

ANNUAL REPORT 2004

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CHAIRMAN'S REPORT PHILL MATTHIAS



How quickly the year has gone! What with the hectic schedules going on behind the scenes at Arahura, it's no wonder.

We are all familiar now with the transitional phases incurred during the process of taking over Blue Water Services. In itself, this was a giant leap for the Trust. However, the dynamics of our Administration team proved *more* than capable of the task at hand. As always, with growth there is learning, and with learning comes ambition.

Goal setting is much of what we do at Arahura and from the very inception of the Trust we have been setting very specific goals. I can tell you, with great pride, that Arahura Charitable Trust is well on course in pursuit of its five-year goal to become an independent property owner. Ironically, events beyond our control are dictating that this is the very direction we should be taking.

The mental health environment, as governed in this country, has been undergoing perennial change ever since 'institutions' were closed en masse. In the tradition of Robert 'The Bruce', succeeding governments have implemented process, re-assessed and implemented change, re-assessed and so on. As these progressive changes occur, providers like our-selves have had to adapt and change also. Arahura has kept up with these changes. In fact Arahura has, of late, appeared to be teamed with a psychic workforce. Some of the initiatives that we have been undertaking, on our own account, have eventuated as necessities in our accountability as a contract holder.

The most exciting change at Arahura this year has been the relocation of residents into modern and well-provided accommodation. Quality of life is the essence of good mental health and I'm sure that everyone has been spiritually uplifted by the progress made in this area. We must thank ASB Trust in particular for their enormous help in reaching this goal. We should no less thank the many other organizations that have financially aided Arahura Charitable Trust to this end.

They are:

- Kew
- Local Pride
- Perry Foundation
- Portage Trust
- J R McKenzie
- Southern Trust
- Lion Foundation
- Auckland City
- Community Trusts
- Pub Charity

Of course *all* of the money received has come, one way or another, from the pockets of ordinary people like you and I. To the thousands of anonymous donors we also say "Thank you and may the love you have shown reflect a thousand-fold."

Phill Matthias
 Chair

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TREASURERS REPORT

CHRIS BAYLISS

Another year has concluded with its usual enormous speed and once again I have the pleasure to present this financial report to you.

There have been a number of complex accounting issues relating to the integration of the two services that have arisen. In turn these issues have created further development and management issues.

It has been an exciting period all though perhaps somewhat less obvious and physical than residents and possibly some other observers might declare. As on the surface, it perhaps looks like business as usual. However in dealing with the issues raised by the merger, other matters have had to be considered and planned for that have kept the behind the scenes crews moving at a more than steady pace.

An example of this are the National Mental Health Standards that have been worked on within the Trust for now some years and are near full implementation in the new expanded Service.

As you will be aware the Service has tended to opt for units of a smaller nature where greater emphasis is put on the individual and more time can be spent with each person in the house than might otherwise be the case.

This Trust has always put high store on the individual having space to themselves with the best possible support being available. This trust has always taken the view that any step leading to improved rates of recovery should be explored and where appropriate fully implemented.

It is believed that the use of smaller residential units and hence greater contact with the community and ordinary living situations together with greater availability of support from staff will lead to higher rates of recovery.

This has of course meant that budgets have had to be carefully created and maintained with a certain degree of rigidity. The Trust is grateful to our fund raising teams and extends a very big thank you to the funders for all the support and assistance. Your support has meant that the Trust has been able to extend the programmes that it is able to offer for residents, including transitional support.

Community support means that people are able to move forward and have the opportunity to live to the fullest possible extent and take advantages that life in the wider community has to offer. It is for this reason and to ensure that people who have been resident with Arahura are being supported once they leave the Trust.

The Board of Trustees I know joins with me in declaring

that community support for people who have been connected to this or other services is important. And reduces significantly the prospect of deterioration of a situation through stress and even loneliness.

Alas as I have had to report to you many of these programmes are dependant on fund raised monies. The Board are always interested in ways to raise funds for this project and of course for other projects.

There may be further changes yet, as new procedures are brought to deal with our need to run more efficiently and naturally to bring matters of an accounting and administration requirement to meet audit suggestions.

A number of new staff have joined the Arahura Community. On behalf of the Board of Trustees I want to welcome you all aboard. Regrettably due to my own availability I have not been able to meet you all but it is very pleasing to see that all of you have done so well in coming to terms with Arahura's operations. This despite the fact that there have been many operating changes over the last 12 to 18 months. Additionally the people who have come across during a difficult time, I speak here of the integration of the Blue Water's Service with Arahura's Service, who have continued to stay and put forward your skills and support to the new venture, I say a very big thank you. It is hard to be placed in new situations and to adjust visions of loyalty but all of you have done very well and to those people I extend my thanks on behalf of the Board.

To the people who are still with us from earlier days David, Karen, Vanessa and Chris, thank you for your continued support.

There are many different roles needed to make Arahura run as it does. Especially given that the Board sees Arahura as much more than a mere service. This Report which is perhaps some what less technical in form this year than in the past, is deliberately so to thank every one by name. Nonetheless the Board are aware of all those people involved and offer our sincerest thanks to all of you who helped make the merger and the development of Arahura to the standard that it is today a reality.

The Treasurer
Chris Bayliss

ANNUAL ACCOUNTS – KEY INFORMATION
PREPARED BY ACCOUNTANT GORDON TYE, AUDITED BY PETER
CONAGLEN, SUMMARISED BY ARAHURA ADMINISTRATION

STATEMENT OF FINANCIAL POSITION YEAR END 2004

	<u>2004</u>	<u>2003</u>
TRUST CAPITAL	\$273,956	\$112,870
Represented by		
<u>Current Assets</u>		
Bank Account Balances	106,095	42,766
Accounts Receivable	120,624	57,160
<u>Non Current Assets</u>		
Fixed Assets	104,789	57,166
Goodwill	<u>186,500</u>	
TOTAL ASSETS:	<u>518,008</u>	<u>157,092</u>
<u>Current Liabilities</u>		
Accounts Payable	71,102	38,101
Current Portion of Loan	69,996	
Grants Received in advance	8,750	6,121
<u>Non Current Liabilities</u>		
Term Loan	<u>94,204</u>	
TOTAL LIABILITIES:	<u>244,052</u>	<u>44,222</u>
NET ASSETS:	<u>\$273,956</u>	<u>\$112,870</u>

STATEMENT OF FINANCIAL PERFORMANCE YEAR END 2004

Direct Contract Income	1,486,489	
Direct Contract Costs (excl Staff)	(less) 573,252	
OPERATING SURPLUS		(balance) <u>913,237</u>
<u>Other Income</u>		
Grants and donations	86,639	
Sundry Income	44,206	
		(balance) <u>1,044,082</u>
<u>Other Expenses</u>		
Wages and (ACC, Training, Supervision..)	761,197	
Professional Fees (accountant, auditor...)	18,199	
Travel (Mileage, vehicle R & M etc)	14,238	
Insurance	12,593	
Telephones	10,150	
Grants	9,570	
Rent	18,000	
Printing, postage, stationery	10,231	
Other (individually under 4,000)	28,818	
		(less) <u>882,996</u>
NET SURPLUS		<u>\$161,086</u>
EQUITY AT START OF THE PERIOD		\$112,870
EQUITY AT END OF PERIOD		<u>\$273,956</u>

CEO REPORT

CHRIS ADAMSON

One of the best statements I've seen lately is in the Clubhouse Report "Harvesting Hope" (refer page 7). I feel this statement holds many of the values and principles within Arahura. 'Harvesting Hope' and 'Holding Hope' for others with 'Trust' is a recipe for recovery. It requires great personal awareness and dedication from those in the role of Support Workers, and a hugely significant amount of Trust from people receiving the support. Neither position is a walk in the park. I propose that this work is vital within our Society. It's about Social Justice, breaking barriers, education and much more, it's about actually making a positive difference in people's lives, whether you know about Arahura or not!

The last twelve months have again seen large changes and developments. Arahura's style of service provision has again been challenged. All the challenges we get support the growth and clarity of methodology within the Service. We need the challenges even though sometimes we may not enjoy them. Pain can be associated with growth. From my perspective the growth is all incredibly positive. The service is healthy and certainly coming of age as a positive force for change.

Arahura has strived to build effective Networks within our Community. These networks are now vital to Arahura at so many different levels. I could launch into a large thank you to many People and Organisations but I'll save those stories for another time. I would however like to especially acknowledge just two people who have made my year what it has been - sometimes difficult (not there fault at all), sometimes emotional(not always there fault) as well as some of the best times (definitely their fault).

- The Auckland Regional Consumer Network, Deb Christensen, asking for your support and getting it has been one of the best network connections made for Arahura.
- Housing New Zealand, Harvey Smith what can I say, Harvey has walked beside us through all the challenges and now we have an excellent quality of housing.

Both of these people are owed a debt of gratitude from Arahura for the time and effort they have given us in the past year. Thank you both. You're definitely a part of Arahura now.

The last year has also seen the need for clear effective training which holds consistency as well as flexibility (a worthy challenge). Compliance issues around legislation and the very serious need for the preservation of quality of support offered, will see the further development of the existing Training Culture that will fortify the 'Best Practice' of Arahura. This also offers support to Arahura being a 'Learning Organisation'. We grow from every event both positive and negative, always seeking learning opportunities. The staff team at Arahura now has 28 people receiving a wage. We now also have residents of Arahura receiving real money for real work within the Organisation. We now directly affect the lives of 68 people. This is not taken lightly.

With acknowledgement of the closure and replacement of the Boarding houses, I consider our best success this year to have been Crossroads Clubhouse (CC). As a defined project within Arahura we have followed through on our stated direction. Through dull rainy days and now into Spring. The Clubhouse model is working – take a look.

This last year has seen it start to build real momentum. It very much has its own life now with Arahura already in the process of the change to that of 'Support' rather than 'Management' with independent Governance constantly growing. The Clubhouse is an incredibly exciting organisation to be involved with. CC's principles fit very well with those of Arahura and I now look forward to a long hot Summer. The Annual Report from CC gives a much better description of their achievements and goals for the Organisation. Others in our Community are noticing and responding. Thank you all.

Again I come to the end of another Annual Report and realise the achievements and aspirations of a unique Organisation. We hold respect in our Community. The Community of People who strive for Mental Wealth for themselves and others. A Community that exists within a Society that does not value people as our Community does. In a World at a time of great challenge. I'm very proud to be part of this Organisation and Community and to all who read this you should be and feel proud of bothering to make a difference and taking on the huge challenges that consistently bombard us. We are making a difference! It's well worth doing! Don't ever doubt it!

Thank you
Chris Adamson

WWW.ARAHURA.ORG.NZ

Finally after what has seemed like way to long we have a Website up and running. Much thanks to Creighton, Digital Builder. If you haven't looked it up yet please do so at www.arahura.org.nz. This is the beginning of this site and will be developed over the next 6 months. The end result will allow for additions to be made by residents, staff, family members and other stake holders if they desire. Links will also be inserted to reflect the people who support us in a business sense, such as Soho Computers, Core Technology Brokers and some others if they are interested.

The Website is a coming of age for Arahura, as it coincides with the upgrade of some of our other communication systems and the general professionalisation of the service which is currently happening. The Website was officially launched at the New Lynn Mc Café on Friday the 9th of July 2004. Comments from that afternoon were, "High Tech move" "Great!!" "Brilliant" "All right!!" "We're away" and "Cool!"

LAWN MAINTENANCE UNIT

Arahura currently has a lawn maintenance unit. Historically each house has had it's own lawn mower and weed eater, with the residents taking the responsibility for maintaining their own sections. The cost of the Maintenance of the Equipment, the reality of the movement of Residents, and the volume of work already undertaken by House Supporters, has meant that the general standard of the sections has been lacking consistency. With recent addition of residential contracts in 2003 we have had to review the current practice. Arahura now runs it's own internal lawn maintenance unit, loosely based on the 'Transitional Employment Model' developed by Clubhouse. This unit has the responsibility of lawns including edges. Two residents and a staff member (management role) carry out these tasks on a fortnightly basis. Residents are paid at an hourly rate direct credited to their own bank accounts along with our current staff payment system. We have purchased two new mowers, two new weed eaters, and the appropriate safety gear. The Perry Foundation has provided this equipment and supported this project. COG's has been approached to fund the staff member.

- The benefit for Direct Consumers of Arahura's Health Services is the ability to take part in this. They can earn real pay for real work, and the Maintenance Unit enables them to develop work skills with confidence and self esteem building.

CROSSROADS CLUBHOUSE REPORT

ALISON CHAPMAN – CO-ORDINATOR

The last 12 months have gone past so quickly and we have been a busy bunch of people! The atmosphere at Crossroads Clubhouse (CC) is buzzing with talk of how much we are aiming to achieve; our sights have been set so much higher now as we continue to build on the solid foundations already laid down. It's been an exciting year of firsts!

Attendance at Clubhouse training at Stepping Stone Clubhouse in Brisbane last July was a turning point which encouraged a stronger sense of direction and a more confident 'can do' attitude, where we confidently identified our developmental goals and needs and based them around the International Clubhouse Standards. This effectively has given us a business plan that will keep evolving and is accessible to every Clubhouse member. Some changes in our Work Ordered Day needed to be made swiftly and were not initially welcomed (eg removing the exclusive women-only group), while some were much more ambitious, long-term aims (eg achieving ICCD certification and training base status). The effects were almost immediate - daily attendance rates have improved consistently and the collective view of the future is more positive and pro-active.

We achieved a major milestone in September 2003, with the establishment of CC as a Charitable Trust. This has allowed us to apply for our own specific funding and has put us in a better position to begin managing our own finances and staffing. A vital part of our Board's work over the next year will be to work out feasible and sustainable ways for CC to gain even greater independence and autonomy as a mental health service in Central Auckland.

Also that same month, CC became an official member of the ICCD, placing us alongside the other 400 Clubhouses in the International Directory for all the world to see! We have now firmly established ourselves in the world-wide Clubhouse community, as well as in the thoughts and memories of those who have come

to check us out. We have welcomed the interest and input of visitors from the ICCD (Jack Yatsko and Ralph Bilby), Pioneer, Tapestry, Stepping Stone and Fontenhuset Stavanger Clubhouses and we can confidently say that we now have an international reputation! Furthermore, we hope to build on this through our attendance at the 13th International Clubhouse Seminar in Helsinki, Finland in June 2005...Ambitious? Definitely! Achievable? Absolutely! In making the decision to do this we have had to forgo our attendance at the Australasian Clubhouse Conference in Tamworth this year as we need to focus all our attention on fundraising to get us to Europe, where we can establish much wider networks and benefit from a broader range of experiences. Employment issues will be at the top of our agenda.

Just last month we were proud to be able to participate in the first Employment Track Training course for Australia and NZ - the timing of this was impeccable as we had just started CC's first ever Transitional Employment (TE) placement at Sky City. At the time of writing we have just secured a second TE, and these new additions have promoted an unprecedented level of interest and enthusiasm for all things employment-related.

It finally feels like those cornerstones of a successful clubhouse are going into place. I know that it has been a long and frustrating wait for some people and that the focus has at times been more on the potential barriers and legal difficulties in establishing an employment programme with such a high level of support, in New Zealand. But rest assured that CC has never been in a better position until now to operate such an employment programme with regard to knowledge, training, confidence and staffing levels.

Continued on next page...

We know that TEP can consume a lot of staff time, often taking them away from Clubhouse, particularly in the early stages, and that we currently have more staff than we are actually funded for. In regards to this I would like to acknowledge Arahura Charitable Trust's continued financial investment and managerial support of CC during this time.

People are starting to talk (positively) about the Clubhouse model, at last! We are slowly but surely getting the message out there about who we are and what we do, through television and newspaper adverts and regular Open Days. In addition, at the end of August two of our members will be on the Gold Coast at the TheMHS Conference, talking to hundreds of delegates about how Crossroads Clubhouse in Auckland is "Harvesting Hope" for its members.

At this point we have so much to congratulate ourselves on. We have never made the most of the fact that Crossroads was the first ever Clubhouse in NZ or that we are the first Transitional Employment Programme provider in NZ. We need to learn to aim high and celebrate our successes. This year, the more we have tried to do, the more we have discovered we can do. That can be applied at a personal level for all of us too.

ART IN BUSINESSES

Arahura is planning to initiate a unit/business that will be transferred to a yet to be established consumer group, or the art space Toi Ora Live Arts. The idea is for businesses to be approached to rent art to display in areas such as Reception, Meeting Rooms and Work Spaces. This Art will be produced by mental health consumers, primarily from Toi Ora Live Arts an inner city studio for mental health consumers. The idea of renting art to businesses is consistent with the similar practice of hiring plants and aquariums. The art will be available for purchase. From the rental income, artists will receive a portion, the balance going towards the administration and co-ordination of placing art in the sites. Similarly, there will be a small commission taken from actual sales of Art to fund the unit.

Objectives/Mission

- To raise the profile of Art by Mental Health Consumers
- To destigmatise mental illness by placing their Art in the public arena
- To introduce the public to the concept of using creative expression to foster mental well-being in our lives

Purpose

- To create a funding stream for Artists to fund their production of work
- To value the people and the work that they produce
- To encourage and provide the resources for mental health consumers to participate in that which supports recovery
- To enable greater participation in the Arts by increasing through effectively exhibiting in commercial spaces

We have applied to COG's for support with this project. Once we have secured at least seed funding we will be able to get this project well and truly off the ground. We already have a good commercial site willing to participate in the project.

The following people and organisations have donated privately to Arahura Trust financial year ending 2004

*GE Fensom, John Hewick,
Avondale RSA,
Ms MJ Haworth
Kathryn Foster,
N & S Pegg,
Ivo Schuster, A Simpson,
Margaret Langlois,
Keith Spence Chemist,
M McKenzie,
Laura Rimmer,
Mary Collins,
S McGeorge,
K Matatora, ,
Stephanie Marsk,
Plopa Valerian,
Rotary Club Auckland
East,*

Thank you all for your generous Support!

ARAHURA CHARITABLE TRUST : ACTIVITIES MARCH 2003-APRIL 2004

April

- This is the first official month of Arahura providing services for what were Blue Water Services clients. Residents increase from 16 to 42, the staff team increases from 12 to 23, properties from five to eleven. This extension of services is aimed at providing a quality recovery focused service for more people and strengthening the organisation through manageable growth.
 - On the 10th of April we mark the official opening of the Merged Service at the Grey Lynn Community Centre, Residents, Trustees, Staff, Family and staff from CMHC's were invited.
 - We start meeting with Housing NZ about replacing the Boarding Houses with four bedroom houses.
 - The annual Pool Tournament was held with Brown St being the new cup holder.
 - Arahura sets up a new house, Don Croots for four consumers, at the time of the Merger this contract was effectively not current as Blue Water services had been looking for a house.
 - The CEO is involved with the New Zealand Clubhouse Coalition which aims at setting up more Clubhouses in New Zealand. The coalition presented the 'Clubhouse Model' at the Building Bridges Conference, Rotorua. This is consistent with the Trust's objective part b (l) "to join and co-operate with and maintain communication with persons or corporate bodies in New Zealand or elsewhere for the purpose of promoting directly or indirectly the objects of the Trust"
 - The first family meeting is held for all family/whanau of the merged service.

May

- A formal proposal is submitted to Housing NZ for replacement houses.
- The Clubhouse Trust Deed is accepted for sending to the companies office, a step towards independence for Clubhouse, later Arahura Trustees will accept being incorporated members of the Crossroads Clubhouse board.
- Kakariki starts some excellent work involving physical health and nutrition. Introducing fresh juices, low fat diet and exercise programme.
 - Onslow visits the Hotpools for a days relaxation.
- Staff have a winter solstice meal and attend an evening of hilarity by the Laugh Diva's at the Civic.
- A Family meeting was held and the opportunity to participate in a survey assessing their experience of the combined service.
 - A residents planning meeting is held
- The Logo developed by Phill Matthias is accepted by the Trust Board. Arahura can now become more identifiable as the logo begins to mark all Arahura written material and publications.

June

- Trustees have a tour of the service to keep up to date with changes and to ensure they maintain a good understanding of that they Govern.
- The main part of the merger seems to be behind us and the CEO starts building a business plan that accords with certification, the Trustees accept this draft business plan and strategic development plan for consideration.

July

- Vanessa and David attended the Anxiety Conference, organised by Phobic Trust.
 - Exercise equipment was purchased for Level Two, funded by Rehabilitation Welfare Trust.
- Arahura funds five people from Clubhouse participating in the Clubhouse Training provided by Stepping Stones Clubhouse in Brisbane

August

- The draft Service Development Plan is distributed at the AGM for feedback at the Vision Meeting.
 - The AGM is held at the Wesley Community Centre.
 - A residents planning meeting is held

September

- Two separate trips are made to Kuratau to cater for level two and three, the highlight was fishing with two trout caught on each trip. Some residents reported an almost absence of symptoms while on the trip.

October

- Results of the Service Review are presented to everyone.
- Six monthly Vision Meeting held at the Wesley Centre, Sandringham. Feedback is collected on the results of the Service Review.
 - First Meeting of the Clubhouse Trust Board.
 - Housing New Zealand accept our proposal that they supply us with four bedroom houses.
 - Internal Recovery Workshops begin at Level One and Two Office.
- Decided to close the original overdraft Arahura operated on to manage the merger with Blue Water services – this was \$60,000 to cover the fact payment happens after a month of service provision.

November

- Residents go ice skating and swimming using donated vouchers and fundraised money.
- The Chess Tournament is held at Paice Ave with Nathan being the eventual winner.
 - Residents also had a fun afternoon at Narrow Neck Beach.
- Deb Christensen from the Consumer Network joins a Trust Board meeting and is invited to attend future meetings.

December

- A residents planning meeting is held
 - Level One and Two Residents lunch at VIP café on Christmas Day, Level Three at Valentines.
 - Jacqui Barret conducts Drumming Workshops across the service, funded by Creative Communities.
- Arahura submits four funding proposals to the NDSA. With the exception of Clubhouse, the proposals were for new services Arahura hadn't formally provided before. The proposals are surpassed by more competitive ones, however the preparation of the proposals is valuable in a learning and consolidation sense.

January

- Trustees approve BVQI conducting Gap analysis of the service.
- CEO preparing to launch Transitional Employment Programme with Clubhouse and has started visiting prospective employers for placement positions.

February

- Founders Day was celebrated at Kakariki with the largest group of people to ever attend an Arahura Event. 91 signed as attending.
 - The replacement houses for Kakariki have been confirmed, excellent modern homes in Dominion rd Extn.
- Clubhouse conducts an internal audit against the National Mental Health Standards, it was a successful activity to highlight Clubhouses current position. Recommendations and Requirements against the standards were minimal.
 - Trustees accept a proposal to provide Clubhouse with a vehicle.

March

- Residents enjoy a week at Seaforth, Orewa.
- The Lawn Maintenance Unit is established and underway, running on the Transitional Employment Model principles. The Perry Foundation funded the start up equipment.
- The replacement houses for Kakariki receive a blessing and are officially opened, present were the residents, family, staff, neighbours, the Chairman, an ASB trustee and Fiona Harrop
 - ASB Trusts fund approximately \$17,000 to furnish the two new houses. This is part of the total of \$40,200 ASB Trusts has pledged to assist us in insuring the homes are of a good quality and residents are able to exercise choice in how they are set up.
- The Quality Assurance Team has it's second meeting, this time with a family member, and resident participation.
 - The Peary rd house experiences a house fire and a replacement home is sought.
- The CEO meets with NDSA with the aim of securing future funding for Clubhouse, this is attained through to June 2005.
 - A residents planning meeting is held.
- Arahura receives a response from the Ministry of Health that we cannot enter the certification process formally as no Arahura facilities provides services to five or more people. The Trust Board and CEO agree to continue adopting the service benchmarks the standards provide, even if we are unable to be formally recognised for it.

INDICATION OF ARAHURA TRUSTS FUTURE DIRECTIONS

Arahura Charitable Trust has identified its strengths, housing and recovery focused support. Our strengths correlate to our goals. How we work day to day, month to month, is based on what we need to do to reach our goals within our environment. The environment being, what services will be funded, what has been identified internally and externally as best practices, what resources we can feel confident in accessing to fund the services Arahura wants to provide.

Current Position

We provide Level One and Two residential support services that we envisage being replaced by contracted services which give us the flexibility to provide accommodation and support on a client needs basis. From our perspective we will always want to retain the ability to work one on one with people and apply our recovery focused approach. Which does mean the ability to know these people, and fully extend to them all the services Arahura can offer – this implies 'time' and the necessary funding to support such. However, we can envisage a separation of accommodation and support services. That is why we are seeking to secure our housing stocks, both by way of Housing NZ rental properties, and property ownership via the Housing NZ Innovation Fund.

In regard to the Level Three support services we provide, we consider this a well resourced area in terms of enabling us to sustain good quality housing and apply quality support services. We would like to offer more support services at this level and for level four in the future. Our reasoning is that an ability to provide these services enables organisational strength. That is, the regularity of the work, and size of the staff team, resources the development of sound process and practices at a higher quality level. The higher level of funding is conducive to knowing people and effectively supporting them.

The implications of our current position, in terms of our Service Development Plan, are based around compliance with the National Mental Health Standards and securing housing for Levels one and two concurrent to transitional support aspirations in regard to housing. Furthermore, there is workforce development that needs to take place internally. What is positive is that the paths have been identified to achieve these goals.

We currently have a very sound management and administrative structure together with staff that have continued training in the facilitation of recovery with a supported accommodation structure. How we do this is under constant review and renewal by the Service Manager and Team Leaders to maximise our effectiveness for the residents.

Concurrent to the provision of services is our ongoing development of a consortium that we will be part of that is working towards purchase of a commercial property to accommodate Arahura administration and Crossroads Clubhouse.

Where we want to be in one year

Level One and Two: To be accommodated in Housing NZ rentals, replacement of 2 four bedroom, 1 two bedroom homes.

Level Three: To provide more Level Three and potentially Level Four support services. Not exclusively within the ADHB catchment area.

Where we want to be in three years.

To provide contracted support services for mental health consumers with lower level needs in their own choice of accommodation.

To provide contracted support services for mental health consumers with higher level needs in good quality housing and with quality recovery based support provided by permanent trained staff.

To have a notable housing stock available for mental health consumers, both transitioning consumers and those who need longer term solutions.

To have secured our financial position via ownership of some of the housing stock and a notable financial interest

DEVELOPMENT AND EXTENSION OF SERVICES

At this time we are seeking to provide further Level Three support services. The Key Characteristics of what we will provide are consistent with what we consider to be our strengths in Service Provision, that is:

- a) The Service will embody the recovery based model of support, the Strengths Model. Because this is something we believe we do very well. Furthermore, we are committed to developing the application of this model through ongoing internal training, and external training when available. We will also use paperwork based on Charles Rapp's strength and goal planning and Mary Copelands Wellness Recovery Action Plan.
- b) We will provide more Quality Homelike Housing – Four people per house maximum. We will fund the provision of quality houses, furnished to a high standard. Consistent with valuing people.
- c) We will provide experienced and skilled staff in terms of providing strengths based support in a manner respectful of the individuals needs. Residents will have a keyworker for one on one work in terms of ie Goal Planning and a House Supporter to impart group living skills. A further staff member (which we term a floater) will also be provided for transport and further house support. A team leader will oversee, co-ordinate and monitor the quality of all these forms of support. Internal and External Counselling compliments the above. The Service Manager and CEO will ensure services and resources meet quality standards established by internal and external stakeholders.

A further key characteristic of the service we propose to provide is access to the organisation of Arahura. That is the other events, activities and projects we are involved in, and the support and skills members of this community share with the organisation. We have submitted an proposal to the Waitemata and Auckland DHB's to provide five more houses, we will know if we are successful shortly after September 17th.

CURRENT CONTRACTED SERVICES PROVIDED BY ARAHURA

	HOUSING NZ RENTALS	PRIVATE RENTALS	COMMERCIAL LEASES
LEVEL ONE	Paice Ave 4 Level One Eden Terrace	2/42a Asquith Ave, 2 Level One Mt Albert	Wagner Place St Lukes CEO ADMINISTRATION RESIDENTIAL MANAGER AND L3 TEAM LEADER
LEVEL TWO	Wellpark Ave 4 Level Two Ponsonby Millais St 4 Level Two Ponsonby Brown St 4 Level Two Ponsonby	Dominion rd 4 Level One Mt Roskill Richardson rd 4 Level 2 Beds Mt Roskill	Level Two Team: 393 Gt North rd L2 TEAM LEADER
LEVEL THREE	Dominion rd Extn 2 four bedroom homes Level Three Blockhouse Bay Cullen Avenue 2 four bedroom homes Level Three Mt Roskill	<u>Weekend Staff</u> Floater and two day staff 1 FTE <u>Overnight On Call</u> 6 people - 14 shifts per week Recreation Officer Lawn Maintenance Manager 1 FTE	Crossroads Clubhouse 393 Gt North rd. Advocacy/Peer Support Consumers

IN CLOSING..

As far back as 1993 the journey began to improve the housing opportunities in a very real sense via the closing down of a 30 bedroom boarding house and movement to smaller houses. Recently, Housing New Zealand agreed to support us by providing replacement housing for two Boarding Houses, Kakariki and Onslow. We worked closely together viewing prospective houses that would meet our criteria and are pleased to say the end result has exceeded our expectations in terms of being very attractive and of a high quality. We also know how to work the private market, in the last six months we have upgraded two houses and have found Barfoot and Thompson, Mt Roskill Branch have been very proactive in assisting us with our property needs.

Trustees

Chair: Phill Matthias
 Treasurer: Chris Bayliss
 Frances Hartnett
 Mohi Barret
 Lauren Emanuel

Secretary

Steph Askeur

Auditor

Peter Conaglen

Accountant

Gordon Tye

Established

25th February 1998

Phone Contacts

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 St Lukes
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Service Manager:
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Residential Office
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 Grey Lynn 09 360 0745

Dominion Rd Extn
 09 627 7197

Cullen Ave 09 629 4832

Clubhouse 393 Gt North rd,
 Grey Lynn
 09 376 4267

The following are some of the comments from residents of the new Dominion Extn residents, repeated from the last Newsletter....

Gabriel: I like the new houses because they are well kept, comfortable and fun.

I like the meals, shopping and popping out for coffee.

I appreciate the domestic appliances and the carpet, kitchen and our privacy.

I love my bedroom and my family and friends here in the community.

I really like Chris Adamson and David Breen.

And I love the evenings and morning and happy fun times during the day.

I like the furniture and stereo sonic equipment.

And the windows weather and garden.

Yes, this is a lovely home and I am very happy being here.

Thanks for your time.

Anne: The house I am living in now is easier for me to live in. I don't have skin complaints that I did at Kakariki. The atmosphere is much better. My mental health is better.

The house is done up better. A lot more pleasant for me to live in. Even the furniture is much better. The house next door is better to. The bathrooms are nicely made. I enjoy living here because it's about 95% much better than Kakariki. It isn't even cold this place. A big improvement.

Susana: How I found the change from Kakariki to being here.

"Yes, the change was very nice. I find this house much more private and more comfortable. Catching the bus, there are a lot of places one can go to. I love my new room...it's comfortable. The house in itself is beautiful – nice lovely furniture etc. I've found the change to be a good one, plus we have lovely meals all the time, and we all pitch in to keep the house nice and tidy"