



DECEMBER 2020



Welcome to our final newsletter for 2020. Despite the tremendous challenges presented by the COVID-19 pandemic, we have ended the year in good shape and are proud of what we have achieved.

This year, our teams went above and beyond to ensure Emerge Aotearoa's essential services could continue operating throughout lockdown and support people across the country. Staff had to adapt quickly to new ways of working and I was very pleased to see the effort and creativity that were sparked by this challenging time.

I would also like to acknowledge the guidance and mahi of our Board and Group Executive Team. As an organisation we gained many valuable insights during the past year and are evolving how we do things to remain agile and flexible. I believe 2021 will be an exciting year of opportunity for Emerge Aotearoa Trust and its entities, and we are looking forward to continuing to make a difference in the lives of many people in many different ways.

I hope those of you who are able to take time off over the holiday season have a safe and relaxing break, and I thank the people who will be working throughout this period to ensure those who require support receive it.

Ngā mihi,

Barbara Disley
Group Chief Executive

Changes to Group Executive Team Roles and Functions

Following a review of GET roles and functions the following changes have been made. Karla Bergquist's role has been changed and she is now the Executive Director of Emerge Aotearoa Limited and Mind & Body Consultants, with responsibility for all of Emerge Aotearoa services. Nicola Coom's role has been changed to Group Director People & Enterprise and she is also the Executive Director of Ignite Aotearoa, our virtual wellbeing platform. John Cook is now Group Chief Financial Officer and Tana Tarawera, Group Director Cultural Responsiveness and Mana Whakahaere.

LAMBIE DRIVE BRINGS TEAMS TOGETHER



Our Community Living Service (CLS) Team.
From left: John, Sharoon, Selwyn, Helen and Haneta

At the end of November, our Shared Support Services and Housing teams from Botany and Station Road moved into a new office on Lambie Drive in Manukau.

As well as allowing us to bring these teams together, Lambie Drive gives us the space to grow if necessary.

The shift was a huge undertaking. Thank you to Colleen Zimri, Sera Luitago and the Relocation Committee for the hard work that went into coordinating the move.



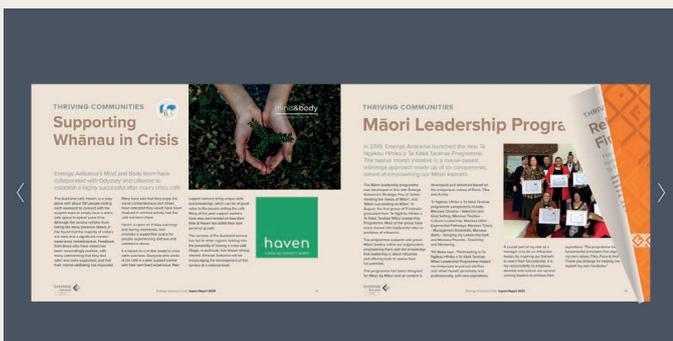
Annual and Impact Reports showcase outcomes

Emerge Aotearoa Trust is delighted to present its Annual Report and Impact Report for the 2019/20 year.

Our Annual Report showcases how we performed as an organisation in the last financial year. The 2020 Impact Report demonstrates the positive impact that our services have achieved in the past year for whānau and communities across the country.

Both documents are available to view under the resources tab on the [Emerge Aotearoa website](http://www.emergeaotearoa.org.nz), www.emergeaotearoa.org.nz

Two examples of our work, as featured in the 2019 – 2020 Impact Report, are included below.



Meeting the Needs of Young People

Eighteen months after opening its doors, an innovative youth mental health and wellbeing service run by Emerge Aotearoa Limited is seeing impressive results.

Tiakina provides daily group activity sessions, morning and evening, for young people aged 14-19 years who have complex mental health needs such as borderline personality disorder, severe anxiety and depression, psychosis and bipolar disorder. Its aim is to provide structure and support for positive mental health and wellbeing.

Instead of having young people living on site, Emerge Aotearoa wanted to ensure they could return home to their whānau every night to maintain vital family connections.

Christchurch mother Sharon*, whose teenage daughter spent several months with Tiakina, says the transformation she saw in her was “amazing”.

She says her daughter was struggling to engage with mainstream school after being diagnosed with autism and ADHD, while coping with a past trauma.

“My daughter felt accepted at Tiakina and it gave her the kickstart she needed. They are all so brilliant there, I can’t speak highly enough of the team. Her whole mood changed and it’s like she found her wings there.”

Her daughter is now attending a local high school, where she has discovered a passion for chemistry, and wants to study a double major in science at university

once she graduates. The staff at Tiakina helped introduce her to several schools before she settled on one that she wanted to attend. They also supported her on a tour of the facilities and to get a uniform.



“She’s really knuckling down and working hard at school - and she’s loving it. It’s amazing to see,” Sharon says. “She is so much happier and more confident and outgoing now following the help she received at Tiakina.”

Emerge Aotearoa District Manager for Southern Community Services, Leroy Lewis, says the operating model of the programme has helped to change the way other services in the sector are working together.

“It is changing the way we do referrals. Every two weeks, a panel that includes other local youth services will get together and discuss the referrals that have come in so that we can create a wrap-around service that meets the needs of the young person,” he says.

Tiakina Service Manager Lolita Greig says the new model of working has reduced the number of clients across the joint waiting list of Emerge Aotearoa and Stepping Stone by 73.6% and dropped the referral turnaround to about six weeks.

*A pseudonym has been used to protect the privacy of this whānau

Send us your feedback

At Emerge Aotearoa, we strive to improve the services we provide. We value the feedback we get from the people we work with, their whānau, referrers and other stakeholders.

Recently, we have developed a quick feedback survey, so that anyone can send us their thoughts to improve outcomes, realise potential and strengthen whānau together so that communities thrive.

The information collected is anonymous (unless the person wants to be contacted and provides

their contact details) and sits with our Quality and Improvement team.

Please use this url should you wish to provide feedback at any time. <https://tinyurl.com/EmergeAotearoaFeedback>

You will also find the url on our website on both the Home Page and on the Contact Us page. www.emergeaotearoa.org.nz

GREATER EQUITY

Creating Positive Pathways

A two-year pilot programme helping to support and house people who have served a prison sentence is flourishing in the Wellington region.

Creating Positive Pathways, co-designed by the Ministry of Housing and Urban Development (HUD), Ministry of Social Development (MSD) and the Department of Corrections, aims to reduce reoffending by providing long term housing and wraparound support to people who have recently been released from prison or are about to be released.

Our Housing Operations Manager comments that Emerge Aotearoa is contracted to support up to 60 people through the programme. Staff help to source furniture, clothing and other necessities, as well as assist people to find employment, study, reconnect with whānau and connect with community groups or sports and hobby clubs.

Throughout the COVID-19 lockdown, the service was tailored to reflect the needs of people receiving support.

The Creating Positive Pathways Team found that taking referrals was challenging during the lockdown period as additional houses were not readily available.

The team quickly changed the way we worked to ensure we kept in close contact while maintaining physical distancing and, where necessary, wearing protective clothing to keep people well supported.

The pilot, which was set to conclude in January 2021, has recently been extended beyond this time.

Feedback the team receives from the people they support is “inspiring”. The following was recently sent by a tenant to the team.

“I just want to thank you all for that you have done for me, this will never go unnoticed. I appreciate all of the effort that was put in place to house me, if it wasn't for [the team] I know I'd be out doing crime to live but what you have done – I don't need to. From the bottom of my heart, thank you. It's so nice to have a home plus the support of Emerge. All I can do is make you proud by being a good citizen and keep doing good.”



Emerge Aotearoa Trust would like to wish everyone a happy and safe festive season. We look forward to working with you all in the New Year.