

one.



*this
issue!*

Launching Social Angels | Giving – the key to happiness
Evidence-based supported employment (EBSE) | *and more...*

One magazine, issue

03

September 2011

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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!

It is hard not to be inspired by people like the His Holiness the Dalai Lama. This unassuming but remarkable world leader travels the globe, constantly sharing an inspiring message of love and peace.

His Holiness also talks eloquently and frequently of the importance of living a life driven by qualities like altruism and compassion.

"Compassion," His Holiness says, "provides a meaningful life; it gives our life purpose."

Here at the Wise Group, we agree. We know that many of the people who work within the Wise family do so because they sincerely believe in our dream of creating fresh possibilities for the wellbeing of people, organisations and communities.

We believe everyone has great potential and great ideas and we also believe that it's little things that can make a big difference.

This edition of One Magazine embodies many of the qualities that the Dalai Lama believes make for a happier and more fulfilling life.

Our cover story celebrates the launch of Social Angels, a major new web-based initiative from the Group which we believe has the potential to fundamentally change people's lives. Social Angels is all about giving; about making a tangible difference in small ways. We're inspired not only by the response we've already had to Social Angels, but by the people who have so generously shared their stories.

We hope you are inspired as well.

socialangels

where people give joy

For 22 years, people all over New Zealand have been asking how they can contribute to the amazing work being undertaken by people in the Wise Group.

Now, after an enormous amount of work, the Group is immensely proud to launch a major initiative that we know will turn dreams into realities for the people we work with every day.

On 1 September, the Group launched Social Angels, a charitable-giving website (www.socialangels.org.nz) that aims to create an international community of 'angels'.

Becoming a Social Angel will enable ordinary people to give as much or as little money as they like to causes that touch their hearts, knowing that their gift will make a difference to the lives of others.

The range of causes is broad, but all have one thing in common: none receive any government funding. All are outside of the core contracted services provided by entities within the Group, yet all have the ability to transform lives.

Thousands of angels

The Social Angels website was launched this month with an ambitious target – to build a community of 100,000 angels within three years.

The launch was kicked off by internal celebrations within the Wise Group. Wise Group chairperson Bruce Sheridan was the founding 'angel', quickly followed by other members of the Social

Angels Trust Board.

Within hours of the launch, many staff had signed up to become a social angel and contribute to specific causes. An external launch is planned for later in the year.

On 1 September project lead Marnie McDermott was proud to sign up as one of the very first Social Angels.

"Being part of Social Angels and hearing stories of people whose lives have been transformed – often by something quite small – has been incredibly inspiring," Marnie said. "Social Angels brings together so much of the great work done by the Wise Group."

Marnie also echoed another common theme; that the very act of giving gives joy, not only to others, but also to her. That sentiment is backed up by a rising body of international research, which says altruism is one of those things that helps make people happy (see 'Giving – the key to happiness' on page 4).

"Giving creates a ripple effect of good for you and for others, that definitely makes you feel great," Marnie said.

Every cent counts

Wise Group joint chief executive Jacqui Graham said from the very beginning, the Group was determined to ensure that every cent counts.

Not one cent of the money donated via the Social Angels website will go towards administration or other costs; those costs are all

fully covered by the Wise Group. It's part of the Group's inspirational dream – "creating fresh possibilities and services for the wellbeing of people, organisations and communities".

"One of the Group's beliefs is that 'little things make a big difference', and that's so true," Jacqui said. "There are causes on the website that don't necessarily require a lot of money, but the impact on individuals, their families and communities can be profound."

The Group is utterly committed to ensuring Social Angels becomes not just a charitable website, but a movement which, in every way, encourages people to reach out to those less fortunate than themselves, she said.

Jacqui said she is extremely proud that the website development, and all of the policies, details and behind-the-scenes work involved in its development, was done in house by Wise Group staff. Many of the causes that will feature on the site have come directly from people within the Group who every day see opportunities to improve the lives of others.

Social Angels currently features Wise Group causes, but in time will grow to feature causes from other charities.

➤ Become a Social Angel or find out more by going to www.socialangels.org.nz.



“There are causes on the website that don't necessarily require a lot of money, but the impact on individuals, their families and communities can be profound.”

Giving - the key to happiness

It's rare that world leaders in fields as diverse as psychology, neuroscience and medicine gather in one room, to discuss happiness.

It's rarer still for those leaders to all agree on one fundamental truth; that altruism, or the notion of giving, is the one thing that, across all cultures, makes people truly happy.

A small group of people from the Wise Group recently attended the Happiness and its Causes Conference in Brisbane to learn from world-leading researchers on what makes for a happier life. Speakers included Nobel Peace Prize Laureate His Holiness the 14th Dalai Lama; acclaimed primatologist, environmentalist and UN Messenger of Peace, Dr Jane Goodall; inspiring French monk, Matthieu Ricard; University of California Professor Emeritus Dr Paul Ekman, and many more.

Wise Group chief executives Jacqui Graham and Julie Nelson, and Workwise chief executive Warren Elwin, all attended and are now seeking to drive

elements of happiness theory throughout the Group and its activities, both in terms of service delivery, and for the Wise Group's own staff.

"Altruism, or the notion of giving, was an absolute key theme of the conference," Jacqui said. "It came through very clearly."

"Given that we have just launched our own giving website, Social Angels, it was a fantastic affirmation of the project." (See the Social Angels story on page 2.)

Dr Jane Goodall was one of many speakers who said she believed very strongly that it was "giving that makes people happy".

Matthieu Riccard also noted that, because humans are interdependent, "being autonomously happy does not work".

"To be altruistically happy, is to be truly happy," he said.

"Happy people are quite simply better workers, more creative, more likely to help others, don't get sick as often, are more open to new things and are far more likely to use their strengths

at work," said United States-based positive psychologist and researcher, Dr Biswas-Diener.

Many speakers noted the importance of being connected to others – friends, family, and community – in being happy.

While there is no one-size-fits-all approach to happiness, a number of common themes emerged from the conference. To be truly happy, the experts say, the following are important: giving or altruism; meditating or taking time to reflect; being well connected to a community; having strong familial relationships; exercising regularly; eating healthy food; sleeping well; doing random acts of kindness; expressing gratitude; and forgiving.

His Holiness the Dalai Lama deserves the last word.

"Genuine happiness always comes from within; it can never be taken away. Live a compassionate, benevolent life and you will be happy. Think about what you can bring to the world, what you can give," His Holiness told delegates in Brisbane. "When we engage in compassionate acts, we benefit more than the other person. Compassion provides a meaningful life; it gives our lives purpose."

"Altruism...is the one thing across all cultures that makes people truly happy."

– Dr Jane Goodall





Hanson Street

One era ends, another begins

Pathways' new Wellington housing transition service brings the spirit of Hanson Street into a new era.

For 15 years, the Hanson Street residential service held a special place in the history of Pathways. Since it opened in 1996, the distinctive character building had been the 'grand old lady' of Pathways Wellington. It provided hostel-style accommodation for up to 12 people, occasional respite services, and – most importantly for those who stayed there – a strong sense of community.

Unfortunately, the Hanson Street building, owned by Housing New Zealand Corporation, deteriorated with age and no longer served its purpose, so Pathways made the decision to close the residential service down.

On the afternoon of Monday 27 June, current and past Pathways staff came together with many people who had lived at Hanson Street over the years, to share an afternoon of waiata, kai, speeches and fond memories. One staff member who had worked at the

service since it opened was accompanied by a special guest –

the very first person ever to stay at Hanson Street. There was fun and laughter as people enjoyed the company, shared their stories and said their farewells.

Once the afternoon tea was polished off, there was also occasion to look to the future. The closure of Hanson Street has given Pathways the opportunity to develop a 12-month housing transition pilot programme, in conjunction with the Capital and Coast District Health Board. During the pilot period, Pathways aims to assist people to transition out of hospital or residential services and into their own homes within the community. Each person will be supported by an individualised, recovery and strengths-focused support plan.

"This approach fits both with district health board priorities and with Pathways' commitment to achieving the best outcomes for the people using our services," says Michelle Glenny, regional manager of Pathways Wellington.

"In the past two years, we have built significant expertise assisting people to successfully transition into their own homes from residential environments, without compromising their levels of support. We know from experience that supported community living is ultimately a better model for supporting recovery than having people in long-term residential care."

With this in mind, the staff who formerly worked at Hanson Street moved to the new service, and integrated with Keys Living Choices staff in Wellington, to get the new programme ready for action. This included setting up a four-bedroom house, which will provide temporary accommodation for people transitioning out of hospital or residential care into the community.

"We're very clear that the transition house is just that – temporary accommodation that is available for up to six weeks during a person's transition into community living," Michelle said.

"Essentially it's a better outcome for people to be supported to live in their own homes, than supported to live in ours, so we're going to be working hard to put the supports in place that will allow people to live well in the community."

The new Wellington service started taking referrals in late July. "This is a very exciting time for Pathways Wellington," Michelle said. "Hanson Street was characterised by its sense of community. That sense remains in the new service. We still aim to support people to live and flourish within their community – it's just the community we're dealing with is larger."

For more information about Pathways, visit www.pathways.co.nz.

"Essentially it's a better outcome for people to be supported to live in their own homes, than supported to live in ours..."

Michelle Glenny, regional manager, Pathways Wellington



Paid work helps people get well... and stay well



Any Workwise employment consultant will tell you that people who experience mental illness want to work, and can work.

But a growing body of international evidence is now proving that having a paid job is a key part of getting well and staying well.

Research in Australia, Europe, Canada, Hong Kong and the United States has focused on a supported employment approach called evidence-based supported employment (EBSE). EBSE has been proven to be far more effective at helping people who experience mental illness get a job than any other form of vocational rehabilitation.

Helping people with mental illness find a job, and keep a job, is also an exceptionally good use of public funds. Research has shown that people are less dependent on health and welfare services when working.

The Wise Group has become a very strong advocate of EBSE throughout the sector. In addition to Workwise, other organisations in the Group are now investing in EBSE, including Blueprint, Pathways and Te Pou.

Employment the key goal

Under the EBSE approach, paid employment is the key goal and focus, as opposed to training or lengthy ready-to-work

preparation. Under EBSE, people are supported to look for jobs and to take up jobs within weeks of making contact with employment consultants, such as those from Workwise.

Significantly, under EBSE, the employment consultant becomes a member of the support or clinical mental health team, meaning employment plans are integrated with goal plans and treatment plans. It also means the support or clinical team is available as the person starts work and can provide input if needed.

No-one is excluded from this approach. Providing the person wants a job, they can be referred to an employment consultant. Help to get a job isn't something that happens after treatment; it is part of a person's treatment. This is a key difference to the way employment support services within the mental health and addiction sector in New Zealand have been delivered in the past.

Our vision

EBSE works, but it is not yet widely used across New Zealand. As a country we need to do much better. People who experience mental illness have the lowest employment rate of any disabled or disadvantaged group – only one in five people with mental illness have a paid job. The Wise Group wants to change this.

In the future, the Wise Group would like to see EBSE as an integral part of all mental health and addiction services in New Zealand. This would mean that:

- all mental health and addiction workers, in clinical and non-clinical settings, will know that having a paid job is a key part of getting well and staying well
- all mental health and addiction workers will actively encourage and support individuals they work with to pursue and achieve their job aspirations
- all mental health and addiction workers will understand their role is to use their expertise to help people continue and build ordinary lives – having a job, a home and a social life.

Just as importantly, the Wise Group hopes that poor employment rates among people who experience mental illness will be of concern to government, policy-makers and planners, and we will encourage the development of policies that require EBSE to be funded, provided and monitored.

The Wise Group's response

In February this year, Helen Lockett joined the Wise Group. Helen is a world-leading expert on EBSE, having worked in the field for more than 15 years; first as an employment consultant, then as a manager, and more recently as a researcher and policy influencer for the UK's Centre for Mental Health (formerly the Sainsbury Centre for Mental Health).

On behalf of the Group, Helen is working closely with ministers, policy-makers, funders and others within the sector to advocate for the role of EBSE in helping people get well, and stay well.

Alongside Workwise, which has been advocating strongly for EBSE for some time, other parts of the Wise Group, particularly Pathways and Blueprint, are now also involved in supporting the implementation of EBSE.


Pathways' 2010–2012 organisational plan, *Addressing Poverty*, sets clear goals about supporting people who access Pathways services, and who want to work, into employment.

Blueprint has recognised the need to develop training for mental health workers on EBSE and last year sent two staff, Ann Marie Searchfield and Miranda Lintott, to the United States to receive EBSE training at Dartmouth Medical School. Blueprint is now developing an EBSE training programme, which it hopes to roll-out sector wide.

There are also a number of specific projects ongoing within the Wise Group to support EBSE.

- **A return on investment analysis:** aims to make the financial business case to the Ministry of Health and the Ministry of Social Development for investing in EBSE. Led by Helen Lockett (Wise Group).
- **Recordbase version 5:** aims to develop a data system for supported employment providers in line with EBSE. Led by Wild Bamboo and Workwise.
- **Workwise–Pathways demonstration project:** Workwise employment consultants are integrated into Pathways teams in different parts of the country. Led by Tyron Pini (Workwise) and Lyndsay Fortune (Pathways).
- **Workwise–Pathways demonstration evaluation:** aims to understand and measure the impact of having Workwise employment consultants within Pathways teams. Led by Helen Lockett (Wise Group).
- **Pathways–Blueprint training:** a compulsory in service training programme developed to ensure that all Pathways staff better understand the wider health and social benefits of supporting people back into paid employment. The aim is for all staff to play an active role in achieving Pathways' current Greatest Imaginable Challenge – everyone using Pathways' services who wants to work, has a job.
- **EBSE training:** aims to develop a range of EBSE training products for mental health workers, senior managers and employment consultants. Led by Miranda Lintott and Ann Marie Searchfield (Blueprint).
- **The World Psychiatry Conference:** aims to build a group of psychiatrists and other clinicians who understand and support EBSE. Led by Helen Lockett (Wise Group) and Warren Elwin (Workwise).
- **EBSE fidelity reviews:** quality improvement reviews, where the employment and clinical support services teams are assessed against a scale that measures how well EBSE is being implemented and makes recommendations for improvements. Led by Miranda Lintott and Ann Marie Searchfield (Blueprint) and Adel Stephenson (Workwise).

See future editions of One Magazine for information about these and other projects.

 **For more information about Evidence-based Supported Employment (EBSE) email**
helen.lockett@wisegroup.co.nz



Gift to Christchurch

The Wise Group is to gift nine free workshops to frontline workers in Christchurch to help them recognise, relate and respond to people experiencing mental illness.

The training will be offered in the form of free MH101 learning programmes, to be provided later this year by Blueprint for Learning.

MH101 day-long workshops are normally delivered by Blueprint under contract to the Ministry of Health and are offered to most Wise Group employees as part of their standard induction. MH101 workshops were developed by Blueprint, on behalf of the Ministry, in association with other health and learning organisations, including ProCare, The Royal Australian and New Zealand College of Psychiatrists, Case Consulting and the Mental Health Foundation.

At its last meeting, the Blueprint Board directed that Blueprint gift workshops to the city as part of the Wise Group's wider response to the Christchurch earthquakes. Te Pou, which is also part of the Wise Group, is also contributing financially.

(In a separate initiative, which began in April this year, the Group opened up its wellness retreat – The Monastery – free to Christchurch people for 12 months. Already, the Monastery has bookings from Christchurch folk through until April 2012.)

Blueprint chief executive Sally Pitts-Brown said, since the quakes, there had been an increase in enquiries about mental health training for frontline workers, stemming from rising concern about the impacts of the earthquakes on the mental health of people in the city. In July, the government announced an extra \$1.5 million would be allocated to the Canterbury District Health Board for mental health work.

"We have our own people in Christchurch working for Pathways, Workwise and Te Pou, and as a Group, we've been there for a long time," Sally said.

"Christchurch is our city too. And we recognise that simply because of what's occurred – and what's still occurring – the city has some special needs.

"This is one way we can help make a demonstrable difference and do our part to help address some of the long-term impacts of the earthquakes on the mental health of Cantabrians."

The free courses will be offered to a range of organisations, including social agencies, government departments, other non-government organisations, primary health organisations (PHOs) and others.

For more information about MH101 visit www.mh101.co.nz.

Te Pou, changing lives without seclusion

Te Pou is working with mental health and addiction services to reduce the practice of secluding or restraining patients in acute mental health inpatient wards.

Its work supports the Ministry of Health's call for limiting the use of seclusion and restraint.

Sensory modulation is one of a range of clinical strategies that can help reduce the use of seclusion and restraint. People in a high state of arousal or distress, who may previously have been secluded or restrained, can now with support from mental health workers, learn to regulate their own responses and become calmer.

Sensory modulation involves assisting a person, often using a designated sensory room, to become calm by using specialist tools, such as weighted blankets, or more readily available ones, such as music.

Te Pou is working with mental health clinicians to develop their skills and experience in this area, and is receiving some great feedback.

Recently, Anne McDonald, Te Pou's clinical project lead – nursing, made a presentation to a group of registered nurses and allied health professionals. A registered nurse waited after the presentation to talk with Anne. She wanted to share her support for, and amazement at, the effectiveness of sensory modulation rooms.

"The nurse described herself as a pretty 'hard-core non-fluffy' nurse working in the secure area of a New Zealand hospital," Anne said.

"She described using the sensory modulation room with clients as 'life changing' for them and her.

"She said the greatest impact was seeing really distressed clients ask to use the room, and see them handle the equipment with care, rub the soft blankets on their arms, enjoy the peace and tranquillity of the room. She now goes home with a real sense of job satisfaction that she hadn't had for some time."

The nurse advised Anne that the sensory modulation room was being fully used, and was held in the highest regard by people.

"She [the nurse] said she was one of the biggest cynics for this intervention, but now she and others are total converts," Anne said.

Check out www.tepou.co.nz to learn more about seclusion reduction and sensory modulation. Or email tony.farrow@tepou.co.nz.



Something new every day

Helen Te'o

*Ko Pirauui te maunga
Ko Waitotara te awa
Ko Aotea te waka
Ko Nga Rauu te iwi
Ko Ngati Pourua te hap
Ko Takirau te marae
Ko Helen Te'o toku ingoa.*



Blueprint's senior administrator, Helen Te'o.

Although she may not have realised it at the time, Helen Te'o's decision to apply for a job at Blueprint for Learning in 2005 was the beginning of an extended learning journey of her own.

Helen was no stranger to mental health, having worked in the sector for more than six years before joining Blueprint and having whanau with experience of mental illness, but she was new to training.

"A friend dared me to apply for the role of senior administrator, as it was then called, at Blueprint," says Helen. "And I've been learning ever since. Every day there is something new to understand or organise or achieve. It makes for a very interesting life."

Describing herself as a "heart person, who is very much driven by people and whakawhanaungatanga", Helen says the most rewarding part of her role as executive administrator is making

sure everything runs as smoothly as possible for the people who come through Blueprint's doors. "I try to give every person I come in contact with something to smile about," says Helen.

She makes it sound easy, but in fact Helen and her team of project support administrators look after a diverse range of internal and external project managers and facilitators, stakeholders and workshop learners nationwide. Their job is to make sure that everyone has everything they need, which with a busy schedule of programmes and workshops, from introductory through to leadership and executive levels, in both mental health and addictions, is no easy task. And the scope is getting broader all the time, with training in social services and disabilities recently added to the list.

"There's a huge demand for quality training in all these areas," says Helen. "As New Zealand's only specialist trainer in mental

health, we're ideally placed to meet it. Blueprint is also NZQA and ISO 9001 accredited, so people know that when they attend one of our workshops or programmes they are going to get a top-quality experience."

Which once again comes back to Helen and her team working tirelessly in the background.

"When someone arrives for one of our workshops, they walk into a beautiful and professional environment, all laid out ready for them. That means a lot to people, that they feel welcomed, comfortable and confident in their learning, and we set out to achieve it every time."

This year, Helen is hoping to extend her support skills even further by deepening her knowledge in tikanga and te reo Maori.

Helen says, "We have a fabulous cultural advisor, and at Blueprint we try to reflect the cultures of ourselves and the people who come to us in everything we do. It's another part of working here that I love and I'd like to be able contribute more to this kaupapa."

Outside of work, Helen is kept busy with her whanau, sporting interests and as the manager of St Catherines Old Girls' premier netball team. "It's my old school, so I'm very much an old girl," says Helen.

Although she has no plans to move on from her job at Blueprint, she says that, "If I ever did, I know I would walk away with a host of skills and experiences that I could apply almost anywhere."

"I've learnt and achieved so much at Blueprint, and I couldn't have done it without the help and support of the wonderful people around me. I also draw a lot of strength from being part of the broader Wise Group, where I've made many friends. It casts the net wider and means that no matter what the job or the challenge, I have someone to turn to who can help, and vice-versa."

Kaua e rangiruatia te ha o te hoe; e kore to tatou waka e u ki uta.

Do not lift the paddle out of unison or our canoe will never reach the shore.

For more information about Blueprint for Learning, check out www.blueprint.co.nz.

Blueprint's new brand is here!

Over the last few months Blueprint has developed a new brand that reflects the organisation and its Peak Performing Purpose. A strong line of sight has been kept to the old brand to help Blueprint retain its strong and consistent reputation, with the addition of vibrancy and fun which Blueprint brings to all that it does. Congratulations Blueprint!

blueprint 
for learning



Being open and valuing people

Sharing the results of the first ever Group-wide people survey

The Wise Group is full of passionate people working together for a common purpose.

One of the most important things we can do to achieve our purpose is to listen to each other.

In April this year, staff from Pathways, Workwise, Blueprint, Te Pou, Women's Wellness and Wise Management Services were asked to participate in the first-ever Group-wide people survey.

The survey was part of our focus to Think and Act as One. It asked for feedback, thoughts and ideas on what the Group does well, and what we could do better, as an employer, and how people felt about their jobs and teams. It covered a range of subjects, from happiness and leadership to culture and communication.

In May and June, the results were collated and some initial analysis carried out. While some areas have been identified where there are opportunities for change, the results, in general, were overwhelmingly positive.

The results

More than 450 people responded to the survey – that's more than half of the 860 people who work in the Group.

Of those who participated, 97 per cent said they believe in the organisation's inspirational dream, 99 per cent said humour is an important part of their lives, and 95 per cent said they feel they are working for a peak-performing organisation!

Respondents' feedback about our common purpose, culture and values, and their levels of happiness at work was extremely positive.

Saying that, there is always room for improvement. Based on the survey results, a big piece of work will be undertaken to make positive changes to how the Group gives people feedback about their work, and how individual performance is measured and assessed.

Communication can always be improved, and this also came through in the survey.

Knowing who we are

The survey has also helped us understand who we are.

- **We're parents and families** – more than half of us have dependents.
- **We're loyal** – most of us have worked in the Group for 1 to 5 years, but some have been with the Group for more than 15 years.
- **We're multicultural** – our people come from more than 16 different cultures.
- **We've got life experience** – most of us are aged between 30 and 49.
- **We're multi-skilled** – most of us work with people who use our services, supported by management and administration staff.

Group benefits

The survey asked people to rate their preference for the 30 benefits the Wise Group offers. Some of these benefits aren't available within all entities or at all locations, but five weeks' annual leave is, and it came through strongly in first place, with flexible working hours a close second.

Wise Group chief executive Julie Nelson said, "we think the Group can do more to ensure everyone knows what benefits are available to them. We're looking at how we can promote employee benefits across the Group."

- **The full survey results, by entity and compared across the Group, are now available on the Think and Act as One page of the Wise Group intranet.**



Wise Group people survey, April 2011

wisegroup.

"I believe in my organisation's inspirational dream."



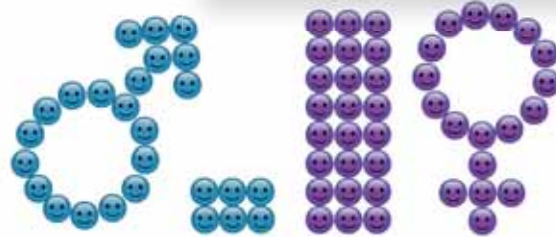
45% of people agreed or strongly agreed.



450 of those people participated in the survey.



We're carers!
More than half of us have someone at home who relies on us.



20% Male 80% Female

We're mostly women

The Wise Group's top 10 benefits as voted by you!

1. Five weeks' annual leave
2. Flexible working hours
3. Team events and team building
4. Income continuance plan
5. Extended sick leave
6. Healthy lifestyle funds
7. Long-service annual leave
8. Life learning
9. Physical fitness activities
10. Kiwisaver assistance



Julie Nelson
Wise Management Services



Ann Marie Searchfield
Blueprint for Learning



Robyn Atkinson
Pathways



Martin Molloy
Te Pou



Adeln Stevenson
Workwise



Anna Hearn
Women's Wellness



Rachel Stephenson
Wise Management Services



Melanie Weir
Wise Management Services

Safer places, healthy people

As part of Think and Act as One, the Wise Group is committed to providing a workplace that supports the health and wellbeing of people who use our services, as well as our employees and anyone else who has contact with us.

Wellbeing is the essence of what we do. We believe this means more than just the physical environment. All staff at all levels share responsibility to ensure that our workplaces are as safe, and that we do everything possible to help keep our people healthy.

This is the rationale behind the new Safer Places and Healthy People project. The project, which is being driven by a committee of employees and senior managers, aims to establish a sustainable approach to maintaining a healthy, safe and well workplace across all entities within the Wise Group.

While the committee's first task is to prepare for the Group's ACC audit in September, its main priority is championing healthy and safe workplaces for the Group. This will involve developing understanding of what our healthy workforce needs, ensuring we are doing our best to deliver on health and safety issues, and celebrating the inspirational activities that our people are doing right now!

Wise Group leaders are committed to providing a positive workplace for all employees, and recognise their fundamental responsibility for ensuring that all relevant legislation, standards and guidelines are upheld.

The Safer Places and Healthy People project committee will update Wise Group employees about new initiatives and progress over the coming months.

Please see the health and safety pages of your intranet for more information.

Some of the project's planned initiatives include:

- developing electronic processes for hazard management and other health, safety and wellbeing processes
- developing a Wise Group health and safety intranet page
- reviewing the Group-wide health, safety and wellbeing policies and procedures
- investigating and implementing a Group policy to improve driver behaviour
- introducing a smoking cessation programme in each region
- reviewing training to ensure all employees have completed health and safety training
- making the Group's health and safety innovative and sustainable.

Creating fresh software systems with **Wild Bamboo**

Wild Bamboo continues to help health organisations perform to the best of their abilities through its world-leading information systems.

The Wild Bamboo team has an on-going commitment to innovation and product development, and has recently added more products to its software offerings.

MyRecord, launched by the team earlier this year, helps health organisations keep abreast of the government's Health Information Strategy, by providing people who use services with easy access to their own health information. Through a web-based portal service, people can view their own case notes, check on upcoming appointments, and review goals to track their progress – anytime, anywhere.

Wild Bamboo is currently developing a new supported employment module. As an extension of Recordbase, the module will assist employment consultants put in

place robust plans to help their clients maintain work. The module is based on evidence-based supported employment (EBSE), an international approach for helping people who experience mental illness get a job, which the Wise Group strongly supports. (See story on EBSE on page 8.)

Software development manager Shane Watts has recently been in the UK with Wild Bamboo's first international customer, an organisation that supports people with learning disabilities, autism or mental health needs. When Shane demonstrated the development of the new supported employment module, the response was extremely positive, with many staff declaring they wanted it "yesterday".

"We're excited to investigate the possibilities of the supported employment module, as it far exceeds anything we've had to date".

For more information, check out www.wildbamboo.co.nz, or email info@wildbamboo.co.nz.



Inspirational images

Talented photographers from across the Wise Group had a chance to shine during the Learn Together photo competition in May and June.

More than 100 images were submitted to the competition, which invited people to share their original photographs in five categories: inspiration, sustainability, leadership, recovery and wellness. The entries were stunning, with people from across the country sharing beautiful photos of their travels, friends and whanau.

After several weeks of voting by Wise Group staff and a finalist judging panel (the Wise Group executive leadership team), congratulations go to our winners.

A selection of photos from the competition will be included in a set of Wise Group cue cards, a visual training tool that will be used in workshops run by Blueprint for Learning and in other areas of the Group.

For more information about the Think and Act as One initiative, check out the Wise Group intranet.



Leadership

Eric Otoka,
Wise Management Services,
Hamilton



Recovery

Katherine Quinn,
Women's Wellness,
Hamilton

Wellness
Helen Lockett,
Wise Management Services,
Hamilton



Sustainability
Amber Bremner,
Wise Management Services,
Hamilton

Inspiration
Amy Mizzi,
Pathways,
Wellington





The Epson Stylus Pro canvas printing machine in action.

Producing timeless digital artworks

Classic, timeless wooden puzzles and toys crafted by hand – that’s Miracle Toys. It’s been providing schools and homes with natural New Zealand products, and bringing fun and educational learning together, since 1965.

Miracle Toys is a Hamilton-based social enterprise, wholly-owned by the Wise Group and managed by Workwise. Like Pathways’ Hamlin Road Farm, Miracle Toys provides transitional employment opportunities for people experiencing mental illness.

Miracle Toys recently purchased an Epson Stylus Pro canvas printing machine, giving staff the ability to produce and sell colour or black-and-white photography and fine art reproductions. The printer is top of its class, offering the widest colour range and setting a benchmark standard for photographic and fine art finishes.

Miracle Toys staff will be operating the machine from the Hamilton-based store. Their first large project is the Pathways residential properties upgrade. Miracle Toys will be printing the canvas art that will feature in 10 Pathways properties in Wellington, Auckland and Taranaki.



A sample of the puzzles for sale at the Miracle Toys store.

To keep the quality and look consistent across each property, Wise Management Services procurement coordinator, Jo Birch, and procurement support, Julie Taverner are selecting the digital imagery to be printed so that it complements the properties’ interior design.

For more information about miracle toys, visit www.miracletoys.co.nz. If you are in Hamilton, you can visit the Miracle Toys store at 66 Riverlea Road, Hamilton. The store is open Monday to Thursday 9am to 5pm and Friday 9am to 2pm.

Get to know Te Pou

Te Pou's purpose is to enhance people's health and wellbeing by developing a sustainable workforce delivering quality services. Te Pou achieves this by working with district health boards and mental health, addiction and disability services throughout New Zealand to:

- facilitate organisational and professional development
- improve recruitment and retention
- strengthen leadership
- support the use of evidence and knowledge to improve outcomes for people who need health and disability services.

Te Pou is led by chief executive Robyn Shearer and the Te Pou Board. Te Pou's senior management team includes managers from each of Te Pou's work teams – Hine Martin (Delivery), Rob Gill (Business Development), Jane Vanderpyl (Research and Evaluation), Monique Faleafa (Le Va) and Brennan Gracie (Disability Workforce Development).

Te Pou is a national organisation and its staff work throughout New Zealand, with non-government organisations, district health boards (DHBs), and primary care providers as well as Government agencies, education providers and professional bodies. Te Pou staff are based at the Wise Group's offices in Auckland, Hamilton, Wellington and Christchurch.

Te Pou works with services to assess their needs and organisational goals for improving client outcomes. They use a range of data, such as that contained in PRIMHD (Programme for the Integration of Mental Health Data), Knowing the People Planning, and service-specific information to understand who is coming into services, their outcomes and demographics. They then tailor workforce development programmes for individual DHBs using resources such as:

- **Let's get real** – a Ministry of Health framework describing the essential knowledge, skills and attitudes required to deliver effective mental health and addiction services
- **Engaging Pasifika** – training to enable the health workforce to better engage Pacific people with services and treatment
- **Knowing the People Planning** – a toolkit to improve mental health services for long-term clients

- **outcomes measurement** – collecting and using mental health information effectively to improve services at individual, regional and national levels
- **talking therapies** – a suite of guides that discuss effective counselling for specific population groups
- **leadership development** – through organisations such as Blueprint for Learning and the International Initiative for Mental Health Leadership (IIMHL)
- **Skills Matter funding** – postgraduate clinical training for mental health and addiction nurses and allied health professionals
- **professional supervision** – for nurses and allied health professionals to develop skills and ensure effective services
- **sensory modulation training** – helping distressed people become calm by using sensory tools, such as music or a weighted blanket, thereby reducing the use of seclusion and restraint (see the story on sensory modulation on page 11).

Te Pou also influences future policy with Government agencies by providing feedback from the work they do in services and evidence gathered from research. Te Pou is passionate about improving the quality of mental health and addiction services for all New Zealanders.

For more information, visit www.tepou.co.nz.

Make sure you sign up, through Te Pou's website, to its fortnightly e-bulletin to keep up to date with Te Pou and sector news. Check out Te Pou's new website, live from mid-October 2011



Robin Shearer



Hine Martin



Rob Gill



Jane Vanderpyl



Brennan Gracie



Monique Faleafa

“Te Pou's purpose is to enhance people's mental health and wellbeing by developing a sustainable workforce delivering quality services.”



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