



KAWERONGO

ISSUE 3 • NOV 2021 / JAN 2022



Te ao o whanau ora

E aku rangatira tena koutou katoa,

Anei ra te mihi ki to tatou Atua, a kia Ihu Karaiti, ki nga mate kei runga i a tatou haere atu koutou, ara ko tatou nga kanohi ora o ratou ma, tena koutou katoa.

We are days away from Christmas can I say this year has really come and gone. Its now time to be with whanau and I would like to take this opportunity to acknowledge all our clients who have chosen to use the many services we provide.

To our staff all 254 and your whanau who have supported our organisation this year, thanks for the mahi you have done.



WHANAU ORA
KAWERONGO

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KARERE A O TATOU KAIARAHİ

THE DIRECTORS MESSAGE

2021 has rushed by fairly quickly however for many of us Covid has taken centre stage in a lot of what we have been doing. The commitment many of our staff have provided has been over and above my expectation in serving our community.

As an organisation we have seen over 160,000 individuals who have come through our service testing for Covid, and more than 65,000 people have been vaccinated for their first, second and now their booster shots.

We now prepare for Christmas and either spending time at home with whanau or returning back to our papa kainga.

Either way this has been a very challenging time for everyone.

I am hoping though that many of us are able to catch-up with those who we have not had the opportunity to see and for many of us its been well over 100 days.



This Christmas I'm looking forward to being able to rest for a short period of time with family, knowing that we still have some important events we need to complete before we close 2021.

We have already hosted the South Auckland Super Saturday Vaccination and our Christchurch East home support service. This week we hold our whanau fun day in Takanini which allows whanau to attend a drive in Christmas in our own back yard.

We also have our annual Christmas hangi on Christmas day where we give 800 families the opportunity to celebrate with a hangi and receive kai packs on Christmas day.

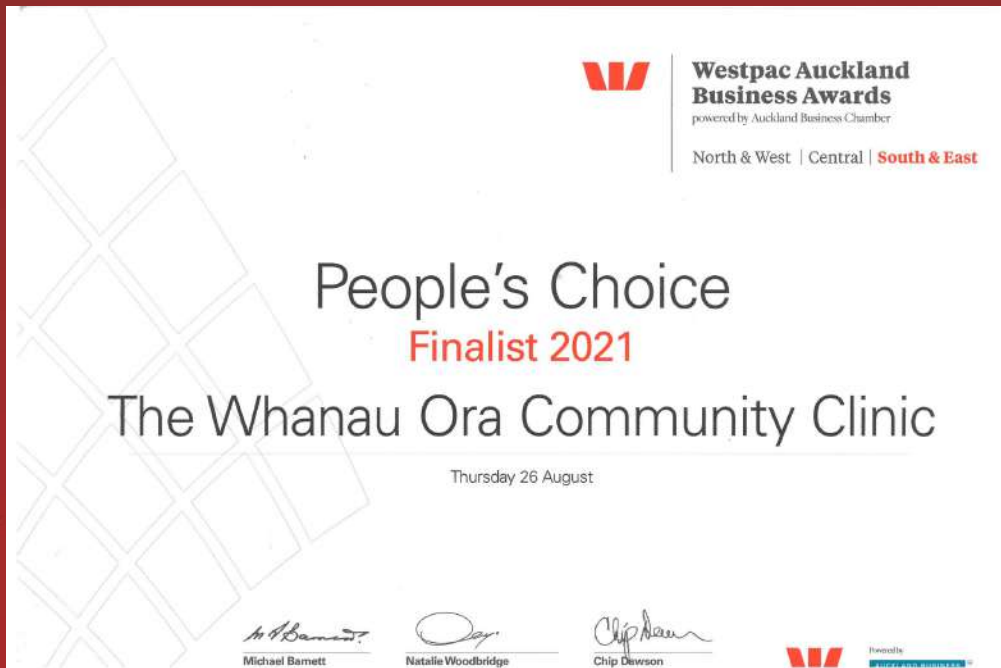
For now though we need to take the time to appreciate those who have supported us, given their time to us, and being there with us. On behalf of Raewyn and I we would like to wish you all a Merry Christmas and hope you have an amazing New Year.

Nga mihi,

George Ngatai
Director
The Whanau Ora Community Clinic



**WE ARE VERY EXCITED WE ARE FINALLIST IN
THE WESTPAC AUCKLAND BUSINESS AWARD- PEOPLE'S CHOICE**



Hi George,

All of our conversations with business are about having a plan, and certainty.
For the Westpac Auckland Business Awards we have both.

Your business was one of the outstanding businesses courageous enough to enter this year's Westpac Auckland Business Awards and insightful enough to prepare and showcase your story.

In normal environments we would have provided you with an complimentary invitation to a range of in person events, we would have met with our judges and they would have complied their feedback and potentially meet with some of you – our plan changed, but we do have a new plan.



RICK SOUTHEY

National Manager (non clinical)

A part of what my team and I do daily is to support our whanau in numerous ways. Our kaupapa offer food parcels, encouragement, point of contact, information, sometimes just simply taking the time to have a chat.

During Covid and the lockdown, we have had very limited face to face contact with whanau outside of our office. However the team have been consistent in their attempts to remain in contact with each client throughout the last 13+ weeks.

During this period we had noticed an increased awareness of the need for Mauri Ora (well being) of whanau and with this in mind we kicked into action with the delivery of food parcels. We identified large numbers of vulnerable members of our communities had only had our engagement during this time.

In so very many of these cases, being involved in the lives of whanau is, and has been, extremely humbling.

Our Neva Alone whanau led by Harry Pupuke have been at the forefront of this delivery. We commenced an online Facebook push into our community with a program called, (Whanau Kotahi) designed specifically to bring interaction with whanau that were finding themselves in covid isolation and quarantine.



Whanau kotahi presenter Beckys Bickies weekly food show

We engaged the assistance from other community groups like Supercity Fitness, Rebecca Southey from Beckies Bickies, as well as some cultural aspects from our Cook Island, Tongan, Indian and Samoan whanau.

This program has been well received so far through its first week of launch.

Go to our WHANAU ORA COMMUNITY CLINIC Facebook page and check it out!

Our team have been amazing with their desire to connect with clients through these trying situations, different situations and extreme situations, yet they have remained steadfast in the desire of wanting to assist, aid, lift and be there for someone else. Thank you, team....

I want to take this opportunity to wish you all from rangatahi to kaumatua Hari Kirihimete and the best for the New Year.



OUR SERVICES

WHANAU ORA COMMUNITY CLINIC

LET US KNOW WHAT
HELP YOU NEED!



SCAN HERE

- Te Kaiwhakatere – Whanau Navigation in court and community
- Counselling Support
- Doctor and Nursing Services
- Family Harm Prevention
- Mental Health Services
- ADT NevaAlone Medical Alarm
- Budgeting Services
- Employment Services
- Food bank

THESE SERVICES ARE AVAILABLE FOR WHANAU
WHO ENGAGE WITH OUR ORGANISATION.

- Accident Life Cover
- Accommodation Support
- Child Care Services
- Community Connectors
- Covid Testing and vaccinations
- Health and Fitness Services
- Alcohol and Drug Support Services
- Justice of the Peace Services
- Legal Advice
- Pulmonary Support
- Restorative Justice Coordination
- Te Pae Oranga (Community/Police Diversion)
- Youth Services



\$2

per week
per whanau

- Access to our clinics for you and your family
- Clinics nationwide with more opening soon
 - Caring staff

**terms and conditions apply*



Community Testing Centre and Mobile Testing

We would like to introduce our awesome Community Testing Centre CTC team and Mobile Testing team who have been busy supporting whanau who come for regular covid tests across Auckland, Northland and Christchurch.



CTC is a free drive-through or walk-in Covid-19 Testing Centre. Our staff range from Admin Support, Security, Nurses and Health Care Assistants who work towards making our community safer.

We have a Mobile Testing Response team who work across all of Auckland from Leigh to Tuakau, Maraetai to Kumeu including Northland and Christchurch as well. Our team support whanau who are dealing with Covid, we work with vulnerable families and also hard to reach communities.

Good communication and empathy has helped our teams to get in the door. While our PPE (personal protection equipment) is our first point of protection, (our safe haven), being kind and serving everyone has also been a key player to our success in dealing with these groups and individuals.



HOW DO I ENROL?

- visit www.wocc.co.nz and click "enrol now"

or

- visit one of our clinics to get enrolled

our locations

- Kaeo Practice
184 Omaunu Road

- Kaikohe Practice
158 Broadway, Kaikohe

- Northcross
950 East Coast Road

- Northcote Netball
44 Northcote Road

- Puhinui Road Practice
258a Puhinui Road

- Druces Road (Head Office)
25 Druces Road, Wiri

- Hamilton
236 Anglesea Road

- Christchurch
250 Pages Road, Waioni

P: 0800 367 942

www.whanauoracommunity.com

KEEPING UP WITH WHANAU ORA

ALBERT NUMANGA – PROJECT MANAGEMENT AND MARKETING

Kia ora tatou,

The last 3 months have been an exciting challenge not only on a global setting but also for the Whanau Ora Community Clinic. Covid took center stage as we scrambled to keep on top of the erratic direction Covid decided to take us. We responded to the Government's push to invite whanau to be tested and to be vaccinated and we adapted and changed course to meet the demands.

We acquired two Vaccination buses. The purpose of these buses were threefold, to provide FREE transport for our patients to get to our Medical Clinics. It was then extended to allow patients to get to our testing and vaccination centres and, allow them to stop off at places like Pak n Save, Countdown or visit their local WINZ office plus enable them to attend hospital appointments for free.

We ensured that the mahi we did, received airtime in mainstream media. It was important for us to let our whanau know what we were doing to manaaki our vulnerable people. At the beginning of December, we hosted a Vaccination Concert at our Takanini Vaccination Center. It was great to see whanau turn up to get their jab and see some of whanau driving away with giveaway prizes. Below are pics taken on the day. We take this opportunity to wish you and your whanau a safe Christmas.



SPORTS INJURY CLINIC - NORTHCROSS- WHANAU ORA PHYSIO

We were pleased to welcome new services to The Whanau Ora Community Clinic network with the acquisition of the Sports Injury Clinic in Northcross and Northcote.

Our Physio Clinic operates from 2 sites – one in Northcross and the other from Netball North Harbour in Northcote. We have a team of 4 physios with a lot of international flavour.

Our lead is Wayne, he's South African trained and has a masters degree in sports physio. Rebecca and Ash are both British, and Stephanie is locally trained.

We also have 2 student physiotherapists on the staff – Danni and Caitlyn, who assist us with front desk administration while gaining as much exposure to the profession as possible to further their learning.

Our front of office team is run by Cindy who does an awesome job in the wheels turning.

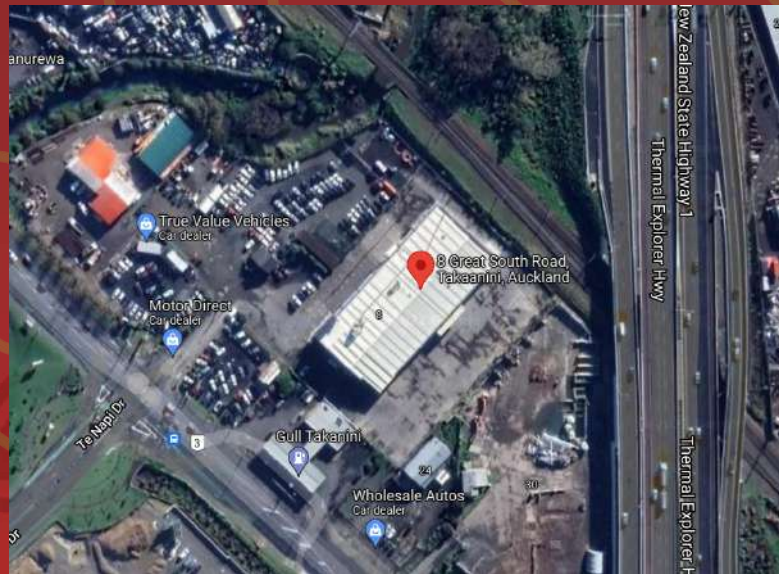
Our clinic at Northcross focuses mainly on musculoskeletal and orthopaedic physiotherapy as well as sports injuries. In addition to hands-on treatment, we have a well-equipped onsite gym that enables us to provide comprehensive rehabilitation to our patients.

The clinic at the Netball Centre provides an essential game day service to the netball community on the Shore. Our team provide onsite injury management and preventative pre-match support during the netball season. We can see as many as 3000 players coming through the courts per day.

Our clinical staff is kept very busy over this time helping injured players and getting them back safely onto the court in the shortest amount of time possible. Over the next year, we are planning to grow the clinic at the Netball centre to offer a full treatment and rehabilitation facility to the local Northcote community in addition to the current game-day service.



DRIVE IN AT TAKANINI VACCINATION CENTRE



8 Great South Road, Takanini

Time: 08:00 am - 08:00 pm

18 December 2021



COVID TESTING STATIONS

- SOUTH AUCKLAND TESTING STATION
25 DRUCES ROAD, WIRI
- CENTRAL AUCKLAND TESTING STATION
182 BALMORAL ROAD, MOUNT EDEN
- NORTH AUCKLAND TESTING STATION
16 - 18 COLLEGE ROAD, NORTHCOTE
- CHRISTCHURCH TESTING STATION
250 PAGES ROAD, WAINONI

POP UP LOCATION:

- NORTH HARBOUR STADIUM
CNR OF STADIUM DRIVE AND APPIAN WAY

- 1. STAY SAFE**
- 2. BE KIND**
- 3. LOOK AFTER YOUR WHANAU**



METRO AUCKLAND COMMUNITY TESTING CENTRES

This schedule is valid for the period Friday 13th December to Thursday 23th December 2021

Location	Centre Name	Operating Hours	Contact	Referral Process
NORTH	NORTH HARBOUR STADIUM POP-UP COMMUNITY TESTING CENTRE Access via Carpark C. Entrance via Oteha Valley Road. Stadium Drive, Carpark B, Albany.	Mon 13th to Fri 17th 8:30am – 4:30pm Sat 18th & Sun 19th 8:30am – 2:30pm Mon 20th to Thu 23rd 8:30am – 4:30pm	Whānau Ora Community Clinic 0800 367 942	Walk-In/Drive Thru Suitable for medium Trucks to park, occupants Walk-In
NORTH	NORTHCOTE COMMUNITY TESTING CENTRE 16-18 College Road, Northcote. Corner of College Road and Kilham Avenue. Entrance via College Rd	Mon 13th to Thu 23rd 6:30am – 6:30pm	Whānau Ora Community Clinic 0800 367 942	Walk-In/Drive Thru
CENTRAL	BALMORAL COMMUNITY TESTING CENTRE 182 Balmoral Road, Mount Eden	Mon 13th to Thu 23rd 7:30am – 8:00pm	Whānau Ora Community Clinic 0800 367 942	Walk-In/Drive Thru Suitable for medium Trucks to park, occupants to Walk-In
SOUTH	THE WHĀNAU ORA COMMUNITY CLINIC 25 Druces Road, Wiri	Mon 13th to Thu 23rd 8:30am – 8:00pm	Whānau Ora Community Clinic 0800 367 942	Walk-In/Drive Thru Suitable for medium Trucks to park, occupants to Walk-In



This schedule is valid for the period Friday 24th December to Friday 7th January 2022

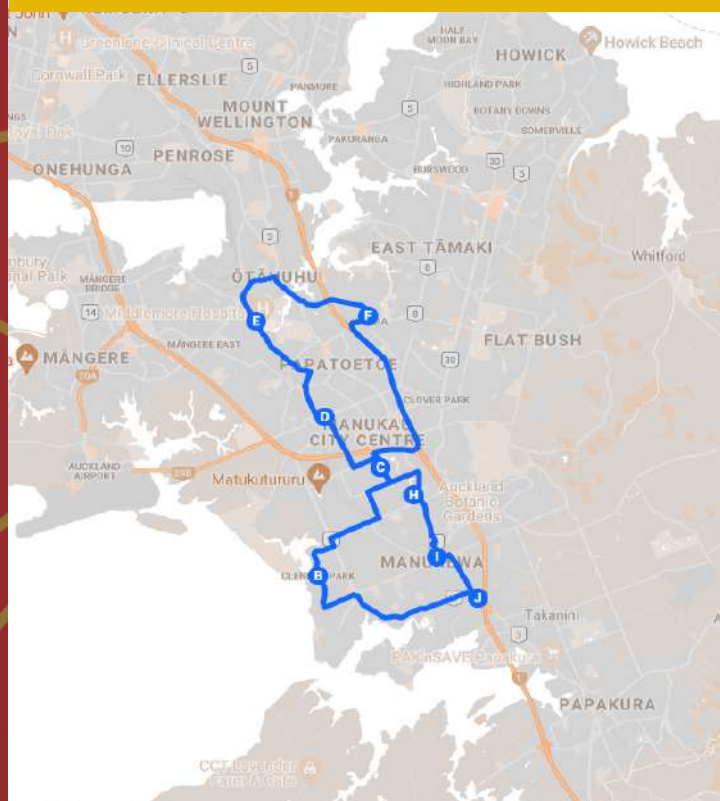
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NORTH	NORTH HARBOUR STADIUM POP-UP COMMUNITY TESTING CENTRE Access via Carpark C. Entrance via Oteha Valley Road. Stadium Drive, Carpark B, Albany.	Fri 24th Dec 8:30am – 4:30pm Sat 25th & Sun 26th CLOSED Mon 27th & Tue 28th 8:30am – 2:30pm Wed 29th & Thu 30th 8:30am – 4:30pm Fri 31st 8:30am – 2:30pm Sat 1st & Sun 2nd Jan CLOSED Mon 3rd & Tue 4th Jan 8:30am – 2:30pm Wed 5th to Fri 7th Jan 8:30am – 4:30pm	<i>Whānau Ora Community Clinic</i> 0800 367 942	Walk-In/Drive Thru Suitable for medium Trucks to park, occupants Walk-In
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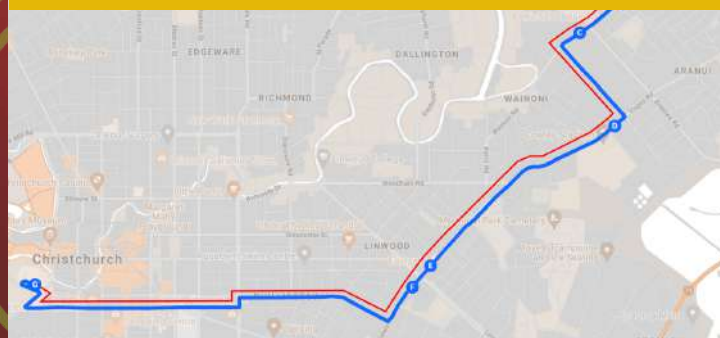
HOP ON HOP OFF BUS SERVICE



Auckland Bus Route



Christchurch Bus Route



We have a team responsible for our bus service operating out of Auckland and Christchurch.

This is a free service we provide to assist our patients to have easy access to our Medical Clinics and to also help them get to our Covid-19 Testing stations and our Vaccination Centres.

In Auckland the service starts in Takanini and along the way, they can travel to Middlemore Hospital, Manurewa Super Clinic and also allow them to do a bit of shopping and to visit the WINZ office if they need to.

Our Christchurch service starts in New Brighton across to Aranui, through to Nga Hau E Wha Marae through to Christchurch Hospital and back.

Call 0800 367 942





FINANCE OFFICE

GURJIT -FINANCE OFFICER

Sat Sri Akal, Kia ora, Kia orana, Namaste,
Bula vinaka, Talofa lava,



Kia Ora everyone I'm Gurjit Kaur, I lead The Whanau Ora Community Clinic, finance team. I was born in Punjab (land of the 5 Rivers) grew up in Delhi, the capital city of India and came to Aotearoa in 2003. I'm married and have three boys, 2 are twins:) I started with Whanau Ora in Dec 2019 as the Finance Officer of the organisation.

Today I have two hard-working members supporting me and we give support to all our clinics, our covid testing stations and vaccination centres across Aotearoa. Previously I worked 13 years with Te Wananga o Aotearoa and wanted to spend more time with my family.

The Whanau Ora Community Clinic gave me that opportunity. I am very grateful to George and Raewyn for providing me with a platform so I can continue to use my skills and have the flexibility to work. This is my whanau.

The Whanau Ora Community Clinic gives me the ability to have a work-life balance. We work for a wonderful multicultural organisation where you will find people from different nationalities working together. I get inspiration from George and Raewyn which helps me to overcome any obstacles while working here.

Every day is full of a variety of work. In my spare time, I like to spend with family playing board games, and I enjoy travelling with my family.

On behalf of all the finance team at The Whanau Ora Community Clinic
Merry Christmas and Happy New year.



MARKETING OFFICE

Dom Tupou - Social Media

Kia Ora everyone my name is Dom Tupou, and I am literally the new kid on the block.

My new role with Whanau Ora Community Clinics will be in Marketing and I'll be overseeing all social media for the organisation.

I've got a lot of experience in social media, having 120K followers across all social media.

I've worked with many other influencers such as Tofiga, Cougar boys, Swiss, Uncle tics and others. In 2019 I was cast to play Young Jonah, in the movie Jonah Lomu. Since then I've made multiple appearances on Fresh TV, as well as other short films and TV commercials.

I have been Pasifika Leader and Pasifika Prefect at my High Schools, looking after cultural groups as well as being the leader of the Champion Tongan Group for 2021.



During the last couple of months, I've been involved with multiple campaigns to push vaccinations, especially for our Pasifika and Maori rangatahi.

I feel strongly for this cause because it's important to keep our rangatahi protected.

They are our future and I hope to do the same with this organisation to bring my very best to be able to provide for our rangatahi, and our community.



HARRY PUPUKE

National Coordinator Neva Alone Medical Alarms

I have been working for The Whanau Ora Community Clinic for a while now. Both my wife Millie and I are employed to support Kaumatua who need assistance through Neva Alone.

Millie and I married in 1974 and settled in the Hutt Valley raising our 3 children there. Our children are all married with children of their own and now we have 12 amazing mokopuna. We are very grateful and blessed and are looking forward to the next generation and becoming great grandparents. Music will always be a big part of my life, being raised in a family where my father and grandfather were both Cook Island musicians, it was no wonder I grew to love the happiness of our Cook Island culture which inevitably led me on my path to becoming a musician.

Working as Coordinator has allowed me to support Whanau who need help through Neva Alone. This alarm is an emergency alarm for any whanau who has a medical condition, or lives by themselves. It is a ticket to a safer, more independent lifestyle for the recipient. Providing peace of mind to them and their families 24 hours a day, 365 days of the year. Should an emergency service be dispatched the call out will be paid for.

From working closely with the elderly I found they genuinely need help. Their needs are many and varied and Millie and I both spend time talking and listening to them to do our best to help them find solutions for their needs. It has truly developed into a passion for us to support and provide the best service we can to our communities, something I learnt from my parents as well. At this time during the longest lockdown Auckland has ever had, we have also had the opportunity to provide weekly food parcels which they are so grateful for.

Through Whanau Ora Community Clinic being able to access food we can provide not only for our clients but for the whole community that they live in. It is very humbling and rewarding to be able to serve all people in the community.

Just want to say a huge, loving thank you to George Ngatai and Raewyn Bhana for allowing me and my wife Millie the opportunity to serve and work with whanau.

I love working for this company and the most rewarding feeling for us is knowing when you have a whanau focussed team you develop a passion to commit to doing the best you can, providing the best support and service for whanau and our wide community.



Te Pae Oranga

Lian Healey – Senior Administrator



Whanau Ora Te Pae Oranga

The Whanau Ora Community Clinic have always been available to help our community over the years working in Te Pae Oranga which means; to talk, listen, and become well. It uses tikanga, kaupapa Māori and restorative justice practices to support participants

We are a Maori/Community panel here for the people, and we have partnered with the NZ Police to assist participants, predominately Māori and Pasifika to process a different way in the justice system that is more friendly and culturally supportive.

We help participants (people who've offended) to make a plan, to put things right and over a six week timeframe complete this outcome.

These plans include actions that participants must complete and conditions they must follow. We provide further support with food parcels, accommodation & medical care. Over the past 12 months our TPO team has worked across Waitakere and Counties Manukau District Police and supported over 120 individuals. For more information call 0800 367 942



Whanau Ora Clinic Kaeo and Kaikohe



A Christmas Message from the Whanau Ora Clinic Kaeo and Kaikohe .

This is a warm Christmas Greeting from the Doctors, Nurses and staff of Whanau Ora Community Clinics of Kaeo and Kaikohekohe. Be Happy during this festive Season and the New Year. Please be kind and be safe.

“Anei te mihi aroha a nga takuta nga nahi me nga Kaitiaki O te Whanau Ora O Kaeo me te Kaikohekohe. Kia hari koa I te mutunga, o tenei tau, me te tau hou rua te kau ma rua Kei te haere mai. Te tumanako Kia Koha te aroha tetahi ki tetahi. Mauri Ora

Na te Whanau Ora o Kaeo me te Kaikohekohe



Whanau Ora Clinic Christchurch

Kia Ora koutou

We are pleased to now operate from Nga Hau E Wha National Marae at 250 Pages Road in Aranui. We amalgamated our 2 clinics under Whanau Ora Community Clinic Te Waipounamu (WOCC TWP) and moved into ONE temporary location. This was a huge task that involved moving everything we had amassed in our main practice WOCC TWP after 25+ years, the prep work for our new building/permanent location began. Over the following weeks, our amazing team began to pack down our gear in our temporary location and move it to our new location.

We also want to welcome our new nurse Melissa Guerin (and her family) from Canada. Melissa will be a great support for our lovely NP Haeata Climie and help to reduce the pressure of Haeatas workload. Mel was a Nurse Practitioner in Canada for many years and we are supporting her in her NZNC studies to get her qualified as a Nurse Practitioner here in NZ. Mel brings another new dynamic to our team

Our new home is (Nga Hau e Wha Marae) alongside our WOCC Vaccination Centre and our CBAC across the car park. The 2 big moves, staff changes and other annoying challenges (LOL) put us all under the pump but during all of this our amazing staff kept their peace, remained happy, caring, nervously excited... and determined to get the job done. Our team is now focused to increase and include Vaccination and CBAC whanau. We had the first of our many Christmas functions together last Saturday.

We love what we do and are determined to see massive growth/success for WOCC TWP and WOCC nationally!

The Christmas decorations are up and we are all looking forward to our Christmas break and coming back in 2022 refreshed and ready to rumble.

Last but never least, sending lots of love and thanks to George & Raewyn Ngatai for your vision and all that you continue to do for not only our communities but also all of US.

Meri Kirihimete! Arohanui na te whanau o WOCC TWP

