

# Annual Report 2022



Hearts & Minds

WHAIA TE  
MARAMATANGA  
KIA TINO MOHIO  
AI TE KATOA TE  
HUARAHI TIKA ME TE  
HUARAHI PONO KIA  
WHAKAORA AI NGA  
HUNGA KATOA.



May the contents of this  
publication provide each  
of us with knowledge to  
do what is right and what  
is truthful in order that we  
may live an honourable  
and healthy life.

John Marsden  
Kaumatua, CNZM, QSO, JP

# Contents

---

1

Who We Are

---

3

AGM Report

---

5

Treasurers Report

---

8

Wellbeing & Resilience Programme

---

9

Support Service Directories

---

11

Health & Support Navigation

---

13

Community Development

---

13

Community Wellbeing Hub

---

13

Strengthening Families

---

14

Northcote Community Research Project

---

15

Hearts & Minds Te Tai Tokerau

---

17

Meet the Governance Board

---

17

Meet the Clinical Supervisor & Facilitators

---

18

Meet the Team

---

19

Whakataukī

---

19

Thank You to the Funder & Supporters

## Who We Are

Hearts & Minds is a mental wellbeing organisation that generates strong population health outcomes by providing community-based mental health support across the Waitemata Auckland region and more recently into Te Tai Tokerau Northland.

Our highly effective early-intervention model is underpinned by recognised community development principles. We achieve excellent results on the premise that given access to information and support, people can exercise greater choice in their lives, define their own priority health gains and strengthen their mental wellbeing.

Our focus is on the mild-moderate end of the mental health spectrum, turning health conditions around before they become complex or reach crisis point. We apply a whole-of person to whole-of-community approach, using evidence-based modalities to improve mental wellbeing. With a focus on accessibility, our free services ensure that people have access to high quality mental health support in their local community at the time they need it.

As a highly respected community provider we receive referrals from more than 200 GPs, health professionals and NGOs across the region. Self-referrals are also accepted.

Our services are supported by Te Whatu Ora Health New Zealand funding, local and central government contracts, and donations from philanthropic organisations.

### Our services

#### Mental wellbeing groups and workshops

Our groups/workshops are run across the region and offer high quality mental wellbeing education and support, provided by qualified health professionals, in group settings. These free groups and workshops are delivered both in-person and via online formats. All programme content applies clinically recognised approaches that are overseen by our Clinical Director. With over 93% of participants reporting mental health gains, this programme generates measurable mental health improvements for participants as well as strong outcomes for wider family/whānau.



*This amazing organisation achieves excellent outcomes for communities. The elegant simplicity of their model generates outstanding results in mental health.*

**DR HILLARY BENNETT, PARTNER, LEADING SAFETY LTD**

## Health and support navigation

Offered in-person, via phone, email and online, this free and confidential service quickly connects people to the right support in their community, ensuring that they have access to the health and social services they need. Drawing on our extensive network of over 800 service providers, this invaluable community resource helps people to successfully navigate the ever-changing mental and social health environment to find best fit resources that meet their needs.

## Support services directories

Hearts & Minds compiles and publishes the complete Support Services Directories for Waitemata Auckland and Te Tai Tokerau Northland. Each directory contains information on over 400 free or low-cost support services operating in the regions, ensuring easy access to valuable information to improve individual and family/whānau health. Freely available digitally online and in hard-copy format, this is a highly respected resource that is of immense value to health professionals and community members alike.

## Key features

- Highly effective early intervention model
- Increases population health, reduces health costs
- Community-based barrier-free support
- Focus on accessibility, free and confidential services
- Applies proven, evidence-based modalities
- Culturally inclusive, responds to population diversity
- Quality framework, qualified staff, strong accountability
- Results driven, robust evaluative framework
- Reputation for excellence in service delivery
- Highly respected by the health sector and community alike.

## AGM Report

Tēnā Koutou Katoa

This past year has provided us with a rich kaleidoscope of experiences both rewarding and challenging

As an organisation, we are incredibly proud of Hearts & Minds unwavering commitment to community wellbeing during this time of flux and change. As we reflect over the past year, we are humbled and amazed by what Hearts & Minds has managed to achieve for our communities, who have all in some way been affected by the economic downturn. During this time new opportunities have arisen for different, innovative collaborative approaches to support people and communities in these rapidly changing times.

Community wellbeing and promoting mental health are synonymous for Hearts & Minds NZ. To this end Hearts & Minds NZ has continued to improve population wellbeing through connecting individuals and communities, improving access to information and providing a range of free wellbeing support services.

Essential to our work is the recognition that we are interdependent and that to be effective it is crucial that we work collaboratively with diverse peoples, communities, community and statutory agencies, the social profit sector, health and business sectors. We would like to pay tribute to the many community organisations and NGOs who have worked alongside Hearts & Minds in the past year. We'd especially like to acknowledge and thank the Fono, Te Puna Hauora, Kaipatiki Community Facilities Trust, and WALSH Trust, it has been a joy and a privilege to partner with you in 2021-22, we very much look forward to our continued partnerships in the year ahead.

To our funders who have understood the depth and breadth of our work and continued to support us, thank you.

Looking forward, Hearts & Minds NZ will continue to advocate and promote innovative solutions through collaboration to strengthen positive community outcomes. To inspire leadership, promote the social profit sector as a rewarding and wonderful

## AGM Report

place to work in and to realise our vision of communities which are diverse, vibrant, and connected.

A heartfelt thank you to the Board and Staff for the stellar year coming out the other side of a global pandemic and resulting social and economic change. We couldn't do, what we do, without all of us feeling passionate about community wellbeing, community spirit and together this is what Hearts & Minds stands for and represents.

To our Kaumatua John Marsden thank you for your wisdom and support throughout the year, we look forward to working with you in the new year. To our Clinical Director, Ruth Jillings special thanks for so brilliantly overseeing best practice across all service delivery.

Our board, renews their commitment to open governance, personal and professional development, sound advice and guidance, and an inclusive board and organisation where we truly value every voice.

One of Mother Therese's saying was 'few are great but everyone can do small things with love'. For us, one of the greatest thing we can bring with when we work in communities is a generosity of spirit along with the shared skills, resources and knowledge to work alongside people. We are blessed to be part of their journey.

Looking forward, Hearts & Minds NZ will continue to see a world full of aroha, richness and possibilities that enhance the wellbeing of populations.

Nga Mihi Nui



*Caleb Watson*  
**Chairperson**



& *Carol Ryan*  
**Chief Executive**

## Treasurers Report

It gives me pleasure once again to present the draft accounts for the financial year 2021/ 2022. This year due to our Auditors being constrained by staffing issues, draft only accounts for the AGM. The final accounts however are expected to confirm the below results for this financial year. I would also like to take this opportunity to thank our funders for their ongoing support over the last twelve months.

Hearts & Minds NZ has once again more than fulfilled all their contracts/grants and outputs. This year again has presented fresh challenges with some grants being reduced and in some cases grants not being made. Under the guidance of Carol Ryan and the dedicated team monthly adjustments have had to be made. Whilst maintaining tight control in this challenging business environment this financial year has still resulted in a surplus of \$9K.

Overall whilst income was up by \$89K to \$814K expenses following tight controls were also up \$77K to \$805K. This resulted in a surplus of \$9K being an increase of \$11K following last years deficit of \$2K. The increase in expenditure came primarily from direct costs relating to service delivery.

Both the CEO and Board are very aware that running a business under the current economic conditions has proved very challenging and we are always seeking ways to increase income. Having said that the balance sheet is still in a healthy position with equity of 67% including cash resources available.

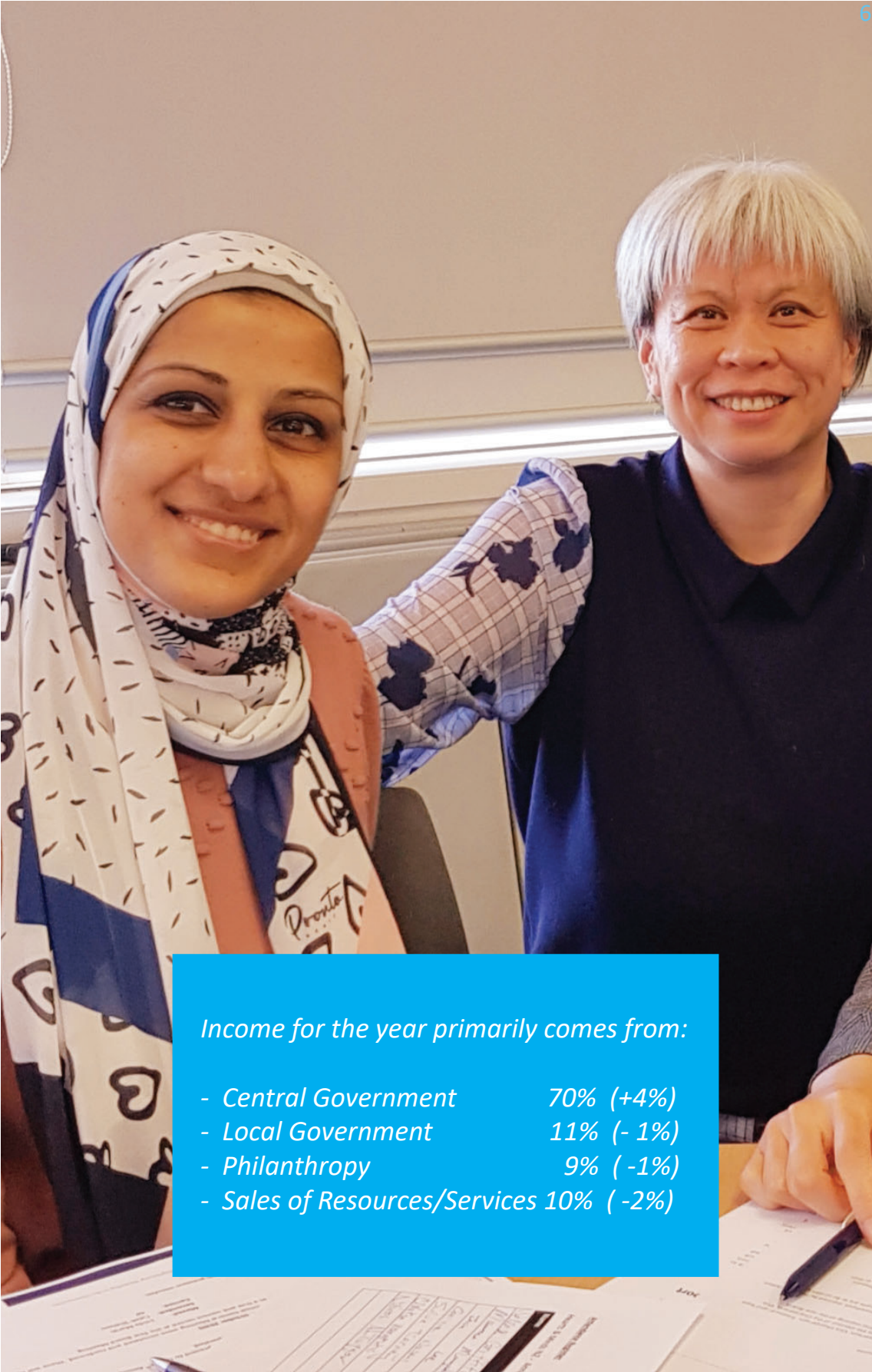
I would like to take this opportunity to personally thank Carol Ryan and also Xiaoying Zhang for their dedication in these challenging times and Amberlee Wharton for taking care of day to day operational matters. I would also like to thank our auditors Brownes CA Ltd a local accounting firm.

As we head into the 2022 / 2023 financial year we as a Board are confident that we have the right team under Carol's leadership to meet the ongoing challenges that will be presented.



**Maurice Murphy**  
Treasurer





*Income for the year primarily comes from:*

- Central Government 70% (+4%)
- Local Government 11% (- 1%)
- Philanthropy 9% (-1%)
- Sales of Resources/Services 10% (-2%)



**93% Reported Improved Wellbeing**

## Wellbeing & Resilience Programme



*“Absolutely 100% above and beyond my expectations. Very well supported”*

*“I have learnt so much and it has changed my life”*

*“Everything was super useful, knowing I am not alone is great!”*

### Wellbeing & Resilience Programme

Our Wellbeing & Resilience Programme played an important role in improving mental wellbeing across the Waitemata region throughout 2021-22.

Facilitated by qualified psychologists, psychotherapists and counsellors, our groups and courses are free for participants to attend and provide an excellent range of tools, strategies and techniques to improve mental health.

Delivered online and in-person, all programmes apply clinically recognised approaches to increase wellbeing. This community-based programme provides many opportunities for people to connect, learn and engage with others in a safe and inclusive environment.

#### Key features

- Free to participate
- Led by qualified facilitators (psychologists, counsellors, psychotherapists)
- Online and in-person across the North Shore, Rodney and Waitakere
- Provides a safe and confidential space to connect and learn
- Applies clinically recognised modalities, overseen by our Clinical Director

## Support Service Directories



*“This resource is extremely useful to anyone who might be seeking Support Services either for themselves, or for staff, friends, whanau or colleagues”*

### Support Service Directories

Access to accurate, up-to-date information is a key component of our early-intervention wellbeing model.

Our Support Service Directories ensure that people have access to the support they need to improve individual and family/whanau wellbeing.

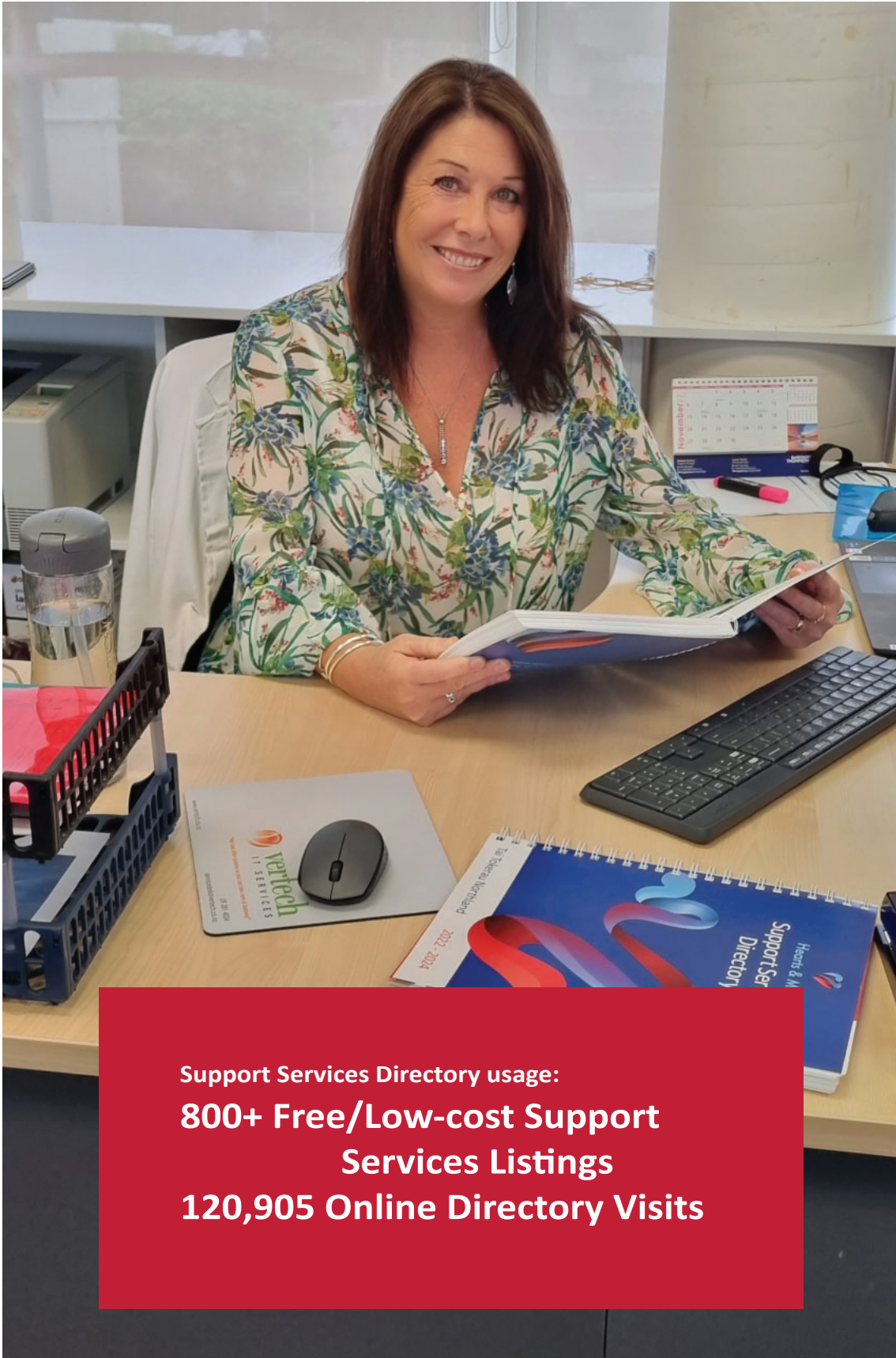
Hearts & Minds compiles and publishes Support Service Directories for the Waitemata – Auckland and Tai Tokerau-Northland regions.

With information on services available across 27 different categories, each directory contains details on over 600 free and low-cost services operating in the regions.

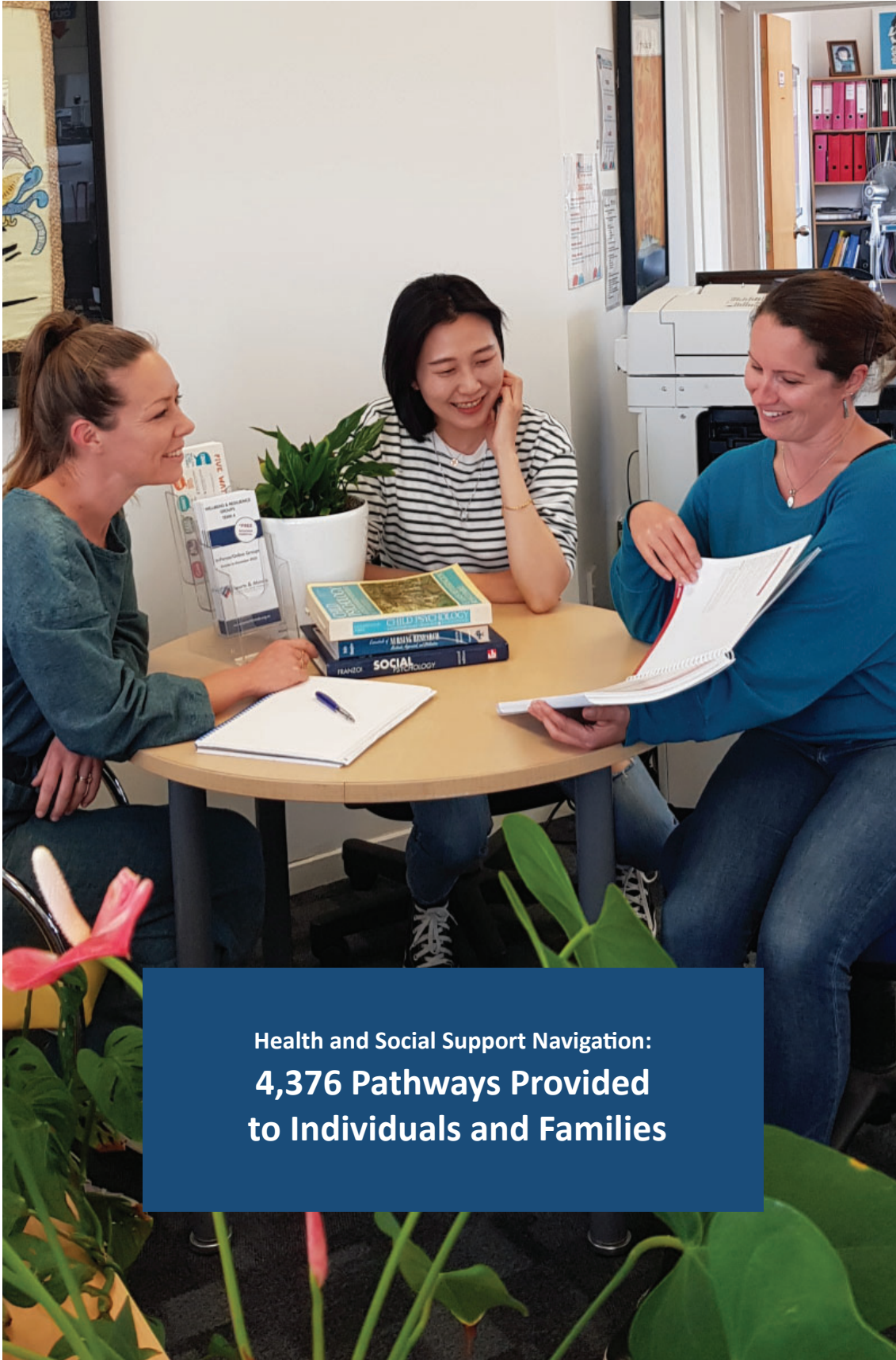
With a focus on accessibility, the directories are freely available online and in hard-copy form, ensuring easy access to valuable information for community members and health professionals alike.

#### Key features

- Free and accessible information for the Waitemata-Auckland and Tai Tokerau – Northland regions
- Accurate and up-to-date details on over 800 free and low-cost Support Services
- Available online and in hardcopy form
- Enables community-members and health professionals to easily identify best-fit services to meet a wide range of needs
- Created within a community development framework



**Support Services Directory usage:**  
**800+ Free/Low-cost Support**  
**Services Listings**  
**120,905 Online Directory Visits**



Health and Social Support Navigation:  
**4,376 Pathways Provided**  
to Individuals and Families

## Health & Support Navigation



*“Your team are great at what they do, we had no idea where to turn so picking up the phone to you was the best idea, now we know where we can go to get the support we need.”*

### Health & Support Navigation

Our Health & Support Navigation service is a highly valued community resource that connects people to the right support in their community at the time they need it. This service has a known reputation for responsiveness and is regularly accessed by community members, service providers and health care professionals alike.

Drawing on our extensive network of over 800 support providers, we assist people to navigate the ever-changing mental and social health environment, ensuring that they have access to the health and social services they need.

Our Support Coordinators are in regular contact with mental health, community and social service providers to identify current support service options across the region and readily share this information with those working in the wider health sector. These active networks allow Hearts & Minds’ clients to receive the most up-to-date information to ensure ready access to relevant services and support in their local community.



*“You have helped me so much I don’t even know how to thank you”*

#### Key service highlights

- Free and confidential service
- Available in-person, by phone and via email
- Identifies best-fit community wellbeing resources
- Delivered by trained professionals
- Serves all ethnic, cultural, and socio-economic demographics
- Supports effective referral pathways for GPs, Health Professionals, Social Service Providers, and all those working vulnerable populations

# Community Development

## Community Development

Inclusive community development underpins all Hearts & Minds activities and services. With a focus on wellbeing, our community development processes ensure that people and family/whanau are supported to achieve wellbeing and to contribute towards the shaping of their communities.

Community development is responsive to the existing and arising needs of populations and involves working collaboratively with multiple sectors and agencies to develop a whole-of-community approach to wellbeing.

## Community Wellbeing Hub

The Hub is a much-loved community resource with an integrated focus on wellbeing. Located in the heart of Northcote, and serving the wider Auckland region, the Hub offers a vibrant and inclusive space for people to connect learn and share.

The Hub plays a crucial role in supporting diverse populations to achieve wellbeing by providing a range of accessible activities and services. Hearts & Minds acknowledges and thanks our Hub partners the Fono, along with the many agencies and services who have utilised the Hub throughout the year.

## Strengthening Families

### **Strengthening Families** **Whakapiripiri Nga Whānau**

Hearts & Minds partners with Oranga Tamariki to provide the Strengthening Families Service for the North Shore region. This highly effective model for improving family/whanau wellbeing involves organisations working together to develop a plan of action that best suit the needs and goals identified by the family/whanau. This is a free service that shifts the focus from crisis intervention to early-intervention support, ensuring that families/whanau receive a coordinated response to their needs. Throughout the 2021-22 year, our Strengthening Families Coordinator generated strong outcomes for families/whanau by providing coordinated support both in-person and online via Zoom during the Auckland lockdowns

#### **Key Activities 2021-2022:**

- Shared Vision North
- Community Research Project
- Devonport-Takapuna Local Board Ethnic Plan
- Provision of the Northcote Community Wellbeing Hub
- Provision of Accounting Services to External Organisations
- Active Participation in Community Networks and Meetings





## Northcote Community Research Project

Hearts & Minds was pleased to complete an important piece of research in 2021-22.

The Northcote Social Housing Area and Town Centre are currently undergoing significant re-development, our research project entitled The Impact of Northcote's Urban Regeneration on Community Wellbeing gives voice to those affected by the changes, highlighting community strengths, challenges and hopes for the future.

A big thank you to Dr Shabnam Jalili – Moghaddam for leading this project with great care, a big thanks also to our collaborative partners the Fono and KCFT for your support and guidance. Most of all we wish to thank and acknowledge the members of the Northcote community who participated in this project, your voices are of immense value, it has been an honour to partner with you on this journey.

## Hearts & Minds Te Tai Tokerau

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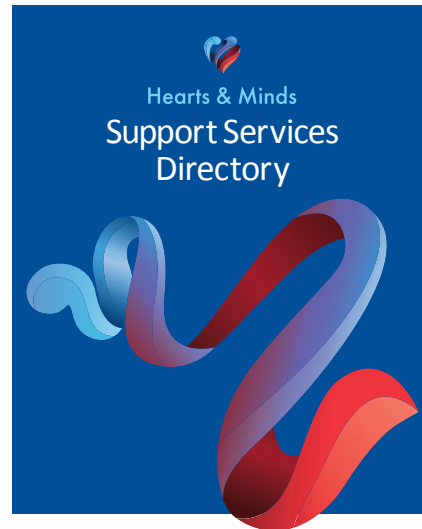
*“I can only imagine the mammoth effort it’s taken to pull this together. Well done providing this for our community. This unites so many organisations doing incredible mahi that people needing the service, and other organisations needing support, may be unaware of. Ka rawe!”*

Hearts & Minds was delighted to launch the first online edition of the Support Services Directory for Te Tai Tokerau in June.

This vital community resource lists up-to-date information on over 600 free/low-cost services available in the region and covers 27 categories including health, social, educational and cultural supports.

The directory highlights the strength of Te Tai Tokerau community and shines a light on the many wonderful services and organisations working at the coalface to support the people of Te Tai Tokerau.

Harnessing the collective impact of shared information, resources and support is a strong preventative and early intervention model that results in healthier and more resilient communities.



Tai Tokerau Northland 2022 - 2024



Linda Marsh  
Project Manager  
Whangarei

“

*“We have used the directory to look for what further support we can access for our rangatahi. It is fabulous.”*

## Hearts & Minds Te Tai Tokerau



*“He hounga toki onewa, he hokinga toku pounamu, hei tatai I te whakairo.*

*Entering like a blunt adze but leaving sharp and ready to tell my story.*

*There are many who will feel like that blunt adze, not having the ability or resources to sharpen or change their lives, so this directory is that sharpening steel, that will give them a chance for a better life, for it is only with a sharp adze that the carver can tell his story. A big mihi to you and your team”*

### A Success Story

“ I’ve been working with a young boy who desperately wanted to play in the local rugby team, but his parents couldn’t afford the financial costs involved. A quick email to Linda at Hearts & Minds and within the same day, I was in contact with Bald Angels Charitable Trust who were able to offer practical, financial and emotional support.

This rangatahi has now joined the rugby club, fully kitted out and training regularly. Thanks to a Bald Angels mentor taking him shopping and purchasing what he needed.

He now has a big smile on his face, and he is on a new path.

This experience of working with the directory leads me to share the directory wherever I can, so that others know about this easy to use and free resource.”

Student counsellor on placement at a local school

## Meet the Governance Board



Caleb  
Chairperson



Lee Reygate  
Vice-Chairperson



Maurice Murphy  
Treasurer



Clayton Rangitua  
Cultural Advisor



Josh Lee



Selena Griffith

## Meet the Clinical Supervisor & Facilitators



Ruth Jillings Ph.D  
Clinical Supervisor



Maria Thorndyke



Nicola Duncan



Karen Venter



Angie Richardson



Lisa Mitchell



Tillie Lima



Sonia Lopez

## Meet the Team



Carol Ryan  
Chief Executive



Amberlee Wharton  
Portfolio Manager



Maria Thorndyke  
Operational Manager



Xiaoying Zhang  
Accountant



Sylvie Tierney  
Strengthening Families  
Coordinator



Yavanna Hallam  
Community Engagement



Amy Powles  
Programme Coordinator



Gabby Greene  
Support Coordinator



Becky Gong  
Wellbeing Administrator/  
Hub Coordinator



Sarah Bartlett  
Support Coordinator



Stephen Baker  
Project Manager  
Shared Vision



Kotaro Watanabe  
IT Coordinator



Linda Marsh  
Project Manager  
Whangarei



Shabnam  
Jalili-Moghaddam  
Community Resercher



Nabris Altayyar  
Project Coordinator

He aha te mea nui o te ao  
What is the most important thing in the world?  
He tangata, he tangata, he tangata  
It is the people, it is the people, it is the people

# THANK YOU!

## Funder & Supporters

Our work would not be possible without the support of our financial partners. We thank you wholeheartedly for your contributions, which greatly enhance our ability to generate wellbeing outcomes for diverse communities



To all the many wonderful individuals and organisations too numerous to name who have supported Hearts & Minds throughout the year, thank you!



# Annual Report 2022

Hearts & Minds believes in the power of community; we're stronger together. This directory is your pathway to the support and resources available in your local community.

 0800 468 288 or 09 441 8989

 [info@heartsandminds.org.nz](mailto:info@heartsandminds.org.nz)



Hearts & Minds