



Manawaru Turanga Health

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Significant Year - CEO Message

Mihinui ki ngā whānui o Turanganui-a-Kiwa.

THIS has been a significant year for Turanga Health dominated by change. It was change demanded of us by an external environment; an environment that challenged us to demonstrate higher performance, accountability, and innovation. I believe we have met that challenge.

First up was our new high trust relationship agreement with funders which shifted our "one-year-at a-time" focus to a four-year contracting term. Alongside that we have also:

- Formed greater connections with primary care via shared business arrangements, better referral processes, and the Community Cook Offs

- Transformed Waikohu Health Centre into a pleasant and spacious general practice that meets the needs of its nearly 1500 patients, and consistently meets Midland Health Network Quality Plan targets

- Made the tough, but in the long term safe, call to exit our home-based support service contract

- Initiated Tū Mahi, workplace health services at some of the biggest employers in Gisborne

- Introduced the unique rural health and fitness Tū Kaha programme at Marae, schools and halls throughout the rohe



- Continued the Tū Marae duathlons linking whānau back to Marae and incorporating health messages and nurse checks

- Introduced our first internal Turanga Health Quality Plan measuring progress in immunisation, chronic conditions management, smoking cessation, disease coding, organisational health and safety, staff training, and more

- Continued the nationally renowned Kaumātua Programme which is held at 11 Marae across the rohe



- Hosted the successful SKYCITY Breakers Tour

- Sustained our special relationship with Vanessa Lowndes Centre whānau ensuring they build confidence and are nurtured with meaningful and educational activities and events.

- And won the Community Service Excellence section of the Westpac Gisborne Business Excellence Awards.

It's an impressive list, and it didn't come easily. But it has been transformational for Turanga Health and set the benchmark for the years that will follow. We now have a new gauge for the way services are delivered and how they will be measured. I look forward to our continued work in 2014.

I extend my thanks to you, the Turanga Health whānau, and on behalf of everyone that is touched by the services you deliver, I say thank you.

Ngā mihi o te Kirihihi me TeTau Hou.

Reweti Ropiha



Harvesting and Health Checks in the Rain!



Turanga Health staff joined Leaderbrand broccoli harvest crew members working in swirling rain under dark heavy clouds in rural Manutuke last month as part of the Workplace Wellness partnership between the two organisations.

The weather was terrible on Wednesday 27 November but drizzle and dreary skies didn't stop the 24 men and women from the Leaderbrand broccoli crew working; and it certainly didn't deter the five-strong Turanga Health team.

"Workplace Wellness is about taking health and wellness checks out to those who can't otherwise access services easily, so our staff were out in Waingake Road in Manutuke in the rain too!" says Workplace Wellness coordinator Dallas Poi.

Workplace Wellness, also known as Tū Mahi, was introduced to Leaderbrand early last month and over time as well as the broccoli harvest crew, health staff have seen the Fresh-Cut department

staff, management and nursery staff, and the lettuce and cabbage harvest crews.

Dallas thinks the Waingake Road visit was probably the most unusual place she has seen Turanga Health staff working. Nurses Michelle Hunter, Polly Maxwell and Lisa Cottle-Millar worked in the Piki Te Ora bus (which came back filthy!) in a safe pull-over area on Waingake Road. They were supported by kaiāwhina Barbara McLean and resource manager Norm Namana. Everyone was wet and muddy but Michelle said the atmosphere was positive and Leaderbrand staff thought it was a real treat that Turanga Health was even out there.

Michelle: "They were brought up out of the paddock two or three at a time and everyone was in great spirits. Some of them were a bit worried though when we took their weight. It was so wet they had to pour the water out of their gumboots first!"

Michelle says it's the first time she has worked "in someone's paddock" but it was worthwhile. She spent time with one Leaderbrand female worker who wasn't aware she was eligible for free smears. "It's good to be able to help someone with information like that."

Dallas says coordinating the Tū Mahi requires Turanga Health to react fast and be flexible. When companies and businesses with a range of staff in geographical locations say "we can host you" we have to move quickly, she says. Staff are often working offsite and access to them isn't always easy. "That's the challenge to us but that's what makes our service unique and so far I think we are meeting that challenge," says Dallas.

Staff can see the impact Tū Mahi and Tū Kaha are having on whānau by looking at the 'SO WHAT' charts in reception, main boardroom, teleconference room, the back office and the Vanessa Lowndes Centre.



Tū Kaha Ends But More to Come



Tū Kaha Whatatutu at Mangatu Marae

Turanga Health's first Tū Kaha rural health and fitness programme has ended, evaluations are in, and there's every chance the programme will start up again at the end of January 2014.

Event Coordinator Dallas Poi thanks all staff who've given up their early evenings and driven hundreds of kilometres over the past eight weeks cementing Tū Kaha as an exceptional service for rural whānau.

Participants at the Tū Kaha programmes held in Te Karaka, Whatatutu, Matawai and Muriwai/Manutuke fluctuated during the season. Dallas said there were usually around 20 participants in Matawai and Muriwai/Manutuke and a few more in Te Karaka. The Whatatutu community remained passionate supporters of the Tū Kaha kaupapa with up to 80 whānau flocking to Mangatu Marae some nights.

All up 267 participants registered for Tū Kaha and their ages ranged from 4-88 years old. Of those registered, 95

percent were connected to a GP. 41 participants were current smokers and all were given ABC advice.

Tū Kaha was held in various settings: three Marae, Te Karaka Scout Hall and Matawai School. Each setting drew participants from the surrounding area. Wrap around services provided to participants included health checks, Rheumatic Fever and car seat education, nutrition and Breast Screening information, and support to enter Tū Marae.

CEO Reweti Ropiha says anyone at a Tū Kaha session could otherwise have been slumped on the couch at home so he was pleased with the participant levels. He remembers Whatatutu whānau telling him at a community hui that if Turanga Health turned up with a health and fitness programme, people would use it. "They stuck to their word and I am over the moon."

Turanga Health staff gathered evaluations this week and hope to learn what other activities and new

information participants want for future programmes; and what things Turanga Health could do better, says Dallas. The evaluations also tell staff what, if any, changes whānau have made to their eating and exercising habits. Staff report some Tū Kaha participants will enter next weekend's 'Tū Marae Duathlon Manutuke – Muriwai' starting at 2pm at Ohako Marae.

"Thank you again to staff who have worked unusual hours on this large-scale programme," says Dallas.



Tū Kaha Te Karaka (above) and at Matawai (below).



Cowboy Hoedown for Kaumātua Christmas Party - Tuesday

Yee har! This year's Kaumātua Programme is going out with a bang because the Christmas Party theme for 2013 is 'Cowboys and Indians'.

"They chose the theme themselves" says dedicated Kaumātua Programme coordinator Kay Robin who expects close to 200 koro and kuia to the fun-filled event.

This year's party is being held on Tuesday 10 December at Te Poho o Rawiri Marae and features a kapa haka performance from Patutahi School and singing and banter from crowd favourites Lindsey Henare and The Wiz from Turanga FM. Every year there is a whacky hat parade and this year's cowboy and Indian costumes will also be judged. Kay, and Turanga Health CEO Reweti Ropiha, will speak, and Turanga Health staff are then expected to perform their top-secret item.

Kaumātua will have their photos taken and at lunch time everyone will sit down to a sumptuous Christmas meal prepared by Ohako Marae whānau.

Kay says it's been a good year for the 14-year-old programme which is held at 11 different Marae across the rohe. As well as the normal health checks and health education programmes new subjects were recently introduced. This year featured a programme teaching kaumātua how to vote in the local body and health board elections. They also received education on cell phone use and Skype.



Another programme this year was run much like a live radio show with Lindsay Henare on the microphone, live music, and audience participation.

Kay says she never grows tired of working alongside the kaumātua. "If you've been on the programme then you know just what a motivating force our koro and kuia are. For me it's a privilege to work alongside them."

On Tuesday kaumātua will be able to fill out an evaluation form about the programme. Kay encourages them to come up with new ideas for events, trips, and presentations.

She expects this year's Christmas hoedown to be a blast and is looking forward to seeing kaumātua and Turanga health staff in their Stetsons, plaid shirts, and big buckle belts. See ya there partner!



Open Evening a Thunderous Success

An increased sense of whanaungatanga accompanied the last Vanessa Lowndes Centre open evening of the year.

The centre opened its doors to around 20 parents and caregivers with an evening programme of story sharing, performance and kai. Feedback from those who attended say VLC staff and whānau were able to convey the sense of family at the centre, as well as the strength of the programme. As a result it was a special and enlightening evening for everyone.

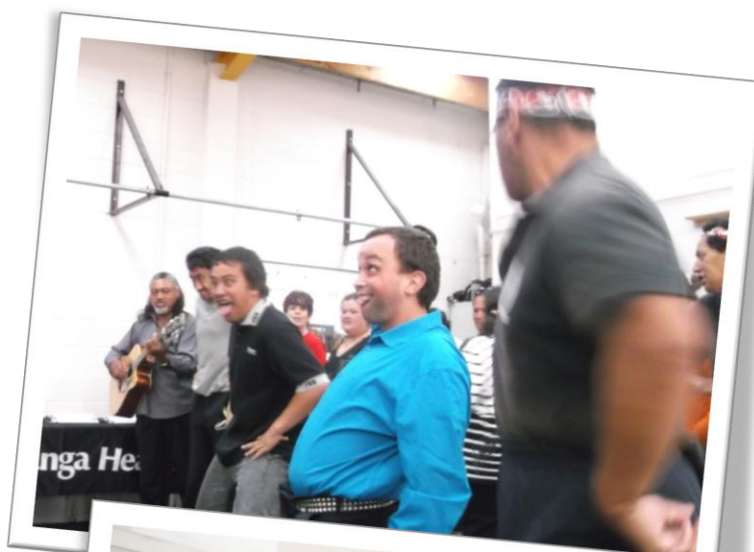
Service Coordinator Laura Biddle said the open evening was a chance to showcase all aspects of VLC's educational and social programmes. Visitors explored the gym and activity rooms, the new bus, and the computer suite. They had a chance to read portfolios and share in the goals and achievements of whānau for the year.

Laura says the highlight was the kapa haka performance. After weeks of practice with John Pomana and Ann Newland the VLC whānau gave a thunderous concert and "took the roof off" to the delight of family and friends. Just in case you missed it the VLC kapa haka group will cap off its year with a repeat performance at the Turanga Health waiata session on Monday 9 December.

Top: John Pomana with Wiremu Haturini, Walter Te iringa, Shea Cooper and Bos Apelu.

Centre: And now for our wāhine: Nanny Queenie Takarua, Symone Brown, Kerriane Parkes, Leanne Smiler and Materoa Fox.

Bottom: Friends, whānau and caregivers gather for the VLC Open Evening.



Look Back with Te Whakaahuatanga



Turanga Health has produced Te Whakaahuatanga giving readers a quick snapshot of the year that was.

The colourful and easily digested publication covers July 2012 to June 2013. It's filled with quick facts on Turanga Health's programmes, whānau, funding, and various milestones reached during the year.

There's also some great photos including the front cover image of the successful Horouta Gold netball team that has just celebrated three months smokefree with the help of Mere Waihi and Christine Nepia, and become Central Regional winners of the Wero group stop-smoking contest.

It's important for a company or organisation to be able to easily recap the year for its stakeholders, funders, and other associated organisations, and that's why Te Whakaahuatanga (which translates as reflection or illustration) has been produced.

Copies will be available for each staff member to share with contacts and stakeholders. Other copies are being distributed to iwi organisations and Marae committees, health industry colleagues, funders, Tū Mahi partner organisations, and others. Copies will also be available for members of the public to pick up at hui and Turanga Health events.

Kai Parcels

It's good to give as well as receive over Christmas and so Vanessa Lowndes Centre whānau have been putting a little aside each week to contribute to their own family's Christmas celebrations.

Squirreling away a few cents every week will come to fruition over the next few days as VLC whānau help put together Christmas kai parcels for their own families.

It is the eighth year whānau have been encouraged to make the gesture and staff say they learn a lot about manaaki, koha, and reciprocity which is a common feature of Māori tradition.

Those who have not been able to put money aside can still work their way to a Christmas kai parcel by doing odd jobs such as cleaning cars and windows.

Many thanks to those who have donated mutton for the food parcels, and a big shout out to everyone who has helped tend the community garden where many of the vegetables harvested for the parcels came from.



Spot Check December

The Infection Prevention Audit Tool

This is a new check list to help our organisation monitor health and safety standards. It will be used quarterly as a method of helping prevent and control infection. The tool will help improve procedures and methods for bathroom cleanliness, food safety, and more.

Red and Blue Forms for Hazard and Quality Improvement

Staff are encouraged to use the Hazard (Red) and Quality Improvement (Blue) forms. You can find them alongside the red and blue boxes mounted adjacent to Health and Safety Notice Boards at VLC, in the Main Office, and in the Waikohu Health Centre staff room. Fill out the form and pop it into the appropriate box. A change in the way knives are stored in the VLC kitchen is just one example where use of the forms have led to an improvement.

Safety themes these holidays for all of us

Messages from this year's summer and holiday programme safety themes can be extended to all staff and their whānau with the festive season approaching. Themes are: water safety, sun smart, food storage, and driver safety including avoiding alcohol, making driveways safe and taking breaks on road trips.

Staff Driver Responsibility

Just a reminder that staff parking cars in the Turanga Health carpark need to be thinking about the safety of pedestrians in the area.

Don't forget to record your movements on and off site on the staff In/Out Boards

These are at at Turanga Health, VLC and at Waikohu Health Centre. In the event of an emergency we want to know where you are and whether you are safe. Here's something to think about: Who can ever forget the miraculous footage of Brant Webb and Todd Russell emerging from Beaconsfield Mine 14 days after it collapsed. They were filmed punching their fists in the air to the cheers of the crowds. Wearing their fluoro jackets and lit miner's helmets, the men switched their safety tags to 'safe' on the mine In/Out Board before embracing family members who rushed to hug them. If they can remember to do it...you can too!
<http://www.youtube.com/watch?v=hhNoSMr1RXE>

