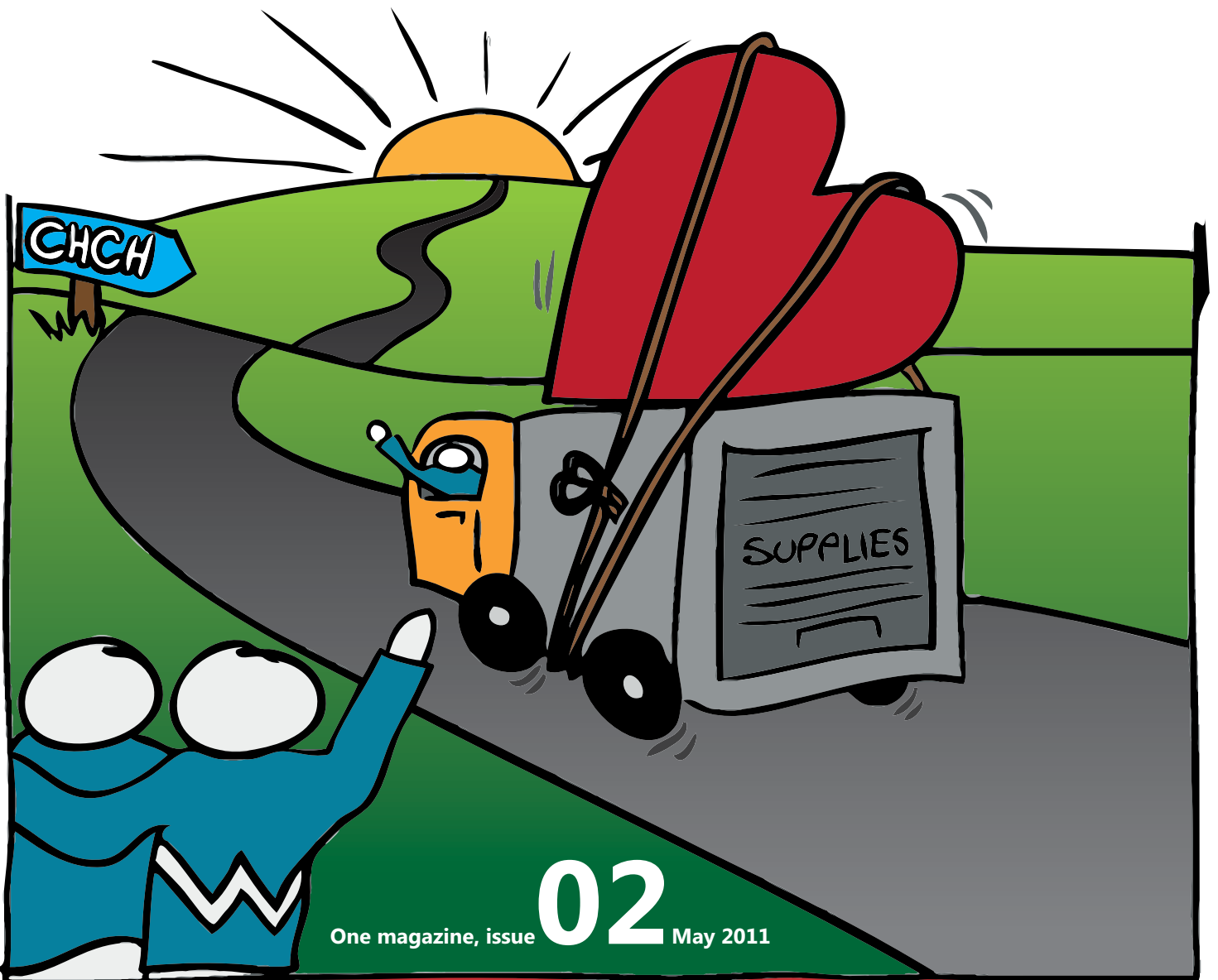


one.

a Wise Group magazine



One magazine, issue **02** May 2011

*this
issue!*

Supporting Christchurch | Wild Bamboo goes global
The development of the mental health sector and Wise | *and more...*



6 12
8



4



11 7



2
10

this issue:

- 1 Welcome
- 2 Aroha Christchurch
- 4 The Monastery opens its heart
- 6 Charting a future course for mental health outcomes
- 7 Empowering and inspiring Hamilton women
- 8 The mental health sector: valuing people, changing lives
- 10 A career with Wise - Lisa Martin
- 11 Wild Bamboo goes global
- 12 Workwise in Japan - Sharing ideas, perspectives and compassion
- 14 Work in progress - David Hopkins
- 15 Supporting and inspiring future leaders
- 16 Meet the Wise Trust board

one.

Issue **02** May 2011

One magazine is proudly produced for you by the Wise communication team. We've printed One to ensure everyone in the group can share in our latest news and information. We'd love to hear your feedback or story ideas for upcoming issues, please contact us at one@wisegroup.co.nz

Welcome!

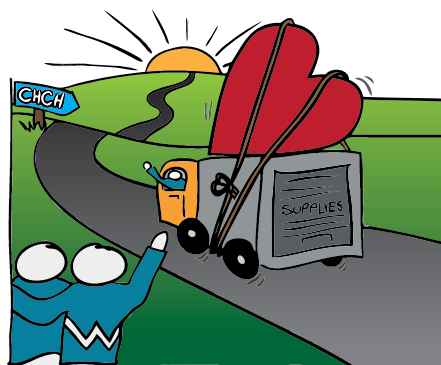
This issue of One magazine celebrates the true spirit of the Wise Group – we are one, everything is possible.

The Christchurch earthquake, on February 22, shocked us all. While most of us did not have to deal with the realities of living with the devastation, the worry for loved ones combined with the disbelief at the images beaming into our living rooms was truly heartbreaking.

Seeing the outpouring of love and support for Christchurch and how as a family we could pull together to make things happen in record time was truly astounding. From IT systems being available immediately to intranet sites being up and running keeping everyone informed, to sourcing the last remaining chemical toilets in the country...together we made it happen.

Over recent months we've begun to celebrate our history and how we learn together. In this issue we also look back at how the mental health sector and the Wise Group have developed over the years and the opportunities that have grown from those seeds.

Enjoy the read!



Cover illustration by Charlie David, web designer, Wise communication.

“Much love and respect to all our people in Christchurch. Thank you so much for caring for the service users and tangata whaiora and checking everyone’s OK. All our thoughts are with you.”

Sue Rastron, Te Pou, Hamilton

“It has all been said before but please know that even as time goes by, there is not a day passes that you are not all in our thoughts and prayers. May the strength and courage you need be there when you

most need it and the knowledge that this time will pass and you will find peace and joy in your lives again. Hang in there!”

*Wendy Karstens,
Wise Management Services, Auckland*

Aroha Christchurch

“Thinking of you all in Christchurch, you are all very close to our hearts and in our minds. Keep close to one another and take one day (or half hour) at a time.”

Corien Simpson, Pathways, Wellington



Assembling and filling the chemical toilets

Garage turned supply warehouse

“We are here and we are watching waiting to support however we can as you face these difficult times.”

Joanne Smyth, Iris, Hamilton



Paul Ingle on the new Wise vehicle

“We are all thinking of you up here in the Hawkes Bay...keep yourselves and your families safe, anything we could possibly do, don’t hesitate to ask.”

*Tania Byers-Nielsen, Workwise,
Hastings*




Northern region staff show their support

It's now more than two months since the devastating Canterbury earthquake. For the first few weeks the focus was on the immediate response including food, shelter and medical care. But, as weeks turn into months, attention is now turning to the impact on people's mental health.

In Christchurch non-government organisations like Pathways, Workwise and Te Pou have been recognised for the amazing job they've been doing in providing seamless mental health and wellness services as levels of fear, anxiety and trauma are at an all-time high.

Thanks to the tireless Christchurch teams, the support of their colleagues around the

country, and the swift reaction from across the Wise Group, we were able to continue offering support services throughout this devastating event.

In the weeks after the earthquake all anyone around the country wanted to do was support our Christchurch family. The teams in Christchurch have been overwhelmed by the offers of support, donations and shows of solidarity with events such as red and black day and Black t-shirt day. We've included just some of the wonderful expressions of support and gratitude posted on the Wise Group intranet. You can view more of them on the Christchurch Earthquake page. 

“ I would like to thank each and every one of my fellow Wise Group family for your kind thoughts and wishes during this trying time. Christchurch and its people will rise from the ashes like the phoenix... the support we have so far received has been fantastic beyond belief. ”

Francis Deane, Pathways, Christchurch

“ A huge big thank you to everyone who has emailed and texted me in the last week...your thoughts really do mean a lot. I feel so lucky to work for an organisation who really do care about the welfare of their staff...seeing so many familiar faces from the North Island back to help us out again is just awesome! ”

Virginia Howell, Pathways, Christchurch



Two minutes' silence, Kakariki House

The Monastery opens its heart to Christchurch



“We’re the only retreat in New Zealand able to support people in this way, and we knew we had to help,”

*Jacqui Graham,
Wise Group chief executive.*



When the devastation of the February earthquake in Canterbury became clear, there were questions. ‘How can I help?’ ‘What can I do?’ ‘We must be able to make a difference!’ These thoughts were echoed around the country.

For the Wise Group our first thoughts were for our people in Christchurch. After ensuring our staff and the people using our services were safe and had the necessities they needed, the thinking turned to the Canterbury community.

We knew that thousands of people had been affected. Many people had been traumatised; many had lost loved ones, homes and businesses and many were working tirelessly to help and support others. As one of New Zealand’s leading providers of health and wellness services, we knew we had to do something to help.

And now we are. The Monastery, the Group’s wellness retreat, is being made available free of charge to those directly affected by the earthquake.

“The people of Christchurch need a place where they can feel safe, where they can rest and rejuvenate and think about their futures. The Wise Group has more than 20 years of experience supporting people through times of stress and trauma and The Monastery is the only retreat in New Zealand able to offer this kind of support,” says Wise Group chief executive, Jacqui Graham.

During the last six years The Monastery has supported hundreds of women experiencing


stress, depression and the effects of trauma. Since the September 2010 earthquake many Christchurch women have used The Monastery as a chance to rejuvenate.

“Their feedback has been consistent, it was transformational for every single one of them. Now, following the February quake, The Monastery is needed more than ever,” explains Jacqui.

Separate tailored retreats will be offered to men, women and groups of family or friends affected by the earthquake. This is a different approach for The Monastery which has, for the last six years, focused solely on the needs of women. But, as Jacqui explains, this project is about supporting the wellbeing of a whole community.

“Thanks to the support of the Wise Group and the Waikato community, we’ve been able to be flexible enough to meet the needs of men and families, as well as women.”

Several therapists and counsellors from around the Waikato have offered their services for free during the next year. Some of the Group’s suppliers have offered their products and services at reduced rates or even full sponsorship in order to support the project. “It just goes to show what enormous support there is for this project which is very humbling,” says Jacqui.

For more information visit www.themonastery.co.nz. Bookings can be made by calling 0800 MONASTERY (0800 66 62 78) 

Separate tailored retreats will be offered to men, women and groups of family or friends affected by this devastating earthquake.





Robyn Shearer, Te Pou chief executive, addresses AMHOC



Left: Engrossed delegates at AMHOC 2010 **Right:** Associate Minister of Health Hon Dr Jonathan Coleman opens the conference

Charting a future course for mental health outcomes AMHOC 2010

Measuring outcomes in mental health and addiction is more than numbers and data – it's about helping people on the road to recovery. This was a key recurring theme at the third Australasian Mental Health Outcomes Conference (AMHOC) hosted by Te Pou in Auckland late last year.

More than 200 delegates attended the conference in November 2010, with international and national experts sharing the latest initiatives in outcomes measurement and information use.

Te Pou chief executive Robyn Shearer told the conference this was a time of working together and delivering results while charting a course to develop an outcomes culture. She spoke of a need to focus on the excitement of discovery that outcomes bring as we look to the future.

Associate Minister of Health Hon Dr Jonathan Coleman opened the conference and said it was time for outcomes measurement to be hard wired into daily clinical practice.

Other key speakers included Dr Paul Lelliott (Britain) and Professor Kathy Eagar (Australia), both senior advisors to their governments on health reform.

Te Pou operations manager Hine Martin said outcome measurement may not be a glamorous part of mental health, but it is vital. "We provide the information people require to understand how well we are delivering services to our people. It's not really about the tools or the data; it's that we're able to improve the lives of people."

Te Pou's information team takes a lead role in helping services develop a better and more detailed understanding of outcomes and information work. Te Pou works closely with district health boards, non government organisations and government agencies, providing support, tools and resources. This commitment to continuous improvement includes organising and taking part in key sector conferences and forums to ensure knowledge is shared and developed.

New Zealand and Australia have learnt much from each other and continue to contribute to each other's outcomes measurement and information work in mental health. Te Pou's partner in the conference, the Australian Mental Health Outcomes and Classification Network (AMHOCN), will host the next AMHOC conference in Australia in 2012.

More information about the conference, including a selection of speakers' presentations, is available on the Te Pou website:

www.tepou.co.nz



Empowering and inspiring Hamilton women

"In the beginning I was very low... I felt lost, confused and alone..."

– Sue*, speaking in December 2010.

Sue's story is indicative of so many women who are experiencing stress, depression and the effects of trauma. Struggling to find support for her self-described "emotional rollercoaster", Sue eventually connected with Iris, the Wise Group's free Hamilton-based mobile service for women aged 18 to 65. Partnered with an Iris support worker, Sue slowly but surely "started to come out of the hole I seemed to have fallen into..."

Iris was established in 2005. "At the time, women experiencing the effects of stress, depression and trauma were limited to clinical services catering for severe situations," says Moira Crispe, Iris team leader. "Iris filled the gap, providing a holistic and nurturing approach to supporting women, away from a clinical setting."

Iris offers women support and inspiration to plan for the future. The team of seven support workers offer services such as therapeutic conversations, creative expression, practical support, self-care advice and a listening ear when things seem to be getting too much. The service is mobile, allowing support workers to meet clients at their place, at Iris or somewhere in between.

"I have woken from my very bad dream and am on my journey to discovering what I can really do with my life."

Iris works with clients for between six weeks and six months. "Our aim is to get women back on their feet and reconnected with their inner spirit and resilience," says Moira. "Of course, as part of our service we also connect women with community supports, so they have a broader base of support to ensure their future wellbeing."

Iris is available to Hamilton women aged 18 to 65. Referrals come from GPs and health professionals, although Iris can take some self referrals. For more information about Iris, check out www.irissteam.co.nz.

**Sue was very happy for us to use her story, but her name has been changed to protect her privacy. 🍃*

The mental health sector

1988

- Mason Report on Psychiatric Services.
- This formed the basis for the first national cycle of mental health planning.

1994

- Looking Forward: Strategic Directions for the Mental Health services, the first national mental health plan is published.
- This confirmed the new direction of mental health services, from hospital to community-based services.

1996

- The second Mason inquiry.
- Its findings set the scene for the significantly improved mental health and addiction services we have today and established the Mental Health commission.

1997

- Moving Forward – The National Mental Health Plan for More and Better Services.
- Moving Forward was aimed at providing the sector with a detailed guide to the implementation of the Looking Forward strategy.

1998

- The Mental Health Commission publishes Blueprint for Mental Health Service in New Zealand; How things need to be.
- This document provided a plan for a well-functioning mental health system. It was anticipated it would be used to guide funding decisions and to assess where further developments were required.

2005

- Te Tahuu – Improving Mental Health 2005 – 2015: The Second New Zealand Mental Health and Addiction Plan is launched.
- This clearly set out the results the government wants to achieve for all New Zealanders.
- International trends show a gap in women's health needs.

2008

- *Let's get real* is launched by the Ministry of Health.
- *Let's get real* is about creating a shared language and common understanding for the provision of effective services for service users.

Read more about *Let's get real* on the Te Pou website, www.tepou.co.nz

The mental health sector:

valuing people, changing lives

The Wise Group encompasses people from many different professional backgrounds. From those working to support people using services to the teams in the back office making sure our systems and processes are in place, we all have a part to play.


Our knowledge of the mental health sector and how Wise has grown and developed alongside it can be limited by our jobs or the length of time we've been with Wise. To help us all understand a little bit more about the journey of mental health services in New Zealand and the defining moments that have shaped recent history for the people who use our services, their families and whanau, and the Wise Group itself, we've summarised some of the history of how the sector and Wise have developed over the last 20 years.

Did you know...

In the 1970s and 1980s New Zealand undertook a number of reviews into the delivery of mental health services, prompted by adverse incidents affecting service users. During this time there was a strong move towards community-based services. It was the decision to close Tokanui hospital and the lack of community-based services which led to Jacqui Graham establishing what was to become the first of the Wise Group services. The Rakau Ora Trust was set up in 1989 to provide residential services and would later become Pathways.

What is an NGO?

Wise is a non-government organisation (NGO). NGOs are organisations that operate outside the apparatus of government, who do not distribute profit to owners and are self-governing. It is estimated that there are 1,300 – 1,500 NGOs in New Zealand of varying sizes, many of these in the mental health sector.

NGOs play a significant role in the provision of services and can be an important source of innovation, information and advice for governments. 

The Wise Group

1989

- A group of Hamilton citizens and frontline workers including Katrina Ings and Julie Nelson, concerned about the closure of Tokanui Hospital and the welfare of people moving back into the community, form a steering committee.
- Jacqui Graham is appointed as Housing Coordinator and undertakes a service user survey.
- The need for a new model is recognised and Rakau Ora Trust, later to become Pathways Hamilton, is established.
- The first supported group flatting model for people with serious mental illness in New Zealand opens at Grey Street, Hamilton.
- Pathways develops a range of services throughout the Waikato region

1992

- Pathways opens in the Hauraki region.

1993

- Pathways Whanganui opens.

1994

- Pathways Wellington opens at Hansen Street.

1997

- Pathways opens in South Auckland and later expands its presence in Auckland to include Central Auckland (1998), the North Shore (1999) and Whangarei.
- Pathways Hamilton moves to offices on Grantham Street.

1998

- The need for an ongoing supply of skilled support workers leads to Blueprint for Learning being created within Pathways. Blueprint later becomes a standalone organisation in 2000.
- Pathways Taranaki is established.

2000

- At an annual Pathways hui one large chart remains centre on the wall. It says 'Real Pay, Real Jobs', and leads to the creation of Workwise, a supported employment agency to assist people to find real work with real pay.
- Workwise opens offices in Hamilton and Hauraki.
- A group of social enterprise business are opened to create employment opportunities. Due to emerging evidence these are later closed and funding directed to expanding supported employment. Miracle Toys and Hamlin Road Farm remain part of the Wise Group and are focused on providing employment apprenticeships.

2001

- Wise Trust is established to provide shared infrastructure services to Pathways, Blueprint for Learning and Workwise.
- Pathways sets up a pilot programme for supported landlord bureau to increase the housing options for people using Pathways services. The pilot proved successful and Keys Living Choices was formally established in 2005.

2002

- Pathways Christchurch opens.

2003

- Pathways Wellington Bluff Road opens under a Hospital Licence.

2004

- Workwise opens offices in Auckland, Taranaki and Hawke's Bay.

2005

- Women's Wellness and The Monastery are created to pilot specialised services for women suffering from stress, trauma and depression.
- Workwise opens offices in Christchurch.

2006

- Te Pou, the national centre of mental health research, information and workforce development is established.
- Workwise opens offices in Rotorua.
- Harakeke House, the first co-location of Wise services, is set up for Workwise and Pathways.

2008

- Kakariki House is completed and the Wise Group's Hamilton based entities come together in the Waikato's first green star certified building.
- Tory Street co-location is established in central Wellington, housing Blueprint for Learning, Te Pou and Platform Trust.
- Pohutukawa House is established in Thames for Workwise and Pathways.

2009


- Wild Bamboo is created to market Recordbase (previously known as PHACTS) to the wider NGO community.
- Workwise Hamilton and Hauraki combine into a Waikato team.

2010

- Workwise Wellington is established.
- Nugent Street in Auckland co-location established for Blueprint, Te Pou, Workwise, Pathways and Wise.
- The HisBiz network is created to bring together the business and wellbeing networks for men.
- The fifth group co-location is established in Christchurch.

2011

- A nationwide pilot of Workwise employment consultants working with Pathways begins.

Over the course of twenty years the Wise Group is proud to have assisted many organisations throughout New Zealand to grow their own services. These have included developing mental health services, consumer organisations and brokerage services and, once established, transitioning them to community ownership arrangements. 

A career with Wise

Lisa Martin, Workwise, Hamilton

“I never imagined I would be with the same organisation for eight years, but now I can't imagine working anywhere else.”

When Lisa Martin became the Wise Group's first receptionist in 2002 little did she know the varied journey she was about to begin.

Over the past eight years the energetic jack-of-all-trades has worked in the Group's finance department, provided assistance as an information services customer support team member, been seconded to Workwise and joined people and performance solutions as the HRIS programme leader. All this before taking up her current role as executive assistant at Workwise.

Looking back over her various roles in different parts of the organisation, Lisa says she has loved being able to take up opportunities to advance her skills and prove she can do different things.

“After being out of full-time paid work for eight years while I cared for my children, starting work for the Wise Trust was an opportunity to build up my admin skills and get to grips with the new technology used in the office,” says Lisa.

“When I started with Wise, there were no teams as such. We could all sit in one small office for morning and afternoon teas! It amazes me how much the organisation has grown since then.”

As Wise grew, so did Lisa's own experience and skill set. She moved from reception to the finance department and spent two years

doing accounts receivable and accounts payable. Then, when a job in information services was advertised, she decided take the opportunity to become a customer support team member.

It was during this time she experienced her first secondment, in a maternity leave position at Workwise, as assistant to chief executive, Warren Elwin. It was also her first taste of being “on the frontline”, working with employment consultants and service users on a daily basis.

“It was a chance for me to truly be close to the purpose of the Wise Group and I really loved it,” says Lisa. “All the Workwise consultants genuinely believe in the importance of work in maintaining wellness. Being part of that and working with the clients was really good.”

Returning from secondment Lisa soon found another opportunity as the Wise Group grew further and the People and Performance Solutions team expanded. She spent two years there before Workwise again came calling, this time in the form of her current role, a permanent position as Warren Elwin's executive assistant based in the Hamilton office.

Lisa says Wise has always been very supportive of her desire to work in different areas of the organisation, particularly with secondments. “The message from the top is genuine,” she says. “I'm not seen as unsettled, just willing to try different things. There has always been a lot of honesty and trust in all that I've done and experienced here.”




In particular Lisa sees her secondments from Wise Management Services to Workwise as incredibly beneficial. "They have been a really good opportunity to see how the other half lives," says Lisa.

"My experience on secondment to Workwise gave me a better understanding of what the staff there did and what their priorities and needs were. Having that understanding gave me the ability to work more effectively and collaboratively when I returned to work within Wise Management Services, as well as being able to share that knowledge with my colleagues."

Returning to Workwise in 2010 to a job she "absolutely loves" is something Lisa really appreciates. She enjoys meeting lots of different people in her role and says she even misses Warren when he goes away. And she's still learning. "There is so much more to my role and I'm always discovering new things."

Lisa says every position she has held in the Wise Group has brought her in contact with so many cool people. She says she has no plans to move on from Workwise but admits to still looking at the intranet to see what jobs are advertised within the Wise Group, just in case there's an opportunity that catches her eye!

"I never imagined I would be with the same organisation for eight years, but now I can't imagine working anywhere else." 

Wild Bamboo goes global!

Since its launch in 2009, Wild Bamboo has become New Zealand's preferred client information software provider for the mental health and addictions sector; and now they've gone global.

Wild Bamboo's first international customer, mcch in the United Kingdom, went live with Recordbase in January 2011. After many months of planning, mcch, a community organisation supporting people with autism, learning disabilities and mental health needs, implemented Recordbase. Wild Bamboo's professional services manager, Peter Phipps, was in the UK with mcch to ensure the process went seamlessly.

Like New Zealand, the UK market is experiencing tough times. Funding by local authorities for the services mcch offer is being cut. It is hoped that with the implementation of Recordbase, mcch will be able to measure outcomes more effectively and really prove its worth to funders. Peter is confident in the success of Wild Bamboo and Recordbase in the UK market. "We've got a solution that will simplify processes and save money. The UK government and

health system will see mcch taking clever steps forward with a very, very good system."

The initial pilot involves 37 staff across 17 teams using Recordbase to establish how they can best utilise the features to shape the delivery of services in the future. In May mcch will review Recordbase to establish whether to trial more product functionality within their pilot group, or to roll Recordbase out to the rest of the organisation.

Marjorie Brown, head of performance at mcch, says staff in the project group find Recordbase easy to use and navigate around. "We are already seeing the benefits of recording all details of the people we support in one location, and we are looking forward to using the excellent reporting tools, which can be very detailed but easily produced."

With one international client now underway, Wild Bamboo is focused on developing other opportunities both at home and abroad and continuing the development of Recordbase. Look out for news of exciting new functionality in the coming months.

www.wildbamboo.co.nz 



Sharing ideas, perspectives, and compassion



As an organisation, Workwise has always been committed to international best practice, so when not one but two leaders asked for leave to attend professional exchange programmes in Japan, Workwise provided full and enthusiastic support.

Tyron Pini, Workwise regional manager, was the first to fly out, leaving on 9 February for a 15-day stay, which took in both the 2010 Young Core Leaders of Civil Society Groups Development Programme and a local programme which allowed delegates to visit services for people with disabilities. The Young

Core Leaders exchange programme, which has run since 2002, focuses on sharing knowledge and experiences around specific fields within the not-for-profit sector. It involves 55 delegates from Japan, New Zealand, the UK and Germany.

“There was great interest from the non profit organisation (NPO) forum organisers in the work that had been done around creating and promoting HisBiz, so I was asked to present on the second of the three forum topic streams – ‘publicity to increase supports for organisations’,” says Tyron.

Tyron’s HisBiz presentation was well received – even if the finer details were sometimes lost in translation. “The forum was quite hard work as we looked to translate our methods and concepts to fit with Japanese sensibilities,” says Tyron. “In particular, I was questioned on why HisBiz is focused on men. Generally in Japan, they have taken a very ‘one size fits all’ approach to non-profit organisations and currently do not target niche or specialist areas in different ways.”

After the closing ceremony of the NPO forum, delegates got one day off for sightseeing before embarking on visits to non-government organisations (NGOs) working in the disability sector.

Delegates at the Young Core Leaders of Civil Society Groups Development Programme. Tyron Pini is third from the left in the back row.



"The scheduling remained intense during these visits!" smiles Tyron. "As you might expect, Japanese conferences are models of efficiency and productivity and programmes on several days ran from 9am through to 8pm. During our week of visits we visited other NGOs working in the disability sector in the Miyagi area, including Sendai."

As the New Zealand delegation's visit drew to a close, the group was shocked by the news of the Christchurch earthquake – and humbled by the compassionate response of their Japanese hosts. "To be overseas when an event like this occurs is a strong reminder of how New Zealand really is a small and close nation" says Tyron.

Four days after Tyron returned to New Zealand, his Workwise colleague and Waikato team leader Kieran Mchale headed in the other direction, flying out to attend the 12-day East Asia Future Leaders Programme in Japan. This programme was established in 2007 by The Japan Foundation, to develop mutual understanding and build networks between the youth expected to play major roles as community leaders in East Asia. The 26 delegates from 15 different countries attended lectures, took part in presentations and visited a range of social service organisations, with a particular focus on services supporting the elderly and people with disabilities.

Kieran's immediate impression was how his colleagues in other Asian countries are experiencing very different challenges to those encountered in Australia and New Zealand.

"Many of the countries represented at the exchange are still in the process of deinstitutionalising their mental health systems," says Kieran. "They are dealing with a very different set of issues and have no real vision of how community supports can work. As a result, they were really interested in the models that we use in Australia and New Zealand and many of them were clearly quite inspired by the possibilities."



Kieran receives a certificate of participation from Masaru Susaki, managing director of arts and culture for the Japanese Foundation.


"For my part, I was quite blown away by some of the things that other delegates have to deal with on a daily basis. One delegate was talking about how, in their area, judges go very easy on parents who kill their disabled children at birth. The delegate said a big challenge for them was just working to change the perspective around the value of disabled people – their right to live, essentially. There's a huge difference between that sort of work and what we do and I have great admiration for their efforts in really difficult circumstances."

As Kieran flew out on the morning of Wednesday 1 March, the ground in Japan started to shake with a series of minor tremors, which led to the major quake on Friday 3 March. By the end of that week, a town in Northern Japan which Kieran and other delegates had visited as part of the programme was washed away by the tsunami.

"We had experienced temperatures of minus six degrees while staying in Northern Japan," says Kieran. "I can't begin to imagine how cold that water must have been when it washed in. It was devastating to see the destruction on television, knowing only days before we had visited services doing fantastic work in the area."

Kieran and other international delegates immediately contacted their Japanese hosts and were relieved to hear that everyone was fine. "Obviously some people were worried about the radiation threat from the damaged nuclear reactors, but the Japanese have great confidence in their government and all were positive about Japan's ability to rebound from the disaster."

Like Tyron, Kieran had the full support of Workwise to attend the Japanese exchange. While all conference costs were paid by the host organisations and both Kieran and Tyron took a week of personal leave to attend, Workwise contributed the balance of the required time.

"Programmes like these Japanese exchanges foster leadership skills and international ties, both of which are valuable on a day to day basis when you get back to work," says Tyron. "But at both exchanges there was also a lot of interest in Workwise and the Wise Group and great opportunities to talk about what we do. Ultimately this sort of exposure strengthens the Wise Group brand internationally, so it's a win-win situation." 

Work in progress



David Hopkins,
Pathways Whanganui

In the two short years since David Hopkins joined Pathways Whanganui as an employment consultant he has helped assist 30 per cent of all people using Pathways' services in the region into paid employment, the highest employment rate of any region in the country. As the only Pathways employment consultant in a provincial community with high unemployment, that's quite an achievement.

Start asking David about his work however and he'll immediately begin talking about the people from Pathways and Workwise who have supported him in achieving such impressive employment rates.

"I couldn't have asked for better support from both Pathways and the Workwise teams," says David. "Being imbedded in Pathways as an employment consultant while also having the support of Workwise people like Tony Hansen (Taranaki team leader) all the way through to Warren Elwin (Workwise chief executive) has meant I have benefited from a huge amount of information, training, resources and encouragement along the way."

"The Pathways team has also responded really positively to having an additional resource available to supplement the work they do."

David's work is similar to that of the Workwise Taranaki team, supporting clients into employment as part of their recovery journey. Where his role differs is that he is contracted through the local district health board (DHB) and targets many of the more challenging, long-term out of work clients, some of whom have never been employed.

"I started with people from Pathways and expanded out," says David. "For some of these folks, it's mind-expanding to even think they could get a job, let alone get paid. I really enjoy working intensively with people at the point where they realise they want to increase their confidence and take a step they haven't before."


He recalls meeting a client in the DHB's Te Awhina locked ward. Although uncommunicative at first, within a few weeks the man was out of the facility and had started a gardening job in an orchard. By the end of another four weeks he had sat and passed an extension on his driver's licence and had more work, this time at an impressive hourly rate, operating machinery for a local infrastructure company. David says it was incredible to watch the man take back control of his life, including finding a flat to move in to through Keys Living Choices and having his children come to stay with him.

"The lines on his face just melted away as he became more able to contribute to his family again."

It is this work "at the coal-face" that David enjoys the most. It's also where he sees a lot of collaboration happening between the different entities and services in the Wise Group. He says it's a unique combination of a practical, can-do attitude and visionary approach that strengthens the work done by Pathways in Whanganui and around New Zealand.


"I have learnt so much from the people and opportunities within Pathways and through Workwise. I've also benefited from training through Blueprint and the integration of Te Pou's work in the sector."

Ask David about the future and he uses words like innovative, visionary and open. "What we do now is so different from five years ago, I can't even begin to imagine where we will be ten years from now."

"I'd like to see the support Pathways offers to people taken further and made even better with complimentary healthcare and empowering people to set up their own businesses. There is a lot of entrepreneurial spirit in our service users." 

Pathways' strategic focus in the year ahead is on addressing poverty. Employment is key to this – it increases people's income, reduces hardship and opens up a much wider range of choices, choices that many of us take for granted.

Pathways has set its sights high. Its greatest imaginable challenge is that "everyone using Pathways' services who wants to work has a job".

It is the drive to achieve this that has led to Workwise and Pathways joining forces. In all areas where Workwise and Pathways operate, Workwise employment consultants are now attached to Pathways services and in cases like Whanganui where there is no Workwise service, Pathways has employed their own employment consultant. 



Executive leadership and management (ELMP) graduates 2010

Supporting and inspiring future leaders

Blueprint for Learning provides a host of learning and development programmes and customised training for those working in the health and social service sectors. Best known for its leadership and management programmes, Blueprint has been getting rave reviews since it began in 2004.

As year one of the Executive Leadership and Management Programme (ELMP) begins for 2011 we speak to Andrea Rowe – national manager for Iris and The Monastery, and one of ELMP's inaugural graduates.

In 2004, Andrea was the busy manager of Taranaki District Health Board's drug and alcohol service. With a Master's in Counselling and a post-graduate qualification in Health Science, Andrea was well-qualified and experienced. But

like many in the sector, Andrea had moved from clinical work into a leadership role without any formal leadership training.

"I was very keen to do some specific leadership training to complement my clinical training," says Andrea. "At the time ELMP was just being launched and for me the fact it was specifically aimed at those in the mental health and addictions sector was particularly exciting."


ELMP runs over a year, covering key leadership topics. Subjects range from personal awareness and work-life balance to strategic service planning and change management. Many graduates then choose to complete the second year, the Advanced Executive Leadership and Management Programme (AELMP). Andrea was one of these, graduating from AELMP in 2006.

"The programme blends a strong academic component with presentations from successful leaders, networking opportunities, and a great deal of fun," says Andrea.

Andrea goes on to explain the way Blueprint's culture is reflected in the learning structure is what makes the programme stand out. "The fun bits complemented the challenging learning and assessments, which were delivered through Blueprint's partnership with the Waikato Management School."

"The whole process was really inspiring and encouraging. There was a level of confirmation: it was great to have my own practices affirmed and it was encouraging to find I was working in sync with my sector peers."

For Andrea, Blueprint's leadership programme has proved career-defining and since graduation she has been an enthusiastic advocate.

"It really developed me as a leader and I'm keen to see others receive the benefit of the programme," says Andrea. "My two team leaders are currently undertaking ELMP and I have encouraged many other people within the sector to consider it. I really can't recommend the programme highly enough to anyone who wants to grow and develop as a leader." 

Blueprint's leadership programme is supported by funding from Te Pou and runs over two years. Year one (ELMP) started in February 2011 and will run until November this year. Applications for the second year of the programme (AELMP) will open in November 2011. Wise Group employees who are interested in Blueprint's leadership

programme or other learning and development opportunities with Blueprint should contact Sally Pitts-Brown, programme coordinator, on 04 237 6424 or email sally.pitts-brown@blueprint.co.nz. You can also find out more by visiting www.blueprint.co.nz or talking to one of the many Wise Group graduates – you can find a list of them on the group intranet. 

Meet the Wise Trust board

As the parent entity and single shareholder across the Wise Group, the Wise Trust board guides the 11 trusts and companies that form New Zealand's largest non-government provider of mental health services in New Zealand.

It's a big job. In March 2011 the Wise Group was listed in the Power 50: Top New Zealand charities by income in the Sunday Star Times. It is a constantly changing and growing organisation, continually innovating and taking on fresh challenges.

The people who make up the Wise Trust board have unique knowledge and expertise. They are facilitators and entrepreneurs whose work is specific to the navigation of health and social services in New Zealand, and they all hold positions on the boards of other Wise Group entities. Most importantly they share the dream that links us all – an absolute passion and desire to improve the lives of people in New Zealand and their families who face the daily challenge of living with a mental illness, every day, everywhere.

This month we introduce you to the members of Wise Trust.

Bruce Sheridan

As chair of the Wise Trust Bruce has been involved with the Wise Group since it began over 20 years ago. He is currently on the board of Te Pou as well as the Wise Trust board. Bruce says he's energised by his work with Wise. "It's the sheer passion and drive of Wise people and their commitment to making a tangible difference that creates amazing possibilities. I'm proud to be part of this journey."



Jacqui Graham

Jacqui is the founder of what is now the Wise Group. Having worked in mental health for nearly 30 years she has led the development of over 15 trusts and companies nationally and held numerous board and national committee appointments.

Jacqui says Wise's success is because its people believe in a shared dream. "We do what we do well. But for us it's not about fame or recognition. It's about the immense reward of truly touching someone's life. We started out over 20 years ago with that dream and it still guides us every day."





George Salmond

George is a New Zealand-trained public health physician broadly experienced in geriatric medicine and aged care, public health and health services management. He is also the chair of the Blueprint board and board member for Te Pou. George says it's the quality and calibre of services offered by Wise that really sets the organisation apart. "Wise has the best of both worlds, a charitable focus interwoven with some of the best leaders in the sector."



Julie Nelson

Julie Nelson represents the Trust's interests as Chief Executive of its development team, Wise Management Services. She is currently the chair of the Pathways and Te Pou boards as well as a board member for many of the Wise Group entities. Julie's many portfolios provide her with an in depth appreciation of the sector.

Julie says the Wise Group is an innovation hothouse. "We're focused on imagining fresh possibilities for people and delivering them in a way that inspires yet more possibilities."



Mike Pratt

Mike is past Dean of the Waikato Management School and known for his experience and expertise in sustainable enterprise, including his latest book *Sustainable Peak Performance*, which he co-authored with his wife Helga. He is also the chair of the Wild Bamboo board and board member for Te Pou. Mike says Wise is well positioned to lead and innovate. "Having worked with some of the world's biggest organisations, Wise is both unique and well positioned in its approach to sustainability and creating value."

Other Wise Group board members

Each organisation under the umbrella of the Wise Trust has its own board of directors and is registered independently. This ensures that the work is focused, limits liability and ensures funding is appropriately applied according to contractual requirements. The people on the board of each Wise Group organisation bring their own wide-ranging experience and expertise to guide the entities. They are:

Pathways

Julie Nelson (chair)
Kath Winn
Rei Mihaere
Jacqui Graham
Katrina Ings
Janet Peters

Te Pou

Julie Nelson (chair)
Mike Pratt
Bruce Sheridan
Fran Silvestri
Frances Agnew
Jacqui Graham
Richie Pulton

Blueprint

George Salmond (chair)
Jacqui Graham
Paul Ingle
Anne Pattillo
Julie Nelson

Women's

Dave Davies
Shelley Campbell
George Salmond

Wellness

Jacqui Graham (chair)

Workwise

Paul Ingle
Julie Nelson
Amanda Fleming
Jan Gately
Sue Bidrose

Wild Bamboo

Julie Nelson
Mike Pratt (chair)
Julie Nelson
Mathew Weavers
Jacqui Graham
Gordon Boxall

Mental Health Solutions

Jacqui Graham (chair)
Paul Ingle
Warren Elwin
Sally Pitts-Brown
Julie Nelson
Robyn Shearer
Stu Prendergast



We hope you enjoyed this issue of One.
Please recycle it once you've finished
reading. Remember to share it at home
with your friends and family too.

one.

a Wise Group magazine