

# Newsletter

DECEMBER 2016

**EMERGE**  
*Aotearoa*



*Realising potential ■ Tautokohia te mana tangata*

## CHIEF EXECUTIVE WELCOME



Kia ora whānau

Welcome to the December issue of our Emerge Aotearoa newsletter for whaiora/people using services. This newsletter is all about you. It is about acknowledging and celebrating the courageous and positive impact you have on our organisation. The newsletter is produced by whaiora/people using our services and about their experiences and journey's over the past six months. As an

organisation we are committed to ensuring the voice of people who have lived experience of mental health and addiction challenges is heard, from the boardroom through to the point where services are being delivered. Our People's Strategy has set a strong foundation for us to ensure that we constantly get feedback and provide people in our services with the opportunity to influence who we employ and what we do.

As the Chief Executive of Emerge Aotearoa I am immensely proud of our organisation and believe that we are well placed to support people to live well. I would like to personally thank everyone who has contributed to this newsletter for your time and effort. I hope you enjoy reading it as much as we enjoyed putting it together.

Ngā mihi

**Barbara Disley**

Chief Executive

## RECOVERY EXPO CHRISTCHURCH

Following on from the success of the Recovery Conference in Auckland this year and similar around the country last year, Christchurch is headed for a variation on the conference theme for next year.

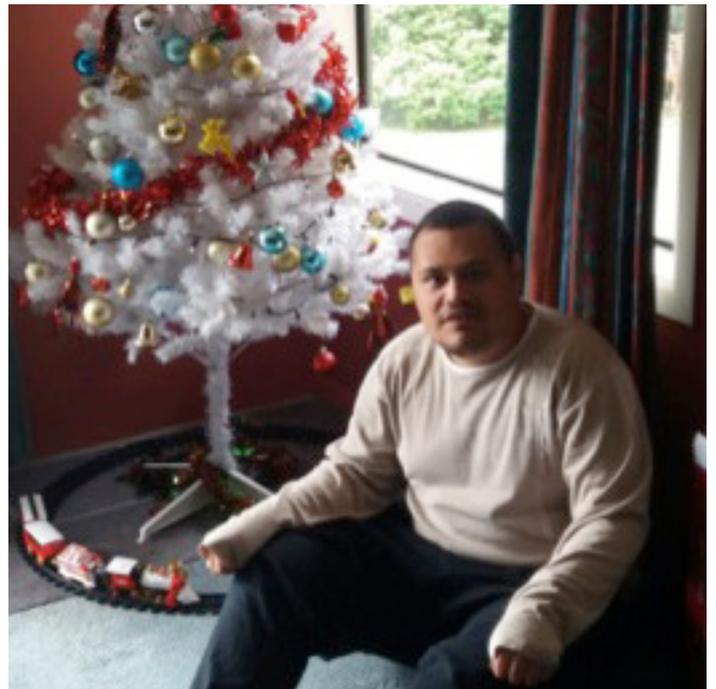
The Recovery Expo aims to bring together a range of providers from across Canterbury who offer services that may benefit wellbeing but are not necessarily part of the usual Mental Health Services offering.

The Recovery Expo will have on display services and activities such as Tai Chi, walking groups, laughing yoga and Peer Support Services just to name a few.

The intention is to invite providers from across Canterbury and also have an open invitation to tangata whaiora from across a wide range of providers and services, to come and explore the range of options available for alternative support activities and services.

The Expo is to be held in February.

*For more information please contact Vito Nonumalo  
Service User Lead) [vito.nonumalo@emergeaotearoa.org.nz](mailto:vito.nonumalo@emergeaotearoa.org.nz)*



*Here is a photo of Kyle Cameron who lives at Neville Street in Christchurch. Kyle loves trains and this is him after he helped put up the Christmas Tree. Kyle is looking forward to the Family BBQ that has been organised to kick off our festive season celebrations.*



# BRYAN'S VOICE

*In this interview, Bryan talks about his experience of being a member of the Emerge Aotearoa Expert Forum. The Expert Forum is a group of people who use Emerge Aotearoa services and provide us with feedback and advice based on their lived experience. We consult with the Expert Forum when we have decisions to make about improving the services. This is a nation wide group from Auckland, Tauranga, Wellington and Christchurch.*

## **About yourself.**

Hi everyone, I am of German Jewish, Maori English descent. My interests are varied but include reading biographies about notable characters in history, specifically around their different journeys including the discrimination and prejudices they contended with in their lives and how they drew on their inner strengths to overcome overwhelming odds.

I also like to watch the current events that are unfolding around the world and how they impact on individuals, communities, societies and ultimately the nations. Al Jazeera is the television medium that I access to view these events as they are up to date in their reportage and disclose the facts about what's happening on the ground.

## **How long have you been on the expert forum?**

Since it began.

## **How have you found videoconferencing?**

Videoconferencing is a very helpful tool in being able to attend a forum nationally to provide feedback and communicate one's views and ideas amongst its members; as a result we are able to formulate collective resolutions for the benefit of many. My own experiential knowledge of the services is very helpful in this regard.

## **Are there any benefits to being on the forum?**

I feel that based on my experience, the mental health system as a whole is a rather traumatised system that needs an intervention for it to begin its own process of recovery. Furthermore those who have experienced the system can capitalise on their own journey and share feedback with Emerge Aotearoa to assist them in improving their services for you and those that follow.

## **As part of the Expert Forum, you sit on recruitment panels for selecting staff. How are you finding the recruitment work?**

The recruitment is really interesting. I am able to contribute to an organisation that values the service users input. The discussions and decisions are made as a collective.

## **Do you have a message for the people who use Emerge Aotearoa Services?**

Our lives are like the sun, even within its darkest moment there is the promise of daylight.

## **Do you have a message for Emerge Aotearoa?**

Whatever life challenges you may face as an organisation, remember to always look to the mountain top, for in doing so you look to greatness. Remember this and let no challenge, no matter how great it may seem discourage you nor let anything other than the mountain top distract you... this is one thought I want to leave with you.

## **What would you like to be doing in five years time?**

A peer consultancy role is an area that is proving to be appealing, based on my awareness understanding and experience of the mental health system I feel I can contribute constructively.



*“Our lives are like the sun, even within its darkest moment there is the promise of daylight.”*



**ART WORK BY  
HINEMOA HOWARD FROM  
TUMANAKO ME WHAKAPONO  
IN SOUTH AUCKLAND**



**SAM CLIFFORD  
DOING SHOTPUT  
IN NELSON**



# THE PEOPLE'S STRATEGY

*The People's Strategy is a unique document that Emerge Aotearoa have been working on and refining over the past six months.*

The strategy requires a new way of thinking and communicating, one that values the voice of the People past and present who use Emerge Aotearoa services. One that values a new way of working in partnership, that holds the experience of being a service user in high regard and acknowledges the specialist knowledge acquired by such an experience. By implementing this document we have created a number of initiatives that have created new opportunities for the people who use the services to have a greater say in the organisation – they include:

- **The Expert Forum - Expert Forum mission statement is:** *To strengthen the voice of the people who use Emerge Aotearoa services. There are 11 people on the forum and they come from a range of services such as community mobile service, medication support services, residential services and people who use residential forensic services. They come from across New Zealand - Christchurch, Wellington, Porirua, West Auckland, East and Central Auckland and Tauranga. The group meets via videoconference to provide advice and consult on issues the organization is working on.*

- **Equally Well Forum - The Equally Well Forum statement of intent is:** *Emerge Aotearoa supports people to improve health and wellbeing and realise their full potential (Tautokohia te mana tangata) guided by the four values of: **connecting with purpose (whakawhanaunga), engaging with respect (manaaki), walking and learning together (ako) and acting with integrity (whakamana)**. The aim of this forum is to create as many ways for people to keep well as possible. We take your health very seriously and understand that it is important for you to keep yourself physically healthy and have good levels of wellbeing. The project will be finalized at the end of December and each region will have their own Equally Well plans. So you can expect some invitations to keep fit and keeping well initiatives to come your way.*

- **Interview panellists -** *We have employed three people who use the services to regularly sit on the interview panels to select new support workers. By doing this we believe their experience of using the services gives them the knowledge to know what attributes and skills new staff will require. And it sends a sound message to applicants that we value the voice of lived experience.*

- **Client Feedback project -** *At the moment we are looking to create as many possible ways for the people who use the services to provide us with feedback. It is important to us that we get feedback from you so that we know what kind of service works for you. Some of the ways for you to provide feedback might be a survey, interviews and focus groups. You may have already been involved in providing some method of feedback. What is really important to us is that we use the feedback to make real changes to improving the service we provide to you.*

- **Recovery Conferences/Expos -** *These are opportunities for people to present their recovery stories or talents to an audience. They are a great occasion to share recovery and wellbeing messages. One Recovery conference was held in Auckland this year. Next year Recovery Conferences/Expos will take place in Wellington and Christchurch.*

Finally - we believe that through the implementation of the People's Strategy it will be the voice of the People that truly determines the success of our services. We would like to thank all those who have contributed to this wonderful strategy that we believe sets us apart from others.

Take care

Claire Moore, Service User Lead.



# GEMMA'S VOICE

*In this interview, Gemma talks about her experience of being a member of the Emerge Aotearoa Expert Forum.*



*“Through sheer life experience I have gained invaluable knowledge and an enormous amount of empathy and compassion.”*

#### **About myself:**

My name is Gemma. I'm 31 years old and live in Christchurch. I grew up in Timaru with my mum, dad, older brother and sister. I was a very talented sportswoman, representing South Canterbury in rugby and cricket and captained my high school's first eleven soccer team. I am also a very creative and talented artist and enjoy painting bright cartoon characters. I recently had an exhibition.

I have written a book 'Inside the Outside Scars' which was printed in 2009, however was unaware my story was just beginning so am working on an updated version. Earlier this year I was a guest on Mike King's radio show 'The Nutters Club.'

#### **How long have you been on the Emerge Aotearoa Expert Forum?**

I joined the expert forum nearly a year ago, as I think it is great Emerge Aotearoa has a way for service users to be involved and have their say, so I'm keen to be one of them.

#### **How have you found the video conference meetings?**

I find the video conferences a great way to connect with different regions at the same time without the hassle of traveling to one place. They are laid back and less confronting than if we were all together in a formal meeting room. It is a cool way to communicate and work with other service users and staff. We are all able to use our experiences in mental health both good and bad throughout New Zealand and work together to make Emerge Aotearoa the best organisation it can be.

#### **Are there any benefits to being in this forum?**

There's huge benefits from being on this forum as we are the voice of others and are directly involved in what's happening within the

organisation. It's rewarding in a sense you are representing the service users and want the best outcome for not only yourself but hundreds of others. It is also a great way to connect with others from around New Zealand who have the same interest in being on this forum.

#### **As part of the Expert Forum, you sit on recruitment panels for selecting staff. How are you finding the recruitment work?**

I was recently hired by Emerge Aotearoa to assist in the recruitment and hiring of new staff. I have since been working with my supervisor somewhat regularly. Though I am still a little nervous and uncertain I know once I find my feet I can see myself really enjoying it. I am passionate about working in mental health to improve the system from my own experiences. Through sheer life experience I have gained invaluable knowledge and an enormous amount of empathy and compassion. I hope to really make a difference.

#### **Do you have any messages for the people who use Emerge Aotearoa services if they want to get involved?**

I would recommend that anyone who has an interest in doing work like this to go for it! The more of us the better. We know what works and what doesn't and we know how we would like to be treated. So if you want to be involved your input would be awesome.

#### **What would I like to be doing in 5 years time?**

In 5 years I would love to be working as a Support Worker or Peer Support Worker in mental health. I would like to be well into my fifth book and going around high schools talking to young people going through difficult times particularly those engaging in self harm.

Please visit our website [www.emergeaotearoa.org.nz](http://www.emergeaotearoa.org.nz) for more information about our services.

