



AT ITS HEART THE SUPPORT SHOULD BE PERSON-CENTRED, RELATIONAL, AND COLLABORATIVE

These are a set of core principles which will help *Awhi Ora – Supporting Wellbeing* to develop and grow successfully



Guiding the development of Awhi Ora – Supporting Wellbeing

At its heart the support should be person-centred, relational, and collaborative.

This initial set of ideas informed the creation of the Support Hours prototype and now sits at the heart of the development and growth of Awhi Ora – Supporting Wellbeing.





Principles for practice

These principles have been identified through the assessment of the prototype, and will help to replicate success as Awhi Ora – Supporting Wellbeing develops and grows.

We call them *Principles for Practice* and they act as actionable concepts that should inform decision making for GPs and NGOs.

The need for these principles is actively demonstrated on the following pages through the stories and voices of the people we engaged with. These are success stories and quotes from real people involved with the prototype.



1 BE IN, AND OF, THE PLACE WHERE YOU ARE WORKING



2 BE HIGHLY CONNECTED



3 ESTABLISH SHARED UNDERSTANDING AND LANGUAGE



4 GIVE PEOPLE CHOICE INCLUDING CULTURAL CHOICE IN THE SERVICES REQUIRED



5 THIS WILL TAKE TIME, AND NEED A NETWORK OF PEOPLE



6 THIS IS A 'POINT IN LIFE'



7 AN OUTCOME FOCUS: MOVING FROM EXISTING TO THRIVING



1 BE IN, AND OF, THE PLACE WHERE YOU ARE WORKING



An NGO being located 'in this place' is an important way to grow recognition, legitimacy and trust with people who are 'of this place' – the identity factor.

Success Story:

We met a couple at the local marae who were worried about their nephew. His challenge was not getting much sleep, not having any routines and feeling very anxious. Success for Auntie and Uncle was being able to go to work knowing he now has a support worker who is walking alongside, supporting him to build his self-esteem and establish some routines.

"The benefit with [being in the community] is they might not want to use the service, but they get used to talking with you and they may want to tell someone else"

- NGO Support Worker

"Every Wednesday we have a chat outside and I help him with a couple of things but he's not actually engaging with the service... but he's always there and I always say hello"

- NGO Support Worker

2 BE HIGHLY CONNECTED



Connections are all about building good relationships. This is about intentionally setting time aside, and understanding that good relationships do not just happen through being co-located. Frequent informal meetings, phone calls, e-mails and conversations over the jug really help. When care is taken to build and maintain good relationships, great outcomes are possible.

There are currently two key relationships: Person & Support Worker, GP & NGO. The third key relationship is between NGOs. Those must be strengthened in order to increase the transparency across the network - the nuances of which need to be person-centred and defined by the person needing support.

"Having karakia and church has really moved her back [into the community], connected her back to church now"

- NGO Support Worker

"You can talk to [the support worker], she might not understand some things but she's really prepared to sit down and listen"

- A person who has experienced support



3 ESTABLISH SHARED UNDERSTANDING AND LANGUAGE



Those in primary and secondary care often use different language which may not translate across areas. It is important to understand the power that language has, and the effect this can have on people needing support. In order to engage people, we need to ensure that we use common language everyone can understand.

Mental health stigma in the community matters too. People are much less likely to access the support that might help if it is called mental health support. People don't identify themselves, nor do they want to be identified as having mental distress or mental health issues.

"He needs things explained in just plain English, not these complicated words... if it gets a bit complicated... then she explains it in English. It's quite good"

- A person who has experienced support

"Changing the language we use... When meeting people I don't refer to them as client, consumer I refer to them as the person, or as whānau"

- NGO Support Worker

4 GIVE PEOPLE CHOICE INCLUDING CULTURAL CHOICE IN THE SERVICES REQUIRED



Match the support service to the person and the cultural makeup of the community. This can help to create confidence and trust in the service. This is related to breaking down the stigma attached to mental health and wellbeing services.

"Kindness to people that's all I need. Everyone can help everybody, any religion, we are the same... He's a nice Kiwi guy"

- A Burmese woman who has experienced support

"I prefer to work with Māori workers with a level of biculturalism and Te Reo...I just don't need the barriers"

- A person who has experienced support



5 THIS WILL TAKE TIME, AND NEED A NETWORK OF PEOPLE



Understand that restoring wellbeing takes time. Relationships must be built, and people must have time to stand on their own feet and take ownership of their goals. From the first contact, consider how to develop an informal support network (i.e. whānau/community) around a person to create long-term wellbeing.

Success Story:

We met... a mother who was feeling like life was getting overwhelming, couldn't see a way out, and was struggling at work. Her challenge was... to have time away from work in order to feel well again, while maintaining employment and supporting her family. Success for her was... being supported (walking alongside) in a way that allowed her to stay in her job while working on her wellbeing, and having her family understand how they could help her.

"I'm really fortunate that we... are just a little more slow, a little bit more roll with the punches"

- NGO Support Worker

"A lot of people... will have deeper issues... those things are going to take longer because we need to sort out what's bothering them before they can work on anything else"

- NGO Support Worker

6 THIS IS A 'POINT IN LIFE'



For most people a need for support will occur at a point in their life. It is not their whole life. Their identity is not tied to being in a challenging place, or being labelled a 'consumer' of mental health. Support is about reassuring and normalising their need, and recognising that they haven't yet hit the wall. Many people are new to the support. We have an opportunity to be preventative.

"It was an up and down journey... but the up times were really good and those times I will cherish... all that other stuff I just... need to get rid of that. I'm glad someone came to talk to me about it because I didn't think anything was gonna happen"

- A person who has experienced support

"On my file [with the GP] I would like to say I am a happy and healthy person who when coping can do this, this and this... They only see me when I'm unwell, they don't see me when I'm well"

- A person who has experienced support



7

AN OUTCOME FOCUS: MOVING FROM EXISTING TO THRIVING



From the outset, we make sure we are looking at ways to maintain wellbeing once support has ended. We must also recognise that some people may struggle to look beyond their day-to-day life initially if their basic needs are not being met. The outcomes we're working towards are determined by what matters to the person. Timing of visits should also be determined by what the person needs.

"They're not sure about what their goals are because they're trying to survive"

- NGO Support Worker

"You start with small things; it's that whole climbing up the mountain thing. And also because you know that once a week you will be meeting with somebody and they are going to ask... and you can say, yeah I've done this, you can tick this... they're helping you to progress"

- A person who has experienced support