



# ANNUAL REPORT

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## 2016



**EMERGE**  
*Aotearoa*

*Realising potential ■ Tautokohia te mana tangata*







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*Tautokohia te mana tangata*  
*Realising potential*

# UPDATE FROM THE CHAIR



*Maunga rongo ki te whenua  
Kororia ki te atua me ngā whakaaro pai ki ngā tangata katoa  
Whakapuakina te tatau,  
Te tatau o te matauranga  
O ngā whakaaro  
Hei here ai ki te tangi a te Pipiwharauoa  
Kui kui whiti whiti ora  
Kui kui ki a Raki e tū nei  
Kui kui kia Papa e takoto nei  
Kui kui whiti whiti ora  
Ki te whai ao ki te ao marama*

*Ko te karere kei roto i tēnei tauparapara e rite tonu i te kaupapa o te ripoata nei  
No reira, e ngā mana, e ngā reo, nga kaihautū, ngā kaihoe me ngā whanau  
katoa, tēna koutou, tēna koutou, tēna koutou katoa.*

**O**n behalf of the Board I am delighted to present the 2016 Annual Report. This has been our first year operating as Emerge Aotearoa and as the results indicate we are moving surely and steadily towards our vision – ‘Tautokohia te mana tangata – Realising potential.’

In spite of the challenges associated with any merger, we have been fortunate to have a committed Leadership Team who have navigated the change and the progress. I cannot stress how grateful the Board are for the extraordinary commitment and care that our CE Barbara, the Leadership Team and our Emerge staff have shown during the year under review. With their help we have executed the three key deliverables expected of good governance:

- ◆ Forged a shared vision for the organisation.
- ◆ Developed the strategies and plans to achieve that vision.
- ◆ Monitored the performance of the organisation to ensure we add value at each step of our journey.

We have welcomed new staff and said goodbye to Board member Leigh Auton. Leigh made a wonderful contribution to the organisation, always pushed us to be better and as a former Chair of Recovery Solutions he was a key player in the merger. We wish him every success in his next endeavours.

Throughout the merger it has been important that we remain committed to a direction that allows people to commence or continue on their journey of recovery from mental health, addiction, and housing challenges. We have continued to focus on developing services to better meet the needs of Māori and Pasifika whaiora. We are finding new ways to ensure that the voice of lived experience permeates throughout our organisation which is evident in the development and implementation of The People’s Strategy. Through our housing strategy we plan to increase the provision of social housing supports for our clients, and across the entire organisation the health and safety of our tangata whaiora and staff has been an important focus this year.

2016 has been a successful year for Emerge Aotearoa reflected in governance, management and services provided. We look forward to continued positive relationships and are appreciative of your ongoing support.

Hei konā mai

**Gabrielle Huria**

Board Chair



## UPDATE FROM THE CE



*“If I am to dream, I dream alone.  
If we all dream together, then we  
shall achieve.”*

**RE PUEA HERANGI**

Setting strong foundations in place on which to build our new organisation was the priority for the early part of 2016. We consulted widely across our whole group to collectively develop a new vision that would drive what and how we do things. Staff developed and then embraced our set of organisational values and these now drive how we work with each other and with tangata whaiora and whānau who access our services. Our merger was driven in part by the desire of the Board to create a new organisation that would be inclusive and responsive.

Our four priorities have meant that we have improved our cultural competence by introducing the Takarangi competency training with the result that across our organisation we are improving our ability to offer Māori tangata whaiora and whānau more effective support. We provide a range of services to Pasifika communities and as a Board priority we are also investing in building our skills and knowledge to continually enhance the responsiveness of our services. We invested in building our peer services capability through the merger of Mind and Body and Emerge Aotearoa. 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.

Over the year we have had the opportunity to expand our services in the social housing area. Access to healthy and affordable housing is a critical factor in enabling people to live good lives. As a social housing provider we are expanding our housing portfolio and this year have developed an emergency housing service that is supporting people who are homeless to move into permanent housing.

We have had an exciting and rewarding first year as Emerge Aotearoa. Not only have we managed to offer more and better services to the people that we serve, we have been able to do this in a sustainable way. We have invested additional resources into our four priority areas and this has enabled us to build on the strong foundations we inherited from our contributing organisations.

My thanks go to all our staff, particularly our services and service support staff who have continued throughout a period of significant change to ensure that the people who we serve remained at the centre. Our people and business support services have also managed extraordinary challenges as they undertook the many tasks required to successfully merge the organisations. Emerge Aotearoa is fortunate to have an extremely capable and committed Leadership Team who have forged new directions while ensuring that our focus never shifted from our responsibility to provide great outcomes for our clients. Emerge Aotearoa has been well launched over this year and is now well placed to support even more people to live well.

*“Mehemea ka moemoeā ahau, ko ahau anake, Mehemea ka moemoeā tātou, ka taea e tātou.”*

*Re Pua Herangi*

*“If I am to dream, I dream alone. If we all dream together, then we shall achieve.”*

**Barbara Disley**

Chief Executive

## OUR STRATEGIC PLAN

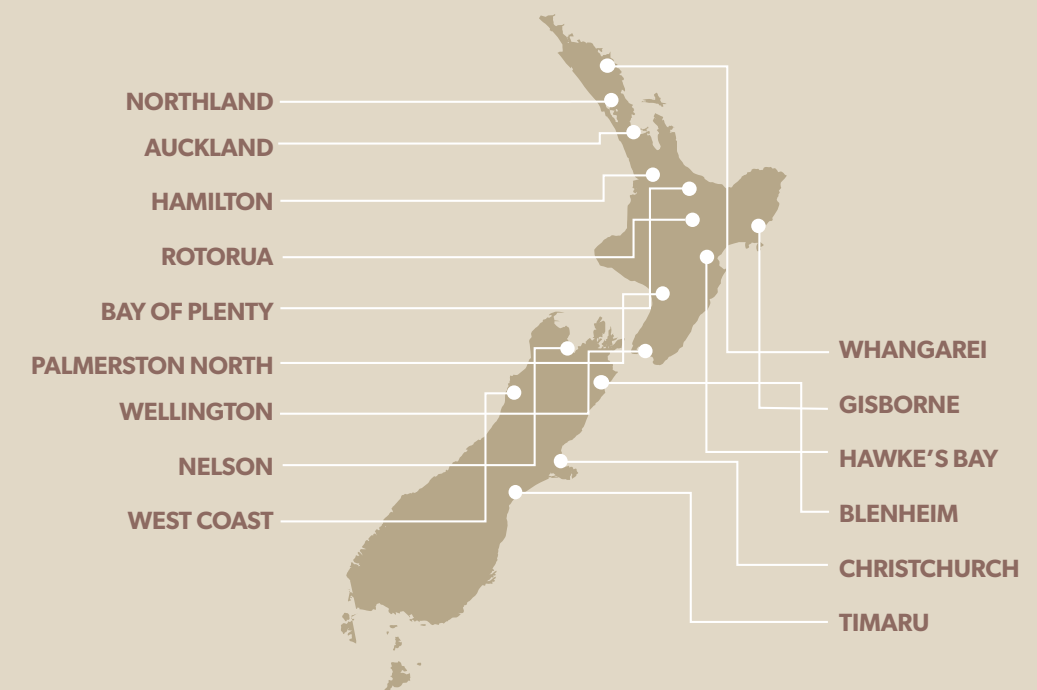
## OUR STRATEGIC PRIORITIES







## OUR ORGANISATION



**O**ver the course of 15/16 the Emerge Aotearoa Group supported 1340 whaiora in residential services and approximately 6000 whaiora requiring community or programme support services.

We have our own social housing business and a significant property portfolio with a presence in main centres and provincial areas, as well as networks and relationships with other social housing providers and private landlords. We have a total of 242 properties, 86 of which are owned by us and 156 leased. Our properties in the larger urban centres include 107 in Greater Auckland, 12 in Hamilton, 40 in Greater Wellington and 37 in Christchurch. We use 162 of these properties to deliver services including residential services, 72 are used for housing and 8 are used for emergency housing.

A key benefit of our property assets and housing expertise is our ability to source good quality accommodation quickly, and prepare accommodation to diverse specifications.

Fundamentally, we acknowledge that people are the architects of their own learning, discovery and recovery, and look to provide services and staff with the infrastructure, learning and skills they need to facilitate this.

Emerge Aotearoa Group employs approximately 985 people who provide services across New Zealand from the top of the North Island to the bottom of the South Island. These services include:

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Residential Disability Support and Accommodation Services</li> <li>• Community Mental Health Residential Forensic Step-Down Services</li> <li>• Intensive Supported Rehabilitation</li> <li>• Packages of Care for the Department of Corrections</li> <li>• Residential Rehabilitation Services</li> <li>• Respite Care</li> <li>• Social Housing</li> <li>• Emergency Housing</li> <li>• Accommodation and Housing</li> <li>• Alcohol and other Drug Services</li> <li>• Child, Youth and Whānau</li> </ul> | <ul style="list-style-type: none"> <li>• Residential and Community Support Services</li> <li>• Mobile Community Support Services</li> <li>• Culturally Specific Services</li> <li>• Day Programmes</li> <li>• Deaf Mental Health Services</li> <li>• Education and Employment Support</li> <li>• Whānau and Family Support</li> <li>• Intellectual Disability Support Services</li> <li>• Peer Support Services</li> <li>• Primary Care Services</li> <li>• Health promotion services</li> <li>• ACC residential and mobile Living Skills service</li> </ul> |
|---|--|

LEADERSHIP TEAM UPDATES

*Kia ora koutou katoa, Talofa lava, Malo e lelei,  
Kia orana koutou katoatoa, Bula vinaka,  
Fakaalofa lahiatu, Taloha ni and greetings.*

SERVICE  
DELIVERY



2016 has also seen the introduction of the Service Delivery Framework that has been developed with the support and influence of many people working within our services. The Framework provides clarity around how we work and the tools we use. The Framework has transformed the way we engage and support people. We have implemented a standardised assessment, planning and outcomes tool – the Matrix – in many services that emphasises the strengths and goals of clients and allows graphic monitoring of progress. It has been a pleasure leading such a dedicated and competent service delivery team and I look forward to the challenges that 16/17 may bring.

Karla Bergquist  
GM Service Delivery

The past year has focused on quality and consistency from a Service Delivery perspective for Emerge Aotearoa. We have looked to bring ‘the best of the best’ forward all the while ensuring alignment to the values and strategic direction of Emerge Aotearoa.

Creating the right foundations to ensure that we can deliver the best possible services in a way that truly responds to the needs of the communities we serve has been key to our success. Over the past twelve months there has been significant energy placed into working towards alignment of our processes and systems to prepare for a strong continuous quality improvement focus.

In April 2016 we launched The People’s Strategy, which is an engagement strategy for, and by, people using Emerge Aotearoa Services. This was extremely exciting for us as it requires a new way of thinking and communicating, one that values even more the voice of the people 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. We are clear that it is the voice of the people using our services that truly determines the success of our services. The introduction of The People’s Strategy supports people to develop a strong sense of self identity and creates an environment where people can grow, contribute and experience new things. It provides opportunities for people to influence and change the approach and outcomes of Emerge Aotearoa to ensure recovery and wellbeing, and living a meaningful life, is within reach for every person.

SERVICE DELIVERY FRAMEWORK





## CULTURAL LEADERSHIP & DEVELOPMENT

*“Two of the four strategic priorities of “Better meet the needs of Māori” and “Better meet the needs of Pasifika” have been the prime focus for our cultural leadership and development team over the past twelve months and will remain a focus for the coming year.”*

With support from the Leadership Team and Board we selected a Māori cultural competency framework and developed a plan to deliver training to the staff of Emerge Aotearoa. In December 2015 it was agreed that the Takarangi Competency Framework (TCF) would be the Māori framework. The roll out of Takarangi commenced in February 2016 at Te Puea Marae, Mangere Bridge with the Leadership Team and Senior Managers across the Group in attendance.

In March the taumata roopu, made up of Māori staff from across the country that would champion and support the Takarangi Cultural Competency Framework being embedded within Emerge Aotearoa and Mind and Body, undertook training.

In total, 85 staff attended the Takarangi Cultural Competency Framework training during 2015/2016 year with 17 taking further steps to become approved assessors. This is the largest group of Takarangi assessors by one organisation. The next year will be just as exciting as we plan to roll out ten Takarangi Cultural Competency Framework hui trainings in five regions in 2016/2017.

The Pasifika work during this year has focused on a foundation Pasifika cultural workshop for staff across the country. We were delighted to have teamed up with Le Va to receive the Engaging Pasifika workshops through their capable staff. This has proven very popular with 30 Emerge Aotearoa staff during 2015/2016 year attending workshops. Likewise, we have established a Pasifika Advisory Group for Emerge Aotearoa known as Fa’a Fale Tui. This group supports the Cultural Team in navigating the Pasifika work programme for Emerge Aotearoa.

The cultural understanding and changes within the staff, tangata whaiora, services and organisation during the 2015/2016 has been exciting and visible. We look forward to improving on our service to Māori and Pasifika tangata whaiora and to support staff to build their skills and experiences in this area.

**Manu Sione**

GM Cultural Leadership & Development



## BUSINESS SERVICES & SOCIAL HOUSING



Emerge Aotearoa Group's total income for the 2016 financial year was \$61.2m.\* Our occupancy rate in our residential services was strong which points positively to the quality of services we are delivering. In our first year we achieved a modest operational surplus which is necessary for us to remain sustainable and continue to reinvest in our organisational infrastructure.

We are committed to investing in our staff in order for them to provide better services to tangata whaiora and funders. We are investing in delivering on our strategic priorities and working with our suppliers, and developing meaningful partnerships with them to reduce our cost base. We also continue to engage with other organisations in the sector so they can also benefit from our size through joint procurement deals for the benefit of the sectors we operate in.

**John Cook**

GM Business Services & Social Housing

*\* For full financials, please visit our website [www.emergeaotearoa.org.nz](http://www.emergeaotearoa.org.nz)*

Depending on what research you choose to rely on anywhere between 50 and 85% of mergers fail. Although we cannot say that all merger activity has been completed, Emerge Aotearoa has had a successful first year and even after this relatively short period of time, there is evidence that the anticipated benefits of coming together are being realised.

The drivers behind merging the two organisations and the purchase of the Mind and Body companies were not only the combination of the balance sheets, although we believe scale is going to be important in the future, but the opportunity to change the culture, the way in which we deliver services and work with tangata whaiora but also to have the resources available to invest in our staff and deliver on our strategic priorities. We have made significant progress in achieving these objectives and realising the benefits of the merger in our first year of trading.

The ability to diversify is another benefit of the merger, with the larger workforce we now have and the combined skills, experience and commitment of our staff making it possible for us to deliver these different types services. Through the year we have managed to diversify our business, picking up a small number of contracts in areas we have not traditionally operated in. This diversification has been driven by the types of contracts that have been on offer in areas where we believe we can make a positive difference to the lives of tangata whaiora accessing these services.





## PEOPLE, STRATEGY & PERFORMANCE



Our commitment to the health and safety of our staff and tangata whaiora has been strengthened this year by the introduction of a new role to provide additional guidance and support to our services specifically in the areas of workplace safety, occupational health and rehabilitation, and employee wellbeing. An employee participation programme that includes health and safety committees and safety training encourages all employees to be responsible for building and maintaining a healthy and safe environment at work. Evidence of this is the recent achievement of tertiary status from our ACC audit.

### Nic Coom

GM People, Strategy & Performance

**E**merge Aotearoa is committed to being a great place to work and helping people achieve their potential is part of this. Our first year as 'one team' has focused on two key areas connecting/whakawhanaunga (with our staff and tangata whaiora to better understand one another); and consolidating (our teams, systems, processes, technology) so we can work together effectively.

A key initiative that has touched all staff has been the roll out and embedding of our values. They have been consciously integrated into each stage of the employee lifecycle and wholeheartedly embraced by all. Emerge Aotearoa is truly a values led organisation and we plan to take this to a new level in 16/17.

To help us connect with our staff and better understand what's working well and what can be improved, we ran an employee engagement survey. Over 75% of the organisation participated in the survey and 71% of those people report that they are engaged. Better still 75% would recommend Emerge Aotearoa to their whanau and friends as a great place to work.

As part of our commitment to developing people and creating an environment where people can reach their full potential, we have partnered with an external organisation and are co-creating a leadership programme specifically for Emerge Aotearoa. This programme will be introduced in early 2017. In addition to the development we offer, eight scholarships (linked to our strategic objectives) have been released, with successful applicants commencing their study/development in 2017.





## STRATEGY & COMMUNITY DEVELOPMENT



I am fortunate to be supported by a great evaluation and projects team who make a substantial contribution to the capacity and capability of the organisation on a daily basis. Emerge Aotearoa is committed to the investment of review and evaluation so that we build a strong improvement culture across our organisation, building learning and feeding forward into all we do from a strong evaluation and review base.

We have enjoyed Ako, sharing learning and expertise within and across organisations through a number of collaborative projects, development of communities of practice, conferences and trainings and use of our video conferencing facilities. We have been privileged to participate in, and sometimes lead, cross sector initiatives that seek to improve opportunities for the people that we serve.

**Lorna Murray**

GM Strategy and Community Development

A new organisation offers a unique opportunity to look with fresh eyes at our organisational identity, purpose and priorities. Following a successful process to engage many in identifying and articulating the organisational purpose and values, we focused on developing a three to five year strategy, and an initial business plan for the organisation. An important contribution to this was a noho marae with the Board and Leadership Team under the protection of Mana Whenua from Tuahiwi Marae and Ta Pita Sharples. The raw material produced over these two days were consulted and refined, and eventually finalised in May 2016. Whilst we had a business plan guiding the completion of the merger process and establishment of the organisation, the strategic plan has provided a strong foundation from which we can build our annual agenda.

We were very encouraged to be awarded three new contracts during the financial year. All of these contracts required new service models to be designed and implemented, and provided opportunities for the development of new relationships in new sectors, testing and refining of our strategic intent, and the development of operational mechanisms and direction. The three contracts were Auckland Emergency Housing with MSD, Christchurch Flexible Disability Supports for school leavers with disabilities through the Ministry of Health, and Intensive Monitoring through the Department of Corrections.





## MIND AND BODY



Over the last year Mind and Body has also provided targeted group support services, in addition to the well known individual support. Types of group support delivered including the “PeerZone” programme developed by O’Hagan & McCook Weir. Other group programmes developed within Mind and Body include specific support for alcohol and drug needs and healthy lifestyles tailored for both in-patient and community settings.

Mind and Body continued to work in the ‘Like Minds Like Mine’ space, working on developing a youth resource that is designed to assist young people to become equipped with the skills and knowledge to increase social inclusion for people who experience mental health issues. This resource is being piloted over 2016/2017 and due for wider release by 2018.

Mind and Body is proud to contribute to the “Equally Well” initiative being coordinate by Te Pou and has actively supported initiatives to improve the physical health of all mental health service users throughout the year.

**Gordon Attwood**

GM Mind and Body

**E**merge Aotearoa acquired ownership of Mind and Body in July 2015. Mind and Body is made up of a consultancy and service provision company (MBC), and separately, an NZQA-accredited learning and development provider (MBLD). Both companies are consumer organisations, and operate as discreet entities, within the Emerge Aotearoa Group.

Over the course of the 15/16 year Mind and Body has supported approximately 450 tangata whaiora within the community.

MBLD continues to deliver regular NZQA Certificate courses in peer support. Learning and Development also worked during the year in collaboration with two other organisations, PeerZone and Kites Trust, to develop a new training initiative called First Voices, to support those people with lived experience of mental health challenges who may wish to share their story in a safe, informed way, free of stigma. MBLD also develops other courses that are tailored to the emerging needs of other organisations.

MBC is internationally known for providing individual peer support that promotes recovery and autonomy. Services are provided in the Auckland and Christchurch areas. A separate initiative, the Tamaki Project, this year also involved broadening services into community GP clinics, and again, involved working with other organisations to design services that meet the needs of the local Tamaki (Auckland) community.





## YOUTH SERVICES

**A**cross the country Emerge Aotearoa provides a range of youth specific services aimed at supporting young people to learn skills, reconnect and regain their health and wellbeing. Our youth specific services include day programmes, mobile community support, residential support, planned and crisis respite, AoD specific, multi-systematic therapy (MST) and mobile packages of care. We provide youth specific services in Whangarei, Auckland Region, Hamilton, Rotorua, Hastings, Wairarapa, Wellington and Christchurch.

We are extremely proud of the work we do in supporting young people as they navigate their way through life which can at times be extremely challenging.

## WHAT OUR YOUNG PEOPLE SAY ABOUT OUR SERVICES

*"The staff are great at supporting us. I was feeling anxious 'cause I said to 2 people staying at respite at the same time that I would get them pizza. But after I had done it I felt anxious. Because I am still working on my interpersonal skills she (a staff member) coached me on how to cancel the pizza order. After that I felt relieved but I had one more coaching session with staff. She helped me to tell the ladies that I had cancelled the pizza order."* Hutt Valley

*"They have provided a safe place for me to escape from reality and have helped me get in a better headspace after a very very hard time."* Headspace, Wellington

*"I like how trusting and kind they are. It has been great and they understood what I've been through."* The Bach, Auckland

*"Routine/structure let me see and interact with people, baking and relaxation skills helped me. I became more happy."* The Bach, Auckland

*"I really found the staff to be very approachable at all times. I believe The Bach has contributed to some of my recovery as I still have a way to go."* The Bach, Auckland

*"When I first joined Emerge Aotearoa, I was very anxious, especially because of the thought that people are judging me and seeing my insecurities. The fact that I got involved with this service was an indication that I had a problem with my mental health, and revealing that made me feel anxious and embarrassed because I felt being judged and seen as mentally disordered, abnormal and different. But through various programmes including social skills group, I realised that other people also went through similar issues as me and learnt that maybe I wasn't so different after all. The fact is that everyone has insecurities, and nobody is perfect. Also, discussions and conversation tips from social skills group and encouragement from support workers helped me to slowly build up my self-confidence again. I am proud of myself for coming this far and would really like to thank the service for what they have done."* Auckland Central

*"My CSW's welcoming warm attitude towards helping people gives me hope. She is open and honest and humble and that's what makes her such a good person to work with, does this make sense? Just seeing her in general and knowing that she understands what I am going through helps a lot."* Auckland Central

*"I didn't think places like this did karakia...it made me feel safe and brought back memories of my grandmother."* Hastings

*"This house is better than I expected, it feels very homely."* Christchurch Residential

*"I love it here. The staff are always really friendly and approachable."* Christchurch Residential

*"The staff support me to go on the bus and train, see the trains and steam depot."* Christchurch RIDSAS

## BECOMING SMOKE FREE



In May we celebrated World Smoke-free day. The celebration marked the end of our inter-agency WERO Competition. WERO is a stop smoking competition that runs over a 12 week period. Teams compete against each other and along the way can win money for designated charities and individual prizes. The teams had weekly support groups for peer and professional cessation support.

Emerge Aotearoa entered a total of 14 teams of five people, consisting of a mix of staff and whaiora. By the end of the competition 57% of people had a smoke-free reading. We were extremely proud that our Pacific CSW Team, who provide Pacific specific cultural community support services to tagata who choose and prefer to engage with a culturally specific and dedicated team and our Phoenix Team, who are a peer/clinician community based alcohol and other drug service, were joint winners of the competition.

## GETTING ONLINE

Our Service User Leads have been extremely busy this year working with tangata whaiora who use our services to better understand how we can improve their experience. One of the suggestions was that whaiora in residential homes wanted access to computers to help them stay connected with whanau and friends, do their banking, apply for jobs and pursue their hobbies. Once people have access to computers it opens up a whole world to them as they are able to enjoy the social aspects of being online, they are able to attend courses, join groups, search and apply for work, download music and movies, hear about events and news and connect to friends and family and do all the things we do online. Having access to the world online helps to reduce some of the barriers that stop people being fully engaged in living. Having access to the world online has enabled tangata whaiora to access information and services that support us all in the modern world to function as citizens. For many people online access has opened up new horizons and opportunities. During the course of the last six months our IT team have configured 50 new whaiora computers.



## DEAF MENTAL HEALTH SERVICES



In March our Deaf Mental Health Service were fortunate enough to have a tour of Parliament at the Beehive. The tour ended with a meeting with Mojo Mathers a Green MP who is also deaf. It was a wonderful opportunity to ask Mojo questions. The group learnt about how she participated in the House of Representatives and of the many obstacles Mojo has had to overcome while being a deaf MP.

## JO'S JOURNEY WITH EMERGE AOTEAROA

Emerge Aotearoa supports Jo\*, a 44 year old woman who has a history of psychosis, drug use, obsessional behaviour and severe violent behaviour. Jo has a 14 year old daughter who currently lives with other family members.

Jo was adopted at a young age and was later rejected by her adoptive parents. Following this, she went to live with her adopted grandparents where she stayed until the age of 15. At 15 Jo became involved with a peer group which led to extreme rebellion and drug use. During this time Jo disappeared for 10 months and over this time her drug use increased further and she relied on prostitution to support herself.

In 1992 at the age of 20 Jo's journey into mainstream mental health services began with hospitalisation at Kingseat. Over the next 12 years she was admitted into several differing psychiatric hospitals in Auckland and in the South Island for prolonged periods of time.

In 2004 following a serious incident Jo was admitted to the Mason Clinic. Following a 10 year stay at the Mason Clinic, she was transitioned to the forensic step down unit run by Emerge Aotearoa for a trial period. The transition from the Mason Clinic to Emerge Aotearoa occurred over an 18 month period of time.

When Emerge Aotearoa began supporting Jo in 2014, she had a disrupted relationship with her daughter and wider family and displayed severe obsessional traits. Over the past 18 months Jo has worked closely with support staff addressing her obsessional behaviours, identifying her vulnerabilities that had in the past led to violent outbursts, and developed a much improved perspective of her own self worth. Jo is now at a point where she gets herself ready and travels to work independently, has sourced a volunteer job and participates in hobbies and programmes in the community. Her previous isolation has decreased. Her relationship with her daughter has improved to the point that this past Mothers Day she received a card from her daughter for the first time.

Jo's thoughts are organised and logical and she engages in everyday life activities on her own such as going shopping or out for a coffee. She has become a prolific writer and channels her thoughts in a very appropriate way through this writing. A number of Jo's written pieces have been published in different magazines.

All of these outcomes have been achieved by working with Jo using a sensory modulation approach and by providing ongoing social and community support. Through the use of sensory modulation Jo has identified what senses are most prominent for her and the skills and strategies that are most useful in dealing with these particular senses.

Jo has a full life out in the community that includes work, volunteering, social outings, contact with her daughter and grandmother and continues to live successfully within her local community with our continued support.

*\*Name has been changed to protect identity and privacy of the tangata whaiora*