



***Innovators for socially just and inclusive
communities***

Annual report

July 2013 to June 2014

*Valuing, respecting and utilising people's mental health experiences
Ka wāriu ka whakaute a ka whakapau e ngā wheako mate a hinengaro o ngā tangata*

Kites Trust

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Kites Trust Annual Report

2013-2014

Report from the Chair

The year to 30th June 2014 has again been a challenging one, and this is increasingly the case for community not-for-profit organisations in the health and social care sector. However, we have been challenged before by events and trends in policy settings, funding, service configuration and delivery changes; we live with this environment of constant change, and we survive and flourish in spite of (and sometimes because of) it. Change also occurred in the organisational structure during the year, bringing both difficulties and learning. But the hard work put in during the year under review has also brought achievements and successes, which Kites can be rightly proud of.

The whole team at Kites – volunteers, contractors, advisors, staff and trustees – has worked extremely hard to ensure that despite change and challenge we continue with determination towards achieving our strategic goals. These aims and the directions we want to travel in, together with the ways we go about this and the values we adopt and encourage in pursuing our work, have all been reviewed and updated this year, with wide input from all the team. We all believe, stand by and try hard to achieve and live by them in all we do.

Every member of the Kites staff team deserves our enormous gratitude for the commitment, energy and expertise they bring to their highly skilled, innovative and successful work. I respect and value their loyalty to Kites, to the people whose interests and journeys we try to improve, and to each other – particularly in the face of increasingly uncertain funding in the immediate future. On behalf of the Trust Board, and personally, I thank Marge Jackson for her invaluable encouragement and guidance of the staff team and for her advice and unfailing support of the Board.

The Board thanks all the individual people and NGOs, government agencies and other organisations who have supported, encouraged and contributed to the work and success of Kites.

Trustees

I express my thanks to the Trustees for the commitment, hard work and wisdom they generously contributed during the year. The Board of Trustees has also experienced change since the end of the 2013-14 year covered in this Annual Report. Our Chair, Lynette Knox, stepped down in August, and I am honoured that the Board has elected me to take over as Chair of Trustees. I, and all the Board, thank Lynette sincerely for her leadership, stewardship and advice during her term of office. In October we welcomed a new Trustee, Alex Hotere-Barnes, and we hope to add two more people to our number shortly; we look forward to having their particular experience, interests and perspectives to add to those of

the existing Board as we guide and lead the strategic development of Kites and meet the governance obligations of the organisation. We would still like to hear from people interested in becoming Trustees, particularly those experienced in the areas of young people, families and Māori and Pacific peoples, and anyone with financial governance expertise.

Peter Barnett

Board of Trustees Chair

Report from the Manager

It is with pleasure that I present the Kites Trust annual report for the period July 2013 to June 2014.

On reflection the past year has been one of unexpected deviations. The flexibility and resilience of Kites personnel has ensured we have been able to respond positively as change occurred.

As we commenced the year we were excited to implement our new structure. This new organisational structure is designed to ensure responsiveness not only to our day to day commitments but also strategically. In February we welcomed our new General Manager, Michael Noble. With the new structure I took on a new role of operations and development. Six months on a change in family circumstances saw Michael resign. I returned to the manager role in a temporary capacity as a new Manager is recruited.

The health and social services environment has been changing also. Some examples include;

- The Like Minds, Like Mine programme to counter discrimination and stigma being “refreshed”. The programme has a new strategic direction for social inclusion and has moved to a competitive tendering process. After many years working for the Like Minds, Like Mine programme Kites looks forward to the new approach.
- The three local DHBs of Capital and Coast, Hutt Valley and Wairarapa have signalled their intent to work more closely together and merge services.
- New service delivery models within Capital and Coast DHB have resulted

in significant changes within a number of the local NGOs.

As a small organisation we are flexible and responsive and able to respond to these changes. We have commenced an exciting new collaboration with other locally based, like minded NGOs of Aspire Inc, Te Ara Korowai, Atareira, Wellington After Care Association.

I acknowledge the efforts of the trustees, staff volunteers, contractors during the past year. I admire the passion, commitment and hard work of you all and thank you for your ongoing support.

Marge Jackson
Acting Manager

Our purpose

The vision of Kites Trust is equal citizenship for people who experience distress.

This is based on our strong belief that people who experience mental distress have the same rights and responsibilities as other members of society to live, work, and play in their communities.

Our current goals are to:

1. Increase the influence and accountability of consumers in decision making positions
2. Increase the availability and effectiveness of peer support
3. Eliminate discrimination

This annual report presents some of the activity and areas of focus in relation to these goals.

Increasing the availability of consumers in decision making positions



CALMHA

We believe leadership by people with personal experience of distress is the key to achieving social inclusion on an individual and societal level. High quality leadership, advice and guidance from people who use mental health and addiction services leads to improved services and responses. CALMHA is Kites programme to support emerging consumer leaders. During the year we supported 13 aspiring leaders through the CALMHA programme. Opportunities for development included training in the sharing of personal stories to bring about change, engagement with Peerzone (Peer led recovery learning) and understanding the mental health and addiction landscape. We thank Capital and Coast DHB for their financial support for these activities. Moving forward we will be seeking alternative sources of financial support for this work.

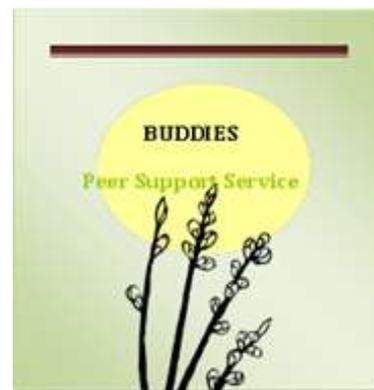
Kites was pleased to be able to support our workforce through sharing of knowledge. Staff attended and presented at three International conferences during the year. Darcey Jane attended the Alternatives conference in the USA, Kim Eruera attended the Canadian Peer Support conference in Nova Scotia, Sarah O'Connor and Andrea Bates attended the Service User in Academia Symposium in Melbourne, Australia.

“Speak Our Mind”

“Speak our Mind” is a workshop delivered for free, to people with personal experience of mental distress and recovery to support sharing of personal stories safely and effectively to bring about change.

Increase the availability and effectiveness of peer support

Peer support happens when people who are experiencing distress are supported by people who have experienced distress and recovery. We believe Peer Support is an effective and positive intervention for people experiencing distress.



Our peer support service, *Buddies* is an example of the way in which people who have experienced distress and recovery are able to share their experience in a mutually beneficial way to people in the local acute adult mental health facility. The peer support volunteers are highly valued for their respectful and strengths based approach and for the hope for recovery they provide.

Highlights for the Buddies Service included Buddies training held in November 2013 with Sara McCook Weir and the Christmas Party which was attended by Buddies, Kites staff, community members and Trust board members.



Toka Tū is a three year programme we have undertaken in conjunction with nine NGO peer support services nationally. Activities within this programme have included:

- The trial of a range of outcome measures within these services
- The development of an evaluative rubric for use by peer support services to help answer *How Good is Good?*
- A report outlining the findings of interviews with over 100 people who use peer support services to identify what outcomes they value and how peer support services support these outcomes.

Peer Workforce Association (PWA)



Peer Workforce Association (PWA) was set up as an incorporated society at the beginning of 2013 with the purpose of supporting and advocating for, the peer workforce in Wellington. PWA is in the growth phase, and is having discussions around the country about how to move PWA to a national body.

PWA have developed a code of ethics which is now available on the website www.pwa.org.nz

Peer Support Forum

In conjunction with the Peer Workforce Association (PWA), we were pleased to be able to host a Peer Support Forum in

Wellington. This forum provided a welcome opportunity for peer support and peer support workforce development to be discussed. It is hoped that in the year ahead Kites will be able to collaborate with others to see a New Zealand peer support conference being held.

Peer Support for Youth



Young people who have experienced first episode psychosis and used Capital and Coast DHB Early Intervention services have identified a desire to set up a peer support service by and for young people.

Whilst many young people already provide each other with a large amount of informal support there is currently no structured peer support for young people who experience significant mental health problems in the Wellington region.

Kites has a goal to establish a successful youth peer support service that leads to an increase in the availability and effectiveness of peer support for young people experiencing emotional distress in the Wellington region.

Intentional Peer Support

Intentional Peer Support (IPS) is a system of giving and receiving help based on the principles of reciprocity, equality and the pursuit of a mutual goal that is helpful. IPS is

a model of peer support which was developed in the United States by Shery Mead.

IPS trainers, Shery Mead, Chris Hansen and Stephen Morgan delivered a 5 day IPS training course in conjunction with Balance Whanganui. Andrea Bates attended the training and is now qualified to deliver IPS. Kites are committed to developing IPS and in future will deliver the training to consumers in the Wellington central city community.

Eliminate discrimination



Discriminatory attitudes, language, behaviours and structures deny people who experience distress equality of citizenship. Kites has continued to contribute to elimination of stigma and discrimination through the national Like Minds, Like Mine programme.

Evaluation System

We have administered the national evaluation system of education and training workshops and have enjoyed engaging with providers to reflect and make sense of the evaluation data we collect. In January 2014 we submitted our first Like Minds, Like Mine report to Ministry of Health using the new evaluation system.

Police College Training

We have also commenced working with the New Zealand Police who are seeking to improve their responses to people who

experience mental distress. We have had very positive feedback about the workshops and are consolidating relationships with the police.

“What works?”

Tane Rangihuna and Andrea Bates worked with Dr Sarah Gordon and Dr Debbie Peterson on “What Works”, a research project that focused on the positive experiences of mental health service users in open employment. The project was a qualitative investigation and analysis of the critical factors that have enabled and sustained open employment of mental health service users from the perspectives of both employees and employers. The focus was on sustained and mutually satisfactory experiences of employment leading to the facilitation of full citizenship status.

Deaf Mental Health

People who are Deaf and experience mental distress are at higher risk of exclusion. Building on earlier work Kites, in conjunction with the Deaf mental health development group and with the assistance of a COGs grant commissioned a report which explores the ongoing needs of Deaf people who experience distress.

Our people

Kites strength is within the people who volunteer, support and work for us.

We thank all the people who work for and with Kites for their hard work and support over the past year. As of June 2014, the lists read:

Marge Jackson

Andrea Bates

Kim Eruera

Darcey Jane (resigned)

Eileen McAtee

Sarah O'Connor

Tane Rangihuna

Anna Jackman

Stella Curthuers

Mel McGowan

Vicki Futter

Darcey Jane, a long standing staff member who joined Kites in 2009 from Case Consulting left to pursue a degree in counselling.

We welcomed Anna and Stella, two energetic and passionate young people to support our work.

Volunteers (Peer Support Programme)

Aaron (resigned in 2014)

Alana (resigned in 2014)

Jack

John

Maggie

Mandy

Richard

Stephen (resigned)

Susanne

Warren

William

Board Members

Lynette Knox (Chair)

Peter Barnett

Kevin Harper

Gary Platz

Jak Wild

Contractors & Consultants

Expert Advisors: Kate McKegg, Judy Oaken, Debbie Goodwin, Dr Debbie Petersen and Dr Sarah Gordon.

Contractors: Suzy Stevens, Carina Allen, Sara McCook-Weir and Alex Smith.

Support personnel: Rob Corlett (IT Systems) and Jane & Dominic Howley (Accounting administration consultant).

Supervisors: Colin Slade, Esther Bulkott, Madeline Taylor and Marilyn Hunt

Our supporters – thank you

Organisations:

Capital and Coast DHB

COGs

HQSC

Working Together Better fund

Volunteer Wellington

Ministry of Health

Phoenix Facilitation

NZ Lotteries

Regional Wellbeing Alliance members

Old St Pauls Church

Thank you to David Crombie of Crombie & Associates for undertaking our financial audit, and to Jane and Dominic Howley for assisting in the preparation of the annual accounts and day-to-day administration of the accounting functions.

Financial reports for Kites Trust (CC10276) can be found at <https://www.charities.govt.nz/>