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Pathways News



Welcome

Welcome to our Family Whānau newsletter and a special welcome to all the new families who have recently joined us at Pathways. Now that winter is behind us, it's great to see a little more sunshine and slightly longer days!

I'm really excited to share with you our vision for the next 3-5 years, which we refer to as our PPO, a framework for being a Peak Performance Organisation. The Peak Performance business model was developed based on many years of research and lessons learned from high performing sports teams, like the All Blacks.

Peak Performance is values based, it puts people and the environment first and helps us to always improve and be better at what we do. It has a focus on inspirational leadership and creating a family-like environment and also focuses on wellbeing and sustainability. Our PPO is a bit like our compass – it sets the direction we want to head in and helps us navigate to get there!

Our attributes guide our behaviours and one of our core beliefs is that strong, connected, compassionate communities build resilience. This has been demonstrated through some of the great stories we've been hearing from our staff and the people we support (you can read more about our storytelling campaign on page 4).

We have also made a commitment to recognising the impact of trauma and this is becoming a core focus of the work that we do. We believe that if we get it right in a trauma informed way, we will get it right for all.

We would love to hear what you think of our new PPO and hope you will be as excited about it as we are.

Sally Pitts-Brown

Chief executive, Pathways
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A trip to Mount Kilimanjaro, the 'roof of Africa'

By Paul Emery

As a healthy lifestyle coordinator for Pathways, it's important to me that I 'walk the walk' and be a role model to others to give things a go. So, not one for doing things by halves, I signed up to climb the highest mountain in Africa, Mount Kilimanjaro in Tanzania!

As well as my personal motivations for taking on the challenge, the expedition was about raising funds for the Mental Health Foundation. I raised \$4,400!

So, I set off to conquer a mountain and hopefully encourage others to face their challenges too. The mountain became a metaphor for the challenge and my actions became the solution. Shouldn't we all take up a challenge to see what we can achieve for ourselves?

With support from porters and guides as well as fellow climbers we headed up the mountain, with locals singing us on our way.

For the next four days, we trekked up the mountain taking in amazing and often strange sights. We walked through five climate zones over deserts, rain forest, and moon type landscapes with strange plants and almost no animals. Every day was completely different from the last.

To finally reach the summit was a mammoth seven and a half hour trek. We climbed 1200 ft in total darkness and sub-zero temperatures, all before sunrise. The temperature at the summit was about -15°C. It can get as low as -30°C!

It got really tough at times. With no showers or home comforts, and the challenges of simply breathing at such altitude, you could easily forget that you were supposed to be enjoying the adventure. No wi-fi or phone coverage added to the sense of isolation.

That said, it was truly an amazing experience. I encourage everyone to challenge yourself in whatever you wish to do. You may surprise yourself in what you achieve.

Our Waiata – Maau Raa

This year we have created a real taonga (treasure) for Pathways, which we are extremely proud of – our very own Pathways waiata.

Our leadership staff came together at a hui in Taupo, where we explored words that reflect who we are, our hopes for the people we support and our values. Eventually we landed on a tune and a first draft of the words for the waiata.

The words and translation were then peer reviewed by our Paeārahi Keri Opai, and blessed by Rei Mihaere, Pathways Kaumātua and board member.

We invited a group of staff, board members, people we support and children from a local school, to perform Maau Raa next to a beautiful Māori canoe at Waikato museum. It was a truly magical experience to see our waiata brought to life by the people who had helped create it, and those it was created for.

If you would like to see the video of Maau Raa, or learn how to sing it, please ask your Pathways staff member.

The kupu and translation loosely speaks to the tangata whaiora (service users) that Pathways support. The waiata talks about beauty being theirs, that they have a voice, that being connected



Maau Raa

Maau raa te ataahua
Whai reo ana koe
Maau raa te honohono e
Whai koa ana koe
He tangata e
Tuu mana motuhake

(to their whānau) is theirs, that joy is theirs and that they are people who can stand (and live) independently.



Pathways' approach to Eating Well

In 2015 we launched our Being Well strategy. One of the ways we support people to live healthy lives is by encouraging them to eat well.

The evidence shows us that a nutritious eating plan supports a person's mental and physical health. Through 'Eating Well', we are committed to helping people we support and staff, to learn more about nutrition and how to eat well. We also encourage and support people to grow their own veges through our Vege Patch programme.

We are committed to offering healthy options when providing or catering food. We also support people to make healthy and affordable choices in their regular grocery shopping.

Soon, you'll see more on our commitment to eliminating fizzy and other sugary drinks. We've even made our own healthy eating cookbook which we will have available just before Christmas.

We are delighted to see that both the Ministry of Health and our DHBs are now requiring all service providers to focus on healthy eating support for people. As part of our ongoing Eating Well approach, we're regularly updating our resources and nutrition policy for healthy eating so we can continue to do even more to help people eat well.

If you've ever thought about making positive changes to your health by improving your diet or growing your own veges, we have lots of resources and we'd love to help. Just ask your support worker or anyone from Pathways.

Sharing our stories



Storytelling

People have been telling stories since the beginning of time. Stories can touch our hearts, inspire us, bring us to tears, make us laugh or just help us appreciate someone else's perspective. Hearing other people's stories, and sharing our own, can nourish us and connect us with others.

Pathways has an absolute treasure trove of inspiring and touching stories. Every day the people we support face their challenges and achieve things they may have once thought weren't possible. And every day, our Pathways staff go above and beyond to lend their support and encouragement to help this happen.

At Pathways, we love hearing stories about the people we support. So, if you have a story to share, please talk to your support worker or team coach. We love to share these stories with our staff around the country and more widely through things like this family whānau newsletter. (See David's story on page 5)



Two of the posters you'll be seeing around our services to support our being well strategy.

David's story – I walked out a stronger me

"I had never been to respite before, but two weeks before I came to Tupu Ake in Auckland, I hit a low point with my depression. I was hearing voices in my head. I told my family I had nothing to live for. I felt lost in a busy world, no hope and no beginning.

I entered what looked like to me 'a scary front door' at Tupu Ake. However, I was greeted with genuine caring. How could this be?

Scared and vulnerable on the first night, I wrote this poem:

Who am I?

Who am I?

I cannot answer,
I feel lost inside a dream looking for reality,
I stay hidden and afraid,
Like a preacher without words,
Nothing makes sense like life itself,
Nothing makes sense "everything is absurd"
I feel sad and distant,
I've lost my identity,
I struggle with everything,
struggle with myself,
I don't know life,
Not like I use to,
My mind can be fixed but it's not my identity,

Who am I?

I still don't know,
My life seems stupid, like I'm putting on a show,
I dream and create a fantasy life for me,
I could be them, that could be me,
But it's NOT my identity,
I don't have one,
It's nothingness for me,
How I feel so weak,

Who am I?

I cannot answer,
I feel lost inside a dream,
Looking for a reality.

The next day I talked with a peer support specialist, Mechelle. Not only did she talk to me as if there was nothing wrong with me (something that had not happened for a very long time), but she pointed out my strengths - that I was strong and had a big heart. Kind words that I will never forget.*

So, I started to think, maybe I am strong, maybe I do have a big heart?

I asked her "Why don't you judge me?" That's when she shared her life experience with me and suddenly I realised that she was like me, and I was like her. And I'm thinking wow, I'm connecting with a stranger who is smiling and appreciating life, yet she has been through more than me. If she can do it, then why can't I?

For the first time in my life I realised what inspiration means. I started to see life in a different way – to realise I have something to live for, life itself.

Finally, I started to find my identity and feel grateful for the little things in life.

I walked out of Tupu Ake, wanting to give back to others what respite had given back me - life. To share my story and hope it can help and inspire someone else. I walked out a stronger me, with a big heart. And for the first time in a long time, I know who I am.

I am David Ngatuere-Way, and I am resilient."



* A peer support specialist is someone with their own experience of mental illness who has been trained to use their experience to help others.



Mid-winter Christmas at Tupu Ake

Tupu Ake held a mid-winter Christmas dinner in July for staff and guests. The evening started out with everyone singing the Pathways waiata and then one of the guests said a karakia. Anne-lies prepared an amazing three course dinner and there were presents and lots of decorations.

This event created such a buzz in the house that the next morning, the guests were up early, sharing laughs and talking about the night before. It was a wonderful celebration.



Memorial day

Tupu Ake held a memorial day in early July in memory of guests and staff that have passed away. It was a special time of waiata, sharing stories and planting trees as a memorial to those who have been lost.

Hamlin Road Farm get cooking

Tina from the Wellbeing Team held a cooking workshop at Hamlin Road Farm for trainees recently. The focus of the session was on increasing omega 3 in the diet as well as making meals nutritious and affordable.

The trainees made a fish pie with fresh vegetables and a salmon and tomato pizza. One of the trainees Anna has already successfully tested out the recipes at home.

Supporting a great cause

The Northern team really got behind Healthy Lifestyle Coordinator Paul Emery in his quest to raise funds for the Mental Health Foundation and to climb Mount Kilimanjaro. (See article on page 3)

Over six months, Paul raised \$4,400, with amazing support from colleagues, involving among other things 150 soups, 336 cakes, 10 quiz teams, scratch cards, candles, blisters and two lost toenails!



A special thank you

It's always special to receive letters like this from our guests. Below is an excerpt from a letter from a guest at Te Whare Waimahana.

"I'd like to thank you all for the time and energy you put into me during my stay. Thank you for listening. Thank you for your compassion. Thank you for sharing your stories. Thank you for your delicious home-cooked meals. Thank you for the midday meditation sessions... Thank you for the sensory modulation seminar. Gee, this is starting to sound like Club Med for the mentally ill!"

Thank you for creating a home free from pressure and expectation; a home of acceptance and understanding. The service you provide to the community truly makes a difference. I am living proof of this. I honestly wouldn't be here today if it weren't for your love, support and encouragement."



Hauraki Wellness Day

Each year the Pathways Hauraki team hold an event for the people we support in the region, their families and staff, to enjoy a day dedicated to learning about ways to stay healthy and well.

This year, Mere our Healthy Lifestyle Coordinator, ran an incredible day.

The day started with each person sharing how they were feeling – a lovely way to connect and begin the day together.

On offer throughout the day were a wide range of activities focused around our Being Well strategy. These included gym circuits, yoga and meditation, rock painting, hand massage, mindfulness, board games and puzzles. There were also health checks with our registered nurse, a group art project and a delicious lunch.

It is on days like these where people's generosity of spirit shows. Many staff and people we support helped in organising the day. A person we support treated our Pathways community to free coffee and The Warehouse donated door prizes. Also, many people who sometimes struggle with crowds put themselves out there and joined in, connecting and learning from each other.

Welcome to Hauraki's new team coach

The Hauraki Pathways team would like to Welcome Victoria Mitchell to the team. Vicky, a registered nurse, is the new team coach at Rolleston Street.



Taranaki says goodbye to a much-loved colleague



In August, we were very sad to lose a member of the Pathways Taranaki team, Michelle Hughes, after a short battle with cancer. Michelle touched many people's lives over the fifteen years she worked across a large number of our Pathways services.

Michelle was a very caring person who loved her job and never shied away from a challenge. She was a friend to many at Pathways and will be deeply missed. Our condolences to her family and loved ones.

Hamilton's great PGA Mini Golf Tournament

In Hamilton, Pathways shares our office Kākāriki House, with a number of organisations of the Wise Group.

Pathways and all the other Wise Group organisations had a wonderful day of Mini Golf in August. Each entity came up with an original idea for a mini golf hole in their office space, which they created and shared for the PGA tournament.

The creativity around Kākāriki House was outstanding, with some very unique mini golf courses! Pathways set up an underwater/pirate themed mini golf course. Using a tennis racquet, players had to hit a balloon through three different hula-hoops, landing it in a 'Treasure Chest'.

The tournament was loads of fun. Everyone in the building split into mixed teams and completed all the courses, giving us the opportunity to meet new people from within the group.

Hamilton mobile family whānau evening

Hamilton's mobile team recently held a family, whānau and friends evening. It was a very special time where we celebrated the individual journeys of our Pathways whānau.

We connected over board-games and conversation, and shared a delicious vegetable soup that was prepared by the mobile team. Everyone was invited to share what 'Being Well' means to them personally, which really captured the diversity and individuality of our Pathways community. A highlight was singing the Pathways waiata with our guests.

After the event, a parent of one of the people we support reached out to us with some feedback:

"It was delightful to meet the mobile team and to see first-hand some of the work that you all do. We [as parents] are heartened by the positive differences that we see in our son and how he was responding to things. Thank you all for that. We are most grateful."



Whanganui Women's Expo

Recently Whanganui Pathways held a Women's Expo to 'celebrate' Women. It was open to both staff and ladies that Pathways supports. The day was a fantastic success!

Guest speakers from Citizen's Advice and Workwise were followed by cooking demonstrations from staff members on how to make wontons and apple tart.

Guests then enjoyed a healthy lunch, followed by a pamper session. Many local businesses contributed to the day, with the ladies treated to goodie bags with cosmetics, grocery items and vouchers for further pampering.

So as not to leave out the men, the EMS team are planning a Men's Expo in the near future.

New opportunities for Wellington staff

Three of our Wellington home-based support staff have moved into new positions within Pathways recently, giving them new opportunities for development and growth. Congratulations to Philippa Cole and Spike Thomas who have moved to our Navigation service and to Jacqui Payne who is moving to our Hutt Day Service.

So, look out for some new faces in our home-based service in the near future, as we recruit to fill these staff transfers.



Housing First

A new initiative Pathways is excited to be a part of is a collaboration of organisations working together to combat homelessness in Wellington.

The collaboration is using the 'Housing First' model, where the priority is to quickly move people into appropriate housing and then immediately provide wrap-around services to support their success.

The Hoarding Taskforce

Pathways is also excited to be part of a new collaboration of organisations in the Wellington city area working to understand and share best practice in relation to working with people who hoard.

The hoarding taskforce is meeting regularly so we can better help people who struggle with hoarding and whose tenancies often become compromised as a result.

Wairarapa and Whanganui working together after hours

Our Whanganui and Wairarapa teams have been having lots of discussions about how they can work together, share resources and support each other more with after-hours support services.

They are looking forward to doing a trial of their collaborative way of working in October.

Whanganui team 'Sock it to winter'

The Whanganui team was generously donated socks from the Columbine factory in Gisborne recently. Calling it, 'Sock it to winter', the team gave out socks to everyone who wanted or needed them. This was really appreciated by many of the people we support.



Left to right, Abby, Virginia, Gisele, Steve, Carol (Neighbour) and Tracy

Wonderful neighbours support greenhouse project

At Pathways Selwyn Street residential service, we have been very lucky to have the most supportive and amazing neighbours. We are so grateful for the support that they have given us throughout the years.

Recently, when our neighbour Carol found out that we were going to have a tunnel greenhouse, she immediately offered to help.

Carol and her family members supplied the timber boxing for the garden beds and tunnel house. They also filled the beds with compost that was made using Hillier crisis respite's vegetable scraps.

Carol has offered ongoing support on how to get the best out of growing vegetables in the tunnel house.

We are so grateful to have such generous and supportive neighbours at Selwyn Street.



Painting by Jaana Ross

Pathways family whānau art exhibition

Pathways Southern has some incredibly talented artists using our services. So, this year we decided to host an art exhibition for our Family Whānau event, to give people an opportunity to show their work.

The evening was a wonderful celebration of the creativity and expression of the people using our service. We could not have anticipated the amount and quality of the work submitted!

Some of the pieces were for sale and we were excited to see several get sold. We also set up an interactive art space in the next room where people could do some mindful colouring, origami or even mosaicing.

The team were delighted when a person they support who works at a local art gallery, suggested that next year, we run the exhibition at the art gallery.

A big thank you to everyone involved. We look forward to next year's exhibition.

New landlords for Manchester Street

Pathways Southern were proud to hand over the Manchester Street complex to the experts recently. LinkPeople, the social housing entity of the Wise Group, officially took landlord status for the tenants who remain in Manchester Street flats.

This is a great outcome for the tenants as they retain the support services from Pathways but also now receive a more specialised supported landlord service from LinkPeople.

Real is the youth brand of Pathways. We offer health and wellbeing services to young people throughout New Zealand.

We help young people feel great by supporting them to build life skills, resilience and strong connections with their families and whānau, friends and communities. We hope you enjoy regular updates from our Real teams.

Real Bay of Plenty opens new respite service

A brand new Real youth respite service opened in the Bay of Plenty this month. The Tauranga based service is the eighth Real service to open throughout New Zealand.

The residential youth respite service is for young people in the Bay who may be experiencing a difficult time, such as experiencing anxiety or depression or struggling with drug and alcohol use.

A stay in the home-like environment will give them a break where they will be supported by our talented team of youth workers to get back on track to feeling well.

The colourful four-bedroom whare has enough space for four young people, and includes a huge downstairs area with several bright and motivating spaces to chill out.

Young people can be referred to the service through the Bay of Plenty DHB child and youth mental health teams.

Visit real.org.nz/bayofplenty

Real Bay of Plenty



Real Lakes moves into a vibrant new youth space

Real Lakes, based in Rotorua have recently moved into a bright and welcoming new youth space in Hinemoa Street.

In celebration of opening the doors to their new where, the team hosted a mihi earlier this month, before opening to the public.

Highlights of the youth space include bright inspirational walls, coffee table tops that guests can colour-in, an interactive loving life wall and a wall full of frames where young people can display their own art.

Feel free to visit the team at 1364 Hinemoa Street, Rotorua to check out the new space.

Going bush with youth proves to be a success

Four young men who were going through a rough patch in life which lead to truancy and disruptive behaviour in the classroom, were accompanied by the Real Southern Lakes team, as they camped in the bush overnight.

The overnight camp was a way to enable safe conversations as a beginning to ongoing support.

The camp was a huge success with the young men taking time out to appreciate New Zealand's native bush while learning valuable skills such as putting up a tent and cooking dinner on a camp fire.

Being in an environment that required each person to take part, made for a successful weekend allowing for the Real youth workers to put a support programme in place for the young men moving forward.



Real Squad 6 lead the way for Taupo youth

Earlier this year our Real Southern Lakes team enlisted the help of six young leaders from two local high schools (Real Squad 6), to organise and promote events for the young people of Taupo.

Using respected young people from the community to organise the events not only helped ensure they were relevant and interesting to young people, but also helped to develop leadership skills of the Real Squad 6 team.

The group of 17 and 18 year olds organised two free events. The first event was a talent quest, which was a great success. The other was an outdoor movie night at a local reserve, in partnership with local agencies. Over 200 young people turned out to watch the movie 'Insidious' and enjoy the free box of popcorn on offer.

Feedback from whānau

We wanted to share a thank you letter that the Real Counties Manukau team received from the whānau of a young person who has recently stayed at the youth respite service.

"Heartfelt thanks to all of you for caring for Tom like we could never have imagined. We've never encountered such dedicated, wise, caring and special people. Tom is so very fortunate to have been under your care, you all have such a special place in our hearts."



Meet Kathy Moran - Team coach

Hi, my name is Kathy Moran. I joined Pathways in 1995, back when the large mental health institutions were closing and people were being transitioned into the community.

I stumbled my way into the mental health sector – a friend phoned and said, “I have the perfect job for you!”

So, I joined Pathways as a residential support worker in Whanganui, and I loved it. I was learning a lot, making a difference to people’s lives every day and the staff and people we were supporting were such an inspiration.

In 1998, I moved to a mobile team and after lots of support and development, became the team leader. As services expanded to meet the needs of the community I provided leadership for a number of our Whanganui teams.

This year I made a big move and joined the Pathways team in Christchurch as team coach for their mobile community service. Jackie and the team have made my transition to their unique environment so easy and I’m loving it.

One of the many things I’ve always loved about my work is seeing people we have supported no longer needing our support - living their lives the way they want to, doing exciting things they probably never dreamt could be possible.

A highlight moment for me was supporting four people in a residential service on a holiday to the Gold Coast. Community mental health teams said no, I said ‘why not’! The experience was just fabulous.

I feel very proud and privileged to be working for a great organisation that supports and values me, and makes such a positive difference in people’s lives.



Pay equity for mental health workers

We’re proud of our staff at Pathways who work incredibly hard and make such a big difference in people’s lives every day.

We were very disappointed when the recent pay equity settlement for the disability and aged care sectors, didn’t include mental health workers. Our staff deserve to be paid fairly for the work they do.

As much as we’d love to be able to address this inequity ourselves, we rely on funding from the district health boards to deliver our services and pay our staff.

We have been working hard with other mental health organisations and unions to put pressure on the government to address this pay gap, and fund us to a level that we can pay our staff what we know they deserve.

We’re committed to continuing to fight for the rights of our staff to have pay equity with other people who do similar work. We hope the government addresses this gap soon.

In the meantime, spare a thought for the amazing people who support you and your loved ones at Pathways. Showing your appreciation for them can make a big difference to their day.

