

Te Wana Quality Programme

"Te Wana Talks"

Newsletter No. 3

August 2008

Vision and Statement of Purpose:

Leadership in quality improvement, inspiring organisations to be the best they can be



A proud Te Wakahuia team at the celebration of their well deserved Te Wana accreditation September 2008

Kia ora from the Te Wana team

Some staff changes in Te Wana – see page 4 for details

At last the hard copies of the Te Wana Standards and Good Practice Guides are being printed and hopefully will be in the mail to all organisations on the programme by the end of the month. Thanks for being so patient with the time this has taken.

Te Wana has now introduced Leading Practice Certificates for those organisations who have demonstrated sustained innovation that demonstrates leading practice within the organisation and is shared with their wider sector. These certificates will be awarded to those organisations whose innovation is rated as Exceeded under a standard.

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Achievement Congratulations

Te Wana recently reviewed both Tuwharetoa hauora services, Tuwharetoa ki Kawerau and Tuwharetoa Health Services Ltd (Turangi & Taupo) and found some excellent innovations and achievements.

Tuwharetoa ki Kawerau

CEO Karilyn Te Riini on behalf of the organisation will be one of the first recipients of the new Te Wana Leading Practice Award. The innovation that received an Exceeded rating for community capacity building was the holistic approach to vocational, spiritual and hauora guidance through their forestry training programme.

The forestry management programme has recognition from the New Zealand Qualifications Authority. It offers an apprentice style training for pan tribal young men that results in a qualification and provides spiritual guidance from kaumatua to incorporate learning about traditional carving.

Additional to both of these aspects the forestry programme students are also visited by a supportive community health worker with health education information including healthy kai, appropriately managing aggression and smoking cessation.

Tuwharetoa Health Services Ltd

Under the management of Kim Gossman, Tuwharetoa ki Kawerau is about to relocate to new purpose built premises that combine a range of providers under one roof in a fully disability access facility. We acknowledge the long and at times difficult undertaking that a project such as this represents. The planning and relationship building necessary to bring different providers under one roof is significant – so congratulations to you all and very best wishes for your opening celebrations and ongoing enjoyment of the new space.



Te Wana Quality Programme

Quality Tip

Thank you to Pet MacDonald from Te Puke Karanga Hauora for this useful tip on monitoring the self assessment phase of Te Wana.

To keep track of your progress on the standards that have been completed in the self assessment quality journal she suggests using different coloured paper. For example; initially print a copy using blue paper and as each standard or section is completed, print off a white paper copy – then you have a visual signal about your progress.

Thanks also to Trissel Mayor and staff of YOSS – Youth One Stop Shop, Palmerston North for another self assessment process tip.

YOSS used a large cardboard sheet to write the standards onto. Then all staff were given colourful, shaped “post it” notes to post their thought and suggestions about how they were meeting the standards and areas for improvement – a great at a glance overview of the process and content.

Acknowledgements & Thanks

Acknowledgements & Thanks:

To all our wonderful peer reviewers and coordinators – we could not have a Te Wana without you!!! Your contributions are so valuable and are very much appreciated. It is an absolute pleasure to spend time with such great people for the review week.

Accreditation Congratulations

Congratulations to:

Groups who have attained their accreditation since March 2008 are:

Kokiri Marae Health & Social Services

Tukotahi Maori Asthma Society

Naku Enei Tamariki

Tuwharetoa ki Kawerau and Tuwharetoa Health Services Ltd

The Quit Group



Te Wana Quality Programme

Te Wana Staff

Sad farewell to Charlene Ratana – very much missed but still very much involved as a reviewer and coordinator in reviews.

Welcome to Nicole Doriguzzi – our new Te Wana Office Manager

Sad farewell to Stephanie Pope, Te Wana Director who is returning to Australia late September.

Kia Ora

I have recently joined Te Wana as the Office Manager. I am in charge of managing Te Wana workshops and training seminars and ensuring that the staff and all organisations enrolled on Te Wana programme have the material and support they need to succeed.

I have a strong background in Administration and Vet Nursing. I have a great interest in quality health care and am in my element working with Te Wana to help organisations achieve the best they possibly can.



Sadly we are saying farewell to Stephanie in a few weeks time. We wish to acknowledge and give our appreciation that Stephanie left her home and family to help Te Wana in a time of need at the end of 2006.

She has worked with passion and commitment many long hours to develop the new standards and review tools and to ensure that Te Wana was able to benefit from the accreditation by ISQua of the Quality Improvement Council.

We will miss her enormous wisdom, skills, knowledge, generosity, humour and especially her home baking.



Thank you to staff who have contributed so much and welcome to those who have more recently joined and are already making their positive difference.

For myself – thank you for the kind words and for the privilege of working with and supporting so many wonderful organisations and individuals. This has without a doubt been the best part of being in Te Wana – I will miss you and think of you often, Stephanie



Maybe not the most flattering photo but still Te Wana team are enjoying their flash new t-shirts, song and dance at the HCA National Hui 2008, hosted by Ngati Ruanui

