Edit/View
Connected to Community	To Connect to the Community	18-Feb-2012	Sociable	Go To Social Gatherings	2	3	user	
Whakapapa	Searh Whakapapa	04-Jul-2012	motivated to find whanau	make contact with relatives	0	0	user	

Showing 1 to 7 of 7 entries

First Previous 1 Next Last

**Add Goals**

Output:  Code: cult3

Goal:

How will this goal be measured?:

How will this goal be achieved?:

How realistic is this goal?:

What is the time frame to achieve this goal?:

Goal Achievement Date:

**Barrier - What stops you?**

**Original Strength - What are you good at?**

**Action Plan**

**Progress Notes**

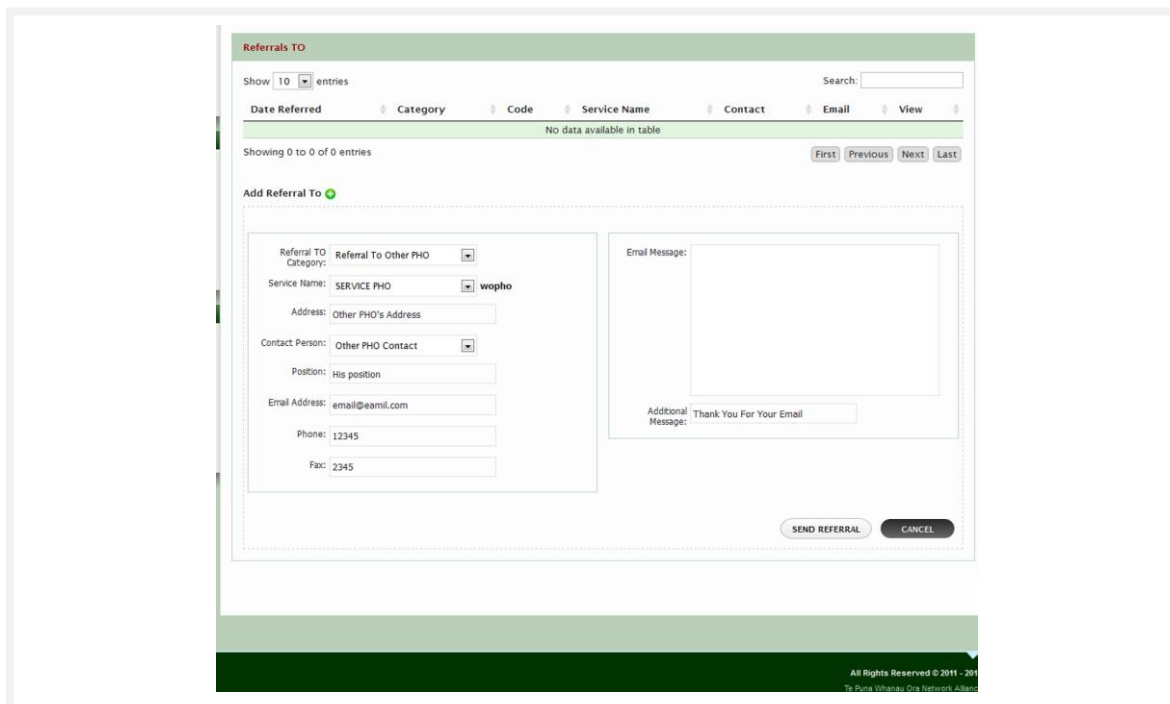
**CLIENT TASKS**

Task:  Status: --Select-- Follow Up Date:

POST TASK

Task Follow Up Date Status Worker Edit Delete

## TWONA Online – Referral System



**Referrals TO**

Show 10 entries

Date Referred Category Code Service Name Contact Email View

No data available in table

Showing 0 to 0 of 0 entries

First Previous Next Last

**Add Referral To**

Referral TO Category:  Referral To Other PHO

Service Name:  SERVICE PHO wopho

Address:  Other PHO's Address

Contact Person:  Other PHO Contact

Position:  His position

Email Address:  email@eamil.com

Phone:  12345

Fax:  2345

Email Message:

Additional Message:  Thank You For Your Email

SEND REFERRAL CANCEL

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## TWONA Online – Invoicing

**Add**

**Add Outputs and Consultations**  
Patient: Mickey Mouse

Show 10 entries Search:

Date Entered	Description	Code	Type	Quantity	Price	Add To Invoice
23-Jan-2012	Connected to Marae	cult6	Output	1	0.00	+
23-Jan-2012	Gambling Free	nurt18	Output	1	0.00	+
23-Jan-2012	Income	econ2	Output	1	0.00	+
23-Jan-2012	Wananga	know6	Output	1	0.00	+
23-Jan-2012	COPD	hea16	Output	1	0.00	+
23-Jan-2012	Recognised by Hapu	lea4	Output	1	0.00	+
23-Jan-2012	Connected to Community	cult3	Output	1	0.00	+
04-Jan-2012	On Site	whoon	Consultation	1	12.00	+
24-Jan-2012	Connected to Whanau	cult2	Output	1	0.00	+
16-Jan-2012	Off Site	whoos	Consultation	1	24.00	+

Showing 1 to 10 of 14 entries

First Previous 1 2 Next Last

## TWONA Online – Work Diary

**Work Diary**

**Monthly Review Update**

Note: Expected Review Date is a month after the Goal Set Date

Copy CSV PDF Print

Show 50 entries Search:

Expected Review Date	Achievement Date	Goal Set Date	Patient	Desc	Hoe	Status	Due	Action
31-Jan-2012	25-Feb-2012	31-Dec-2011	Mickey Mouse	goal1	1	Not Reviewed	YES	+
04-Feb-2012	04-Jul-2012	04-Jan-2012	Mickey Mouse	Searh Whakapapa	1	Not Reviewed	YES	+
05-Feb-2012	15-Jan-2012	05-Jan-2012	Mickey Mouse	1e2	1	Reviewed	NO	+
07-Feb-2012	07-May-2012	07-Jan-2012	Mickey Mouse	1	1	Not Reviewed	YES	+
07-Feb-2012	17-Mar-2012	07-Jan-2012	Mickey Mouse	3e	3	Not Reviewed	YES	+
07-Feb-2012	28-Jan-2012	07-Jan-2012	Mickey Mouse	5e	5	Not Reviewed	YES	+
07-Feb-2012	28-Jan-2012	07-Jan-2012	Mickey Mouse	4e	4	Not Reviewed	YES	+
07-Feb-2012	13-Jan-2012	07-Jan-2012	Mickey Mouse	6e	2	Not Reviewed	YES	+
07-Feb-2012	09-Jan-2012	07-Jan-2012	Mickey Mouse	7	2	Not Reviewed	YES	+
08-Feb-2012	14-Jan-2012	08-Jan-2012	Mickey Mouse	6e	6	Not Reviewed	YES	+
16-Feb-2012	20-Feb-2012	16-Jan-2012	Mickey Mouse	e	3	Not Reviewed	YES	+
16-Feb-2012	28-Jan-2012	16-Jan-2012	Mickey Mouse	2	2	Not Reviewed	YES	+
16-Feb-2012	26-Jan-2012	16-Jan-2012	Mickey Mouse	o	1	Not Reviewed	YES	+
17-Feb-2012	14-Feb-2012	17-Jan-2012	Edwin Popham	Contact Kaumatua	1	Reviewed	NO	+
20-Feb-2012	20-Apr-2012	20-Jan-2012	Edwin Popham	Get a job	3	Reviewed	NO	+
20-Feb-2012	30-Mar-2012	20-Jan-2012	Edwin Popham	To be recognised by everybody	6	Reviewed	NO	+
20-Feb-2012	23-Mar-2012	20-Jan-2012	Edwin Popham	Study in University	4	Reviewed	NO	+
20-Feb-2012	20-Mar-2012	20-Jan-2012	Edwin Popham	Stop Drinking	2	Reviewed	NO	+
24-Feb-2012	29-Jan-2012	24-Jan-2012	Edwin Popham	test goal	1	Reviewed	NO	+
24-Feb-2012	27-Jan-2012	24-Jan-2012	Edwin Popham	rtreth	1	Reviewed	NO	+

## TWONA Online – Review

Enter your details

**Patient Details**

First Name: Mickey  
Surname: Rose  
Gender: Male  
Family Chart: Newton  
Phone: 12  
DOB: 16-Dec-1981  
RPH: 121

**Review Status**

Progress Notes: 6  
How 1 - Culture: 7  
How 2 - Nurture: 3  
How 3 - Economic: 2  
How 4 - Knowledge: 1  
How 5 - Health: 1  
How 6 - Leader: 2

Mapu	1	1	user	07-May-2012	07-Jan-2012	07-Feb-2012	DUE
Connected to Maria	o	my action plan goes here...	user	26-Jan-2012	16-Jan-2012	16-Feb-2012	DUE
Connected to Test Goal	Test Goal	Action Plan	user	08-Apr-2012	08-Feb-2012	08-Mar-2012	DUE
Connected to Community	To Connect to the Community	Go To Social Gatherings	user	18-Feb-2012	08-Feb-2012	08-Mar-2012	DUE

Showing 1 to 7 of 7 entries

First Previous 1 Next Last

**Review Goal**

**Output**  
Connected to Community - ( Code: cult2 )

**Goal**  
1e2

**How will this goal be measured?**  
e

**How will this goal be achieved?**  
1e

**How realistic is this goal?**  
1e

**What is the time frame to achieve this goal?**  
10 days

**Goal Achievement Date**  
15-Jan-2012

**Barrier**  
1e

**Original Strength**  
1e

**Action Plan**  
1e

**Progress Notes**  
1e

1e

**Is the goal completed?**  
No

**If no why not?**  
declined

**What do we need to do to complete this goal?**  
refer to someone

**New Strength**  
Very Strong

SAVE REVIEW UNDO

## TWONA Online – Exit Summary

Exit Summary Checklist

**Internal Checklist**

**Exit**

File notes up to date?  
Yes 16-Jan-2012

Database information up to date?  
Yes 16-Jan-2012

File checklist completed to date?  
Yes 16-Jan-2012

Referrals made to other providers / services?  
Yes 16-Jan-2012

For planned exit - assessed readiness to discharge?  
Yes 24-Jan-2012

IMAP exit summary completed  
Yes 16-Jan-2012

**Checklist**

Whanau exit checklist completed  
Yes 16-Jan-2012

Service Evaluation form distributed  
Yes 16-Jan-2012

Service Evaluation received  
Yes 16-Jan-2012

Final file view with Team leader completed  
Yes 18-Jan-2012

FINALISE UNDO

## TWONA Online – Output

**Output - Hoe 1**

Show 10 entries Search:

Code	Output	Goal	Goal Completed?	Output Status	Worker	Edit
cult3	Connected to Community	To Connect to the Community	No Review	No Output	user	
cult5	Connected to Iwi	Test Goal	No Review	No Output	user	
cult6	Connected to Marae	o	No Review	Exited	user	
cult4	Connected to Hapu	1	No Review	No Output	user	
cult3	Connected to Community	1e2	NO	Incomplete	user	
cult1	Whakapapa	Searh Whakapapa	No Review	No Output	user	
cult2	Connected to Whanau	goal1	No Review	In Progress	user	

Showing 1 to 7 of 7 entries First Previous 1 Next Last

**Goal Output**

**Output**

Connected to Community -- ( Code: cult3 )

**Status**

COMPLETE INCOMPLETE IN PROGRESS PARKED EXITED

☒ ☐ ☐ ☐ ☐

**Goal**

Get Sociable

Is the goal completed?

NO

If no why not?

declined

What do we need to do to complete this goal?

refer to someone

SAVE UNDO

## TWONA Online – Transformational Outcome

**Worker Details**

Welcome, user!

Name: John Smith!

Position: User Tester

IP Address:

[Edit your details](#)

**Patient Details**

First Name: Mickey

Surname: Mouse

Gender: Male

Family Chart: Houston

Phone: 12

Dob: 16-Dec-1981

NHI: 121

**Outcome Status**

Hoe 1 - Culture: 3

Hoe 2 - Nurturers: 1

Hoe 3 - Economical: 1

Hoe 4 - Knowledge: 1

Hoe 5 - Health: 1

Hoe 6 - Leader: 1

**goal1** No Review In Progress ocul3

Showing 1 to 3 of 3 entries

**Goal Outcome**

**Transformational Outcome Status**

Partially Achieved ☒ Code:

---Select---

Achieved

Partially Achieved

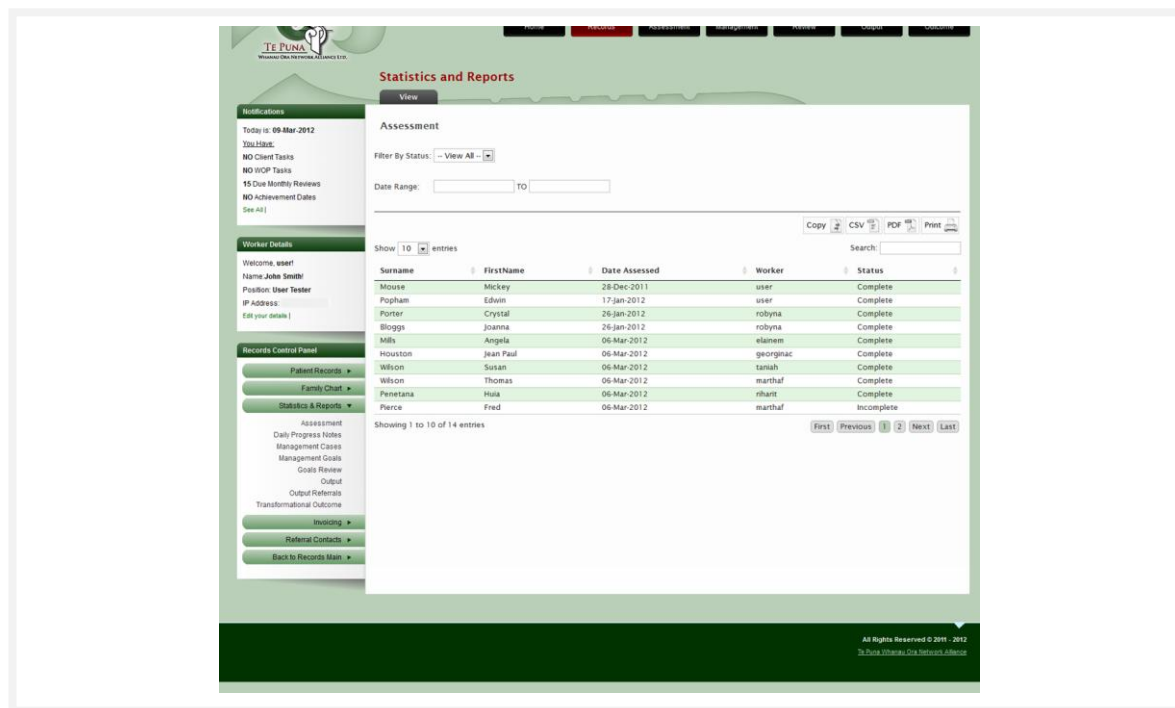
Not Achieved

Go

o

Is 1

## TWONA Online – Statistics & Reports



The screenshot displays the 'Statistics and Reports' section of the TWONA Online system. The page features a sidebar with navigation links, a main content area with filters and a data table, and a footer with copyright information.

**Statistics and Reports**

**Assessment**

Filter By Status:  View All

Date Range:  TO

Copy CSV PDF Print

Show 10 entries

Surname	FirstName	Date Assessed	Worker	Status
Mouze	Mickey	28-Dec-2011	user	Complete
Popham	Edwin	17-Jan-2012	user	Complete
Porter	Crystal	26-Jan-2012	robyna	Complete
Bloggs	Joanna	26-Jan-2012	robyna	Complete
Mills	Angela	06-Mar-2012	elaine	Complete
Houston	Jean Paul	06-Mar-2012	georgina	Complete
Wilson	Susan	06-Mar-2012	tanish	Complete
Wilson	Thomas	06-Mar-2012	martha	Complete
Penetana	Hua	06-Mar-2012	martha	Complete
Pierce	Fred	06-Mar-2012	martha	Incomplete

Showing 1 to 10 of 14 entries

First Previous 1 2 Next Last

**Records Control Panel**

- Assessment
- Child Progress Notes
- Management Cases
- Management Goals
- Goals Review
- Output
- Output Referrals
- Transformational Outcome
- Invoicing
- Referral Contacts
- Back to Records Main

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