

Kites Trust Annual Report 2017-2018

1. Report from the Chair

The year to 30th June 2018 has been challenging but also successful for Kites Trust. The whole mental health and addictions sector is waiting for the outcomes and recommendations from the very extensive government inquiry into the needs, configuration, successes and failures, and future directions for the sector. The report from the Inquiry Panel is due to the Minister of Health by the end of November, and I am hopeful it will be far reaching and possibly contentious. Meanwhile Kites continues its excellent work and its quest for new and innovative opportunities to improve the wellbeing of people who experience mental distress and addiction. We always look to bring our unique tangata whaiora perspective and expertise to add value to agencies involved in providing services to the community.

Community and people-centred, consumer-driven and values-based providers who seek to help people achieve their goals and improve their mental/emotional/physical/economic wellbeing face intense competition for validation and resourcing from large national organisations with a business ethic and with the infrastructure to prosper in this one-size-fits-all, cost-driven environment focused on service inputs/outputs rather than outcomes for people. It is very hard for these smaller organisations with close connections to and knowledge of their communities to survive, never mind thrive.

The whole team at Kites – volunteers, contractors, advisors, staff and trustees – has continued to work extremely hard and successfully to ensure that we continue on our path towards achieving our strategic goals. These aims and directions are core for us, together with our values and the ways we go about our mahi. We seek to achieve and live by them in everything we do and try always to walk our talk.

The Board appreciates and greatly values the experience, expertise and commitment that David Hegarty has continued to bring to Kites as Manager. He has gained the trust and respect of the staff team, and in close collaboration with the Board is leading the organisation on a journey of change and growth. This has successfully resulted in our basing projects and services out in the communities they serve, located alongside other similar community services serving similar populations, with teams working remotely but still connected with each other, and with the main Kites hub relocated to Newtown.

Every member of the Kites 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 wellbeing and journeys we try to improve, and to each other – even in the face of uncertainties in funding and future development opportunities.

The Board acknowledges and thanks all the individual people, government agencies, NGOs, tertiary education institutions, and other organisations who have given ongoing support, encouragement, funding and other contribution to the work and success of Kites.

And we honour the voices, stories (good and bad), and trust shared with us by tangata whaiora – people seeking wellness – those whose journeys toward and through recovery are fundamental to our purpose and without whom Kites is nothing.

I sincerely thank my fellow Trustees for the commitment, experience and wisdom they generously contributed during the year to our work in guiding and leading the strategic development of Kites and meeting the governance obligations of the organisation.

The Board has been strengthened by new members Jay Brooker and Nick Laurence joining us during the year and we greatly value having their experience, perspectives and strengths. We have also said farewell to long time board member Jak Wild.

The organisation is in good health, winning new pieces of work and growing our existing activities. I look forward to these successes continuing in the current 2018 – 19 year.

A handwritten signature in blue ink that reads "Peter A. Barnett". The signature is fluid and cursive, with a long horizontal stroke at the bottom.

Peter Barnett
Board of Trustees Chair

2. Report from the Manager

I am pleased to present the Kites Trust annual report for the period July 2017 to June 2018.

It has been a year of change and renewal for Kites, with a move from Education House taking place in December to new premises in Newtown at Riddiford House. There were two main reasons for relocating, one was to reduce spending on rent and associated costs. The second and more important was to place Kites closer to the community that it serves, in a far more accessible location. With this in mind we also opened a smaller office in Petone in March to better connect to the Hutt Valley.

With the announcement of a government inquiry into Mental Health and Addictions, this connection with our “core constituency” became even more relevant. The increased communication with our peers helped to inform our own submission to the Inquiry. We now look forward to seeing the government response to ideas that Kites - and many others - have put forward.

Despite the upheavals associated with moving, the Staff Team remained focussed on the important work we do. This has shown results in the increase of Buddies volunteers and a rise in the number of ward visits carried out, as well as the growth in other areas of Kites work.

The Youth Peer Support Service continued to develop strongly this year, expanding its reach to young people across Wellington. This was assisted by grants from JR McKenzie Trust and T G Macarthy Trust.

We also received match funding from the Ministry of Youth Development and successfully gained Level Four Accreditation from the Ministry of Social Development.

We have been pleased to be chosen as Programme Partners by the University of Otago, allowing us to continue working with the Police Recruits and Medical Students Training. These are both important and much needed projects.

We were also excited to enter into a new partnership with Whitireia College to provide advice and input from a lived experience perspective. This has grown to cover more hours and more subjects already and we are looking forward to working productively together in the coming year.

Kites has continued to be a partner in the MOU to deliver Intentional Peer Support in New Zealand and both staff and Buddies volunteers have benefitted from completing this training.

We have also renewed our MOU with Te Ao Maramatanga, the New Zealand College of Mental Health Nurses and look forward to working with them in the next year.

With the restructure and move complete, Kites is in a good position to respond swiftly and positively to future developments in the Mental Health and Addictions sector and continue to be a leader for positive change for the tangata whaiora of Aotearoa.

I would like to acknowledge the dedication and hard work of the staff, trustees, volunteers, and contractors during the past year, and thank you for your ongoing support.

A handwritten signature in black ink that reads "David Hegarty". The signature is written in a cursive, slightly slanted style.

David Hegarty
Kites Manager

3. Our purpose

The Kites Trust vision is one of 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.

4. Increase the influence and accountability of consumers in decision making positions

4.1 Whitireia Community Polytechnic

In August of last year Kites and Whitireia agreed upon an MOU which would see Tane fill a Service User in Academia position at Whitireia Community Polytechnic, this would require one day a week at Whitireia.

The position was designed to give a consumer's perspective within the curriculum delivered by the School of Health at Whitireia which involved mental health content. Since starting at Whitireia, Tane has been sought after by many of the courses ran by the school of health to consult and deliver training around stigma and discrimination for those who experience mental distress. Many of these courses do not have a strong focus on mental distress and have actively sought out Tane as they have heard from other tutors about the person centred training and perspective that Kites brings which the tutors at Whitireia have found very refreshing and authentic and has provided a great first hand view of the issues facing those who experience mental distress and the impact that they have upon people who experience mental distress as a health professional.

Whitireia was in the process of reviewing a Primary Mental Health book to be re-released and asked Tane to review it with a consumers view and make any applicable changes needed to make sure it was not viewed as stigmatic or discriminatory toward those who experience mental distress. Tane was also asked to write a forward for the book.

Not long after Kites began working directly with Whitireia they could already see the positive impact being made by Tane on not only the students but also the staff. This prompted Whitireia initiate a research project around co-production which Tane has been included in as a head researcher. Tane and Katie Owen, a lecturer from Whitireia, will be going to the Service User in Academia symposium in November 2018 to present about co-production.

During the last year Tane has presented at the Nursing College of NZ symposium and the Maaori Nurses of NZ symposium on behalf of Kites.

Due to Tane's skill set, Whitireia and Kites agreed to increase Tane's time at Whitireia allowing him to act in a student support role for the students therefore enabling Tane to hear and come to an understanding around the issues facing the Maaori nurses and therefore implementing solutions that would ease the angst for the Maaori nurses and allow them to better focus on their studies and passing their respective courses. This has been going amazingly well and Whitireia are very happy with their partnership with Kites and grateful for the work Tane has been doing.

5. Increase the availability and effectiveness of peer support

5.1 Buddies Peer Support Service

Buddies continues to be an example of the way in which people who have experienced mental distress and recovery are able to share their experience in a mutually beneficial way to people staying in the acute adult mental health wards at Te Whare o Mātairangi and Te Whare Āhuru. The peer support volunteers are highly valued for their willingness to share their lived experience.

We continue to build on our highly valued relationship with the staff at Te Whare o Mātairangi (CCDHB) and building a professional relationship with the staff at Te Whare Āhuru (Hutt Valley DHB), who we work with in a collaborative way that is beneficial for Tangata Whai Ora (peers) while they are beginning their recovery at these acute units. Buddies continue to bring the message of recovery, self-worth, the power of contact, connectivity to the wider community, peer support, and most importantly hope; this is achieved through mutuality, reciprocity and respect and a common lived experience.

Wellington (Te Whare o Mātairangi)

In July 2017, Buddies welcomed a new part-time Coordinator Michelle Poole to the team who is working across both the Buddies Services.

Michelle had spent her time prior to joining the team volunteering as a wellington Buddie.

In December Wellington Buddies made the move with Kites to new offices in Newtown which now positions it well, for more community involvement and ease of access to Buddies and staff at Te Whare o matarangi and the ability to spend more time in out of office, meeting with our Buddies, C.C.D.H.B staff and other like-minded services, such as Wellington Aftercare Association with whom we have an M.O.U. to hotdesk with should we need to hold meetings in the C.B.D.

This is a great way of utilizing the power of contact.

At the beginning of this reporting period, Wellington Buddies had fourteen volunteers in its service, taking the peer support message that recovery from mental health issues and curious is achievable. And in what can be a strange clinical time, it was helpful to have someone, in support who has been through similar life experiences.

Meanwhile, in the background, the Coordinators Team has continued in its efforts to lessen the admirative/reporting burden on the Buddies Volunteers, in an overall effort to show the service, not only value the person but we also value their time, which now allows them to focus on what is after all their main reason for joining Buddies, the Tangata whaiora!

This has been achieved by:

- Rationalizing the information on the Buddies database(this is, of course, an ongoing project). But we have at last managed to declutter and archive 16 years of Buddies Administrative History and now have a system in which it is now possible to find information, forms, procedures etc... in an easy to follow the method, which is also sequence and follows and is reflexive of the Buddies Service annual work plan.we have also endeavoured to futureproof the system by adding in step-by-step guilds in all key events.
- Fixing Key events such as Buddies Core training, graduation, Community events etc.. has brought a greater degree of certainty and clarity for all, when it comes to planning and allow us to" soak " our advertising all year, which has dramatically increased the volume of inquiries into our service and the work of Kites.
- Updating our procedures, to make sure they are relevant to our kaupapa, by holding an ongoing review of our policies and procedures.
- Introducing, new forms of real-time communication and reporting, though both traditional and electronic means, which has resulted in Wellington having 100% compliance in receiving the ward reporting, faster turnaround times for reimbursements and the ability to make and report sudden changes in the roster.we have greater connectivity with our stockholder than ever before.

Over this year we have held two marketing, recruitments, Buddies core Training mainly to build our sister Service, Lower Hutt Buddies numbers, but also boosting Wellingtons number by an additional, four new Buddies. In addition, health and safety walkthrough.

At this point, I would like to thank the staff at Te Whare O Matarangi for their ongoing support and collaboration with the Buddies and Kites.

In particular, Kevin Livesay and Sinead McCambridge from the Occupational Therapist department of Te Ware O Martarangi for their role in the Buddies core training.

And John Tovey|Consumer Advisor, Adult Intensive Recovery and Community Liaison C.C.D.H.B. for his ongoing support of Buddies and the peer movement.

We also held a number of team building events and ongoing training.

The high point of these events for myself was In March, the Buddies team attended Clarissa's (a Wellingtons Buddy) stand-up comedy 'Committed', as part of the NZ Fringe Festival at The Scruffy Bunny Improv Theatre.

Clarissa's show told the story of her journey through the New Zealand mental health system and as a former psych ward resident. Her show won The Parkin Development Award at the NZ Fringe Awards which is worth \$5000

I would also like to thank Andrew McGregor from Emerge Aotearoa for delivering a training on “Personal connection, skills for life”, Lisa Archibald and Shona McNeil for Facilitating “De-escalation training”, Tane Rangihuna for guiding the Buddies through “Day to Day Maori etiquettes and tapu’s”, and Dennis Duerr From CCDHB for “W.R.A.P. planing”.

In keeping with the Kites overall strategic plans, Wellington Buddies had three of its members use the service as a stepping stone to paid employment this year, one becoming a research assistant, one now working for Pathways and one now teaching English as a second language, with an additional two moving into a part-time role within the Kites organization.

It may have been a year of changes, but it’s still a privilege to work with such amazing dedicated inspiring People.

Paul Ellis Buddies

Peer Support Coordinator, Wellington

Hutt Valley (Buddies at Te Whare Āhuru)

Buddies Peer Support Service Hutt Valley (“Hutt Buddies”) has seen both growth and stability throughout its second year of operation at Te Whare Āhuru (Hutt Valley District Health Board). Hutt Buddies volunteers have worked hard to maintain positive relations with Te Whare Āhuru staff and have consistently reported feeling increasingly welcome during their visits to the unit. Buddies are well-recognised and valued by tangata whaiora/peers and they regularly receive positive feedback and appreciation in relation to their work.

The reporting period has seen a number of notable achievements/developments for the Hutt Valley service:

- 2 Buddies volunteers marked 1 year and 1.5 years of service (respectively).
- 2 Hutt Buddies volunteers completed Intentional Peer Support (IPS) training.
- Kites Trust secured a new office in Petone from which the Hutt Buddies service now operates. This development has improved service operations as Hutt Buddies now has an independent space within which to carry out its work as well as improving its visibility/accessibility to the community which it serves.
- Hutt Buddies has continued to develop and strengthen its connections within the local peer support/mental health community, with a number of representatives from NGO’s and social services delivering professional development opportunities to the Buddies. To date, these sessions have included:
 - Education regarding the mental health experiences of, and provision of support to, survivors of sexual abuse (The Road Forward Trust)
 - Autism awareness and mental health (Altogether Autism / Parent To Parent)

- Advocacy and peer support (Oasis Network LTD)
- Employment and career pathways support (Creative Works – Emerge Aotearoa)
- Stigma and discrimination (Lower Hutt Women’s Centre)
- The impact of gambling harm upon the mental well-being of Pasifika individuals and aiga (The Problem Gambling Foundation)

The core focus for the Hutt Buddies Coordinator across the reporting period has been volunteer retention, with significant amounts of time and resources directed towards the provision of pastoral support and professional development for the Hutt Buddies team. At the beginning of this year, a professional development programme was developed in collaboration with Hutt Buddies volunteers so that training/learning sessions planned across the year would be responsive to the needs of tangata whaiora/peers with whom the Buddies meet at TWA. Hutt Buddies volunteers have reported deriving a high-level of value from the sessions delivered so far and Hutt Buddies is indebted to those services who have given their time and expertise to support the Buddies in their work.

Across the reporting period, the coordinator has worked to ensure that Hutt Buddies volunteers have felt valued and supported and are able to derive a sense of enjoyment and value from the work they do. Pastoral support/coaching check-ins, face-to-face meetings and development reviews have taken place regularly and the coordinator has strived to maintain a high-level of positive rapport amongst the team.

Candice Benson

Buddies Peer Support Coordinator, Hutt Valley

5.2 Youth Peer Support

OVERVIEW

The Peer Tree is now coming up to having been operational for two years. We have continued to see steady growth in the services we provide.

While we no longer support the Misfits art club at Victoria University, we continue to hold a close relationship with Mauri Ora, the health and wellbeing department at Victoria University.

Our core community (those who regularly participate in the groups we run) is solidifying more with every month, and we are seeing further reach in the wider community through our social media platforms, through word of mouth and through our community organisation networks.

The Peer Tree Coordinator is supervising students at the university who are running their own mental health peer support groups on campus. In addition, we are also consulting them in the development of policies that govern their peer support work.

SOCIAL GROUPS

As well as the two weekly coffee groups we host, we have also launched a monthly group called *Sunday Funday*. This group occurs on the first Sunday of each month with a variety of different activities coordinated and run by our leaders and staff. Some of these groups have included trips to the SPCA, music appreciation and bush walks.

WORKSHOPS

In addition to our Speak Our Mind workshop (which has been our staple workshop for the last two years for training leaders and young adults in the wider community alike), we have now begun two new workshops. We have spent the last year creating a series of new workshops which provide conversations for the most common areas of mental distress that young adults face in Aotearoa. In the last couple of months, we have begun piloting two of these workshops, one around trauma and sexual violence prevention and one around anxiety.

These workshops focus on providing a space to talk about mental wellbeing with openness and honesty, as well as providing simple tools and skills for young adults to support themselves and each other in their mental wellbeing. We have run our trauma workshop twice and our anxiety workshop once in our pilot phase so far.

GOOD STORIES

1. In the last nine months, we have been taking our leaders on two hui. The idea behind them is to do further leadership development and have time outside social groups for the team to bond and spend time together. The two we have run have been a great success, with deeper connection being fostered between our leaders. This is vital when we are supporting and connecting with young adults in the wider community.

2. A woman in her early 20's came to one of our coffee groups for the first time a few weeks ago. We found out, talking to her that she struggles with severe social anxiety and had been plucking up the courage to come to one of our groups for over a year. She has been coming along every week since and has become more open and confident with every week. To us this proves the power that simple social contact and can have on a person's mental health recovery and integration into the community.

MOVING FORWARD

With an increased number of committed leaders, we are looking at increasing the number of social groups we provide either on a weekly or fortnightly basis. We have been in conversations with many of the community organisations out in Lower Hutt,

looking at the possibility of expanding the Peer Tree community out there in the next year. We have ascertained a definite need for The Peer Tree in Lower Hutt and will explore this further in the coming months.

5.3 IPS ANZ

Kites continued to be a partner with Te Ara Korowai in holding the Memorandum of Understanding for the delivery of Intentional Peer Support in New Zealand. To this end IPS Aotearoa New Zealand was set up to provide IPS training courses for peers and to train those who want to facilitate and deliver IPS themselves.

While there is still a long journey ahead, IPS ANZ has firmly established itself in New Zealand and has received a very positive response from the peer community. The partnership was further strengthened in June when Mental Health Advocacy and Peer Support (MHAPS) joined as a third partner.

6. *Eliminate discrimination*

6.1 Police Officer training

Kites has continued to contribute to eliminating stigma and discrimination through a partnership with the University of Otago, Wellington. Kites has assisted with the development of updated training for the NZ Police and has continued to deliver workshops to the Police recruits at the Police College.

Kites works closely with the University of Otago and New Zealand Police College to create more positive attitudes in the New Zealand Police toward people who experience mental distress.

6.2 Recovery training for medical students

Building on its successful work during the past two years, Kites has continued to work in collaboration with the School of Medicine at the University of Otago to deliver training on recovery by people with experience of mental distress.

Together with the Police Training this will form part of the World of Difference initiative which is soon to be launched by the University Department headed by Dr Sarah Gordon. The main objectives are:

- Ending discrimination, and
- Promoting recovery, inclusion, and respect...for the human rights of people who experience mental distress, led and delivered by experts with personal experience.

This fits perfectly with the Kites ethos and aims.

6.3 Whitireia

Please see above – 4.1

7. Our people

Kites strength lies in the people who support, volunteer and work for us, and we thank all the people who work for and with Kites for their hard work and support over 2017 - 2018:

Staff

Tane Rangihuna

Paul Ellis

Hamish Dobbie

Candice Benson

Michelle Poole

Volunteers (Buddies Peer Support Programme)

Wellington

Clarissa

Amy

Gail

Warren

Valerie

Simon

Kiera

Catherine M

Catherine N

Dasha

Lau

Susan G

Susan P

Joanna

Memon

Hutt Valley

Paulette

Jacob

Johnny

Sharon

Wayne

Phillip

Michelle

Board Members

Peter Barnett (Chair)

Jak Wild

David Johnson

Jonathan Beazer

Leah Kininmonth

Kate Kerrisk

Jay Brooker

Contractors and consultants

Contractors: Richard Stephens, Suzie Harris, Jay Brooker.

Support personnel: IT Engine (IT systems), Jane Howley (accounting administration consultant), and David Crombie (auditor).

Supervisors: Colin Slade, Jess Senior, Leo McIntyre

8. Our supporters – thank you

- Capital and Coast DHB
- Health Promotion Agency
- Volunteer Wellington
- Ministry of Health
- Ministry of Social Development
- Ministry of Youth Development
- NZ Police
- Todd Foundation
- Thomas George Macarthy Trust
- JR McKenzie Trust
- Intentional Peer Support
- Regional Wellbeing Alliance members

9. Summary Financial Statements for the year ending 30 June 2018

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