



DECEMBER 2016

**KIA ORA KOUTOU KATOA, TALOFA LAVA, MALO E LELEI,
KIA ORANA, BULA VINAKA, FAKAALOFA LAHI ATU,
TALOHA NI AND GREETINGS.**

A NOTE FROM THE CHAIR

Tēnā koutou katoa,

What a wonderful and fulfilling year it has been as Chair of Emerge Aotearoa. This past six months has seen us consolidate as Emerge Aotearoa. We have strong governance and a committed Leadership Team that have enabled us to navigate our way through our merger.

I would like to thank the Emerge Aotearoa Board, our Group Chief

Executive Barbara and all of the staff of Emerge Aotearoa for their dedication and hard work over 2016 which has allowed our organisation to continue to support whaiora and whānau to 'Realise Potential'. Likewise, we look forward to continued positive relationships and are appreciative of your ongoing support.

Wishing you and your whānau safe and happy holidays.

Hei konā mai

Gabrielle Huria

Board Chair



A NOTE FROM THE CHIEF EXECUTIVE



As we approach the end of 2016, I would like to reflect on what a journey the past six months has been. With the support of our Board, Leadership Team and all staff, Emerge Aotearoa has remained faithful to our strategic priorities of better services for Māori whaiora and whānau, being more responsive to Pasifika, ensuring the voice of lived experience is at the centre of all that we do and increasing our provision of social housing given the increasing number of people struggling to keep a roof over their heads.

Over the past six months we

have managed to offer more and better services to the people that we serve and are able to do this in a sustainable way. As Chief Executive of Emerge Aotearoa, 2016 has provided me with many proud moments (and the very occasional sleepless night!).

Our many highlights from the past six months can be found in our Annual Report which has been posted on the Emerge Aotearoa website and I invite you to read this report in the hope that it provides you with a better understanding of the ethos of this organisation and the work we do in supporting people on their

journey of wellbeing.

We have enjoyed building connections and relationships across the sector and thank you all for your support over this past year. We look forward to working with you in a meaningful way in 2017.

Wishing you all a wonderful festive season.

Meri Kirihimete

Barbara Disley

Chief Executive



A NOTE FROM THE REGIONS

It has been a busy six months for Emerge Aotearoa Service Delivery. One of the most rewarding aspects of the work we do is reconnecting people and their whānau and supporting them to live independently within their communities of choice.

Reconnecting and supporting people and their whānau has occurred across the country in many of our services, with one service celebrating the transition of eight community support clients who are now living totally independently, actively engaged and connected with their communities and under the sole care of their GPs. Likewise, over the past six months we have implemented a 'Computers in Homes' initiative which has seen approximately 50 computers being placed in our residential services for whāiora to utilise. This allows people to stay connected with whānau and friends, do their banking, apply for jobs and pursue their hobbies. Having access to the world online helps to reduce some of the barriers that stop people being fully engaged in living and opens up new horizons and opportunities. Here are a few more highlights from the regions:

Northland

- Tangata whāiora and their whānau attended the Te Tai Tokerau Whai Ora Network (TTTWON) barbeque in December. TTTWON is made up of people with lived experience of mental health and addictions, NGO and DHB staff. The network proudly reflects a 'working together' attitude between kaimahi and tangata whāiora. It also stands for the de-stigmatisation of people living with mental illness and/or addictions.

North/West Auckland

- Te Ao Marama and Te Whare Raapoi (forensic services) organised two events for whānau of whāiora/clients. The intent was for whānau and friends to gain an understanding of what their loved ones are able to access whilst at our services. Staff and visitors took part in karakia and waiata as well as staff giving their mihi. Close to 50 whānau and friends attended the events. It was a great day for everyone to connect and build relationships.

- Northwest residential teams celebrated Mental Health Awareness Week by connecting with nature at the local regional park of Long Bay, on Auckland's North Shore. It was a fantastic turnout with plenty of delicious food and fun sports that allowed for social connections to be made.

- We participated in a number of sporting events such as the annual NGO Touch Tournament with players supporting one another on and off the field with great success. Our team was presented with the Best Sportsmanship Award for 2016. Likewise, the Soalaupule West Netball Tournament for staff and clients was a fun day for all with Emerge Aotearoa winning the trophy for first place.

- One of the components of the Older Adults service in West Auckland is around community development, which includes a weekly knitting group for the clients. The knitting of the fiddle mitts started when a Service Manager was approached by a gerontology nurse from North Shore Hospital and asked if the clients in the knitting group would like to help knit or crochet fiddle mitts for people with dementia. People with dementia can become anxious and confused when they are unwell in the hospital and they tend to fiddle with buttons, blankets and even their drips. The purpose of the mitts is to provide clients with something to keep their hands busy and provide them with comfort. There are buttons and different textures such as ribbons and beads on both the inside and outside of the mitts to provide visual, tactile and sensory stimulation. These also have the added benefit of keeping hands warm. As the first lot of knitting has been completed, the staff from West Auckland provided a morning tea in early December and formally handed over the completed mitts to the hospital. We are hoping that this can grow and that clients from other services can become involved.

- Rob Davis, an ACC client was the guest speaker at our Staff Summit and gave insight into how his traumatic brain injury occurred, the effects of this on him and his family, and how he came to terms with his new sense of self and abilities. Rob is planning a nationwide bike ride to raise awareness for road safety and brain injuries, stopping in different towns along the way to give talks about his own journey.



A NOTE FROM THE REGIONS

Continued...

South Auckland

- Two teams from the region participated in the Ma'Rock Competition, which is similar in theme to 'The Amazing Race', and won the top two spots.
- Phoenix Centre (our Peer AoD service) won an Innovation Award at the Cutting Edge Conference 2016 as part of the AoD Collaborative.
- A Peer Support Specialist from Phoenix Centre was a guest speaker at the Cutting Edge Conference 2016.
- The Te Puna Oranga Pilot continues to be extremely rewarding and successful. This pilot looks to support younger women with high and complex support needs.

Central Auckland

- The Adult Mobile (ADHB) Team collaborated with the Calder Centre/City Mission as part of the Tamaki Project. The Tamaki Project is an initiative that sees a partner approach across DHB, Primary Care and NGO services to provide a more community centred approach to healthcare delivery. This locality approach is an opportunity to partner more closely with whaiora/clients, families, communities and providers to improve health and the quality of healthcare through delivering supports that meet the specific needs of the communities in which they are delivered.
- The Vocational Services Community Participation team (Cookease) presented at the TheMHS Conference. Their talk on 'the journey of an innovative community volunteer project' was well received.
- Emergency Housing has been implemented across the Auckland region. To date, we have supported 20 families to move through the Emergency Housing service to live in their own home. We continue to support ten families with either sourcing sustainable accommodation or moving into emergency housing.

Midland

- One of the whaiora we support has now completed her level 4 certificate in Bi-cultural Social Services and has gone on to complete the first year in her Bachelors degree in Bi-cultural Social Services. She now has a job as a support worker for Health Care NZ. She received an Eastern Bay of Plenty mental health community award for her achievements.
- Te Korowai Mahara day programme is now being delivered further up the East Coast in Ruatoria. The launch was celebrated with a community hangi attended by whaiora and their whānau.
- Emerge Aotearoa is a lead provider in Lakes and the local funder and mental health and addictions sector is adopting our service delivery matrix tool as the preferred assessment tool. We are leading the rollout in early 2017.



A NOTE FROM THE REGIONS

Continued...

Central North Island

- For Mental Health Awareness Week, our Napier service partnered with Whatever It Takes (a peer services NGO) to run a shared sports day for tangata whaiora, which featured Cricket, Tai Chi, and a BBQ lunch.
- Our youth service in Wellington has implemented "Operation Beautiful", which involves using positive affirmations/statements that are shared by whaiora with the community to brighten and lighten a stranger's day, through such things as leaving positive messages in public areas. The youth are enjoying being able to uplift others.
- Three tangata whaiora from services in Lower Hutt practiced and performed their original raps at a Pacific and Māori health event organised by Like Minds Like Mine. They thoroughly enjoyed the opportunity and were inspired to keep writing and performing.
- Our Lower Hutt service hosted a family/whānau event. Staff supported people to plan and cook their chosen meal and in spite of the blustery weather people enjoyed a game of basketball outside in the courtyard. This provided an opportunity for whaiora to learn and practice their hosting skills.
- The Navigation and Home Based teams participated in a Mental Health Awareness Week Expo, with colleagues from the local Kaupapa Māori provider Te Waka Whaiora and the local Pacific provider, Vaka Tautua.
- The Personal Connections and Skills for Life Services held three 'Catch-Up Lunches', in collaboration with Mary O'Hagan, the Peer Zone founder, to speak with our Tangata Whaiora who have gone through the Peerzone Workshops this team has delivered, and to assess the impact and value of these.
- The Stigma/Discrimination Service held two 'Hui Tui' meetings in Kapiti and Porirua discussing how we can minimise stigma and discrimination in services and the community.
- We were able to support a whaiora from the Wellington region to visit whānau in the Far North with whom they had lost contact. This was a very special reconnection as the whānau member from the Far North had developed a terminal illness.
- One of our District Managers (DM) from the Wellington region has been trained to deliver (with a colleague) a two day Acquired Suicide Intervention Skills Training (ASIST). The DM has also delivered Suicide Awareness to the NZ Police and is advising the Ministry of Health on the next Suicide Prevention 10 Year Strategy and Action Plan.

Southern

- One of our Youth Residential Respite services, together with our Youth Community Support and Early Intervention teams have come together this year to run holiday programmes. These have been very successful in keeping young people engaged and increasing their socialisation.
- Activity & Living Skills in Greymouth held a feedback forum and BBQ in December which was attended by current/past whaiora and their whānau. This provided some incredibly useful feedback about what works well and ideas for improvement.
- Our Otago Multi Systemic Therapy (MST) team were recognised internationally for outstanding service in the MST 'Whatever It Takes' award.
- The first Te Waipounamu Takarangi hui was a great opportunity for staff – it was a fantastic experience and we look forward to offering it to more people in 2017.



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** - **The 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 services, 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 organisation is working on.*

- **The 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 the health of our people very seriously and understand that it is important for them to keep themselves physically healthy and have good levels of wellbeing. The project will be finalised at the end of December and each region will have their own Equally Well plans.*

- **Interview panellists** - *Three people who use the services have been employed and trained to 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. It also 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 ways as possible for the people who use the services to provide us with feedback. It is important to us that we get feedback so that we know what kind of services works for people. Some of the ways to provide feedback might be a survey, interviews and focus groups. What is really important to us is that we use the feedback to make real changes to improving the services we provide.*

- **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 conferences/expos will be held in Wellington and Christchurch.*

Finally - we believe that through the implementation of the People's Strategy it will be the strength of 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 up as an organisation to be continually improving. Happy Holidays,

Claire Moore

Service User Lead



TAKARANGI CULTURAL COMPETENCY TRAINING

From the moment the decision was made to adopt Takarangi as the cultural competency framework for Emerge Aotearoa we have never looked back.

In total, 205 staff have attended the Takarangi training with 17 people 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 continue to roll out Takarangi to everyone employed in our organisation.

It has been wonderful watching people within the organisation grow as they continue to work on their portfolios and further enhance their world views.



EMERGENCY HOUSING

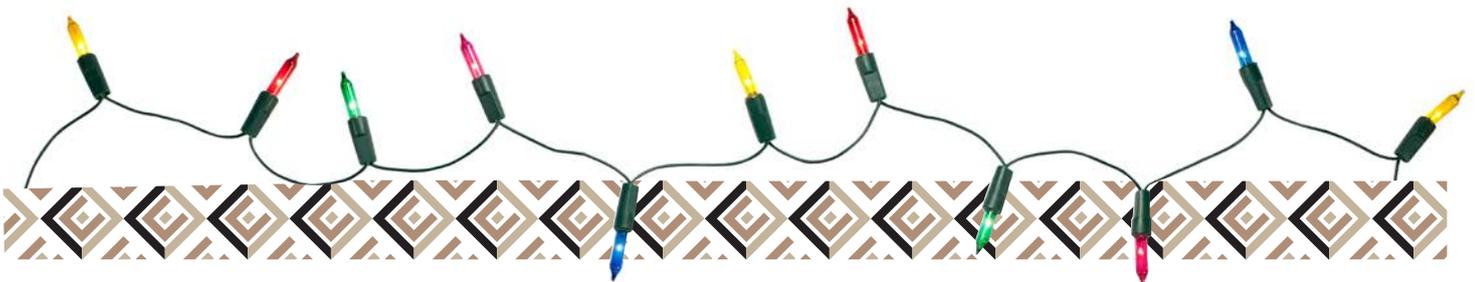


Housing is becoming an increasing concern for New Zealanders and this year appears to have reached a crisis point with the government acknowledging the issue and taking action to address the situation. Although there is a long way to go before we can truly say that we have a housing continuum in New Zealand that leads to long term sustainable housing for whānau,

progress is being made in small steps. Emerge Aotearoa first offered Emergency Housing in February this year and since this time we have had 30 families referred and accepted to our service. Of this, we have supported 20 families in sourcing sustainable accommodation. We continue to work with six families in finding them an accommodation solution that will work for

them longer term, and we currently provide emergency housing to four families.

We are committed to supporting whānau in whatever way we can as we strongly believe that everyone has the right to a safe, warm, healthy home that is affordable and accessible.



OUR OUTCOMES

One Person's Journey with Emerge Aotearoa Emergency Housing

I am an articulate, vibrant, intelligent woman who happened to find myself homeless due to changing life circumstances. But before I get into my issue of homelessness I would like to tell you a little bit about myself.

I am of proud Maori descent (Tuhoē on my father's side and Ngāti Kahungunu on my mother's). I was raised in a large whānau and have a beautiful daughter and 1.5 Mokopuna (a baby is on the way, hence the 1.5). My relationship with my daughter has been challenging over the years due to a breakdown in communication but I find myself in a good place with her now, where she is even asking for my advice on life issues. It goes without saying that there are still some bridges to mend with my whānau but this is something I am working on.

I am a writer and director of short films and am currently writing a short film that is due to be submitted to the NZ Film Commission for funding. This short film is based on the issue of homelessness currently facing many people in Auckland. As well as my writing I am also a trained life coach and have a keen interest in moving into motivational speaking at a national and international level. I am always trying to better my learning and understanding of life from the writings of others. I believe that life is about three parts ability and one part humility.

From July 2015 to February 2016 I was living with my cousin and her family in a warm family environment. Prior to this I lived at a boarding house for just over three months but was unhappy with the environment and general living conditions. In February, 2016, my cousin announced that she would be moving into a Housing NZ home in five days time and that I was unfortunately not able to move into the house with my whānau. I did all the right things, answering the 'flatmates wanted' advertisements in the papers and searching for a private rental, to no avail. So in the space of five short days, I found myself with nowhere to go and no roof over my head at night.

After putting all of my life belongings into storage I found myself with \$50 left over each week on which to live. This, combined with the chaos in my head made finding a house to rent impossible. So for twelve days, I would work at my local library until 10pm everyday and then find a safe place to park my car at night to sleep. I was terrified at the thought of sleeping in my car. I would find a place to freshen up and wash everyday, and from an outsider's perspective you would never have known that I was sleeping in my car. I could hardly believe it myself as I was not what was typically depicted in the media as a "homeless person".

After almost two weeks of living this way, I reached out to my

caseworker at WINZ and asked for help. This first step began a process that changed the course of my life. I was introduced to Emerge Aotearoa who are providers of Emergency Housing and was offered a beautiful place to stay that was safe, warm and so peaceful. Initially, I was so grateful for the opportunity to be able to sleep in a bed instead of my car but Emergency Housing provided me with so much more than this. For the first time in what felt like a very long time I was not frightened, had a roof over my head, and was able to take some time to re-establish my goals.

I spent a total of three months at Emerge Aotearoa's Emergency Housing and was supported by a Housing Facilitator. Having a three month timeframe on my stay was scary but also good because it

meant that I had a pre-prescribed period of time in which to "get it together". In the first two weeks of my stay at Emergency Housing I was the only person there which gave me time to focus solely on me, but as others started to come in it became less about me and more about us which gave me a sense of comfort that I was not in this alone.

Emerge Aotearoa's Emergency Housing provided me with space and time to stop, think, breathe and re-evaluate. I was finally able to sort out the chaos in my head because everything was provided for me at the house, I didn't have to do anything...it was easy. The three month window of opportunity also allowed me to save some money so that when the time came to look for a home to rent, I was able to pay the deposit.

So after ninety days, I moved out of the Emergency Housing and into a private rental that is sunny, warm and homely. All of my things are now out of storage and in my new home which makes me

feel even safer and more comfortable.

It is incredible how one change in the piece of the puzzle has changed all aspects of my life. Within six months of being supported by Emerge Aotearoa I have seen a significant shift in my hope for the future, quality of life, Wairua, daily living skills, mental and physical health, relationships, finances, autonomy and sense of home.

I will never forget what Emerge Aotearoa Emergency Housing has done for me and I now want to be able to support others that are facing homelessness. I have offered the spare bedroom in my home to Emerge Aotearoa for others who are currently in Emergency Housing and needing to find a long term solution.

I still go to the library and work on my film script and just the other day saw a man with all of his worldly belongings in a shopping trolley and this reminded me that the problem continues. So why do I feel that I want to be part of the solution....because I can.



*"...it became less about me
and more about us, which
gave me a sense of comfort
that I was not in this alone."*



INAUGURAL EMERGE AOTEAROA STAFF SUMMIT



On 31 August, 2016 approximately 150 Emerge Aotearoa staff from across the country came together for our first staff summit. The Board also joined staff on the day, adding richness to the day. The summit celebrated and reflected on our first year of operation and the milestones we have reached. It also provided an opportunity

to consider the continued journey ahead. Staff were able to connect, share and learn with colleagues and also hear from the Board about the overarching ethos of the organisation. There were many presentations delivered by differing services over the course of the day and the presentations proved that there is no doubt that we

certainly are a values driven organisation.

On behalf of the Emerge Aotearoa Board, Leadership Team and Staff, I would like to thank you for your support and collegiality over the past 12 months.

Wishing you all a very happy holiday season and an incoming year filled with peace, joy and prosperity.

EMERGE
Aotearoa



Realising potential ■ Tautokohia te mana tangata

Please visit our website www.emergeaotearoa.org.nz for more information about our organisation.

