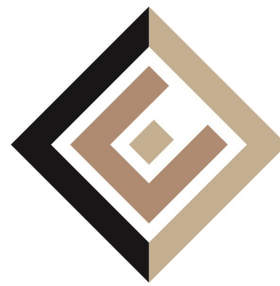




EMERGE *Aotearoa*



Realising potential ■ Tautokohia te mana tangata

Welcome to the Emerge Aotearoa Stakeholder Newsletter—December 2015

A Note from the Chair

Kia ora Koutou

Ngā mihi o te wa kia koutou. As we approach another Christmas season, with all the festivity and cheer that is part of the tradition we wish a *meri kirihimete* to our stakeholders, friends and associates of Emerge Aotearoa. Reflecting on our first six months your support has helped us on our journey to fulfil our vision “*Realising potential / Tautokohia te mana tangata.*”

On behalf of the Board I also wish to pay tribute to our dedicated CEO Barbara, her Leadership Team and everyone who works for Emerge across Aotearoa and Te Waipounamu. Your gifts of service to our organisation are indeed appreciated. Thank you for your support and endorsement of our efforts to be the best that we can be for our clients.

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

Gabrielle Huria, Chair



An Update from the CEO

Tena koutou katoa

The launch of Emerge Aotearoa six months ago provided us with the opportunity to revitalise our vision for our organisation and the people that we support. We have been fortunate in having strong leadership from our inaugural Board of Directors who made it very clear that there was a real opportunity for us to create a new culture, take the best of both contributing organisations forward and be very clear about our priorities. Across our organisation we have been working to bring a more consistent approach to all that we do and to strengthen our services so that we support people to live well and achieve the things that are really important to them.

We are committed to creating an inclusive environment that is responsive to Māori, provides effective responses to Pasifika, values, and listens to and learns from people who have lived experience of mental distress or drug and alcohol issues. Having somewhere warm and safe to live makes a major difference to becoming and staying well, so we are also committed to expanding our contribution to better social housing.

It has been an exciting and fast paced six months. We thank you all for your support over this time and look forward to 2016 and strengthening our connections.

Barbara Disley, Group CE



An update from People, Strategy & Performance

For the first six months as Emerge Aotearoa, the People and Performance team have been focusing on

- 1) **connecting** with our staff and the people who access our services;
- 2) **collaborating** to develop programmes such and a new Learning and Development framework that will support our people to do more of the great work they are doing and develop their skills and careers
- 3) **consolidating** what we have – policies, processes etc so that people are freed up to do their role and have access to what they need, when they need it.

We're not there yet, it's a work in progress. But I am proud of the team and what has been achieved so far. Some of the highlights include rolling our new values out alongside our Regional Managers and seeing people embrace them wholeheartedly and give meaning to them; launching our new careers website, job seekers can now keep in touch with us and receive alerts about jobs they might be interested in, they can book their own interviews and we can even text them to wish them luck the morning of their interview. Within three months over 1,000 people have registered their interest with us.

I have been filled with confidence and pride about how we care for and look out for each other's health and safety within Emerge Aotearoa. We have over 80 people wanting to be Health and Safety Representatives. Well-being is the sector we are in so we have to lead the way and do it right internally too. This month we launched our Wellbeing programme 'Be well with us' with a series of Financial Wellbeing workshops offered to staff, whanau and clients throughout the country.

The early part of 2016 will see us launch our new Learning and Development framework which has something in it for everyone. This is all about helping our staff access relevant learning that contributes to them realising their potential. 2016 will see more connections made and alliances created across HR teams within the sector, a greater focus on talent management, succession planning and workforce planning.

Nicola Coom
GM People, Strategy & Performance

An update from Cultural Leadership & Development

Talofa lava, Malo e lelei, Fakaalofa lahiatu, Kia orana, Bula vinaka, Tena koutou katoa

Since commencing with Emerge Aotearoa on 31 August 2015 it's been a whirlwind three months. Whakawhanaunga is extremely important to me so I have spent much of my time making my way across our services getting to know our people. In this time I have also managed to meet with many of our valued stakeholders.

I am excited and passionate about the sector and the work we will be undertaking at Emerge Aotearoa in 2016 and beyond as it will support even better engagement and outcomes for the very people we are serving.

In early 2016 Emerge Aotearoa will be rolling out our Maori Cultural Competency Framework, Takarangi to the Leadership and Senior Management teams. We will then look to roll Takarangi out to the wider organisation to ensure we are all in a position to truly meet the needs of tangata whaiora who choose to engage with us. From a Maori and Pasifika perspective we are committed to providing a high quality cultural programme that is embedded throughout the organisation. This will provide our staff with the resources, support, workforce development and leadership they require to deliver the best service they can to tangata whaiora and Pasifika service users from a cultural perspective .

I look forward to meeting with many of you in 2016.

Manu Sione
GM Cultural Leadership & Development



An update from Service Delivery

The past six months have been an extremely busy time for the Service Delivery Team of Emerge Aotearoa. Our primary objective has been to ensure that tangata whaiora and whanau continue to receive a quality service regardless of where they are across the country.

Much of our efforts have been focused on bringing services together and developing one organisational culture. We believe that taking the good things from both former organisations forward will create services that truly support people's wellbeing.

The establishment of one organisational culture is being further enhanced with the identification and development of a combined Service Delivery Framework that will be introduced in 2016. We have collaborated with staff, tangata whaiora and whanau regarding the framework as well as looking at local and international evidence. The Framework will be responsive and respectful backed up with integrity and evidence of what works.

As with any service oriented organisation, we need to ensure that all of our systems, policies and procedures are aligned to our values and all aspects of the work we engage in, so there has been a lot of energy put into ensuring all of these are functioning in the best way possible to meet the needs of the people we serve. We have made significant progress in this area that will continue into 2016 until we are satisfied that we are the best we can possibly be.

From a personal perspective, it has been so rewarding working with such a competent Service Delivery Senior Management team as we are facing the challenges that come with the joining of two entities. I look forward to a continued and positive relationship with our stakeholders in 2016.

Karla Bergquist
GM Service Delivery

Mental Health Awareness Week Celebrations in Opotiki



An update from Strategy & Community Development

It's hard to believe that Emerge Aotearoa has existed for less than 6 months. We've been beavering away completing the merger and making sure that our organisational infrastructure is really robust and sustainable, and that our services are consistently high quality in every corner of the organisation. We had a vision that the merger would be like two cruise ships coming into port, each with 500 staff and 4000 people using services and lots and lots of luggage. Our challenge was to get everyone off their cruise liners and onto a great big gleaming new cruise ship that had never been tested on the seas. We really hope that the bulk of people saw the process as a short term inconvenience that could lead to being able to travel places that they had never been before. If it was more disruptive than that, we would love to hear from you and learn from you. Now we have been launched for nearly 6 months, and we have been able to see how Emerge Aotearoa fares on the seas, we are feeling optimistic, and we are beginning to look a bit further out onto the horizon to see our opportunities and challenges.

The leadership team and the Governance Board are developing a strategic plan to deliver our 4 strategic priorities of

- Better meeting the needs of Maori
- Better meeting the needs of Pasifika
- Increasing the participation, influence and rangatiratanga / self determination of people with lived experience in decision making and service provision
- More and better social housing

We are beginning to build some important partnerships and alliances externally to look at how we can work better with others to provide greater impact for individuals and communities. We are also beginning to build communities of interest and practice within the organisation so that people can access support and learning from each other.

Lorna Murray
GM Strategy & Community Development

Auckland Regional Touch Rugby Tournament

The Emerge Aotearoa touch rugby team participated in the 2015 touch tournament with great success. Everyone worked together and supported each other and the camaraderie within the group was very special.



Strategic Planning Hui

In November our Board and Leadership Team spent two days in Christchurch focusing on strategic planning for Emerge Aotearoa for the next five years. We were honoured to be hosted at the Tuahiwi Marae which brought such spirit and richness to everyone's thinking.

The Hui was a true reflection of Whakawhanaunga (connecting with purpose), Whakamana (acting with integrity) and Ako (walking and learning together).....our values.



Discussions went well into the night



Our Board and Leadership Team



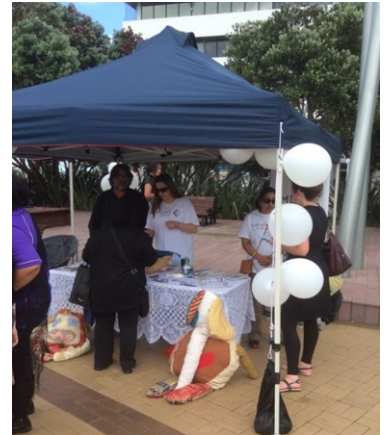
"Shake Out"

At 9.15am on Thursday 15 October, staff from across the country took part in the "Shake Out" drill. This was a national initiative to raise awareness about earthquake preparedness. Staff and tangata whaiora participated and it was an especially poignant drill for our Christchurch services.



White Ribbon Event 2015

In late November our Whariki Day Programme and family/whanau teams based in South Auckland were invited to participate in the White Ribbon Event which takes a stance against domestic violence. The event took place in Manukau and was sponsored by the local Family Violence Prevention Policing Unit. Emerge Aotearoa was one of several organisations standing together on the day with a clear message, that domestic violence is not okay, but it is okay to seek help and ask for assistance, and it is okay to learn and develop tools families can use to enhance relationships that are important to us.



Breast Cancer Awareness

Staff from Christchurch marked the beginning of National Breast Cancer Awareness month with a breakfast to raise awareness and funds to help support much needed research to reduce the impact and incidence of breast cancer, specifically with Maori and Pacific.



Ekiden 2015

In October, staff from our Rotorua services participated in Ekiden 2015, a fun relay race around Lake Rotorua.

The Ekiden was invented in Japan and involves teams of runners passing a tasuku - a traditional Japanese sash - from person to person, in lieu of a baton.

A fun-filled time was had by all.

