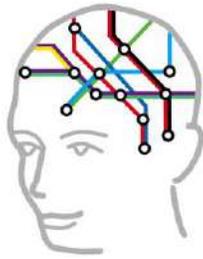
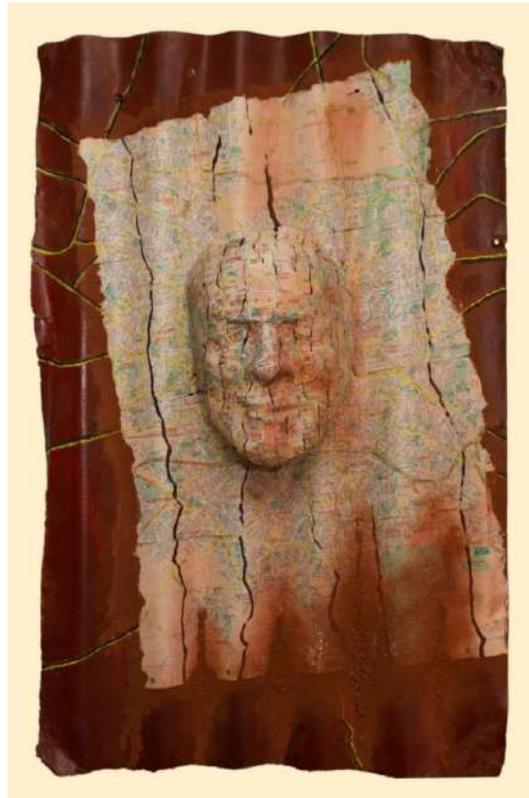


**MHAPS**  
Mental Health  
Advocacy and Peer Support  
*Together on the road to wellbeing*



# Annual Report | 2014-2015



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Charities Register: CC20499

## Message from the MHAPS' Chairperson

The year has been a time to see the rewards of our efforts as well as a time for drawing together the ideas and aspirations for MHAPS and form the plans to guide us into the near future. The mid-year 2014 meeting began with all board members volunteering for a further year. Key positions were also carried over from last year by a unanimous vote. A subcommittee continued to monitor finances.

One of the first main tasks was to finish the reorganisation of MHAPS that aimed to give more focus to the needs of the person rather than their medical diagnosis. Change for an organisation is always challenging but we were very grateful for the perseverance of management and staff. Eventually a new framework, together with the streamlining of peer support under an Intentional Peer Support model, was embraced. We were pleased to see through the efforts of staff that the new services were tuned to individual client needs as intended. It was then that we were able to pause and appreciate MHAPS staff for their efforts in turning good ideas into good practice.

This was closely followed by a routine contract audit. Auditing is at short notice and is designed to ensure the organisation can perform well in meeting CDHB contract requirements in terms of timely record keeping, service delivery and policy work. There were a few things to be improved but the auditor gave a favourable account of MHAPS. A good deal of credit for this is due to the efforts of our manager and her abilities and energy. These qualities were also found in a performance review of the manager prompted by the audit. The board invited staff feedback for this review and this confirmed our view that MHAPS and its staff are well managed.

Another way of ensuring MHAPS' sustainability is to generate and plan for development in the future. This meant inviting all stakeholders, including staff, funders and clients, to participate in strategy development meetings. For me it was a pleasure to get to know MHAPS people a bit better and I was particularly impressed with the spark and ideas from the team managers. The board was then able to discuss new areas to be targeted for development and provided management with direction and support to start the work. A key area currently receiving attention is MHAPS providing services appropriate for youth. Developing recovery skills and building resilience early in adult life is seen to be very important for building resilience. A key factor that is planned to encourage success is the use of peers of the same age group.

As can be seen in these brief highlights of the board activities there has been an interesting mix of challenges and achievements. A strength of MHAPS has been the ability to adapt to community needs particularly through developing new programmes fostered by innovation. These take time to establish, particularly in promotion to secure funding and because there seems less to go around. In general, we nevertheless have secure contract funding which is based on the recognition of the quality of our services and the value of peer support. MHAPS provides a unique service based upon the experience of remarkable people and is recognised as meeting a community need.

*Andrew Cook*

On behalf of the MHAPS Trust Board

## Why does MHAPS exist?

All of us who work at MHAPS, together with over half our Board of Trustees, have had lived experience of mental illness and/or substance addiction together with the distress which comes with this. More importantly we have found ways to live a meaningful and positive life, with or without our symptoms, and we use this experience, together with ongoing training and information gathering, to the benefit of others who are still at the beginning of their Journey.

This journey can often seem a hopeless and lonely struggle, where direction is absent and steps offered by other feel too huge. By having someone walking alongside during this journey who can identify with the challenges and provide encouragement in a safe way, a person can make real progress towards the life of their choosing. This is the purpose of MHAPS' existence. As expressed in our vision statement, "Together on the road to wellbeing".

## How do we achieve this?

Finding help for mental illness and/or addiction recovery can feel an enormous hurdle. The energy it takes, the perceived stigma of the experience and the fear of dashed expectation can mean that a person delays first contact for weeks and sometimes months. But at some point, the day arrives, courage is found and contact is made with MHAPS either by phone, email or in person.



The genuine welcome, provided by our "First Step" process, discussion of clear options and ongoing support offered by our 29 staff provides a positive start for the recovery journey for the person, who may use one or more of MHAPS many services for as long as they choose.

Our services are underpinned by the principles of empowerment, hope, respect, honesty, transparency, accountability, personal responsibility and best practice.

Over the 4 years of our existence, MHAPS has combined the strengths and experience of its founding bodies – Anxiety Support Canterbury, Bipolar Support Canterbury and Psychiatric Consumers Trust – to provide a multi-access, step by step mosaic of resources to assist anyone towards wellbeing. Over the past year, we have achieved this in the following ways:

## Peer Support

Following the decision of the Trustees in early 2014, we changed our peer support focus from a diagnosis-based service to one which encompasses a "whole person" approach. The six peer support workers came into one team headed up by Vito Nonumalo who brings his broad experience of NGO and DHB work to inform his effective management of the new Peer Support team.

Vito Nonumalo, Service Delivery Manager, reports “Since July 2014 the newly formed Peer Support Team of six paid and one volunteer staff has had to undergo many changes and pressures, not least of which is the demand for service which to someone such as myself coming in new, has been astounding to observe. Having worked in mental health a long time, I have never struck a service that on average receives a dozen referrals a week.

The high demand is reflective of the increase in need that has been identified across a number of services in Canterbury post-quake. Latest figures have indicated an over 60% increase in the number of people presenting to Canterbury District Health Board (CDHB) adult mental health services and over 45% in Child and Youth services. These figures are very much indicative of our experience and also support the move towards the development of Youth services at MHAPS.

The introduction of the concept of Te Whare Tapa Wha (TWTW) and the input of a talented team of staff has seen MHAPS support a good many people, many of whom have been able to move on from the service successfully. An indication of where this has been useful is a staff member who was struggling to engage an individual using our services in conversation. It was identified that the individual loved birds and as a result of attaining feedback from colleagues, the staff member then met with the individual in a bird aviary. This led to greater level of participation, interest and engagement from the individual.

The employment of TWTW has enabled and empowered us to think more outside of the square and we expect even greater success stories as its use is developed and implemented.”

This year, two peer support workers attended and attained full accreditation on the Intentional Peer Support (IPS) facilitator training programme in Whanganui, and have led their colleagues through the full 12 week IPS course this year to ensure provision of a congruent and effective peer support service which achieve national level competencies.



Numbers of participants in our support groups have grown this year to 51 individuals and to the extent that we may need to provide additional meetings in the coming year. Some of these groups – social anxiety, bipolar and depression support - have continued from the past. We also have a fortnightly “drop-in” shared support meeting, a “quit smoking” peer support weekly meeting and twice weekly shared support at Hillmorton Hospital.

Currently we are working on initiating a peer programme for young adults whose experience of mental distress, mental illness and/or substance addiction negatively impacts on their transition to adulthood and independence .

## Consumer and Advocacy Services

Our team of six highly skilled and knowledgeable advocates have provided active and targeted advocacy work to 302 people throughout the year through face to face contact, over the phone, text and email. Beth Nobes, Service Delivery Manager, reports that “challenges with accommodation (whether this be Housing NZ, landlord issues or no home at all), Work & Income requirements, Child Youth & Family case conferences, mental health and/or addiction treatment have been the major issues this year, with many people facing multiple crises with continuing earthquake-related housing problems compounding deteriorating mental health, relationship and employment issues.

Addictions Advocacy also proved their adaptability and resourcefulness as they continued to provide service when team members were on long term leave and found solutions to the usual advocacy challenges as well as supporting people who are required to work in a rigid system for providing opioid recovery and the loss of AOD services in the community. They worked collaboratively with the Canterbury District Health Board in assisting the positive transition from the Methadone Programme to the new Canterbury Opioid Recovery Service (CORS) which has been a huge improvement for the client group. MHAPS continues to provide active involvement in the Friday Group alongside Odyssey House, City Mission and Mind & Body where people seeking addiction recovery can plan for a safe weekend. .

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*I am so grateful for this service which gets the things you are entitled to while showing respect to me and other involved.*

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Our community continues to be challenged by Work and Income back to work demands. There has been a reduction in the acceptance of GPs’ recommendations and very little communication about this to the beneficiary. As well the ongoing shortage of housing means our clients are moved frequently and their rent is going up. The good news is that some of the changes that we supported at the CDHB have resulted in good outcomes for consumers such as the Wellbeing Programme now offered to people in the Acute Inpatient

wards and the reduction in incidents of Seclusion at the CDHB.

We continually hear from our clients that we are the only ones who listen and who get what it is really like to be continually fighting systems when overwhelmed by challenges and mental distress

One inspiring story involves an advocate who supported a man through his cancer treatment. He had high anxiety and fear as is to be expected. He also had medicine issues that had to be worked through taking his addiction issues into consideration. Advocacy support meant he got onto the Emergency Housing list near the top. Within a few months of working with a peer he was able to consider reconnecting with his whanau and getting back to work.”

## Quiet Minds Radio Show

Quiet Minds has had two very fulfilling projects this year. A six- show project was created to highlight the 10<sup>th</sup> anniversary of the mental health radio show and it brought together people who had set the show up all those years ago and others who have contributed in the intervening years.

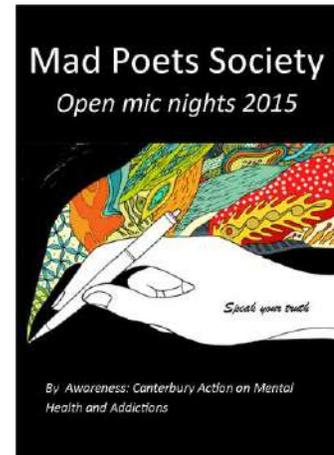
*Together on the road to wellbeing*

This year we have made 10 shows so far that focus on The Arts and Creativity. It has been a very positive exercise to explore how our community responds to their recovery needs through their creativity. This vibrant Canterbury resource owes its success to the energy and commitment of enthusiastic people who volunteer their time and skills in making these weekly informative shows.

### Awareness Consumer Network

Awareness has gained recognition in the mental health & addictions community for the standard of formal written submissions made in response to sector changes, to Alcohol & Other Drug (AOD) service changes, to work associated with Children of Parents with mental Illness & Addictions (COPMIA), the Work & Income proposal for change and to the Maori and Pacific Mental Health Plan. Currently an Awareness group is working with a researcher from the University of Canterbury analysing Family Court/child custody issues faced by mothers with mental illness.

As well, the blossoming of the MAD Poetry project has brought positive attention to consumers and their creativity. Monthly Open Mic nights and writers' workshops have been very popular with participation averaging 40 and 10 people per session respectively. Our membership has grown to 144 people and each learns and contributes at their own pace.



### RecoveryWorks

Four RecoveryWorks programmes have been held this year with 46 participants. As has been the experience of previous years, participants have discovered effective and meaningful ways to reduce and control their anxiety which for many has been life-changing.

As related by Ian Johnson, Service Delivery Manager of the Learning Exchange, “with RecoveryWorks in particular we can readily evidence these changes, which are often profound (Table 3). People frequently regain their sense of agency in the world and redevelop their ability to move forward with confidence. Positive change is enabled in a variety of ways including by association with others, through the layered structure of RecoveryWorks and how the Facilitator and others role model and make recovery seem attainable.

A particular “success” story- I have chosen this case study because the client still struggles with



significant anxiety but has been greatly helped to manage it and in addition it is a good example of how MHAPS' services can work alongside each other to benefit a person. This client was essentially housebound and would not venture far without support. Several weeks of support by two peer workers progressively drew her out into the community to the point where she was able to travel into and around Christchurch with increasing confidence. The prospect of the RecoveryWorks

*Together on the road to wellbeing*

programme opened up for her. She enrolled and despite initial uncertainties she participated with real commitment. Her immediate post-workshop series progress was very strong, and by the end of the 6 months programme this had settled back to levels that were still a significant improvement. Post-workshop series she and most others formed a support group and this client was the prime driver and group Facilitator. She has described RecoveryWorks as 'amazing' and '...why didn't do this before.' She continues to receive support from our peer support team and is actively looking to rejoin the workforce."

## The Learning Exchange

We started the year as a team of three, Ian, Vanessa and Terry but with Terry's resignation there were just the two of us by the end of June.

The **RecoveryWorks** programme has continued throughout the year to build on the success of this programme both in terms of quality and of systems and processes. We have also repositioned the programme to be much more overtly about a 6 month commitment, this is constructive for assisting learning transfer and has been well received by clients. Late additions to the programme have been the development of short revision modules, the addition of a Facebook page and fostering the formation of a dedicated client run support group.

Since March we had been working on a version of RecoveryWorks to be known as **WorksforMe**. The first of these programmes will be a proof of concept and is scheduled to begin late August 2015. Although this version will use RecoveryWorks materials there will be special emphasis placed on the impacts of anxiety in job search and employment. To support this a framework will be put around the programme that includes post-workshop supported employment from Jobconnect. We are also involving Work and Income in the planning for this programme.

Our **Community programmes** include the multi-workshop *Breathing and Relaxation* and *Mindfulness* courses plus the individual workshops in the *Tuesday Workshops for Wellbeing* series. These continue to grow in popularity; however despite generous funding and small fees paid by clients they do not yet break even with the cost of providing them. We have a strategy to progressively improve their financial performance over the coming year.

We value and appreciate the broad understanding which our tutors have of how people learn, and the role of structure, attitude and material in enabling learning to occur. Tutors Rosemary Mannering, Kathy Hughes, Fiona Young, Gillian Trewinnard, Deb Green and Hannah Airey have provided a shared experience, a wide body of knowledge and strong empathy which have worked together effectively for very valuable benefits to those who seek out the support of MHAPS.

Because there is so much group activity at MHAPS, including at night, we had experienced a marked decline in attendances at **Themes** information talks. This led us to decide that from January 2015 we would reduce the frequency of these talks to four weekly. This enabled us to focus on the most popular topics and so far this has been effective in restoring interest. We have also noticed a growth in attendances from people who work in and around our sector.

The **WRAP programme** of 5 workshops grew out of the former Bipolar Support service and has been very well facilitated by Carl Kirk of the Peer Support team. Interest has been high enough for

*Together on the road to wellbeing*

us to feel confident to run a programme each quarter. In the next year we will be working on improving systems and processes around eligibility for WRAP and for registration, attendance records and evaluation.

The Learning Exchange also publishes *Momentum*, MHAPS' quarterly newsletter. We mentor two client run **support groups**. We **identify and collate materials** relevant to the experience of mental illness, addictions and recovery. We are project managing the building of a new, single, website for MHAPS. In addition we have a number of **projects** in the planning stages, many of which will depend on identifying fresh funding to make them viable. Others however, such as MHAPS online, will enable us in to develop a more coherent internet strategy with our own website at its base plus the selected use of social media to promote our messages and deliver services

This evaluation comment reflects many participants' views: *"A very welcoming atmosphere, a very experienced and knowledgeable tutor, truly excellent course material, very affordable, had made a real difference in my life."*

### MHAPS Library

With over 800 books and DVDs, the MHAPS library provides an easily accessible resource which anyone can use free of charge. Over the past year over 100 people have found great benefit in the information and understanding gained from these books/DVDs and for some, the ability to come into our comfortable reception area for an hour or two in an afternoon and read something from our library with a cuppa has been just what they needed to get through a difficult time.

### Latnam House Drop-In Centre

Latnam has welcomed 38 new members this year. They joined the 203 members who attended during the year, enjoying the social contact, warm and accepting environment and peer support, along with pool, TV, food & drink, computer resources and laundry facilities. Wendy Hill, Latnam House manager, says "we were very grateful to funders for provision of 3 lazyboy chairs and stereo systems to provide a calming space for members who need a quiet place to chill out. We had three pool tournaments this year, always a high point for members and staff."

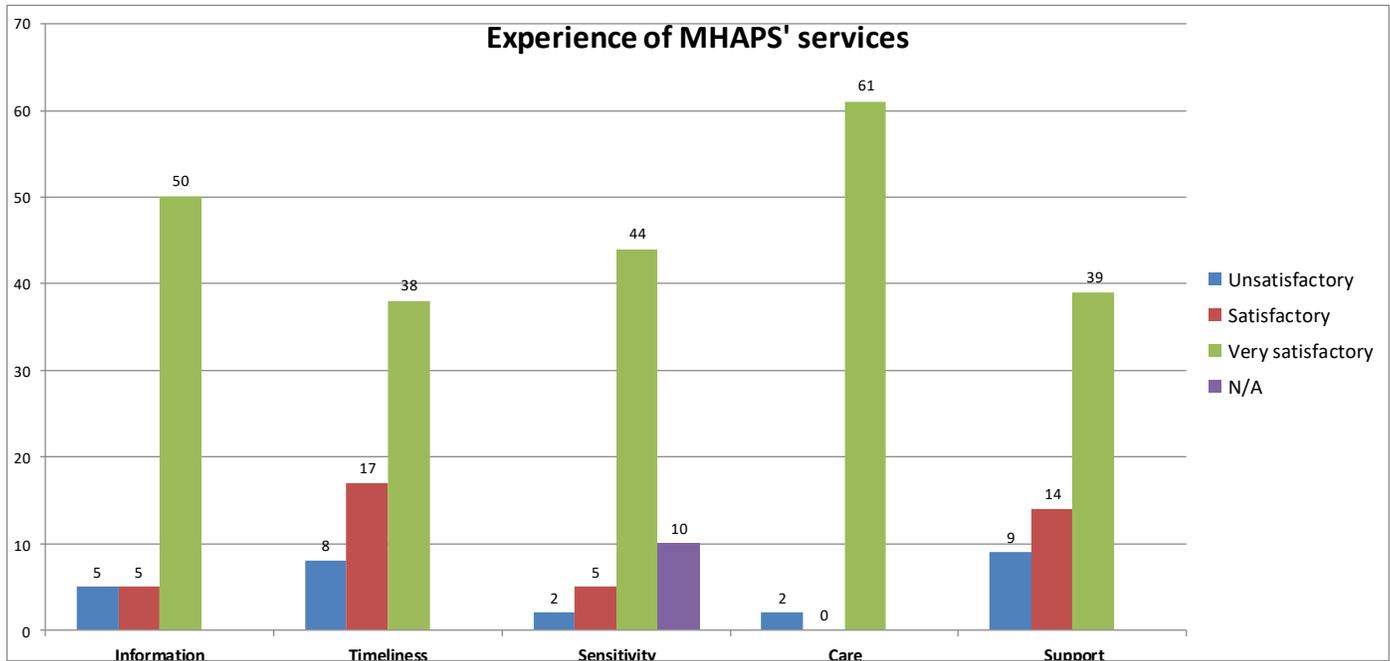


However the end of the year was clouded by the announcement that, due to severe funding constraints, MHAPS could no longer keep running the programme at a separate location. So Latnam House in Sydenham will close on 31<sup>st</sup> December 2015, and reopen as "Latnam" in the new year with reduced hours and a reduced staffing team based at 826 Colombo Street. The Board were very regretful about the situation, but had no option with mounting expenses.

## What difference has MHAPS made to the lives of people in Canterbury?

Our 2014 client survey was sent to 700 clients of whom 63 responded. Questions fell into two distinct assessments – one of the quality of MHAPS' services and the other the benefits (if any)

The table below represents the responses regarding the quality of service received:

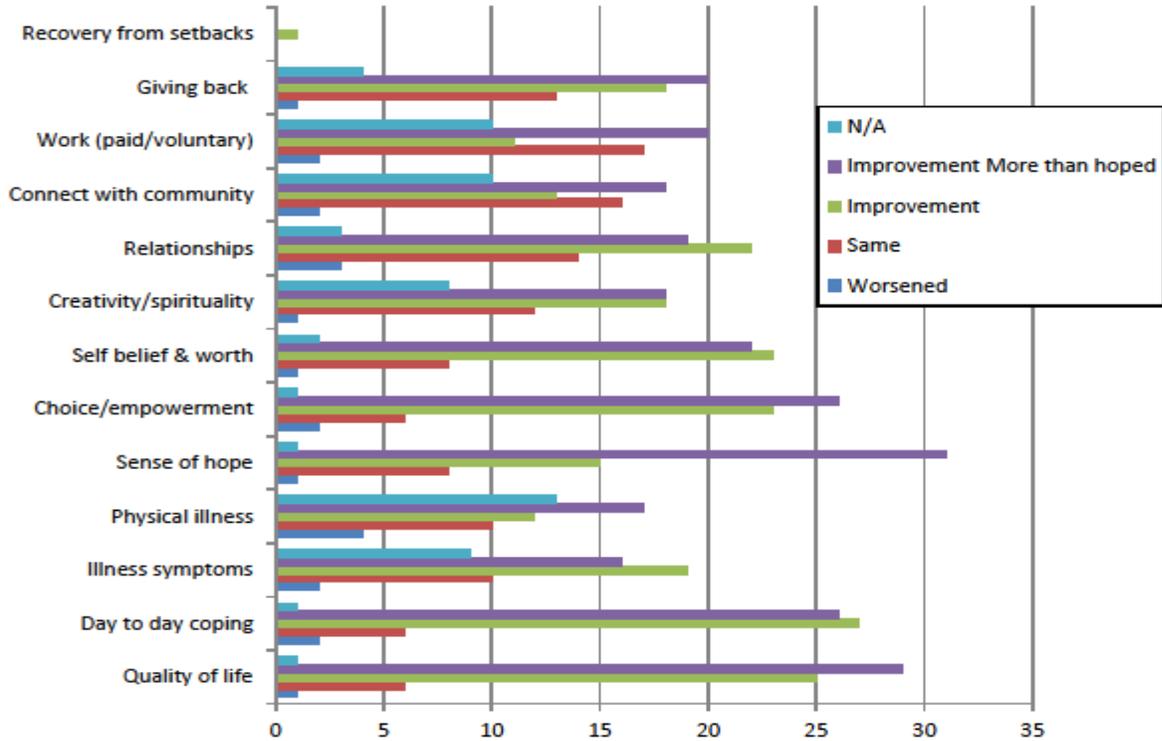


A regular comment from visitors to MHAPS is how comfortable and welcome people feel as soon as they walk in the door. For many people, it takes a deal of courage and effort to make a first visit to our building, and we are committed to making this a positive experience both in terms of environment and of an accepting and respectful attitude to everyone.

The table overleaf indicates some of the ways that engaging with MHAPS' services has added value to people's lives. From these wellbeing parameters, it can be seen that a stronger feeling of empowerment and sense of hope are positive outcomes experienced by a significant number of MHAPS' clients.

*"Working with MHAPS has turned my life around"*

## Responses from MHAPS Annual Survey



Some comments from the evaluation process:

*I found Mhaps very supportive in the current system. It's important to have this service (Advocacy)*

*I have found your peer support service invaluable. He has helped with my addiction heaps, and I feel motivated and understood after any meetings. I would certainly not be where I am today with my recovery if it wasn't for him (Addiction Advocacy and Peer Support)*

*I think the Recovery works programme for anxiety is great. I'm driving more and doing things I find challenging with less anxiety. It is a great course and the staff at MHAPS including the kind ladies at reception always made me feel welcome (Learning Exchange)*

*Please keep up MHAPS as with my peer worker, my life is slowly changing for the better. Thank you (Peer Support)*

*It's a safe place where I don't feel as anxious and judged as I do in public (Latnam House)*

## Resources and Financial Management

The initiation of a financial sub-committee of the Board this year has ensured high level scrutiny of the financial management of MHAPS. It is pleasing to see that the large financial deficit of the 2013-2014 year has been substantially reduced, but further restructuring of the organization is required to bring us to a budget neutral position.

We continue to appreciate the financial support of the Canterbury District Health Board, the Canterbury Community Trust (now The Rata Foundation), Christchurch City Council, Christine Taylor Foundation, COGS, David Ellison Trust, Lion Foundation, Lotteries Grants Board, Mainland Foundation, Ministry of Social Development Pub Charity, Riccarton Rotary Club and the Southern Trust. MHAPS has also been fortunate to receive regular donations from a number of individuals which we very much appreciate.

It is a sign of the times that the number of funding opportunities is shrinking whilst at the same time the number of worthy applications for financial help is increasing. MHAPS is aware of this dynamic, together with the changes in government requirements for self-reliance in the not-for-profit (NFP) sector. The next few years will see a sea change in the way that mid-size NFPs such as MHAPS fund and report on services.

In the meantime, as you will have seen earlier in this report, we will be making significant reduction in our expenses by bringing Latnam into our main building.

Extracts from our audited financial report follow. Please contact us if you would like a full copy.

### STATEMENT OF FINANCIAL POSITION as at 30 June 2015

	2015	2014
Balance of Accumulated Funds	167,832.00	195,277.00
<b>ASSETS</b>		
Current Assets		
Cash at bank and On Hand	173,375.00	193,856.00
Accounts receivable	88,187.00	84,064.00
	261,562.00	277,920.00
Fixed Assets	68,235.00	82,875.00
<b>TOTAL ASSETS</b>	<b>329,797.00</b>	<b>360,795.00</b>
<b>LIABILITIES</b>		
Current Liabilities		
Credit cards	1,168.00	665.00
Accounts payable	82,440.00	73,320.00
Goods and Services tax	6,866.00	7,277.00
Grants received in advance	71,491.00	84,256.00
<b>TOTAL LIABILITIES</b>	<b>161,965.00</b>	<b>165,518.00</b>
<b>NET ASSETS</b>	<b>167,832.00</b>	<b>195,277.00</b>

**STATEMENT OF FINANCIAL PERFORMANCE** for the year ended 30 June 2015

<b>INCOME</b>	<b>2015</b>	<b>2014</b>
Grants Received	978,494.00	929,787.00
Donations Received	3,076.00	4,661.00
Fundraising	-	985.00
Interest Received	3,731.00	3,978.00
Room Hire	5,633.00	3,455.00
ACE Community Courses	1,594.00	2,919.00
Consumer consultancy Services	110.00	4,869.00
Miscellaneous Income	1,165.00	2,305.00
CDHB subsidy for merger costs	5,250.00	-
	<b>999,053.00</b>	<b>952,959.00</b>
<b>EXPENDITURE</b>		
ACC premiums	1,208.00	2,466.00
Accountancy and audit fees	4,452.00	5,047.00
Advertising and Marketing	9,713.00	9,699.00
Catering / Meeting expenses	3,476.00	3,337.00
Cleaning	4,776.00	5,010.00
Community course expenses	14,049.00	20,481.00
Computer expenses	9,434.00	5,375.00
Depreciation	15,866.00	21,787.00
Electricity	12,180.00	11,155.00
Insurance	12,792.00	8,211.00
Kiwisaver Employer contributions	17,818.00	16,643.00
Lalaga Expenses	-	1,163.00
Memberships and Subscriptions	1,298.00	519.00
Merger Costs	-	27,800.00
MSD Poetry Project	6,671.00	-
Office/kitchen supplies	13,821.00	16,831.00
Quiet Minds Expenses	1,653.00	1,641.00
Rent	152,794.00	134,203.00
Repairs and Maintenance	1,318.00	4,252.00
Room Hire	783.00	1,120.00
Security	1,099.00	785.00
Staff training & supervision	23,440.00	42,641.00
Sundry expenses	3,401.00	3,602.00
Telecommunications	12,393.00	13,034.00
Travel	7,849.00	11,773.00
Volunteer expenses	431.00	951.00
Wages	686,577.00	674,493.00
	<b>1,019,292.00</b>	<b>1,044,019.00</b>
<b>NET SURPLUS (DEFICIT) FOR YEAR</b>	<b>-\$27,445</b>	<b>-\$100,947</b>

## Looking Forward

Having now achieved a fully streamlined and vibrant set of services, MHAPS is now well positioned to provide high level peer support and advocacy services to complement clinical and residential services supporting Cantabrians towards mental health recovery and sustained wellbeing.

**Finance:** Significant expenditure savings will be made from mid January by bringing Latnam ‘in house’ at 826. This, together with the new projected income for our youth/emerging adults programme, will ensure that we can start building up our reserves again during the coming year to enhance our sustainability.

**Programmes:** Following wide consultation and input from young adults and services working with young people, MHAPS is excited about the new programmes we are developing for people 16ish – 24ish both to assist in the transitioning into adulthood and in developing management skills for anxiety and depression.

**The wider climate of change in the mental health and addictions sector:** Senior leaders of Canterbury mental health and addiction NGOs, including MHAPS, meet regularly to keep abreast of and contribute to regional and national developments in provider requirements and government policy. These include the proposed commissioning framework and results based accountability which will be integrated into our processes over the coming year.

## Conclusion

To sum up the 2014-2015 year, it has been one of challenge, change and consolidation resulting in great improvements in service delivery and staff structure.

Sincere thanks go to all staff whose honesty, wisdom and compassion touch the lives of everyone who approaches MHAPS. They embody MHAPS principles of hope, transparency, respect, self responsibility and empowerment, and they are the heart and soul of this organization.

Similarly, MHAPS is very fortunate to have the highest calibre of Trustees all of whom give their time, knowledge and advice on a regular basis to the interests of MHAPS.

And finally, no organization can exist without income and all of us at MHAPS thank particularly our individual donors, grant funding bodies and the Canterbury District Health Board\* for the ongoing financial support which enables us to provide these valued and vital services.

*Sue Ricketts*

General Manager



\* See page 9 for details

## This Valuable Work Needs Your Help

Any contribution big or small helps us to meet the needs of the people of Canterbury who experience mental illness, mental distress and/or substance addictions. To ensure that our assistance is timely and accessible, we offer a self referral system and make no charge for services.

With your help we can do so much more and make even more of a positive difference in people's lives.

A receipt will be sent for all donations over \$5 which are eligible for a tax rebate.

Name: .....

Address: .....or

Email address: .....

## Donation Information

I/We'd like to donate \$ ..... to MHAPS to be paid  Now  Monthly  Quarterly  
 Yearly

I/We plan to make this contribution in the form of:

**Cash**

**Cheque** (payable to MHAPS,  
Postal address; P.O. Box 33332, Christchurch 8244))

**Direct credit**  
(Bank account: MHAPS 03-1592-0112552-00)

**Credit card** (through Give a Little)  
<https://givealittle.co.nz/org/mhaps>

**Bequest** in my will (please contact Sue at [generalmanager@mhaps.org.nz](mailto:generalmanager@mhaps.org.nz))

I/We would like an acknowledgement in the next annual report  Yes  No

*"The support I have received is priceless!! Professional, caring, respectful, but perhaps most of all the sincerity and understanding has lifted me and helped me to push on in a really trying situation and time in my life"*

**Our sincere appreciation for your consideration.**