

HOUSING

- There was a general discussion about housing issues in the Wellington are. Waiting lists are long for HNZ and WCC. Plus there has been an increase in the criteria for acceptance being a 2 hour phone call to go through an 'assessment process.'

Housing and tobacco smoking

- The Wellington City Council (WCC) smoking policy and how places being inspected are impacting on people's mental health. The go into people's bedrooms - where is a person's private space? Some of the complexes have become smoke free so people are expected to go across the road and smoke. People have to sign up about not smoking in new tenancies. This pushes it underground. Now marijuana tinny costs less than a packet of cigarettes.

- Easy Access tenants can smoke outside under cover. No smoking in the house.
- So how far is too far? WCC has its do-ups now, multi-level complexes. New plans for others, all very flash and it doesn't seem like they are targeting the homeless.

- CCDHB Board member: mentioned people having smoke free goals and the public health debate. What do smoke free campaigners suggest

- Who's agenda is it? There is no smoking now in prisons and psychiatric hospitals.
- It used to be that there would be a debate/discussion with the person about smoking. Now they are drawing up contracts. It's not ethical.

- It's stigmatising people to make them give up or make a goal...it doesn't work. Patches aren't manly.

- HNZ is no longer a home for life. People have a right to have a home.

The issues track back to the underlying relationships with tenants.

- Easy Access Housing people are told this is your home for now.

- Kāpiti has very little social housing and it is a huge problem for some. One person spent months in a tent in the camping ground during the rain and wind of summer. The respite service Key We Way is struggling to be full, but that a crisis service as an alternative to a hospital admission.

- There are huge shortages of places and the community may solve the problem, for example couch-surfing.

- Some good news....Oasis Network in the Hutt has opened a 15 bed housing complex for people with mild to moderate mental health problems. It is funded by the MSD and people can stay for 3 months. Oasis have employed 2 people one does the housing and the other finds people for ongoing positions. Oasis will be a really good landlord and apparently MSD funding made the project possible.

- **Personal detail collection by MSD.** spoke about the lack of real support from MSD for Easy Access. They now require staff to take personal details which are shared with MSD. This creates a huge issue for people and a conflict for staff. This is an expectation and places may lose funding if they don't comply. It isn't professional and some refuse to do it.
- CCDHB Board member reminded us that a recent report to CCDHB regarding mental health included a recommendation about more housing:
 “ (iii) While the quantity and type of accommodation for service users living in the community is not under the control of the mental health services, they should prepare a 31 submission to the DHB funding and planning section summarizing their evidential contribution to an argument for greater provision of residential accommodation which has the capacity to provide for service users with high and complex needs.”
<https://www.ccdhb.org.nz/news-publications/news-and-media-releases/2017-01-26-mental-health-review-released/review-report.pdf> She also suggested that we might like to listen to the item on Radio NZ 'Focus on Politics' from last Saturday. Link: http://www.radionz.co.nz/audio/player?audio_id=201835347

Te Tiriti o Waitangi

- Services need financial assistance to enable them to implement Te Tiriti into their services and practices.

Treaty Voyager Workshop

- Wellington Community Law Centre's 'Treaty Voyager Workshop' was attended by 2 Nga Hau e Wha members from the Central region as ongoing professional development. The information presented as well as the manual provided will assist our current development of Nga Hau E Whā towards Treaty partnership in our work and practice.

Emerge Aotearoa: Withheld under [section 9(2)(a)]

Those with mild–moderate mental health issues are being discharged from mental health teams to their GP and are not accepted for Te Ara Pai Navigator or Home Based support, but express a strong need to have someone walk beside them, whether professional or volunteer, to help them cope.

- Few or no support groups neither for - bereavement through suicide; nor for those with bipolar; anxiety; depression.
- Huge demand on rental accommodation in Kapiti due to workers on the Transmission Gully & Peka Peka bypass, plus home buyers moving out from Wellington.
- Lack of emergency housing provision in Porirua or Kapiti apart from the motels.
- No recovery house for those coming out of Te Whare O Matairangi as if they're lucky they'll get a couple of nights in respite then have to go home where they often have little or no support.
- No women's centre in Porirua; the one in Lower Hutt is down to only a couple of days per week due to funding cuts.

- Some difficulty accessing respite/crisis beds, provided by NGOs in the community, despite knowing they are available.
- Service users having to be actively suicidal in order to receive support from DHB services, meaning a severe lack of suicide prevention measures across the Wellington Region.
- Lack of supported accommodation for those people unable to sustain their own tenancy with community support, including those people with a forensic history.
- Barriers to employment for those people with a forensic history who are forced to disclose their offences.

Oasis Network

Te Whare Ahuru

As usual Te Whare Ahuru (TWA) (inpatient unit at Hutt Hospital) is causing concerns for people who use and visit this facility:

- o People describe this as a rundown draconian facility.
- o There is a very heavy use of seclusion
- o It is described as prison-like and people are routinely locked in
- o There is no access to water without asking staff for it.
- o Staff are difficult to access if they are needed.
- o Some stated that you could be locked in a secure unit for days and only be let out for one hour per day
- o Inflammatory nursing practices. Agitate service users in the ward then seclude them.
- o These nurses escalate the situation.
- o Difficulties trying to get to talk to psychiatrist for families
- o One client had difficulties trying to get a pastor to visit in seclusion unit
- o No one knew of the inclusion of family, service user included in any MDT meetings even though this is allowed and encouraged by other services.
- o TWA is known to give out large amounts of medications to people with a history of overdoses when they leave. (Paracetamol/ Ibuprofen/ Sevredol)

Work:

- o Not much unskilled work available in the area
- o Computer skills and reading are prerequisites for most jobs.
- o Lack of support to get to work when it is available
- o Vocational courses are run with no clear pathway to employment.
- o Being able to volunteer at Oasis is good.

Stigma and discrimination:

Oasis Network

- o A clear case of stigma and discrimination was described by a registered Social Worker who was told by an MSD employee that she shouldn't be able to register as a Social Worker because of her history as a service user.

Emerge Aotearoa:

- Several community meetings, called '**Hui Tui**' have been held across the Wellington region in 2016 and 2017, led by the Stigma and Discrimination Consultant employed by Emerge Aotearoa, focused on challenging and minimising Stigma and Discrimination in professional practice and in communities.
- **Police**-due the Police's discriminatory recruitment policy with regard to applicants who are on or have been on anti-depressant medications, various leaders in mental health have expressed their dissatisfaction or outrage at this practice, which has been supported by the Health Minister, however the Police Commissioner has refused to consider revising the stigmatising and discriminatory policy.
- **Housing** - There is concern about families currently on a waiting list. Once they have had emergency housing, where can people move on to? There is limited permanent housing being built. Also, what happens for individuals who need housing?
- There are 4,000 homes short in Wellington. Housing is the elephant in the room. A member (also co-chair of the refugee housing forum) had attended a blue sky strategic planning meeting at WCC. Mixture of public, private and Council

Inner City Mental Health Liaison Group (ICMHLG) - Wellington City

Housing

- A member has met a person in the DHB who wants to help people into housing.
- WINZ have been paying \$900 for 7 days in a hotel, and then they have to go.
- A member is working with a person living at back packers.
- Down town Community Ministry (DCM) has a dedicated housing team. One member knows that motels and backpackers can turn people away if they hear about mental health issues.
- Withheld under [section 9(2)(a)] (MP) has had a person sleeping just outside their office. DCM found them a space.
- Families should not be in lodges and backpackers.
- A member mentioned bad landlord situation – hard to get housed with a mental health history.
- There is concern about families currently on a waiting list. Once they have had emergency housing, where can people move on to? There is limited permanent housing being built. Also, what happens for individuals who need housing?
- There are 4,000 homes short in Wellington. Housing is the elephant in the room. A member (also co-chair of the refugee housing forum) had attended a blue sky strategic planning meeting at WCC. Mixture of public, private and Council
- WCC liaison advisor for Newtown to provide links between community and council. Seeing an increase of people experiencing mental distress on the streets in Newtown. Partly due to closure of Kilbirnie WINZ office. Tacy St CMHT moving to the hospital in Mein St. Working successfully with NGOs, looking at 3 open spaces/art/gardens to create in Newtown. Salvation Army involved, their addiction service to take over maintenance of the gardens, a night shop, turning clothing donations into something better, other plans are coming up

Best Practice as identified by people in your region

Emerge Aotearoa: Withheld under [section 9(2)(a)]

- Te Ara Korowai Wellbeing centre, Raumati Beach, Kapiti provides a place for those with a range of mental health issues to feel welcome and supported through art, creative writing, health & fitness etc. However, only open daytime Mondays-Thursdays and few similar places, if any, in Porirua.
- Atareira Family/Whanau support providing support groups, circle of care
- Those that do get Navigators/Home Based supporters through Te Ara pai speak positively of the experience.
- Peer supporters – just not enough of them!
- Free peer advocacy support through Te Ara Korowai, Vincents Art Workshop and Newtown Union Health Service
- Good practice of Benefits Advocates in Porirua
- Pilot project ‘Work for You’ WINZ Porirua & Wellington works really well, but should be rolled out across the region esp. Kapiti
- Key We Way crisis respite service is highly valued by consumers, but under-utilised.
- Well-attended suicide prevention Hopewalk took place in Palmerston North.
- ASIST suicide prevention training was provided in Kapiti in March to 15 people, enabling suicide safer communities. It was very well received by participants, many of whom were counsellors or NGO staff.
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Housing

- Emerge housing project - up to 300 families to be housed over the next 2 years. 70 units for families for 12 weeks. They will be WINZ clients, in need of emergency housing. Referred to the housing team and onto a waiting list. They have started in Tawa.

Oasis Network

- “Oasis services are GOOD.”

Work:

- “In work” is a program for services users.
- One person described getting work at the Westpac Stadium through In Work.

Other supports:

- PACT has started in the Hutt
- Assists a service user to get to the gym
- They will be sending support workers into prisons

Lower Hutt Community Team

- Service users report a big shift in the new look community team.
- There have been personnel changes and they are listening better.

Upper Hutt Community Team

- This team has been strengthened and there are now more clinicians attached to it.

Inner City Mental Health Liaison Group

- Wellington City Housing (the WCH) tenant welfare programme. It was set up a few years ago Wellington following an incident in one of the flats. When people apply for housing they identify who would benefit from a regular visit. There are 4 tenancy advisory positions. They also chat with crisis resolution team members and learn about vulnerable tenants. They can make referrals to places like Pathways, suggest GPS. WCH asks tenants who they can call if there is an emergency at say 3am in the morning. For a lot of tenants there is no one.
- It was mentioned that there is a lot of loneliness especially in the single flats. A now mention was made WHO statistics – in the last year there has been an 18% increase in people with depression. It has become the largest health burden, beating heart disease.
- ‘Listening Benches’ overseas were discussed - where older women (on purpose) sit on park/street benches and wait for others to join them to just talk about whatever. This could be good for a local event. Need more places for people to go in Newtown and around.
- Person from Withheld under [section 9(2)(a)] office talked about receiving a call from a person in Te Whare o Matairangi (Ward 27). Referred them to a peer advocate. Found out that there were 12 staff short on the ward and they had to close 3 rooms due to lack of staff. Also 3-4 week delays with ‘choice appointments’ via Te Haika for CMH Teams.
- There was some discussion about the report on mental health in NZ recently released and the ‘state’ of mental health services.
- WCC project in Newtown was discussed more. Member is keen to get all the NGOs on the same page. More powerful together. The Hope Centre is moving to newly built premises near McDonalds. Plans to shift 2 containers onto a site and turn them into a Menz Shed. Salvation Army’s addiction services are taking over the maintenance of the gardens. has clients who are (rightfully) upset with the system.
- In Newtown there are ideas underway for the old Caltex station which has been bought to be turned into a medical center, but for now is available for other ventures (bike track, stage performances, art, mosaics), will run a Neighbour Night with St Vincents. Strathmore Park has ‘Project 44’ with a community action group including Iwi, Police, Housing and Council.

New initiatives / developments in your region

Kites Trust

Training the NZ Police

Kites Trust has secured another year’s work with the NZ Police providing training to cadets at the Police training college in Porirua. As a small NGO we have had to establish strong and effective relationships with staff at the RNZ Police College and from within their Mental Health Team to improve and increase our opportunities to train more of the Police force.

The training covers awareness of issues for people with mental distress, how the Police can avoid being discriminatory and education on ways to communicate which will benefit the person with distress and the Police’s role. The areas covered include:

- To speak and act calmly
- Give one message at a time
- Be honest about how the person with mental distress is affecting them
- Use ‘I’ messages
- Ask what might help

Last year, Kites staff worked with the Police to develop an electronic resource which supports the messages we deliver in the class room. The resource is now on the Police's internal computer hub and can be accessed by all Police officers.

The training is held just prior to the cadets graduating so they can take some sound and useful options with them when they leave. Watching first hand as the cadets take on board the messages we provide is very satisfying. They come to appreciate that working with people in mental distress can actually be easier and less stressful than they had thought.

Action Research Peer Advocacy

The final phase of the Capital and Coast District Health Board's (CCDHB) funded action research will end on the 30th of June 2017. Until then, Kites will continue to undertake research and provide support and resources to the 3 organisations providing peer advocacy; Newtown Union Health Service, Vincents Art Workshop and Te Ara Korowai. From July 2015 until now, a significant amount of work has been done by Kites, the Peer Advocates and their Managers to deliver effective and person-centred peer advocacy services whilst determining what aspects of the services promote best practice. The research and service delivery culminated in a report to the CCDHB detailing guidelines for best practice peer advocacy. The best practice definition developed during the action research is:

Best practice can be achieved when peer advocates and their organisations provide a person-centred service which aims to achieve people's desired outcomes and move them from needing peer advocacy towards self-advocacy.

A significant aspect of Kites work was researching peer advocacy and peer support with the aim to be clear about what each role is and does either separately or together. It was concluded that there can be overlaps but ideally peer advocacy is issues-based and helps people to uphold their rights and peer support is a mutual, non-judgemental relationship between peers.

The action research work has helped to 'inform CCDHB on a future service delivery design, development and evaluation which would meet the needs of people (18-65+) using mental health and/or addiction services in the CCDHB Wellington, Porirua and Kāpiti districts.'¹

Recently the Strategy, Innovation and Performance Directorate of CCDHB released a Request for Proposal for provision of Peer Consumer Advocacy Service. The current plan is that such a service/s will commence delivery from 1st July 2017. Until then Kites will continue work and research into areas of service philosophy and/or delivery that may be pertinent to the contracted service provider/s from the 1st of July.

- Kites Trust 27.02.17

Lower Hutt and Upper Hutt Mental Health

- ✚ Have been restructured and Upper Hutt now has a bigger team.

Changing practices with clinicians

- A couple of clinicians in community mental health and the CAT team are using more cooperative, open and communicative styles when working with people using the service and the support people who are attending.

Oasis Network Inc. in the Wairarapa

¹ From: CCDHB Peer Consumer Advocacy Service RFP 16-21, 23.02.2017.

Peer to peer groups in Carterton start in March (and soon in Featherstone) one day a week for two hours.

Friends to Friends is a mixed activity group on Mondays in Masterton. Peer advocacy and support are available in Masterton Mon to Fri 10—3:30 (except Thursday afternoons)

Withheld under [section 9(2)(a)]

Inner City Mental Health Liaison Group – Wellington

There is a significant MH component with visitors to the Electorate office (Labour) and they try to assist people without cutting across other agencies. It usually comes down to what they actually want as to what referrals she makes.

DHB Board member is pleased to be able to attend monthly meetings with ICMHLG and said she will advise the CCDHB Board that she is coming to these meetings.

The Chair of Nga Hau e Wha is on the Health and Disability Commission Consumer Advisory Group which meets quarterly in Wellington. She is currently also on the interview panel for District Inspectors. Victoria mentioned a consultation document from the Health & Disability Commissioner's office that Ngā Hau E Whā is working on. It is regarding "Health and disability research involving adult participants who are unable to provide informed consent." Currently it is not a given that people with disabilities involved in research give their informed consent or not. Please follow this link to the consultation document: [http://www.hdc.org.nz/the-act--code/right-7\(4\)-consultation](http://www.hdc.org.nz/the-act--code/right-7(4)-consultation) The consultation commenced on Friday 24 February 2017 and submissions will **close on Sunday 30 April 2017**.

New Mental Health Commissioner

Assists the Health and Disability Commissioner to ensure the rights of consumers are upheld. This includes two areas of responsibility:

- to make decisions on complaints, including complaints about mental health and addiction services, and
- to monitor and advocate for improvements to mental health and addiction services.

Refugee Trauma Recovery Service. It has recently become part of Red Cross now but will continue to work as before. The service is a clinical mental health service funded by the DHB to help former refugees. There is 3 staff including a part time psychiatrist.

There is a social worker (and a community activist). He works with people in the Greater Wellington area. He is based in Willis St with spaces for counselling in Pember House in Porirua. He tends to be more aligned with refugee places not clinical. He was part of the 'Changemakers' Refugee Forum and the service was previously known as RAS – Refugees as Survivors.

Atareira: There is an acting manager of Atareira based in Wellington. Funded by CCDHB they provide services for people whose family members have mental distress. They also have Easy Access Housing (MSD funded) which is a temporary solution for people with mental distress to stay for 3 months and get their lives sorted. They assist people to find long term accommodation, working with WCC Housing and HNZ.

Kites reported that the CCDHB RFP for Peer Advocacy is out. Kites won't be going for it. Kites also did a submission to the Ministry of Health's discussion paper.

Before she left, CCDHB Board member reminded us that a recent report to CCDHB regarding mental health included a recommendation about more housing:

"(iii) While the quantity and type of accommodation for service users living in the community is not under the control of the mental health services, they should prepare a 31 submission to the DHB funding and planning section summarizing their evidential contribution to an argument for greater provision of residential accommodation which has the capacity to provide for service users with high and complex needs." <https://www.ccdhb.org.nz/news-publications/news-and-media-releases/2017-01-26-mental-health-review-released/review-report.pdf> She also suggested that we might like to listen to the item on Radio NZ 'Focus on Politics' from last Saturday. Link: http://www.radionz.co.nz/audio/player?audio_id=201835347

Oasis Network new outreach

- We are now doing an outreach in partnership with Te Whare Ahuru and offering an advocacy outreach once a week in the ward on a Tuesday at 3pm.

New Emergency housing in the Hutt Valley

Oasis now has 15 beds for emergency housing for men who experience mental distress / illness and or addiction with 'low to moderate' needs.

- The Hillary Court facility is a newly renovated complex in central Naenae.
- Facilities include:
- Fifteen fully furnished single and double rooms
- Large open dining / living spaces on each floor
- Large flat screen TV in each living space
- Fully equipped kitchen
- Showers and toilets on each floor
- Laundry facilities on each floor
- Please note that there is no lift.
- Supergrans support for learning to cook new recipes and budget well

Who can be a resident?

Single men who:

- want to get into permanent housing
- have low to mild mental health and/or addiction support needs
- register on the housing register held by Work and Income NZ (we will help with this)
- are able to live communally with others in Oasis' Emergency House

Emerge Aotearoa: Withheld under [section 9(2)(a)]

- o In Kapiti, Mayor Withheld under [section 9(2)(a)] and Councillor Withheld under [section 9(2)(a)] have set up a housing committee to focus on the immediate and long term needs of providing a range of housing inc. emergency & social; adapted for disabled; single – families.
- o In Kapiti, community involvement in long term health plan

- Pro bono counselling in Kapiti thanks to 3 organisations working together: Kapiti Uniting Counselling Centre/Whirlwind for Men/Te Ara Korowai.

Addictions

Health Promotion Agency funding

Are funding us for a year to organise and facilitate alcohol training for other social service employees. This is a free training for those working in the social services in the Hutt Valley and Wairarapa.

Emerge Aotearoa: Withheld under [section 9(2)(a)]

- Huge need across the sector for detox centres, as nowhere for people to come off 'P' or other heavy drug usage

Oasis Network

- There is no needle exchange in the Hutt Valley. Needles are being found in the community.
- Suggestion that there be a Sharps container available in the hospital somewhere.
- Methadone and OTS services are all run out of Wellington CADS with a limited outreach service
- The cost to get into town to the service is prohibitive. A return trip on a bus costs \$20.00 from Upper Hutt.

Whanau/family news/issues or challenges in the sector as identified by people receiving services in your region

Emerge Aotearoa: Withheld under [section 9(2)(a)]

- Lack of support for single dads.
- Lots of couch surfers, as young people can't afford to leave home, or return home and so are supported by parents/grandparents.
- Housing for single parents very difficult to come by

Services for Maori

Te Tiriti o Waitangi

- Services need financial assistance to enable them to implement Te Tiriti into their services and practices.

Treaty Voyager Workshop

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Emerge Aotearoa: Withheld under [section 9(2)(a)]

- Some kaupapa Maori services 'protect their patch' and so are reluctant to fully collaborate with generic mental health and addiction community services.

Services for Pacifica people

Pacific news from Withheld under [section 9(2)(a)] - **Chief Executive Le Va**

Hi Victoria

I'm on leave at the moment and just getting on a plane - we have had a flurry of media activity about pacific mental health... and we'll pop it in our newsletter this week. I have pasted some of it below.

Ok, thanks and can be in touch with further info too.

Withheld under [section 9(2)(a)]

A project we are working on that might be of interest is our leadership seminars:

<https://www.leva.co.nz/our-work/gps-conference-2017>

Pacific mental health leaders put this survey together propositioning what's important for them, including pacific service users, to upskill further in. The topics are really interesting.

<https://www.surveymonkey.com/r/Q7JKS6S>

<http://i.stuff.co.nz/national/health/91938328/study-pacific-youth-more-at-risk-of-suicide-than-any-other-group>

<http://www.radionz.co.nz/news/national/329698/pacific-youth-plead-for-better-mental-health-support>

<https://www.tvnz.co.nz/one-news/new-zealand/new-mental-health-study-reveals-high-suicide-rates-in-pasifika-youth>

<http://podcast.radionz.co.nz/ckpt/ckpt-20170428-1820-mental-health-top-priority-for-pacific-youth-128.mp3>

<https://youtu.be/Ij4Hclkc14>

Other:

Emerge Aotearoa: Withheld under [section 9(2)(a)]

NGOs

Last week the Government announced a \$2 billion pay equity settlement for 55,000 care and support workers in New Zealand's aged and disability residential care and home and community support services. This offer has not yet been ratified but it highly likely that it will be over the coming weeks.

While this is a great victory for these people who do wonderful mahi and have been poorly paid, it does present some challenges for the mental health sector and organisations like EmERGE Aotearoa that provide services across both sectors. Because the offer does not include behavioural support services, caregiver support, child