

Impact Report 2023–2024



Contents

Whāinga Vision	1
Context	2
Who are we and how do we work	4
What does our sector do?	5
Our impact at a glance	6
Strategic Goal 1:	8
He ārahi ki te haeata o te āpōpō Leading for a bright future	
Strategic Goal 2:	11
E tū ngātahi ana tatou We are in this together	
Strategic Goal 3:	14
He rāngai āhei, pakari, toitū A capable, strong, and sustainable sector	
Platform member organisations	16
Our board & staff	18
References	18



Whāinga Vision

Championing a strong and sustainable mental health and addiction non-governmental organisation (NGO) and community sector, growing healthy and connected communities.



Context

Our impact report gives you some of the highlights of what we achieved from 1 July 2023 to 30 June 2024, as we continue to positively support Platform member organisations and the wider mental health and addiction NGO and community sector.

The last few years have been a busy and eventful time for Platform. This is the second year of operating within a new health and disability system and structure, established on 1 July 2022 and headed by four main agencies: Health New Zealand | Te Whatu Ora, Māori Health Authority | Te Aka Whai Ora, Ministry of Health | Manatū Hauora, and Ministry of Disabled People | Whaikaha.

With the formation of a coalition Government at the end of 2023 consisting of National, ACT, and NZ First, coalition agreements were signed which included further changes to the structure

of the health and disability sector agencies. The Māori Health Authority | Te Aka Whai Ora was disestablished effective March 2024 and some of its function retained as a business unit with Health New Zealand | Te Whatu Ora.

The year began with the usual challenges of securing nationally consistent funding uplifts for contracts held by the mental health and addiction sector, increasing funding for wage rates for support workers, and advancing workforce initiatives seeking to engage and influence regional and national service improvement, with a focus on equity and inclusion of lived experience voices.

Continual restructures of roles and departments within government agencies have continued to impact communications and engagement with Platform member organisations, and the wider mental health and addiction NGO and community sector.

However, over the year Platform continued to provide a pivotal voice for its 89 member organisations to be heard at the highest levels of government agencies and Ministers within the New Zealand Government.

Over the year, a few significant events happened. Platform hosted an election debate ahead of the New Zealand General Election in October 2023, a new coalition government, led by the National Party, became the 54th New Zealand Parliament, New Zealand's first Minister for Mental Health was announced, and the Minister for Mental Health opened Platform's Members' Day with an announcement to trial a new mental health and addiction peer support service in emergency departments.

Platform is guided by the vision, purpose, principles, and goals as set out in our strategic intent 2023–2026.



Our strategic goals are:



1. He ārahi ki te haeata o te āpōpō Leading for a bright future

Through advocacy, lobbying, and disseminating information, Platform works to influence policy, regulation, and strategy within the health and social system.



2. E tū ngātahi ana tatou We are in this together

Fostering strategic partnerships and alliances to achieve collective impact.



3. He rāngai āhei, pakari, toitū A capable, strong, and sustainable sector

Supporting and connecting the sector to be well placed to facilitate the wellbeing of tāngata whai ora and whānau.

Our impact is only possible because of the support and expertise of our 89 member organisations. We acknowledge our members for their support of Platform.

Who are we and how do we work

Platform is a membership organisation and peak body representing the mental health and addiction NGO and community sector.

We directly represent and advocate for our member organisations, who provide support to tāngata whai ora (people seeking wellness) and their whānau, including Māori and Pasifika providers, and whānau and lived experience-led services.

In addition, Platform supports a wider network of mental health and addiction NGO and community organisations who share the same aspiration of a mental health, addiction, and wellbeing system and sector that is driven by the need for better and more equitable outcomes for all.

We work to ensure the mental health and addiction system supports NGO and community providers working across mental health, addiction, and wellbeing at all levels. We do this work so our members can focus on delivering high-quality services to tāngata whai ora, whānau, and communities.

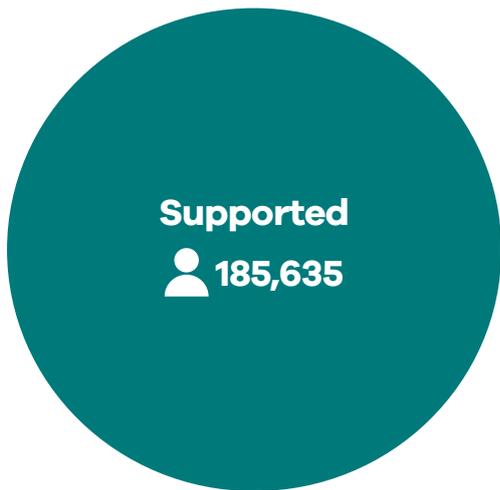


NGO and community providers hold a pivotal role in the mental health and addiction system, by providing a diverse range of supports to tāngata whai ora and whānau in their communities. Mental health and addiction NGO and community providers offer services ranging from early intervention connected to primary care and general practices, comprehensive services such as integrated employment and housing support, through to highly specialised services such as residential mental health and addiction and other drug (AOD) services.

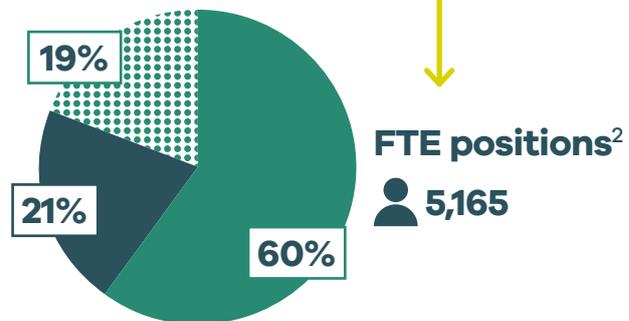
What does our sector do?

Recent data from 2022–2023 shows:

NGO and community providers supported people who used Access and Choice services, alongside primary care teams³



Specialist mental health and addiction services supported¹



- Support workers
- Registered health professionals
- Advisors, managers, and administrators

¹ Te Hiringa Mahara | Mental Health and Wellbeing Commission defines specialist mental health and addiction (or secondary care) services as those that respond to the needs of tāngata whai ora with the most severe and/or complex needs, and usually require a referral or assessment for entry.

² Employed and vacant positions.

³ Access and Choice services are services aimed at people with mild to moderate distress and include Integrated Primary Mental Health and Addiction Services (IPMHA), Kaupapa Māori services, Pacific services, and youth services. These services are provided by NGO and community services, as well as primary care teams and general practices.

Our impact at a glance

Our successes



89
Member
organisations

(85 in 2022–2023)



383

Leaders participated
and engaged in
members' forums

(350 in 2022–2023)



3

Member events
and workshops
hosted

(1 in 2022–2023)



39

Sector intelligence
gathered through regional
Navigate Groups

(42 in 2022–2023)



18

Submissions written

(14 in 2022–2023)



87

Advocacy & lobbying
briefings provided
to stakeholders

(79 in 2022–2023)



6

Parliamentary
Cross-Party
meetings held

(6 in 2022–2023)



70*

Policy templates available
in our policy library

(100 in 2022–2023)

* A significant number of policies were consolidated since Ngā Paerewa Health and Disability Services Standard NZS 8134:2021 took effect on February 2022 and others removed as they were no longer relevant to the sector.



476

Newsletter reach

(403 in 2022–2023)



26

Best practice and
organisational
development online
resources promoted

(14 in 2022–2023)



3,479

Number of visits to the
online policy library

(3,441 in 2022–2023)



868

Hours of pay
equity support and
engagement

(780 in 2022–2023)



Strategic Goal 1:

He ārahi ki te haeata o te āpōpō Leading for a bright future

Through advocacy, lobbying, and disseminating information, Platform works to influence policy, regulation, funding and strategy within the health and social system.

Over this year, we advocated and lobbied for a more equitable community-based mental health and addiction system, including, but not limited to, addressing:

1. Pay equity, parity, and relativity concerns.
2. NGO commissioning processes, contracting, and funding sustainability.
3. Reporting and audit burden.
4. Workforce concerns and sustainability.
5. Completion of actions set out in Kia Manawanui Aotearoa.

Here is some of the work that we are most proud of within this strategic goal.

Completed
18 submissions



to shape and inform policy, regulation, strategy, and system change relevant to the mental health and addiction system, and wider health and social sector.

- Wrote 12 reports and briefings to stakeholders, Government Ministers, and government officials that advocated for mental health and addiction NGO and community providers' needs and interests.

Supported the Equally Well Aotearoa backbone team to help achieve equity in supporting the physical health needs of tāngata whai ora by

attending 34
backbone team
meetings



to support the national strategic direction and supporting two lunchtime meet-ups for Equally Well champions.

We supported and advocated for the mental health and addiction NGO and community sector workforce.

- Highlighted the urgency to address pay parity in our Briefing to the Incoming Minister (BIM) sent to the new Government formed in late 2023 – this is a significant issue that is commonly raised by members and NGO and community providers within regional Navigate Groups.
- Participated and contributed to 115 meetings related to three care and support worker pay equity claims⁴.
- Participated and contributed to 32 meetings related to the frontline managers and coordinators pay equity claim⁵.
- Organised two events for leaders from Platform member organisations, to strengthen and grow mental health and addiction NGO and community sector leadership:
 - Co-produced and hosted a **collective impact workshop**, *collective impact to collective action: a movement to change*, co-facilitated alongside Collaborative Aotearoa, attended by 40 leaders.
 - Hosted our **Platform Members' Day**, which was attended by over 100 leaders. The theme of the Members' Day was *realising our opportunities, obligations, and potential*. The event was based on recommendation 34 from **He Ara Oranga: Report of the Government Inquiry into Mental Health and Addiction**, to engage in a national discussion to reconsider beliefs, evidence, and attitudes about mental health and risk.
- Supported mental health and addiction NGO and community sector workforce development initiatives:
 - Presented at two Te Pou-led Māhuri Tōtara Mental Health and Addiction Support Worker Summits.
 - Worked with Te Pou to give input into their work plan priorities for workforce development for the mental health and addiction NGO and community sector.
 - Hosted one Platform members' forum led by Health New Zealand | Te Whatu Ora, to support input into the mental health and addiction component of the Health Workforce Plan 2024/25.
 - Kaiāwhina Workforce Plan – participated in two Kaiāwhina Advisory Group and six sub-working group meetings.
 - Supported the establishment and growth of the **Mental Health and Addiction International Recruitment Pilot**, led by Health New Zealand | Te Whatu Ora:
 - » Attended 15 meetings related to the pilot, including advisory group meetings and with the candidate kaitiaki team who deal directly with international applicants, to support the pilot with knowledge about NGO and community provider interests and recruitment needs.
 - » Hosted one joint Platform and Health New Zealand | Te Whatu Ora Mental Health and Addiction International Recruitment Pilot webinar.
 - » Promoted the pilot and associated free resources in our monthly newsletter and through regional Navigate Groups.

4 Claim one – care and support worker pay equity claim, raised in July 2022 against 15 employers across the health and disability sector.

Claim two – care and support worker pay equity claim, raised in November 2023 against 114 employers across the health and disability sector.

Claim three – care and support worker pay equity claim, raised in December 2023 against 164 employers across the health and disability sector.

5 Frontline managers and coordinators pay equity claim, raised in September 2022 against 15 employers across the health and disability sector.



Strategic Goal 2:

E tū ngātahi ana tatou We are in this together

Platform facilitated a collaborative environment that enabled mental health and addiction NGO and community providers to be capable, connected, and sustainable.

By fostering strategic partnerships and alliances to achieve collective impact, we work towards a system that positively enables the whole mental health and addiction sector, the wider health and social system, and consequently tāngata whai ora, their whānau, and communities.

Below is some of the work that we are most proud of within this strategic goal.

We engaged and amplified the voices of tāngata whai ora, whānau, people with lived experience, Māori, and Pasifika within Platform's work programme.

- Elevated the voice, leadership, and input of people with lived experience, by appointing leaders with lived experience to the Platform Board.
- Met twice with lived experience leadership from within Platform member organisations.
- Elevated the voice, leadership, and input of Māori by appointing leaders to the Platform Board who whakapapa Māori and have rich experience with Māori frameworks and models of care.

We supported political advocacy and cross-party collective action on priorities that championed the mental health and addiction NGO and community sector.

Coordinated and hosted the mental health & addiction 2023 election debate



in August 2023, attended by four leading political candidates⁶. Over 200 people joined in person, and an additional 500 registered to watch the debate online.

- Provided secretarial support and coordinated six Cross-Party Mental Health and Addiction Wellbeing Group meetings, which had representation from all political parties in Government. The Group's purpose is to demonstrate collective and enduring political commitment to mental health and addiction system change, highlight emerging issues, and champion innovation.
- Coordinated development and the release of the report *Under One Umbrella – Integrated mental health and addiction care for young people*.

⁶ In attendance were Dr Ayesha Verrall (Labour), Brooke van Velden (ACT), Chlöe Swarbrick (Greens), and Matt Doocey (National).

We fostered strategic partnerships and alliances to champion a mental health and addiction sector that is community-led, capable, and connected.

- Met four times with the Minister for Mental Health, Hon Matt Doocey, to champion and advocate for mental health and addiction NGO and community sector needs and interests.

Participated in 39 meetings with key stakeholders



including representatives from the Mental Health and Wellbeing Commission | Te Hiringa Mahara, Health New Zealand | Te Whatu Ora, Māori Health Authority | Te Aka Whai Ora, Ministry of Health | Manatū Hauora, and mental health and addiction workforce centres.

- Developed strategic and purposeful relationships by participating in a total of 19 network forums, to represent the needs of the mental health and addiction NGO and community sector.
- Developed international relationships to build knowledge on advances and trends in mental health and addiction systems and collective impact for intermediary organisations, by participating in six Global Leadership Exchange (GLE) intermediary match meetings.
- Co-hosted a 3.5-day intermediary organisations match as part of GLE in the Netherlands in June 2024, which was attended by 12 leaders from intermediary organisations who were based across New Zealand, United States, Canada, the Netherlands, and Norway.

We supported and facilitated connections between mental health and addiction NGO and community providers at local, regional, and national levels.

Worked alongside and gathered sector intelligence



on mental health and addiction NGO and community sector issues and opportunities, by being present at 29 regional Navigate Group meetings.

- Worked with the chairpersons from each regional Navigate Group to share information and identify priorities of collective interest by seeking their input on key issues.
- Organised and hosted 10 Navigate Group Chairperson forums.



Strategic Goal 3:

He rāngai āhei, pakari, toitū A capable, strong, and sustainable sector

We empowered Platform members, and consequently, the wider mental health and addiction NGO and community sector, to connect, collaborate, and demonstrate their strengths, so they can be well placed to facilitate the wellbeing of tāngata whai ora and whānau.

We supported mental health and addiction NGO and community providers to participate and be informed about system and service opportunities and identify concerns where more support or advice is needed.

Below is some of the work that we are most proud of within this strategic goal.

Hosted 10 virtual Platform members' check-in forums



with presentations and discussions on strategic and operational matters of importance to Platform members.

- Published 11 newsletters with a subscription base of over 476 people including key stakeholders and government agencies.

We supported best practice, innovation, and organisational development so that mental health and addiction NGO and community providers can demonstrate their value in supporting tāngata whai ora, their whānau, and communities.

- Profiled 26 best practice and organisational development online resources in the Platform newsletter, including revised and new policies hosted in the online Platform policy library.
- Co-hosted a mental health and addiction sector PRIMHD hui, alongside the Mental Health and Addiction Key Performance Indicator (KPI) Programme.
- Attended six Mental Health and Addiction KPI NGO stream leads meetings, to influence and advise on data and evidence that supports the value of NGOs in tāngata whai ora and whānau service journeys.

Hosted the policy library on the Platform website



totaling 70 policies at the end of the year, with 20 new policies added or updated, and a total of 3479 visits over the year.



Platform member organisations

None of our work would be possible without the support, expertise, and relationships we hold with our network of Platform member organisations.

Able Charitable Trust. ADL – Supporting Young People Ltd.
Anxiety NZ. Arahura Charitable Trust. Arataki Ministries.
Asian Family Services. Atareira. Balance Aotearoa.
Beth-Shean Trust. Braemore Lodge. Brave Hearts NZ.
Changem Ltd. Changing Minds. Comcare Charitable Trust.
Corstorphine Baptist Community Trust. Creative Art / Artsenta.
Dalcam Healthcare. Dayspring Trust.
Delamore Support Services Ltd. Depression Support Network.
Ember Korowai Takitini. Emerge Aotearoa. Equip.
Goodwood Park Healthcare. Hanmer Clinic Tauranga.
He Waka Tapu. Health Action Trust (Nelson).
Healthcare NZ (Mental Health NZ).
Higher Ground Drug Rehabilitation. Kāhui Tū Kaha.
Kia Puāwai. Kites Trust. Koputai Lodge Trust. Le Va.
Life Matters Suicide Prevention Trust. Linc Support Services.
LinkPeople Ltd. Mahitahi Trust. Mana o te Tangata.

Each of these organisations has committed to supporting our vision and purpose, as we work towards a mental health and addiction system that recognises and champions the vital role of community organisations, leadership, and connection.



MASH Trust. Mental Health Education and Resource Centre.
Mental Health Foundation of NZ.
MHAPS – Mental Health Advocacy and Peer Support.
Mind and Body Consultants Ltd.
Mirror Services / Aroha ki te Tamariki. Oasis Network Inc.
Odyssey. Odyssey House Trust Christchurch.
Otago Mental Health Support Trust. Pact Group. Pathways.
Penina Trust. Presbyterian Support Otago.
Problem Gambling Foundation (PGF). Progress to Health.
Pukeko Blue Ltd. Purapura Whetu Trust.
Refugees as Survivors NZ. Rubicon Charitable Trust.
South Island Needle Exchange Trust.
St Mark's Addiction Residential Treatment Centre.
Stand Children's Services Tū Māia Whānau. Step Ahead Trust.
Stepping Out Hauraki Inc. Stepping Stone Trust.
Supporting Families Manawatu.
Te Awhi Whanau Charitable Trust. Te Kotuku Ki Te Rangī.
Te Paepae Arahi. Te Pou. Te Puna Hauora o Te Raki.
Paewhenua. Te Puna Oranga. Te Rūnanga O Kirikiriroa.
Te Waka Whaiora Trust. Te Whare Mahana. The Lifewise Trust.
The Salvation Army. Toi Ora Live Art Trust. Tui Ora.
Turning Point. Vaka Tautua. WALSH Trust.
Whatever It Takes Trust. Wild Bamboo.
WISH Trust (Waiheke Island Supported Homes Trust).
Work Opportunities Trust. Workwise.
Yellow Brick Road. Youthline.



Our board & staff

We have a sector-led Board made up of representatives from our member organisations

Sally Pitts-Brown | Chairperson

Chief Executive of Pathways

Naomi Cowan | Deputy Chairperson

Chief Executive at Equip

Karleen Edwards | Deputy Chairperson

Chief Executive of MASH Trust

Karaitiana Tickell

Kaiwhakahaere Matua at Purapura Whetū Trust

Deb Fraser-Komene

Director at Whakaata Tohu Tohu | Mirror Services (new in 2023)

Michael Douglas

National Operations Manager AOD Services at The Salvation Army (new in 2023)

Phyllis Tangitu (Ngāti Ranginui, Ngāti Awa, Ngāti Pikiao (Te Arawa), Ngāti Haua (Waikato) Mana Whakahaere at Emerge Aotearoa (new in 2023)

Clive McArthur

Chief Executive of ADL – Supporting Young People (new in 2024)

John Moore

Chief Executive of Yellow Brick Road (new in 2024)

Kristina Sofele

National Regional Manager at Vaka Tautua (departed in 2023)

Gemma Griffin

Director of Changem Ltd. (departed in 2024)

Our staff

Memo Musa

Chief Executive

Abigail Freeland

Policy Analyst

Kate Bell

Membership Engagement Co-ordinator

References

Te Hiringa Mahara–New Zealand Mental Health and Wellbeing Commission.

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Te Pou. (2023). *NGO workforce estimates 2022: survey of adult alcohol and drug and mental health services*.



