



Impact Report

2020

EMERGE
Aotearoa
TRUST



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Chief Executive's Message

Kia ora koutou katoa and welcome to Emerge Aotearoa's Impact Report for 2020.

In what has been a very challenging year, Emerge Aotearoa has continued to grow, evolve and ensure our mahi reflects our strategic objectives of healthy whānau, thriving communities and greater equity. Through this important work, we have positively impacted the lives of many, many New Zealanders.

As the report was being prepared, I was thrilled to see the ways in which our kaimahi have supported the people we work alongside. This is clear in the results of The Generator, which has already distributed more than \$700,000 of seed funding to start-up enterprises. More than 80% of the participants have said The Generator has had a positive impact on them emotionally, socially and educationally, and more than 75% say they have been able to increase their income, which is fantastic news.

I'm also pleased to see our work positively impacting our youth, as illustrated in our pilot programme EaseUp. Between June 2019 and August 2020, a total of 67 referrals were received and staff recorded more than 5100 contacts with rangatahi.

Tiakina also reported its new model of working has reduced the number of clients across the joint waiting list of Emerge Aotearoa and Stepping Stone by 73.6% and dropped the referral turnaround to about six weeks.

I am proud of this important mahi and impressed to see that, despite the many challenges associated with COVID-19, our work has not only continued, it has gone from strength-to-strength.

Evaluating our outcomes through a strong, social equity lens has

increased the cultural awareness and competence across our workforce. For example, in our annual survey of people who use Emerge Aotearoa services, 92.5% of Māori clients said they felt our staff understood the culture and community.

I would like to thank all of our kaimahi, Group Executive Team, and Board members for their ongoing commitment and enthusiasm for the work they do. I am incredibly excited about what Emerge Aotearoa will achieve in the next 12 months and the difference we can continue to make in the lives of people across New Zealand.

Ngā mihi nui,



Barbara Disley
Chief Executive



The Purpose of this Report



The reason for this report is to demonstrate the positive impact the Emerge Aotearoa Group has made for whānau, communities, and partner organisations over the past 12 months.

We are a large and diverse organisation united by our vision of realising potential. This report reflects how we have worked towards achieving this and the impact we have had on people, our kaimahi, our partners and funders. We are pleased to be able to share stories from our daily work and are grateful to everyone who has participated in this storytelling.

We hope that by sharing the impact we deliver for people, their whānau and communities, we are showing Emerge Aotearoa's potential to continue making a positive difference for all New Zealanders.



Overview of Emerge Aotearoa Services

Emerge Aotearoa is a provider of community-based mental health and social services.

The Emerge Aotearoa Trust oversees the following entities:

- Emerge Aotearoa Limited
- Emerge Aotearoa Housing Trust
- Mind and Body Consultants
- Ignite Aotearoa Limited

Our organisation is committed to strengthening whānau together so that communities thrive. We do this by providing innovative and diverse services that are culturally responsive and appropriate. We provide support for people who are homeless; live in poverty; experience addictions; are unemployed; have physical and intellectual disabilities; and experience mental distress.

Under the robust governance of our Board and leadership of our Group Executive Team, our services are

guided by our strategic pou:

- **Māori succeeding as Māori**
- **Lived Experience and Diversity are Privileged**
- **Thriving Pacific Peoples.**

All of our major planning includes input from people who use our services or who have lived experience. The founding document of Aotearoa, Te Tiriti o Waitangi underpins our work. We are also mindful of the diversity of cultures and communities across Aotearoa and

we work in ways that recognise and embrace diversity.

Over the past three years, we have diversified into some new and exciting service areas and continue to look at where we can be of benefit.

We have kaimahi located throughout the country, with offices in Auckland, Wellington and Christchurch. Our services are also present in Northland, Waikato, Bay of Plenty, Hawke’s Bay, Tairāwhiti, Nelson/Marlborough, South Canterbury and the West Coast.

The New Zealand Landscape

Prior to the release of the 2019 Wellbeing Budget, the government prepared a snapshot of wellbeing in New Zealand. We don't believe this snapshot has changed greatly in the last year and this is partly due to the pressures caused by COVID-19.

While the snapshot showed New Zealanders are relatively healthy, well-educated, socially connected, and have high material standards of living, this was not the case for everyone. It highlighted our poor mental health outcomes, significant numbers of children living in poverty, high levels of greenhouse gas emissions and significant disparities of wellbeing between different ethnic groups.

It was reported that in any year, one in five New Zealanders will have a diagnosable mental illness, with most lifelong issues beginning before age 25. He Ara Oranga – Report of the

Government Inquiry into Mental Health and Addiction said that New Zealand's suicide rate for young people is among the worst in the OECD. Mental health outcomes for Māori and Pasifika people are described as worse than for the overall population. Suicide rates are also higher for Māori.

Sadly, discrimination and loneliness are issues that persist and require attention. In 2016, a total of 17 per cent of New Zealanders reported they had experienced discrimination in the previous 12 months and 17 per cent of New Zealanders had felt lonely most/all or some of the time in the previous

four weeks. There are also clear ethnic disparities in these indicators, with Asian and Māori people saying they experience greater levels of discrimination and loneliness than the rest of the population.

Homelessness in New Zealand continues to rise. Based on the 2013 Census, one in 100 New Zealanders are homeless.

According to the New Zealand Crime and Victims Survey 2018, almost 80,000 adults experienced more than 190,000 incidents of family violence over the last 12 months.

In response to He Ara Oranga, the government committed \$1.9 billion to improving wellbeing. This included funding to tackle homelessness, a new universal frontline mental health service, more money for new and existing mental health and addiction facilities, and increased funding for the Department of Corrections to spend on mental health and addiction services.

<https://treasury.govt.nz/publications/wellbeing-budget/wellbeing-budget-2019-html#section-5>

Our Desired Impact



Greater Equity

- Whānau are choosing the services they wish to access, when and where they want them
- Whānau are confident advocating for themselves
- Whānau who experience homelessness, mental distress, addiction or disability challenges participate equally in society
- Whānau experience equitable health outcomes
- Our relationship with Māori is centered on building partnerships



Thriving Communities

- The people we support are involved in organisational decision making
- Whānau participate in leadership and development opportunities
- Whānau are engaged in activities to achieve wellbeing
- Whānau are responsible stewards of their environments
- Whānau are economically secure and are developing pathways towards independence



Healthy Whānau

- More whānau live in decent homes
- Whānau, particularly children, are safe and experiencing mental wellbeing
- Whānau are connected to their whakapapa and communities
- Whānau are setting and achieving personal goals for their physical, emotional, spiritual and mental wellbeing
- Whānau, particularly children, have the resources to cope with life's challenges and to heal and recover from trauma

Greater Equity



GREATER EQUITY

Creating Positive Pathways



A two-year pilot programme helping to support and house people who have served a prison sentence is flourishing in the Wellington region.

Creating Positive Pathways, co-designed by the Ministry of Housing and Urban Development (HUD), Ministry of Social Development (MSD) and the Department of Corrections, aims to reduce reoffending by providing long term housing and wraparound support to people who have recently been released from prison or are about to be released.

Our Housing Operations Manager comments that Emerge Aotearoa is contracted to support up to 60 people through the programme. Staff help to source furniture, clothing and other necessities, as well as assist people to find employment, study, reconnect with whānau and connect with community groups or sports and hobby clubs.

Throughout the COVID-19 lockdown, the service was tailored to reflect the needs of people receiving support.

Creating Positive Pathways Team Leader Paula Wells says taking

referrals was challenging during the lockdown period, as additional houses were not available, but the team made the most of what they had. “In Level 4, we were able to house a client that was released from prison the day before Good Friday and had nowhere to go. We worked with Corrections to get his referral completed urgently and secured him a temporary home, set up benefit payments over the phone and arranged a food parcel.”

She says that frozen meals provided through MSD were delivered by staff to other Creating Positive Pathways tenants and were greatly appreciated. “We also maintained regular phone contact with people but continued visits to those who required them. We would phone before visiting to ensure they weren’t sick and had no contact with overseas visitors. Kaimahi followed safety protocols such as physical distancing and wearing personal protective equipment.”



The pilot, which was set to conclude in January 2021, has recently been extended beyond this time.

Feedback the team receives from the people they support is “inspiring”. The following was recently sent by a tenant to the team.

“I just want to thank you all for that you have done for me, this will never

go unnoticed. I appreciate all of the effort that was put in place to house me, if it wasn’t for [the team] I know I’d be out doing crime to live but what you have done – I don’t need to. From the bottom of my heart, thank you. It’s so nice to have a home plus the support of Emerge. All I can do is make you proud by being a good citizen and keep doing good.”

GREATER EQUITY

Working Towards an Inclusive Aotearoa



In 2020, we were thrilled to welcome Cynthia Spittal to the Emerge Aotearoa team as our new Rainbow Partner.



support the work of our Rainbow Roopu; and ensure our internal policies and processes are inclusive and reflective of diversity.

We will also now be able to review how we collect information, such as gender diversity, and work to boost our knowledge and skills for working with people who identify as part of the rainbow community.

Cynthia has more than 30 years of experience working in the health sector, ranging from clinical education and specialist mental health, to social work and primary and women's health. Operating within the HR team, Cynthia's role has been developed to support kaimahi who work directly with clients.

During the COVID-19 response, she worked hard to ensure that the needs of the rainbow community were not overlooked in response planning, and supplied information and resources that were distributed through Emerge Aotearoa channels, such as Te Kete and daily updates.

This was valued by many members of the rainbow community who faced extra stresses during the lockdown period. These included being isolated in a 'bubble' with people who were openly hostile or unsupportive of the rainbow person's sexual orientation or gender identity; being disconnected from usual support networks; experiencing trouble accessing usual gender-affirming treatments (especially delays in initial psychological/

endocrine appointments and difficulty accessing medical supplies); and fear of discrimination.

Cynthia says many rainbow organisations pivoted to operate online and offer support to people who didn't feel safe to be out at home. "At least if people, especially youth, had a cellphone, or wifi access, they could join in," she says. "In fact, some people who hadn't been able to attend face-to-face groups previously, found new ways of connecting and new support."



Te Whānau o Uenuku



Our Cultural Team's COVID-19 Response

The cultural team were vital in supporting Māori and Pasifika kaimahi during Emerge Aotearoa's response to COVID-19.

The team's involvement led to the formation of the Mauri Ora Māori and Pasifika Equity Wellbeing Programme, based on the Te Whare Tapa Whā model of wellbeing. The programme included a small fund, administered through the cultural partners, to enable kaimahi to pay for wellbeing initiatives. This funding empowered staff to be in control of their wellbeing journey and provided the right support to address immediate financial concerns.

Our Mana Whakahaere, Tania Tarawa, says it was important for the team to provide a cultural lens to the various COVID-19 initiatives and develop a response that recognised the greater impact the pandemic could have on Māori and Pasifika communities. "This potential impact had been recognised by our Board and we were charged

with developing a response to support our Māori and Pasifika staff," she says.

The pastoral component of the programme was one of the keys to its success, with Emerge Aotearoa's cultural partners actively connecting with Māori and Pasifika kaimahi to let them know of the support available to them during the COVID-19 response. This connection with people, who had a shared cultural background, meant that kaimahi felt more comfortable to share what they were experiencing and talk through any issues they were having at home or work. In this supportive environment, people could also ask for assistance if needed.

"The Mauri Ora programme provided resources and pastoral support to Māori and Pasifika kaimahi which strengthened their resilience and



enabled them to respond better to the challenge of COVID-19. One of the impacts of the programme was to strengthen staff unity. We wish to maintain this momentum through our staff networks, Fa'afaletui (Pasifika) and Taumata (Māori), and will be

planning activities in the new year to do this," Tania says.

Mauri Ora is now part of the suite of initiatives provided by Emerge Aotearoa, to support people who use its services and kaimahi, during times of hardship.

GREATER EQUITY

Increasing Access to Wellbeing Support



During the COVID-19 response, service organisations and workplaces were able to access Ignite's free and flexible online library, which contains hundreds of valuable mental health and wellbeing resources.

A full launch and expansion of the online platform was originally planned for May 2020, but this was fast-tracked to make the library available to all essential service organisations and workplaces impacted by the global pandemic. The resource library hosts a vast collection of validated, practical, evidence-based tools to help employees look after their mental health, wellbeing and resilience. It gives people the choice of when, where and how they access support and the type of support they want.

The Ignite platform includes an online booking facility for virtual talk-therapy, a digital wellbeing self-assessment, and a planning tool for employees.

Eventually, people will have access to health and wellbeing support seven-days-a-week, accessible from their own devices.

With the backing of Emerge Aotearoa Trust, Ignite has been working for the past two years to modernise and digitise the way employers deliver wellbeing support to their employees. It was originally inspired by the Government Inquiry into Mental Health and Addiction, and the Wellbeing Budget 2019.

Emerge Aotearoa Group saw an opportunity to empower communities to strengthen their wellbeing through highly-accessible support and resources. Ignite's solutions include



education, a digital wellbeing platform, and specialised research and evaluation services.

The organisation is currently partnering with workplaces to enhance employee wellbeing and in the future will work alongside other groups to deliver next-generation wellbeing solutions. This will include health providers, schools, iwi and whānau.

One of Ignite's long-term goals is for its profits to be re-invested in improving equity of access to mental health and wellbeing support.

One Ignite user told us, "It's made a world of difference. I'm using the



mood diary to help understand when I feel anxious, I've read some good articles with tips and yesterday I had a virtual session to talk through what's happening for me. I'm really grateful for the investment my employer has made in my wellbeing."

Thriving Communities



THRIVING COMMUNITIES



Supporting Whānau in Crisis

Emerge Aotearoa's Mind and Body team have collaborated with Odyssey and Lifewise to establish a highly successful after hours crisis café.

The Auckland café, Haven, is a busy place with about 150 people visiting each weekend to connect with the support team or simply have a warm, safe space to spend some time.

Although the service refrains from taking too many personal details, it has found that the majority of visitors are male and a significant number experience homelessness. Feedback from those who have visited has been resoundingly positive, with many commenting that they feel safer and more supported, and that their mental wellbeing has improved.

Many have said that they enjoy the social connectedness and others have indicated they would have been involved in criminal activity had the café not been there.

Haven is open on Friday evenings and during weekends, and provides a supportive space for people experiencing distress and substance abuse.

It is based on a similar model to crisis cafés overseas. Everyone who works at the café is a peer support worker with their own lived experience. Peer



mind&body
CONSULTANTS

support workers bring unique skills and knowledge, which can be of great value to the people visiting the café. Many of the peer support workers have also commented on how their time at Haven has aided their own personal growth.

The success of the Auckland service has led to other regions looking into the possibility of having a crisis café. Otago, in particular, has shown strong interest. EmERGE Aotearoa will be encouraging the development of this service at a national level.





Māori Leadership Programme

In 2019, Emerge Aotearoa launched the new Te Ngākau Hīhiko o Te Kākā Tarahae Programme. The twelve month initiative is a marae-based, wānanga approach made up of six components, aimed at empowering our Māori kaimahi.

The Māori leadership programme was developed in line with Emerge Aotearoa’s Strategic Pou of ‘better meeting the needs of Māori’, and ‘Māori succeeding as Māori’. In August, the first group of 11 kaimahi graduated from Te Ngākāu Hīhiko o Te Kākā Tarahae Māori Leadership Programme. Most of the group have since moved into leadership roles or positions of influence.

The programme supports and grows Māori leaders within our organisation, empowering them with the knowledge that leadership is about influence, and offering tools to realise their full potential.

The programme has been designed for Māori by Māori and all content is

developed and delivered based on the indigenous values of Pono, Tika and Aroha.

Te Ngākau Hīhiko o Te Kākā Tarahae programme components include; Manawa Ohooho - Selection and Goal Setting; Manawa Tiketike - Cultural Leadership; Manawa Hīhiri - Experiential Pathways; Manawa Tūturu - Management Essentials; Manawa Ātahu - Bringing my Leadership Self; and Manawa Pouroto - Coaching and Mentoring.

Toli Maka says, “Participating in Te Ngākau Hīhiko o Te Kākā Tarahae Māori Leadership Programme helped me immensely to put out old fires and refuel myself, personally and professionally, with new aspirations.



A crucial part of my role as a manager is to be an influential leader, by inspiring our Kaimahi to reach their full potential. It is my responsibility to empower, develop and nurture our up-and-coming leaders to achieve their

aspirations. The programme has fundamental principles that align with my own values (Tika, Pono & Aroha). Thank you Emerge for helping me replant my own harakeke.”

THRIVING COMMUNITIES



Relieving Financial Hardship

The Generator is continuing to help a growing number of people across the country on their path to financial independence.

Jointly delivered by Emerge Aotearoa and Vaka Tautua, The Generator addresses hardship by providing seed funding to entrepreneurial kiwis to kickstart their business or venture.

Since its launch in August 2019, more than \$700,000 of seed funding has been granted to the 600 participants in The Generator. About 20 new registrations are being received each week, with participants in Auckland, Northland, Franklin, Waikato, Te Kuiti, Wairoa, Tairāwhiti, Hawke's Bay, Porirua, Nelson, Christchurch, Wellington and Dunedin. The initiative is funded by the Ministry of Social Development.

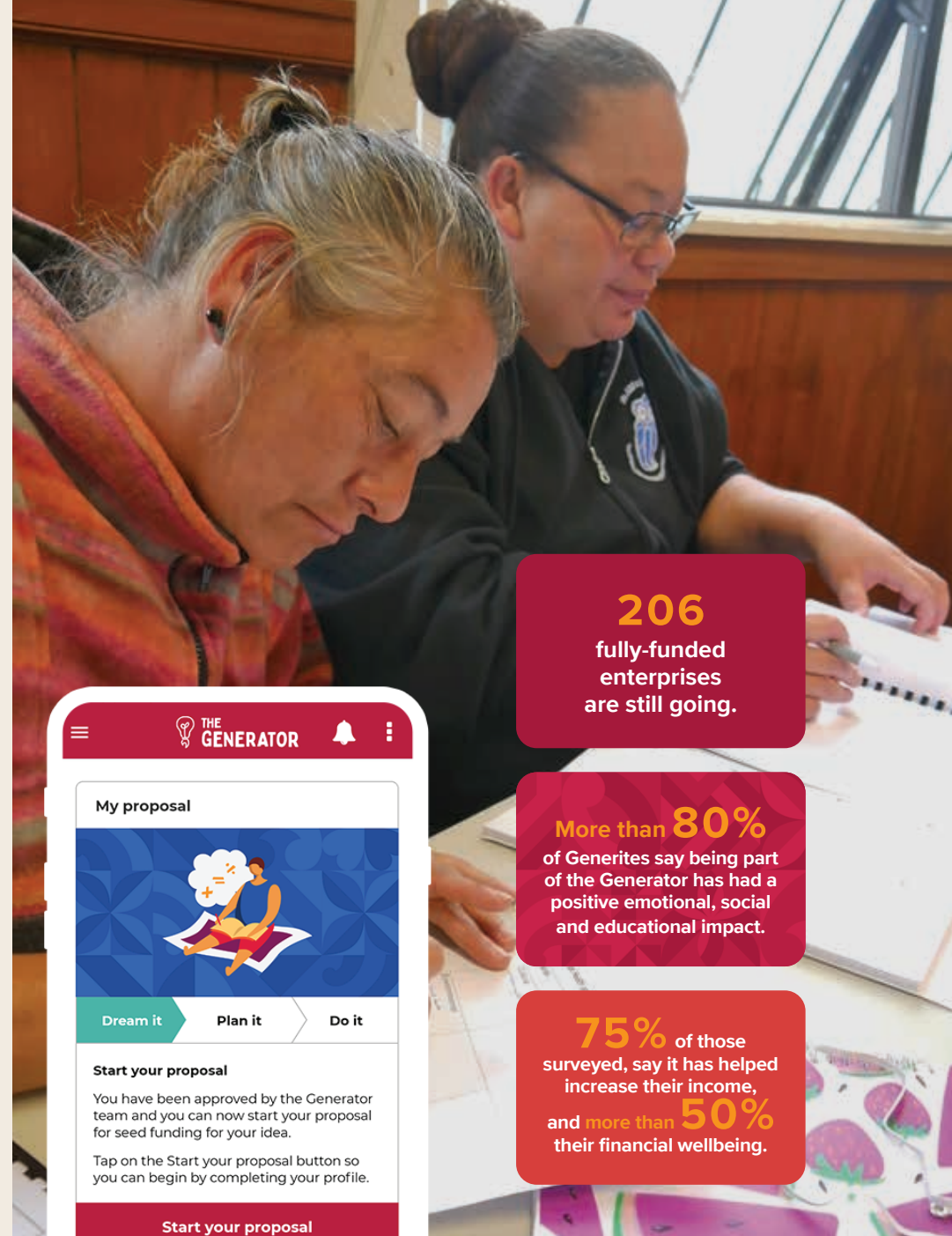
Throughout the COVID-19 lockdown in early 2020, several Generator participants banded together to deliver an emergency meal initiative,

thanks to funding from Foundation North and the Auckland City Council. More than 13,000 meals and 5000 vegetable packs were given to people in need, and the project was extended until August 2020.

More than 80% of participants have said The Generator has had a positive impact on them emotionally, socially and educationally, and more than 75% say they have been able to increase their income.

A mobile app and reporting tool has also been created through the Westpac Innovation Fund. Participants have access to business coaches and financial mentors through an interactive online platform, as well as support from Community Generators to help guide them through the process.

thegenerator.org.nz



Healthy Whānau



HEALTHY WHĀNAU

Early Support Improving Primary Health Care



The Awhi Ora approach is now being rolled out across the country, following its successful implementation in Waitemātā and Auckland, which Emerge Aotearoa and Mind and Body have been part of for the last four years.

In the past 12 months, the overarching service, called Integrated Primary Mental Health & Addiction (Access & Choice), has grown for Emerge Aotearoa to include Wellington, Christchurch, Counties Manukau and Hawke's Bay. It has gone from involving four NGOs (one of which has been Emerge Aotearoa) to seven and will involve significant investment from the Ministry of Health over the next five years. A formal evaluation report from Synergia showed that 94% of those supported found Awhi Ora helped them achieve or be on the way to achieving their goals. Seventy per cent had a reduction in psychological distress.

Awhi Ora was initially funded by the Auckland District Health Board, and

developed through a co-design approach with the local community. It aims to provide quick, early intervention that supports people who are becoming distressed by social issues such as getting a job, a home, or needing social support. Through GP introductions – and now self-introductions – a support worker from Awhi Ora can be contacted for a face-to-face meeting. Mind & Body also work with people to provide peer support. The support workers are part of a wider team that includes Health Improvement Practitioners and Health Coaches.

Emerge Aotearoa District Manager (Auckland) Gillian Schweizer says there are seven operating principles which have been identified as key to

the approach's success. Among them are staff being highly connected with the community and GP practices; using non-clinical language; recognising distress as 'a moment in a person's life'; and the strong belief that people who are supported will move from coping to thriving. The implementation of the programme requires a collaborative approach between PHOs, NGOs, and DHBs around the country. This is an important part of the successful delivery of the programme.

Following a request for support, contact is made within 48 hours. Each individual can be matched with a support person of the same ethnicity, gender and language, if they choose. Following a brief text exchange, they will meet in a public place in the community to discuss the way forward. A plan is developed for the support needed and in general most people achieve their goal within three months.



Gillian says people then often say, 'my friend has a challenge, can you help them, too?'

This service makes less work for GPs and delivers the tailored support that is needed for people. "Our support workers' expertise is social connections and community knowledge, so we can come and assist people to achieve their goals in their community," says Gillian.

HEALTHY WHĀNAU

Meeting the Needs of Young People



Eighteen months after opening its doors, an innovative youth mental health and wellbeing service run by Emerge Aotearoa Limited is seeing impressive results.

Tiakina provides daily group activity sessions, morning and evening, for young people aged 14-19 years who have complex mental health needs such as borderline personality disorder, severe anxiety and depression, psychosis and bipolar disorder. Its aim is to provide structure and support for positive mental health and wellbeing.

Instead of having young people living on site, Emerge Aotearoa wanted to ensure they could return home to their whānau every night to maintain vital family connections.

Christchurch mother Sharon*, whose teenage daughter spent several months with Tiakina, says the transformation she saw in her was “amazing”.

She says her daughter was struggling to engage with mainstream school

after being diagnosed with autism and ADHD, while coping with a past trauma.

“My daughter felt accepted at Tiakina and it gave her the kickstart she needed. They are all so brilliant there, I can’t speak highly enough of the team. Her whole mood changed and it’s like she found her wings there.”

Her daughter is now attending a local high school, where she has discovered a passion for chemistry, and wants to study a double major in science at university once she graduates. The staff at Tiakina helped introduce her to several schools before she settled on one that she wanted to attend. They also supported her on a tour of the facilities and to get a uniform.

“She’s really knuckling down and working hard at school - and she’s

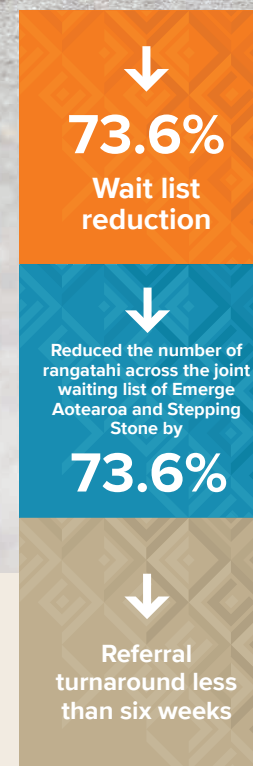
loving it. It’s amazing to see,” Sharon says. “She is so much happier and more confident and outgoing now following the help she received at Tiakina.”

Emerge Aotearoa District Manager for Southern Community Services, Leroy Lewis, says the operating model of the programme has helped to change the way other services in the sector are working together.

“It is changing the way we do referrals. Every two weeks, a panel that includes other local youth services will get together and discuss the referrals that have come in so that we can create a wrap-around service that meets the needs of the young person,” he says.

Tiakina Service Manager Lolita Greig says the new model of working has reduced the number of clients across the joint waiting list of Emerge Aotearoa and Stepping Stone by 73.6% and dropped the referral turnaround to about six weeks.

*A pseudonym has been used to protect the privacy of this whānau



HEALTHY WHĀNAU



Improving Access to Addiction Support

After a year in operation, Emerge Aotearoa's self-funded pilot programme EaseUp is going from strength to strength.

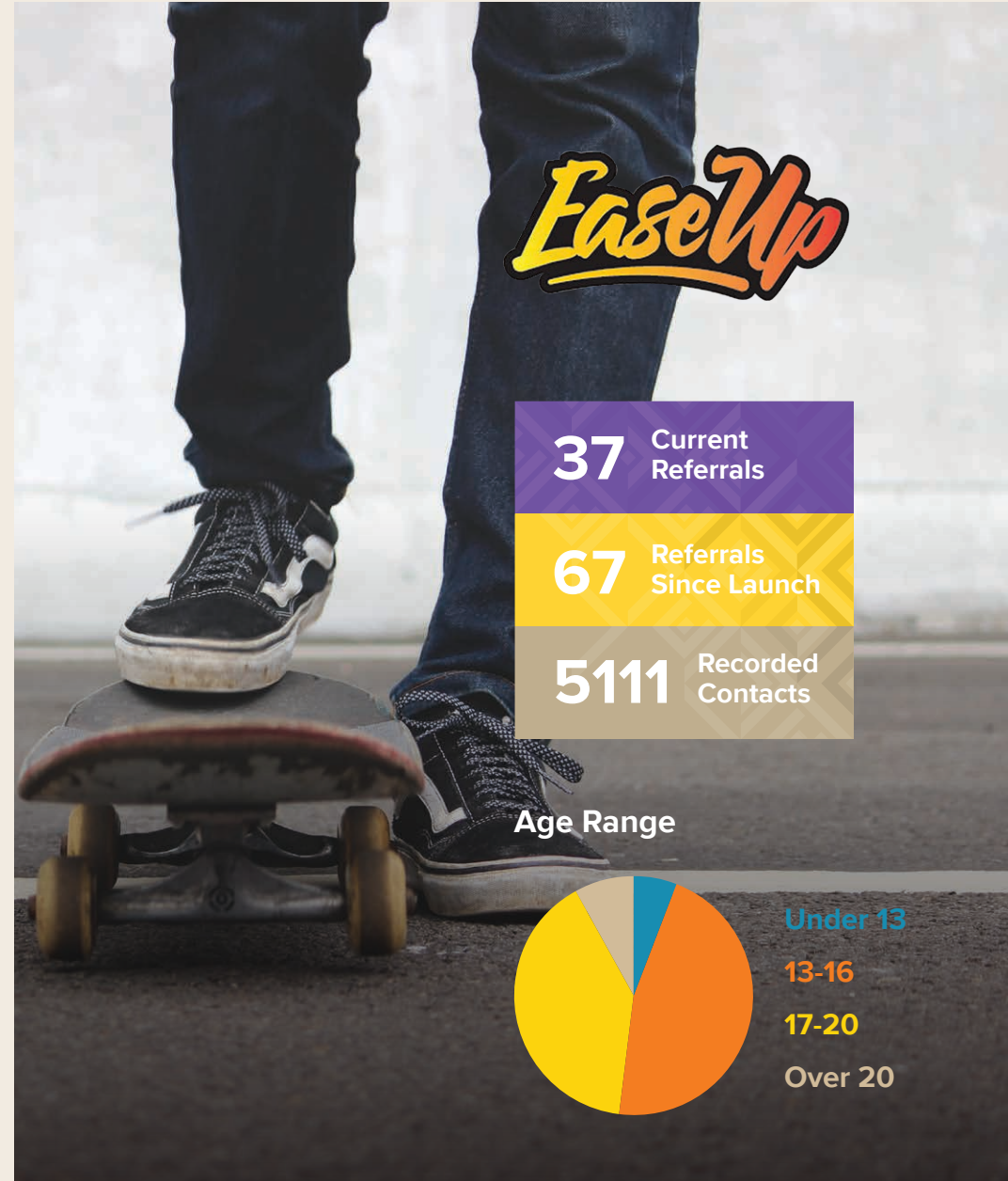
Between June 2019 and August 2020, a total of 67 referrals were received and staff recorded more than 5100 contacts with rangatahi. Referrals have come from several sectors including education, corrections and welfare. Young people or their whānau can also self-refer.

EaseUp works with young people aged between 13 and 20 in the Tāmaki region, who are struggling with alcohol and other drug issues. Clinicians and peer support specialists work with the young people and their whānau to set goals based on their individual needs and work towards achieving them. The holistic outreach model of the programme is flexible and can be delivered from the EaseUp headquarters or somewhere the young person feels comfortable.

Highlights from the past year have included hosting a Matariki celebration and a graduation ceremony, where five rangitahi, who spent more than a year in the programme, were gifted with taonga to symbolise their time with the service and their achievements.

One young person said, "I want to feel complete and balanced and this programme helps me feel that. It helps me with my emotional, mental and spiritual health. The people here are so loving and kind and they're here to help. I love talking about my feelings when I'm here. I feel like I can let out everything that's in my head."

[Facebook.com/EaseUpNZ](https://www.facebook.com/EaseUpNZ)



Our Board



Materoa Mar
BOARD CHAIR



Graeme Bell
DEPUTY CHAIR



Dr Hinemoa Elder
TRUSTEE



Sharon Hawke
KAITIAKI



Tanya McCall
TRUSTEE



Pat Snedden
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Tim Walker
TRUSTEE



Sally Webb
TRUSTEE

Our Group Executive Team



Barbara Disley
Group Chief Executive



Tania Tarawa
Mana Whakahaere
Partnership and Inclusion



Nicola Coom
Group Director of People and
Strategy



Karla Bergquist
Group Director of Services



John Cook
Group Director of Business
Services and Development

Ehara taku toa i te toa takitahi, engari kē he toa takitini

My success should not be bestowed on to me alone,
it was not individual success but the success of a collective

