



# 2024 Code of Practice Self-Review for Well Women and Family Trust

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## Self-Review Summary Report 2024: Well Women and Family Trust

### Introduction

The Well Women and Family Trust (WWFT) adheres to the Education Code of Practice for Pastoral Care, focusing on learner wellbeing and safety across all aspects of the learning experience. Our learners are primarily registered health professionals in New Zealand. This self-assessment details our approaches and improvements in supporting our learners' pastoral care needs.

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### Learner Wellbeing and Safety System

WWFT's framework for learner wellbeing includes policies and procedures that support cultural, physical, and emotional safety. This system is grounded in Te Tiriti o Waitangi and cultural principles that guide our interactions with learners and communities. Our wellbeing policies are reviewed annually, and feedback is incorporated to ensure continued improvement.

- **Self-rating:** Well Implemented
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### Learner Voice

WWFT prioritises a collaborative approach, offering learners multiple channels to share feedback and voice concerns. Feedback is gathered during and after courses, with monthly reports reviewed by the education team. Learners are encouraged to express needs related to culture, family, and mental health, enhancing our ability to support diverse learner experiences.

- **Self-rating:** Implemented
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### Inclusive Learning Environments

Our learning environments foster inclusivity and safety. Cultural values and practices are integrated, and Te Reo Māori is embedded in courses. We ensure accessible digital resources, reflecting a commitment to equitable access. WWFT also supports Te Whare Tapa Whā, which guides our cultural and spiritual support practices.

- **Self-rating:** Implemented
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### Learner Safety and Wellbeing

WWFT promotes a safe and supportive environment through accessible support and comprehensive emergency protocols. Staff receive ongoing training in cultural competency, mental health support, and privacy. WWFT also ensures that learners have access to necessary resources and guidance for personal safety and wellbeing.

- **Self-rating:** Well Implemented
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## Key Outcomes

### 1. Learner Wellbeing and Safety System

- **Processes & Procedures:** Policies and practices are in place to support cultural, physical, and emotional safety.
- **Support Mechanisms:** Pastoral care is provided, with specific support for Māori and Pasifika students.
- **Safety & Wellbeing:** Emergency procedures, accessible facilities, and support for personal health and family needs are provided.
- **Accountability & Monitoring:** Regular analysis of feedback and complaints ensures continuous improvement.
- WWFT has had 2 minor complaints in 2024 around an administration error and one rescheduling issue. These were both satisfactorily resolved within expected timeframe.

### 2. Learner Voice

- **Feedback Channels:** Learners provide input via multiple channels, with formal feedback mechanisms and regular follow-ups.
- **Transparency & Empowerment:** Processes are clear, and learners can express individual needs.
- **Equity & Privacy:** WWFT supports equity, with specific attention to Māori and underserved communities.

### 3. Inclusive Environments

- **Accessible Facilities:** Learning spaces are accessible, culturally safe, and respectful of Tikanga Māori.
- **Blended Learning:** Online and in-person options support different learning needs.
- **Content Review & Support:** Courses are peer-reviewed and culturally relevant, with continuous updates to include diverse perspectives.

### 4. Safety and Wellbeing

- **Mental Health & Support:** Mental health support is provided, and learners can access resources and seek assistance when needed.
- **Privacy & Data Safety:** Personal data is handled securely, and privacy training is conducted for all staff.
- **Timely Response & Support:** WWFT responds promptly to safety concerns, providing a supportive environment for all learners.

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## Summary and Continuous Improvement Actions

WWFT is committed to a holistic approach to learner safety and wellbeing, consistently implementing culturally inclusive practices. Moving forward, we aim to further integrate Te Tiriti o Waitangi principles and enhance data analysis to identify and address any trends in learner feedback.