

Te Puna Hauora
o te Raki Paewhenua
Your Total Comprehensive Health Service

Who we are and what we do



'He tangata, he tangata, he tangata'

The purpose of this document is to give an overview of what Te Puna Hauora does as an organisation. It aims to give the reader some sense of what we are about and why we are so proud of our organisation.

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MOH Supreme Award for Best Whanau Ora programme 2004
Matarau Supreme Award for Best Maori Health Provider in NZ 2004

Introduction

Te Puna Hauora serves clients from Devonport to Whangaparoa (& Wellsford). Within these areas there exists a considerable population of people who traditionally suffer from health inequalities i.e. people with lower socio-economic status, Maori, Pacific Islanders, immigrant and refugee groups etc. People within these groups tend to have ongoing issues with their health and wellbeing - physical, mental, and social.

Te Puna was established as a Maori Health provider to address these issues by providing high quality, accessible and affordable care and support. An alternative to 'mainstream' services, Te Puna has grown remarkably and currently has over 7000 registered clients.

At the core of Te Puna's unique service delivery is the IMAP model. The IMAP model evolved to meet the needs of the community – establishing an integrated model of service delivery addressing more than the biological/medical issues in health and wellbeing.

Kaupapa

Our kaupapa is our sense of vision, our philosophy, the fundamental principles which guide our mahi (work). At Te Puna we strive to fulfil our kaupapa in all that we do.

Our Mission Statement

Committed to supporting people, children, young persons and their families.

To make informed choices to regain their dignity (mana) and to provide a health service by staff who care and commit their collective knowledge and skills to the kaupapa.

The efforts of Te Puna Hauora services are underpinned in nga, Tika, Pono and Aroha.

Our Vision Statement

Our vision is to make New Zealand a better place for our children and our children's children.

To strive for equality and fairness. Working in partnership with friends and allies, who share our values, creating their own successes, with skill and passion.

Celebrating differences, nourishing opportunities for action, and being leaders in everything we do.

Our Whakatauki

These whakatauki underpin the kaupapa Maori component of our model. The attitude of practice must reflect the spirit contained in this whakatauki, entwined throughout delivery at every level.

He 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.

TIKA – the agreed pathway is a shared understanding and vision, to support clients, internal/allied colleagues and our organisations to achieve maximum potential with equity

PONO – our decisions are underpinned by, and made with integrity

AROHA – compassion to care enough for those affected by inequalities and to challenge comfort zones in an effort to make a healthy difference for the population we are funded to serve

History

Te Puna Hauora has developed from humble beginnings to become an integral part of the community of Te Raki Paewhenua. We continue to strive to develop our capacity and our abilities whilst always maintaining the people as our fundamental focus. Here is our story....

A constitution was established for Te Puna Hauora o te Raki Paewhenua in November 1996. It was decided that this step would be taken to keep the operations of the health centre completely separated from the Awataha Marae activities, but also to provide the local community the opportunity to have an unbiased representation in the activities of the health clinic.

The next big milestone was that Te Puna Hauora began operation in its own right as a Primary Health Provider on the 20th March 1997. As the first bulk funding from the Health Funding Agency (HFA) was not due until the 20th April the CEO, Lyvia Marsden had to approach the HFA for an advance \$15,000 to cover salaries and daily operational costs.

The advance of \$15,000 was duly deducted from the 20th April 97 payment which of course meant the next months expenditure had to be managed very prudently to ensure no overrun of expenditure occurred.

Naturally the financial situation took some 4-6 months to stabilise before more staff etc could be employed. Throughout this time the services continued to expand taking into focus a wider range of services.

In December 2000 a further milestone was reached where the Lady Allum building was procured for Te Puna Hauora Health Care Services along with the Te Puna Childcare Centre also being established. The Childcare Centre was opened for business in March 2001, while the Te Puna Hauora Health Care Centre was opened for business in May 2001.

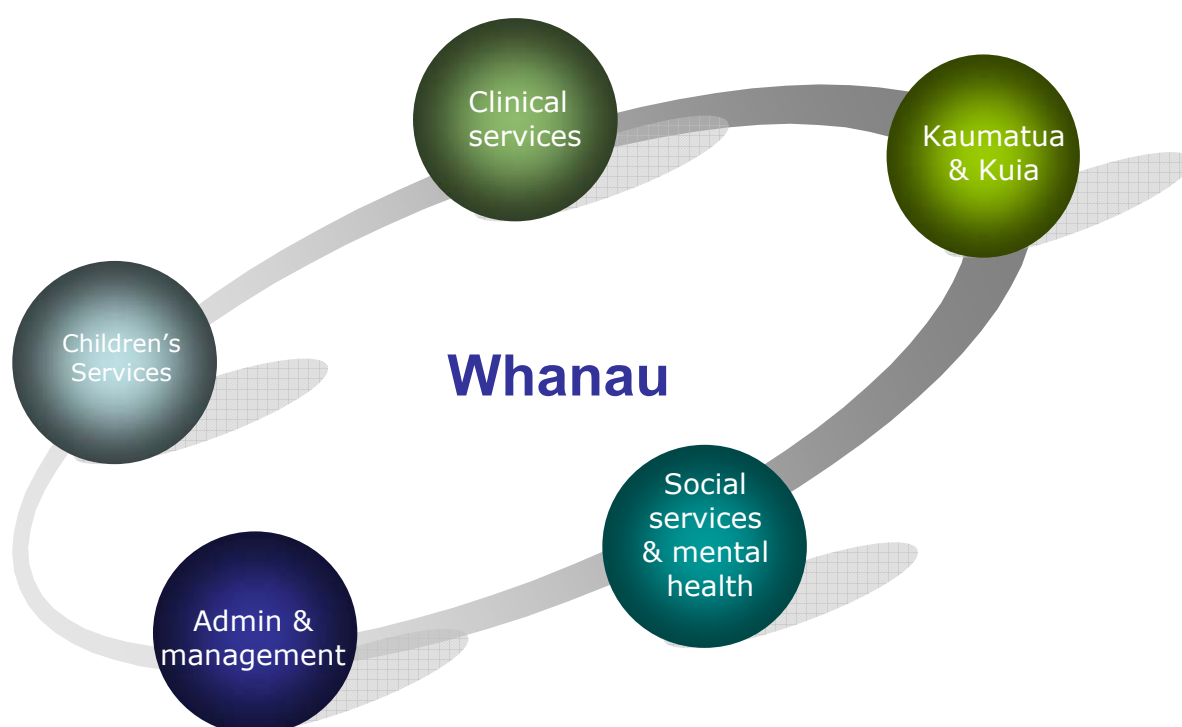
The rest of the events are now history as Te Puna Hauora credibility continued to grow along with a range of expanding new services. A further milestone was achieved when in November/December 2004 a house was purchased at 166 Birkdale Road, Birkdale which was later gutted and renovated to reflect a Primary Health Clinic. This was opened for business in April 2005.

Te Puna PHO was established for business on 1st July 2005 of which this business is run also from our Birkdale Clinic at 166 Birkdale Road, Birkdale. At this date services operate out of Northcote and Birkdale along with a Childcare Centre in Northcote. 1.5FTEs also work in the Rodney area dealing with Mobile Mental Health

Services

At Te Puna Hauora, we believe that health and wellbeing is influenced by a number of things. So we offer a range of medical AND community support services to our community.

These services are 'wrap-around' with the client and their whanau at the centre, driving the process, and Te Puna Hauora offering support and expertise with those areas identified by the client. We call this our IMAP model (see below), and it is central to the way Te Puna functions.



Currently we offer the following services to the community;

- ▣ Primary Healthcare Services – two GP clinics (Northcote and Birkdale)
- ▣ Mobile Nursing Services
- ▣ Tamariki Ora Services
- ▣ Adult Mental Health Iwi Support Services
- ▣ Community support worker Services
- ▣ Youth Worker & Kaumatua
- ▣ CSWs in Schools & Asian CSW
- ▣ Respite Care
- ▣ Parenting Programme & Healthy Lifestyle Programme

- Anger Management for Maori men
- Mana Wahine – counselling courses for Maori women
- A weekly midwifery service
- A Paediatric clinic, in conjunction with Starship Hospital, is offered on a weekly basis to Te Puna Hauora clients on the premises
- Hearing therapy is offered once a month, through Waipareira Health, to Te Puna Hauora clients on the premises
- A respiratory clinic is offered at Te Puna Hauora, to it's clients, once a quarter by Waitemata Health and Comprehensive Services
- A specialist ear clinic is offered at Te Puna Hauora, to it's clients, once a month by Waitemata Health
- A diabetic clinic is offered at Te Puna Hauora, to it's clients, once a quarter by Waitemata Health
- A psychotherapist/counselling service, which consists of a psychotherapist/counsellor and two part time counsellors. These services are focused primarily at Maori women and Maori youth
- A physiotherapist service is offered at both Te Puna Hauora sites. Te Puna Hauora have invested in the most modern equipment available for this service
- An alcohol and drug service is offered by Waitemata Health at Te Puna Hauora to Te Puna Hauora clients
- A transport service is provided for Te Puna Hauora clients who cannot access healthcare due to transport issues on a daily basis.

The IMAP Model

The I-MAP model has been created to underpin the kaupapa focusing on whanau. In order to achieve this, the main resources of the organisation are grouped around whanau and the I-MAP program.

The mix of clinical and non-clinical services are thus able to blend to create an environment for excellence in service delivery to whanau. The primary resource of the organisation is the people who work for and with the organisation. As such they are all a part of the I-MAP team and have a role in the delivery of the I-MAP service.

Elements in the IMAP (Management Action Plan) approach

Individual - Empowerment of the client to achieve their goals in health and wellbeing
Interdisciplinary – internal support from clinicians, CSWs, social and mental health workers, kaumatua, and other services within Te Puna. Also external support from external agencies and community allied services
Integrated – the organisation itself and the importance of strong business practices, policies and values-based external relationships focused on favourable outcomes for the individual/whanau.