



THE PEOPLE'S STRATEGY

*An Engagement Strategy for, and by,
People using Emerge Aotearoa services.*

EMERGE
Aotearoa



Realising potential ■ Tautokohia te mana tangata



This is a strategy that 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. It will be the voice of the People that truly determines the success of our services.

OUR MISSION

To strengthen the voice of the People who use Emerge Aotearoa services.

OUR VISION

- ◆ People using Emerge Aotearoa services will guide and lead us to create a consumer centred organisation where peer approaches can flourish.
- ◆ People using Emerge Aotearoa services will be enabled to reconnect with their whānau and communities.
- ◆ There will be 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.
- ◆ People will be seen, not as isolated individuals, but as family, whānau and friends with full benefits and rights that are available to all citizens.
- ◆ Emerge Aotearoa supports People to develop a strong sense of self identity and creates an environment where People can grow, contribute and experience new things.

OUR VALUES

CONNECTING WITH PURPOSE

Whakawhanaunga



ENGAGING WITH RESPECT

Manaaki



WALKING AND LEARNING TOGETHER

Ako



ACTING WITH INTEGRITY

Whakamana



OUR BELIEFS

- ◆ A sense of belonging is fundamental to People's wellness and recovery.
- ◆ Everyone has the potential to contribute to every aspect of their lives.
- ◆ Working collaboratively with People achieves greater outcomes.
- ◆ Emerge Aotearoa services are a stepping stone in a Person's life, leading to long and fulfilling lives.
- ◆ People can make lasting and significant changes to their lives as a result of contact with Emerge Aotearoa services.
- ◆ Emerge Aotearoa understands People's experiences of trauma, recognising the impact that it has on their lives.
- ◆ Peoples spiritual and cultural beliefs are important and are supported.

OUR GOALS

- ◆ People will be supported and empowered to lead their own recovery and wellbeing, utilising the tools and skills that they have in their own kete, taking up a valued place in their family, whānau and communities.
- ◆ People will be heard and respected at every level of their journey through the organisation, including service delivery, planning and evaluation.
- ◆ People will move on from Emerge Aotearoa services with a kete of acquired skills, abilities and attributes that will enable them to effectively live well. Included in the kete is knowledge and expertise about healthy lifestyle choices that ensure long and healthy lives.
- ◆ Where possible People will play an important role in the selection of staff and in the monitoring of staff performance.
- ◆ People making complaints and providing feedback will feel heard and will have a level of satisfaction that the issues have been explored and where possible resolved.
- ◆ We will implement the principle of "nothing about us without us".
- ◆ People are given a choice to choose staff members available to them.
- ◆ We will support People with their spiritual and cultural needs.

OUR OUTCOMES

There are several outcomes that Emerge Aotearoa aspires to when supporting People in their recovery.

Personal Development

- ◆ People will be leading their personal planning processes using outcome measures that are meaningful to them and that can illustrate their progress and movement towards achieving their goals.
- ◆ People will have influenced the services that they receive through a process of genuine, regular consultation via many different options for the provision of feedback.
- ◆ People will be able to advocate for themselves and for others, regarding improvements of services.
- ◆ People will have the opportunity to define their own interpretation of recovery and wellbeing and tell their recovery or wellbeing story in a safe environment with support and guidance.
- ◆ Education, knowledge and skills, about keeping healthy and being able to manage physical health conditions and mental health/psychological conditions, will be well understood.
- ◆ We will support People to have access to services that offer alternative health clinics and other spiritual and cultural practices, massage and rongoā.

People Workforce Development

- ◆ Interested persons will have been supported to develop the skills to be involved in opportunities to influence staff selection, performance appraisals and orientation.
- ◆ People will have been offered training in wellbeing that will lead them on to workforce development opportunities.
- ◆ People will have had the opportunity to participate in group facilitation and project participation, project management, governance and advocacy experiences.
- ◆ People will participate in the Learning and Development of Emerge Aotearoa staff.

Staff Workforce Development

- ◆ Staff are motivated, skilled and engaged in the process of building quality relationships with the People who use the services, their family, whānau and the community.
- ◆ Staff embody respect, collaboration, integrity, hope, innovation and reciprocity in all interactions with People and have the opportunities to develop these skills if needed.
- ◆ Staff encourage and support People to self advocate or if the Person is unable to self advocate, for whatever reason, staff will support the Person to express their views.
- ◆ Staff should be well trained and able to recognise and be able to deal with the effects of trauma.
- ◆ Staff should be trained in the complaints process and in conflict resolution.

Quality Improvement Through Connect, Create And Change

- ◆ People will be consulted regarding anything that may affect them, whether it is development of a new service or reviewing of an existing service.
- ◆ Providing complaints and feedback is an easy process for People to follow.
- ◆ Incident reporting and collaborative note taking processes involve the voice of the People who use services.
- ◆ There is increased transparency in service delivery, planning and evaluation.

HOW WE MEASURE PERSONAL PROGRESS

- ◆ People are able to talk with confidence about their progress and recovery and wellbeing journey, they are engaged and interested in the opportunities being created by their own motivation, by Emerge Aotearoa and community activities.
- ◆ People are able to identify and recall the opportunities they have had to influence the services that they use or have used.
- ◆ People are able to articulate how to raise issues of concern and to advocate for themselves and others, including constructing advanced directives to inform their support requirements.
- ◆ People are able to prevent acquiring long term physical health issues or they will have the knowledge to be able to manage their health and stay healthy.
- ◆ People are involved and included in their communities.
- ◆ People who have taken up work will be able to talk about the work experience they have gained at Emerge Aotearoa.
- ◆ All communication between staff and People will demonstrate respect, collaboration, integrity, hope, innovation and reciprocity are held in high regard.
- ◆ People have the skills and abilities required to take on roles of leadership within their community.

HOW WE MEASURE PROGRESS FOR STAFF

- ◆ Staff will be observed as being knowledgeable, enthusiastic and motivated about People's recovery, wellbeing and progress.
- ◆ New staff will go through a recruitment process that has clients involved throughout, to ensure staff have the values, beliefs and skills required to work in Emerge Aotearoa services.
- ◆ Performance appraisals for staff include feedback from clients and other peers to ensure staff are motivated, skilled and engaged in the process of building quality relationships with the People who use the services, their family, whānau and the community.

Key: People - refers to consumer, client, service user and tangata whaiora.