



Inspire Wellness

Whakanga Te Ora

Pathways Organisational Plan 2008-2010 • Summary

PATHWAYS

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The journey

Pathways' story – where the Pathways journey started and the excitement for the future.

Embracing real people

Real life, real people, real dreams, real aspirations – this is what we're about. The first part of our plan is about flexible services, inclusive services, healthy living and the people of Pathways.

Building strong foundations

Ideas, learning and growing – we recognise strong foundations are key. This part of our plan recognises knowledge sharing, strengthening and systems that support us.

Being our best

Living sustainably – a holistic approach to delivering responsive, high quality mental health and wellness services...always. It's about social, economic and environmental sustainability.

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Exploring new oceans – having the imagination to develop innovative ideas and the courage to see them through. It's about a fundamental shift in the way services are developed.

Measuring progress

Pathways is always looking to improve; always taking the opportunity to be innovative; always looking to the future.

The journey

Pathways was formed in 1989 by a group of people concerned about homelessness and a lack of support for people with experience of mental illness in Waikato.

At that stage, the mental health sector was dominated by institutions and large group houses, but Pathways saw the need to be different - introducing a model of community-based, residential support in quality accommodation.

Today, as a result of the inspiration and innovation from the people who use our services, their family/whanau, staff and examples of good practice around the world, services have moved beyond just 24-hour supported accommodation. People are now able to access a diverse range of support services including peer-led support, respite, mobile support and support to choose healthy lifestyle options.

During the next two years there will be many more opportunities for development. The direction our journey takes will always be in response to the needs and wants of the people using our services. It's really asking people what they want from us, discovering their aspirations and supporting them to make them a reality.

Pathways will continue striving for its dream of creating mental health and wellness opportunities that enable people to live their dreams.

Our plan is built around four stepping stones.

- Embracing real people
- Building strong foundations
- Being our best
- New oceans





Embracing real people

Mārierie Te Tangata

Real life, real people, real dreams, real aspirations – this is what we're about.

Pathways is focused on supporting real people to achieve real life goals. Whether it's employees or people using services, we care. We believe in taking every opportunity possible to make a positive difference in people's lives.

Flexible services... staying core to who we are – caring, innovative and responsive. We will continue to develop our services to ensure they are innovative and flexible enough to meet people's needs. This includes:

- continuing to grow our peer workforce and develop peer support services
- taking a menu based approach to services by extending the delivery of complementary wellness therapies, respite solutions and enhanced mobile support, and wherever possible reduce residential services in recognition of changing needs
- continuing a focus on housing, education and employment as a way of supporting people's recovery.

Inclusive services... including family/whanau and friends and valuing their knowledge. As part of this we recognise the strength that culture and diversity brings. This includes:

- recognising the unique role family/whanau and friends play in a person's recovery by continually developing ways for them to be involved
- ensuring all regions have a cultural knowledge pool and learning resource in recognition of New Zealand's changing demographics.

Healthy Living... building a strong, healthy and happy Pathways culture by taking a holistic approach to wellness. This includes:

- continuing to promote and drive Pathways' Wellness Programme, including healthy lifestyles and healthy attitudes
- making an even stronger commitment to a smoke free environment including ensuring resources are readily available for people to stop smoking.

People of Pathways... recognising the importance of recruiting, training and retaining the right people, with the right attitudes in the right roles. We're committed to supporting people to grow, develop and achieve their professional and personal goals. This includes:

- recognising people as our most valuable resource by offering innovative and inspirational professional and personal development that meets their needs
- working to make Pathways an employer of choice.

Building strong foundations

Nga Here o Mahurangi

Ideas, learning, growing – we recognise strong foundations are key.

We are an ever changing, ever growing organisation and without strong foundations we could not grow and develop in such an inspired and innovative way. We embrace opportunities for improvement and innovation.

Knowledge sharing... using information, stories and celebration to reflect, grow our knowledge and share success. This includes:

- continuing to share people's stories to bring heart and meaning to our work
- ensuring full implementation of our quality framework that promotes a culture of innovation, learning and best practice.

Strengthening... matching our growth with the development of people and processes; and ensuring our vibrant regions are supported by a strong national resource. We aim to build our organisational capacity and capability – doing more, doing it better. This includes:

- developing a national clinical position to support our services and ensure clinical best practice occurs
- ensuring Pathways' national positions provide the best possible resource to the regions.

Systems that support us... using our tools and systems in the best possible way to add value to the services we provide. This includes:

- creating an interactive website area for people using Pathways' services including self help tools such as stress management and activity planning
- making use of the range of information and technology available to us to increase our efficiency, and to focus on outcomes





Being our best

Tūkarakara

Living sustainably – a holistic approach to delivering responsive, high quality solutions...always.

It's about taking a holistic approach to sustainability and recognising the importance of the social, economic and environmental pillars as we strive to be our best for our people, our communities and our organisation.

Sustainability... aiming to be sustainable in all we do - caring for people, communities and the environment. This includes:

- creating a sustainable workplace for our valued staff that ensures work/life balance and personal development occurs
- reclaiming the 'caring' component of support work while rejuvenating the role to better reflect the current and future work
- creating efficiencies through new technology
- continuing to create a culture that builds efficiency, minimises waste and maximises resources.

New oceans

Te Kitenga

Exploring new oceans – having the imagination to develop innovative ideas and the courage to see them through.

At Pathways we fundamentally believe in creating mental health and wellness opportunities that enable people to live their dreams.

The face of mental health services in New Zealand is vibrant and exciting and we've come a long way as a sector since the country's institutions closed. What is required now is a fundamental shift in the way services are delivered – a shift that will take as much courage to achieve as was needed to close the institutions.

Pathways is dedicated to championing the development of more sustainable, positive ways of working and a systems change that must come. We strongly believe we must promote change that sees primary and community health at the forefront of service delivery.

Measuring progress

Pathways is always looking to improve; always taking the opportunity to be innovative; always looking to the future.

While we have seen phenomenal changes and improvements in the mental health sector in the past two decades, we know that the journey is far from over. This plan marks the next stage of the journey.

We'll know we've got there when:

- more of us are smoke free
- more of us describe feeling healthier and happier
- complementary therapies are used everyday
- more people are comfortable with their literacy, numeric and computer skills
- more people who use services are employed
- more peer support workers and people with experience of mental illness are working with us
- more people who use our services feel independent and are living in their own home
- more families/whanau and friends are involved
- we have the right people, with the right skills and attitudes in the right roles
- more stories that inspire us and others are shared
- we have more passionate staff who stay longer
- we have a truly positive, sustainable, recovery focused system.



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