

# ANNUAL REPORT 2003

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New Arahura Logo developed this year

## CHAIRMAN'S REPORT PHILL MATTHIAS



What an exciting year we have had in Arahura! Like the chrysalis from a cocoon, Arahura has emerged the resplendent butterfly, glorious in all the promise of a new life. Now we are an organisation with wings, wings that have shown us how easy it is to reach new heights. All the more exciting our flight when our wings are coated with the luminous colours and deeds of understanding, sympathy, support and love.

There is a dynamic at Arahura Charitable Trust that has unfolded and revealed itself over the years. During our nurturing period, back at the beginning, Arahura evolved rather suddenly, from a large house full of spiritual hunger and earnest desire, to several more comforting cocoons in the shape of four medium-sized homes. A period of settlement occurred whilst within, our fellow residents continued to grow and build toward the promise of a better life.

All the while, nurturing visionaries in management and board level gave of their time to consult, strategize and implement the necessary tools and procedures for future growth.

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One night in the darkness of confusion, Crossroads Clubhouse cried out for nourishment and Arahura was there at its time of need. The magic of a caring and instrumental change created a second transformation at Arahura. The dynamic of this particular transformation continues to be growth centred on the highly achievable goal of self-dependency; the essence of what Arahura is all about.

Opportunity is a sometimes mysteriously sudden partner and another major transformation took place when Arahura gained control of Blue Water Services' contracts, merging staff and residents together. Now most of the cocoons are spun with only a few adjustments and a little more spinning left to do. This growth multiplies the ways in which we can better nurture our ever-expanding family.

It is now easy to see how that dynamic is itself nurtured:

Our ever industrious and self-sacrificing CEO, Chris Adamson has enhanced his knowledge base and skills through a number of recent appointments to other organisations within the Mental Health industry. Combined with field trips and conferences, Chris is now at least twice the asset he was one year ago.

This methodology of information sharing has been long adapted to the betterment of staffing and managerial skills within Arahura and the last year has seen a more significant application for residents and Crossroads members.

The next twelve months, undoubtedly, will see the ongoing journey of self discovery again accelerate as Arahura guides us through new experiences, new learning and new friendships.

Phill Matthias

## ARAHURA CHARITABLE TRUST : ACTIVITIES MARCH 2002-APRIL 2003

### April

- CEO accepts Treasurer role on Toi Ora Trust Board and is strongly involved in the restructuring of the Governance of the organisation. This is inline with the objective of ensuring there people have choices in regard to support, helping Toi Ora ensures this art centre for consumers of mental services has a stable future.
- Necessary to quality service provision is that the upcoming labour pool receives quality training. CEO presents short courses at Auckland College of Education, 'Self Care' and 'Mental Health'. The Trust Board endorses the CEO's involvement in this training institution.

### May

- Towards the end of developing an effective residential service there was a visit to ComCare in Christchurch, re-searching options in providing residential support and learning from their service developments. They were very helpful and freely shared information about their service.
- Funded Clubhouse Co-ordinator visiting Tapestry Clubhouse in Dunedin. Crossroads has continued to build ties with Tapestry, a relationship that is mutually beneficial in terms of developing the Clubhouses in New Zealand, and ensuring the Clubhouse Model of Recovery is continues to be available to consumers of Mental Health Services.
- Arahura contracts Kew telemarketing to raise funds, Arahura passes on these funds to Crossroads Clubhouse to fund renovations to the Clubhouse.
- Arahura holds Vision meeting at Grey Lynn Community Centre. All members of the organisation, residents and staff, are encouraged to attend and contribute to the formulation of a business plan.

### June

- Clubhouse hold mid winter Xmas party to celebrate renovations, Central Leader reported
- Family meeting is held at Arahura offices
- There was a pool tournament for residents, the winners receive 'cups' with names engraved.
- Financial meeting held with Clubhouse, discussing what financial structure we have currently with Clubhouse and what we should work towards. Dependence to Independence document was presented to Clubhouse by CEO.

### July

- Trustees have a tour of the service to maintain their contextual appreciation of the residential service. Residents pleased to be able to put faces to names, which will make it easier for them to approach the Board should they wish.
- Residents take a trip to Waiwera Hot Pools, was a successful day.

### August

- Planning month for Brisbane Clubhouse Conference and Residents Winter Trip to Kuratau.

### September

- Residential Trip to Kuratau, this is inline with the Trust's objectives to improve quality of life through life experiences, this trip was very successful with skiing, fishing and jet boating opportunities.
- The 'Change your mind' group is formed. Arahura, Kelmarna and Toi Ora start combining ideas targeted at destigmatising mental health issues and raising awareness about the community resources they each have available.
- Housing New Zealand Community Group Project Manager, Julie Rae visits. She also does a service tour. This is an important relationship, capable of assisting us greatly with the objects of the trust in terms of affordable quality housing.

### October

- Arahura submits a proposal to provide a level four house in West Auckland. It would have been good to be able to provide our service to this group, extending the scope as to whom we can assist. However a more competitive proposal was submitted.
- Arahura funds attendance at Brisbane Clubhouse Conference, our most ambitious trip to date. It proved to be an invaluable experience in building an appreciation for the international community of which Clubhouse is a part.

We are encouraged to support Clubhouse in that the model is proven to be effective in enabling recovery and independence.

- Residents hold first Chess tournament, a battle of the 'houses'. Hopefully to become an annual event.

#### November

- Arahura is involved in 'Change Your Mind' sites at Grey Lynn Festival. This event was a superb opportunity to reach the public as to what resources exist in the community for people experiencing mental health issues. We also aimed to improve people's perception of mental illness with all the products and information available on combined site.
- Arahura hold the AGM at Grey Lynn Community Centre. Existing Board accepts nominations to sit for another year.

#### December

- CEO has Xmas brunch with residents at VIP café, port and cigars go down well!
- New Years Day CEO delivers Hams to the houses. Again, a tradition we don't want to lose.

#### January

- The Clubhouse Steering Group discusses closing because Clubhouse is starting to work on forming it's own Trust Board
- Preliminary work is done on Sales Agreement toward purchasing Blue Water services.

#### February

- Oil painting, done by Brendan Greening was presented to the people of Arahura on the West Coast, South Island. The CEO and Chairman of the Trust travelled to Arahura Pa to do this, similarly the Trust was gifted two Greenstones for all members of the Trust to use.
- A Clubhouse member and CEO visit Tapestry Clubhouse in Dunedin.
- CEO visits Wellington and meets with Allan Taylor, Worklink and Helen Walsh from Kites. Also visited 'Transionz Valley'. Valuable insights were gained around the issues of running Employment programmes, specifically the TEP programme associated around Clubhouse.
- Arahura Trust celebrates Founders Day at Long Bay Beach. Residents and staff from Blue Water services were part of the celebrations.
- Residents and staff make the annual trip to Seaforth, Seaforth being an old villa up above the beach just after Wenderholm.

#### March

- Agreement is signed with Blue Water Services on April 1<sup>st</sup> so all through March we were transferring staff and operations of Blue Water to Arahura.
- Residents had a trip to Rainbows end, in some part to mark the end of an era (the service how we knew it)



## KEW TELEMARKETING

Local Pride introduced us to Kath at Kew Marketing this year, a wonderful association which has made a real difference at Arahura. Kew is a telemarketing company which makes appeals to an established database of donors. This year they raised just over 23,000 for Arahura for the primary purpose of assisting Clubhouse ie attendance at Clubhouse Conference in Brisbane. This year they will assist us by raising funds for establishing replacements for Kakariki and Onslow house. Publicity about professional fundraisers is often negative, however we are extremely grateful for what they do and appreciate the fact that we have access to funds which would be impossible for us to attain via the telemarketing model. We at Arahura and Clubhouse think Kew do a great job and offer them our warmest thanks!



### Private Donations received from

*David Burke Kennedy*

*J & L Cullum*

*Mark Bateman*

*Gary Dudley*

*Mary Collins*

*Mrs M Charleston*

*HM Bowen*

*Fennet Sagar*

*Mrs J Gatman*

*Mr Mitchell*

*Judi Cambell & Rob Cambell*

***Thankyou!***

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## CLUBHOUSE COALITION

The CEO, has developing what we call 'The Clubhouse Coalition'. This is a concept based more around promoting the Clubhouse Model of Psychosocial Recovery rather than specifically Crossroads Clubhouse. We have spent around \$3000 on promoting the model and networking with other Clubhouses such as Tapestry in Dunedin and Stepping Stones in Brisbane. A staff member also collected resources from Mosaic and Hillside Clubhouses in London. Arahura has boldly put forward the goal of five Clubhouse in five years across New Zealand. While we are focused on supporting Crossroads Clubhouse we believe in the benefits of having this model available in more centres across NZ. The biggest activity was presenting the model at the Rotorua Building Bridges Conference with Tapestry Clubhouse. This was supported by Community Trusts.

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## BLUE WATER SERVICES

In our accounts there is a figure of \$13979 called prepayments under current assets. This is because some of the costs of purchasing Blue Water Services came about before the official date. As mentioned by all reporting here – the merger has been huge for Arahura and we will be making payments for just under two years to come. However, the opportunity to support an extended group of people is the aim and we are all the more richer in terms of larger more diverse group of residents, staff and families!

# TREASURERS REPORT

## CHRIS BAYLISS

It is again a pleasure to produce the Treasurers Report for the Trust this year. Particularly in reflecting upon the changes in the Trust. The services have extended to now include community day support and residential levels one, two and three. The merger and growth of services has been difficult, but handled extremely well. There are still a number of adjustments relating to procedure and administrative operation that will need to be considered and details changed to meet with the changing needs of the service. The Board will be asking every one to join with us to ensure changes that do occur are put in to place as painlessly and efficiently as possible.

Amongst all things is the need to be mindful of the needs of the individual service users when the Service becomes larger. To ensure that individuality and specific needs are respected and met with dignity. Another is of course the need to be able to meet those needs given financial realities. I believe that within the context of what is available, Arahura has tried very hard in the last year to make manageable the challenges that arose during the amalgamation. It is extremely difficult for the Board to try and balance a policy that would normally allow human need to always come first, and in the same breath simply have to put in a word concerning money.

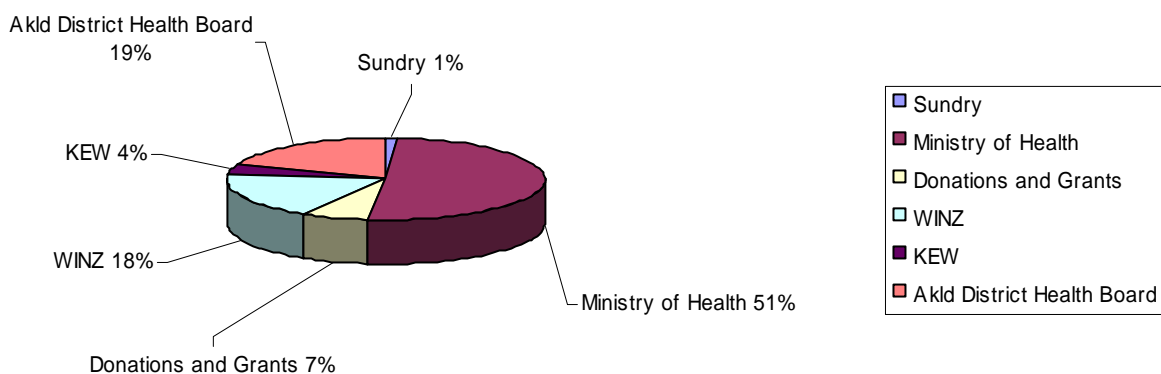
It is noted that Arahura has run at a loss in the last 12 months and there have been many contributing factors. Our ability to provide additional services in the year to come will very

largely depend upon fund raising. There are many ways to offer Arahura assistance, and the offer of funding is certainly not the least of these. Once again the Board of Trustees extends a very big thank you all contributors and the consistent support of Local Pride and Kew Fundraising is greatly appreciated.

Each persons contribution to the Trust is vital. Without each part coming together to form a whole, the position would be very different. It is impossible given the merger and the development of all the services that every one can be thanked individually however special thanks is called for in respect of four persons without whom the merger with Blue Water Services could never have occurred. Chris Adamson who has been a driving force behind the merger and David Breen who has kept his hand on the tiller making sure that the services were maintained during periods of heightened activity. In the engine room there is Steph who feels like she has always been there and has been absolutely brilliant during this period of time and in more recent time Sylvia who has come to us via Blue Water.

I would like to ask every one to please support Chris Adamson and the Board of Trustees through the coming year, a year that is likely to be very difficult financially and could well require some special considerations relating to expenditure.

Where did the funds come from for YE 2003



# ARAHURA TRUST CEO REPORT

CHRIS ADAMSON

*This has been one of the busiest years in my history with the service. So much changed within 12 months that at times I stand still and contemplate the reality of the job now and the opportunities that are in front of us all. The ideas, philosophy and practice of Arahura have been consolidated over many years previous to this one. Now we are challenged with maintaining our principles without waiver or whimper and continue moving forward in an environment of new stringent compliance.*

*Arahura has always been a real person centred service, often at a cost to the cash flow. These principles have given us a reputation that is envied by other service providers. In the last year we have had to put our money where our mouth is and I'm proud of what has been achieved in twelve months. Service expansion, overseas training, workforce development. Arahura today has the potential to do something truly valuable in Auckland and we will do so.*

*The merger has given Arahura one of the biggest opportunities since the late 80's. This is a major significant event in the history of Arahura. In 1987 Arahura was a 30 bed boarding house with two staff. Through the rest of the 80s and 90s there was a concentration on quality that reduced the numbers of spaces available and increased the number of staff. We also moved away from the boarding house method of service provision to four bedroom houses (now the standard within the service). With the addition of the Blue Water contracts we have again gained not only a larger group of people but also two boarding houses. We now have the resources and expertise to truly develop the service and realise many other projects that couldn't be started simply due to lack of resources. I'm especially keen to see Arahura develop housing opportunities for people in central Auckland. Currently within our city there is a shortage of good accommodation. Especially if your on a benefit and have a mental illness. I will be seeking rental houses for the sole use of people with a mental illness whether they have come through Arahura or not.*

*April 2002 saw us in the office at 393 Gt North Rd and we had taken on the auspice agency role for Crossroads Clubhouse. A huge learning curve had begun for all concerned in Arahura about*

*Clubhouse and it's functions. There was particular pressure about what Crossroads should be from members that often conflicted with the international standards. The history around Crossroads was substantial. Unfortunately still today we have people referring to Clubhouse as a drop in. We also are still struggling with the concept for some people that Clubhouse is an American model that doesn't fit in New Zealand. In fact Clubhouse is an international model that is directed by the international community of clubhouse. There are over 400 clubhouses worldwide with approximately 20 new clubhouses opening every year. The statistics and supporting evidence is easy to find and the proof is in the pudding.*

*We have come from small strong roots to take on all and any challenges that present themselves. We have grown from a small provider of residential services to that of a service that provides 42 residential spaces and also the Support that comes with the Clubhouse model.*

*In writing this report the theme that stands out the most is maintaining the feel that has been Arahura and not to loose that in a bigger far more professional environment. The feel of Arahura can be felt through the words and actions of people using the service. This needs to be the indicator that reflects if we're on track or not. Without the people using the service we have no service. I strongly encourage all residents and members of Clubhouse to state how they feel and have a say in how the service develops. If you think something is not working or have issues then raise them. Saying nothing is the crime here. 2003 / 2004 is a consolidation year for us all.*

*We have all the building blocks for a truly effective service all we need to do now is 'make it so'.*

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# CROSSROADS CLUBHOUSE REPORT

ALISON CHAPMAN

A year in the Clubhouse world is a very long time because there is so much going on day-to-day. Crossroads Clubhouse (CC) has been growing and evolving continuously over the last 12 months with a real sense of progress now evident. The following are distinct areas of growth within CC's development over the last year or so that have been facilitated through an environment of empowerment and encouragement from Arahura Charitable Trust, allowing CC to take increasing control of its own operational issues and management.

## Governance

In May 2002 the business of CC was presented as an appendix at Arahura's Vision Meeting but within 6 months CC had its own vision meeting and was increasingly involved with its own financial affairs. Subsequently this has led to the Clubhouse Steering Group (CSG) and Arahura's Trust Board coming together for discussions on the formation of a separate Clubhouse Charitable Trust in February 2003. The support behind this was impressive and after extensive consultation, the CSG was dissolved and a Trust Deed submitted to the Companies Office in June this year.

## Fundraising

Although not yet a legal entity and able to fundraise in its own right (rather than under the umbrella of Arahura Charitable Trust), CC's fundraising efforts have certainly moved up a gear and have begun looking at ways to tap into different funding sources to allow CC to develop itself further along the lines of the international Clubhouse model. To date CC has independently submitted and had success with the following applications:

- **Community Post** application which allowed the wider distribution of CC's newsletter and the saving of approx.\$120 in postage;
- **Community Board Local Funding** (\$1400) that funded a 3-month outreach project, enabling the purchase of stationery, ink and toner cartridges to produce more pamphlets, posters and letters to increase the level of community outreach;

## Networking

Prior to 2002 very few people within the Auckland mental health arena had ever heard of CC and there has been a concerted effort made since then to promote the Clubhouse model and network with other organisations across 4 different levels:

Within Auckland – CC has maintained regular outreach visits to the main mental health unit at Auckland Hospital, completed an extensive 3-month community outreach project and was there to represent and publicise itself at various community events such as the Grey Lynn Community Centre Open Days, the Grey Lynn Festival and the Auckland International Cultural Festival.

Within New Zealand – through networking visits to Tapestry Clubhouse in Dunedin, which culminated in a joint presentation on the Clubhouse Model in New Zealand by CC and Tapestry Clubhouse at the Building Bridges National Mental Health Conference in Rotorua in April this year.

Within Australasia – In conjunction with Arahura CC's has been involved in Australia and New Zealand Clubhouse Coalition (ANZCC) teleconferences, attendance at the Australasian Clubhouse Conference and participation in official Clubhouse training at Stepping Stone Clubhouse in Brisbane.

Worldwide – through subscription to the International Centre for Clubhouse Development's web-based noticeboard, 'Clubmail', which connects CC to other Clubhouses around the world and provides support and the sharing of information and ideas.

In conclusion, it has been a busy, landmark-filled year for Crossroads Clubhouse. We are going into the next 12 months armed with an Action Plan (designed to tighten up our structures and processes) and with the goals of establishing employment programmes and achieving International Centre for Clubhouse Development (ICCD) certification. Its going to be a busy year!

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

Administration 26b Portage rd, New Lynn  
 Auckland: 09 826 4466

Residential Office 393 Gt North rd,  
 Grey Lynn 09 360 0745

Kakariki House 09 623 6269

Onslow House 09 623 3537

Clubhouse 393 Gt North rd,  
 Grey Lynn  
 09 376 4267

## HOW TO BE INVOLVED....

Thank you for taking time to read our Annual Report, if you are interested in seeing the Service Development Plan – please call the office for a copy.

This year Arahura will be more active in raising it's profile in the community, be fundraising for establishing and rejuvenating current and future housing, and aiming to consolidate the support that exists in the broader community for what we do. Concurrently there will be a concerted effort in reaching Independence at Clubhouse – in the fullest sense.

We appreciate support from all quarters and if you want to contribute ideas or resources please call the office and speak to us. We have a Vision meeting coming up in October/November which is an ideal forum for working out how we work together to meet the current plans and goals. There will be special events in the future, if you have any friends who may be interested in joining our mailing list – again please let the office know.

Thank you to all who attended our AGM.

## WHAT WE OFFER....

### Philanthropic Support received for Year Ending March 2003

ASB Trusts  
 \$11,335 – CC

Framework \$615.20

J McKenzie \$2500

Local Council Funding \$900

COG's  
 \$3000 and \$2000 CC

ANZ Staff Foundation  
 \$2000 – CC

Rehabilitation Trust \$1670

NZ Community Trusts \$2000

**ARAHURA TRUSTEES  
 ACKNOWLEDGE THE ABOVE  
 FOR THEIR VALUED SUPPORT  
 IN ASSISTING US TO MEET  
 THE OBJECTIVES OF  
 ARAHURA TRUST**

**THANKYOU!**

- ◆ Supported residential accommodation in attractive, well-maintained 4-bedroom villas in Central Auckland
- ◆ Fully supported accommodation in central 8-9 room houses in Central Auckland
- ◆ Supportive staff who are fully trained
- ◆ Individualised recovery programs based on good, moral treatment;
- ◆ Life experience, education and integration
- ◆ Information on medication and mental illnesses
- ◆ Individual counselling;
- ◆ 24-hour staff availability
- ◆ Advocacy
- ◆ Access to funding
- ◆ In-house workshops on topics such as natural therapies, self-care, budgeting and more
- ◆ Community networking
- ◆ Family meetings
- ◆ Newsletter