

## Independent Evaluation Report - Summary

June 2024

By Dr Delwyn Goodrick, Independent Evaluator



## Acknowledgements

I unexpectedly became a resident of Queenstown during the early phases of COVID-19. Planes and travel stopped. Community activities and events came to a halt, and movement outside the home was restricted. I witnessed the profound impact of COVID-19 on local businesses and the community, experiencing first-hand the uncertainties and social isolation brought about by the pandemic.

The opportunity to be involved in the external evaluation of [Te Hau Toka Southern Lakes Wellbeing Group](#) (Te Hau Toka), a community-based, community-led initiative, has been extremely rewarding. The mahi being undertaken to support mental wellbeing makes me proud to be a member of the Southern Lakes community.

Without exception, everyone I contacted was enthusiastic about engaging in the data collection activities associated with this evaluation (predominantly between 2021-2023 during the most active phases of implementation and actions). Their willingness to respond to calls and emails whilst dealing with their own challenges was heartening and appreciated. A huge thank you to all who participated for your time, commitment and helpful feedback.

This report would also not have been possible without the collegiality and support of Te Hau Toka, a group of experienced, knowledgeable and connected individuals who 'walk the talk' of community wellbeing. Thank you to all members for your assistance and active participation in the evaluation.



**Dr Delwyn Goodrick**

**Report author and independent evaluation specialist**

[Biography](#)

## Contents

<b>Evaluation summary – key findings.....</b>	<b>5</b>
The numbers.....	5
Programme initiatives and outcomes .....	6
Summary of challenges and learnings.....	8
Summary of the twelve enablers for community engagement .....	9
<b>Introduction and background .....</b>	<b>11</b>
Formation of Te Hau Toka Southern Lakes Wellbeing Group .....	11
Objectives of Te Hau Toka.....	12
Principles informing Te Hau Toka.....	12
Group processes.....	13
Evidence-based frameworks used.....	13
Logic map of key Te Hau Toka initiatives .....	13
A timeline of Te Hau Toka .....	15
<b>Methodology - overview of the evaluation approach and key evaluation questions.....</b>	<b>16</b>
Evaluation objectives.....	16
Conditions for success .....	16
Focus on activities and short-term outcomes.....	16
Challenges in evaluating community-level programmes .....	16
Evaluation of processes and implementation outcomes .....	17
Methods of data collection and analysis.....	17
<b>Findings – process and intervention outcomes.....</b>	<b>18</b>
Process outcomes.....	18
Process Outcome 1: Alignment of initiatives with community priorities .....	19
Process Outcome 2: Engagement with local iwi .....	20
Intervention outcomes - what difference did Te Hau Toka make?.....	21
Intervention Outcome 1: Improved mental health and wellbeing literacy.....	21
Intervention outcome 2: Improved knowledge about ways to support mental wellbeing .....	23
Intervention outcome 3: Improved access to community-led initiatives that support wellbeing.....	28
Signature Initiative: The Connecting Communities microfund .....	28
Intervention outcome 4: Stronger partnerships to support and sustain mental wellbeing .....	32
<b>Sustainability and legacy .....</b>	<b>33</b>
Legacy Initiative - Te Pou partnership – Youth Mental Health First Aid programme .....	33
Legacy Initiative – Libraries and mental wellbeing .....	36
Legacy initiative - Network of local wellbeing champions .....	36
Legacy initiative - Supporting Māori and celebrating Te Ao Māori.....	37
<b>Evaluation synthesis – what have we learned? .....</b>	<b>39</b>

Evaluation Findings.....	39
Challenges and learnings.....	40
Twelve enablers for community engagement.....	41
<b>Conclusion .....</b>	<b>45</b>
<b>Appendix 1: Case profiles .....</b>	<b>46</b>
Profile: Connecting Communities Microfund - Wakatipu Senior Citizens Association ‘Pamper Day’ ....	46
Profile: Connecting Communities Microfund - MINT Adventure Camp.....	47
Profile: Partnership funding - Fiordland Matariki Hampers for seniors.....	49
Profile: Partnership Funding: A successful business-community partnership with iFLY.....	51
Profile: Partnership funding: GoodYarn mental health and wellbeing literacy programme .....	54
<b>Appendix 2: Data collection matrix for the evaluation of Te Hau Toka .....</b>	<b>55</b>
<b>Appendix 3: Rubric Assessment - Te Hau Toka alignment with co-design report recommendations ....</b>	<b>57</b>
<b>Appendix 4: Examples of mental wellbeing materials produced by Te Hau Toka .....</b>	<b>59</b>

## Evaluation summary – key findings

There is strong consensus among mental health professionals that there needs to be a paradigm shift toward strategies that promote mental wellbeing. Community-based health promotion activities may reduce pressure on front-line services while also strengthening individual and community resilience.

Evidence-based activities implemented by Te Hau Toka promoted wellbeing, amplified existing or planned community wellbeing initiatives, and gave people ‘permission to speak’ about mental wellbeing. This evaluation report identifies that Te Hau Toka has contributed to the following outcomes:

- Improved mental health and wellbeing literacy
- Improved knowledge about ways to support mental wellbeing
- Improved access to community-led initiatives that support mental wellbeing
- Strengthened partnerships to support and sustain mental wellbeing.

**The overall conclusion of the external evaluation is that Te Hau Toka was an effective programme for promoting mental wellbeing in the Southern Lakes region.**

### The numbers



#### **556** small community-led initiatives

total spend via Connecting Communities microfunding was \$504,000. This was spread across 556 individuals and not-for-profit groups in Queenstown, Wānaka, Cromwell, and Fiordland to help people improve mental wellbeing, social connection and resilience in their own communities.



#### **18** partnerships supporting **86** larger initiatives

with a range of not-for-profit Southern Lakes organisations including councils, industry associations and social service providers. These partnerships amplified existing programmes of work that were focused on mental wellbeing.



#### **38** evidence-based training programmes

with credentialed organisations to deliver mental health literacy programmes like Mental Health 101 and GoodYarn direct to communities as well as targeted professional development workshops.



#### **4** regional co-ordination roles

to provide programme support across the Southern Lakes region – two navigator roles, one communications role, and an independent evaluator. The navigator and communication roles were key to co-ordinating, facilitating and promoting events and activities and developing resources. The evaluator provided a robust independent evaluation of Te Hau Toka’s programme of work.



#### **14** key agencies working together

through Te Hau Toka to provide a co-ordinated response to COVID-related mental health impacts. Many more partners also collaborated on the response.

## Programme initiatives and outcomes

Te Hau Toka invested in a number of key programme initiatives across the communities, including:

### a) A comprehensive situational assessment/co-designed plan

[Leadership Lab](#) was commissioned to engage with Southern Lakes residents, service providers and experts to understand what initiatives were needed to improve collective community mental wellbeing. Over 250 people participated in the co-design process across the region. Five priority communities were identified; child, youth and families; business; migrant communities; new/expectant parents; and seniors. This early work shaped the principles and programme model underpinning Te Hau Toka and guided the criteria to assess proposed mental wellbeing initiatives.

### b) Fast, flexible and responsive 'Connecting Communities' microfunding

Three Connecting Communities funding rounds were held each year, with individuals and not-for-profit groups in the Southern Lakes region able to apply for up to \$1,000 to offer general or targeted community activities to support mental wellbeing. The criteria was based around their alignment with evidence-based wellbeing strategies 'the Five Ways to Wellbeing' and 'Te Whare Tapa Whā'.

A total of \$504,000 was allocated over eight funding rounds to 556 groups to lead wellbeing activities across the region. The majority of initiatives were targeted to the priority groups identified in the co-design process.

### c) Partnership grants

In addition to its community microfunding initiative, Te Hau Toka invested in 18 partnerships with well-established and respected not-for-profit organisations to support larger-scale mental health, wellbeing and resilience initiatives. The focus of these larger grants was to build on initiatives that were already working well within the community and extend their reach with the aim of helping them become sustainable in the longer term, or to support trialling of new projects that promoted wellbeing.

### d) Community Wellbeing Navigator roles in Central Lakes and Te Anau

Mental health navigators were employed to provide 'on the ground' connection and support within their communities. The navigators became a key point of reference for the community – the visible face of Te Hau Toka providing information and brokering activities for mental wellbeing.

Efficiencies created by the two roles were evident in the evaluation. Successful initiatives working well in one location could be quickly adapted and efficiently delivered in other communities with the support of the community navigators.

### e) Communication, community engagement, marketing and publicity of the programme

Te Hau Toka recognised the need for clear and consistent framing of key health promotion messages. An experienced communications and engagement specialist was contracted to support and promote mental wellbeing initiatives and provide information about wellbeing across the Southern Lakes region.

Te Hau Toka created a range of resources and used communication channels to spread mental wellbeing messaging. These were shared with the community through a dedicated section on the Southern Health website, a Facebook page and a monthly MailChimp newsletter, the recipients of which represented a large proportion of key stakeholders around the region. Communications and key messaging, shared through partners and campaigns, also extended the reach of Te Hau Toka activities across communities.

The co-design of Te Hau Toka's plan in August 2021 and its 'Stronger Together community hui' in May 2023 were two key examples of the group's community engagement initiatives. The hui brought together more than 75 in-person attendees from local government, business, healthcare and social

service agencies across the Southern Lakes region, with more watching the livestream or viewing the recording and presentation materials. The post-event survey, together with feedback on the day, indicated that the hui was valued by people who attended. Attendees suggested that more regular opportunities to connect, share and learn would be valuable.

**f) Evidence-based mental health training**

Te Hau Toka invested in, or partnered with others, on a number of evidence-based training programmes, such as Blueprint Mental Health 101, Youth Mental Health First Aid, Perinatal Anxiety and Depression Aotearoa (PADA), and GoodYarn. It supported these initiatives to increase their reach to the community and worked with providers to ensure safety plans were in place.

Feedback from evaluations of the training programmes indicated that participants' understanding of mental health had improved. Individuals who attended them reported that they were willing to share their new knowledge and felt more prepared to support their own, and others' mental wellbeing.

**g) Creating an evidence base for learning and accountability**

Te Hau Toka was committed to monitoring and evaluating its approach and activities to support reflection, learning, transparency and accountability. It undertook a range of measures to document and share its work and learnings, including various reports and hosting the Stronger Together hui.

It also commissioned an independent evaluation of Te Hau Toka and its initiatives in September 2022 [this report]. The intention was to collect evidence about the effectiveness of Te Hau Toka as a mechanism to promote mental wellbeing, to showcase learnings and share insights to support future community-led approaches within the region. Materials and reports created by Te Hau Toka will be made freely available in order to share the group's learnings with others.

Te Hau Toka was also aware that there was a lack of consistent data to benchmark the region's mental wellbeing against other regions, and collaborated with a range of agencies to support the development of reliable datasets in the Southern Lakes region. While this continues to be work in progress, it represents Te Hau Toka's engagement in improving the evidence base about mental wellbeing.

## Summary of challenges and learnings

Te Hau Toka implemented and supported a range of initiatives to promote mental wellbeing. Initiatives were informed by their alignment with the Five Ways to Wellbeing and Te Whare Tapa Whā and to local priorities identified in the initial co-design process. However, not everything worked as planned. During implementation a lot has been learned about how context shapes the way particular initiatives work.

Implementation timeframe: The two-year funding period for COVID-19 was based on the premise that community recovery would be achieved within a certain timeframe. Experience has shown that this has not been the case. There are still a range of issues such as accommodation availability, worker shortages, and social isolation that need to be addressed in Southern Lakes communities.

Covid-19 lockdowns and restrictions created challenges and delays on some scheduled activities. With limited resources and personnel availability, it was difficult to execute the planned spending – to co-design a plan and source, prioritise, agree, contract, implement and evaluate projects – all within the funding timeframe. A wider implication for funding agencies is that accountability needs to be balanced with flexibility in determining end dates to mental health wellbeing projects.

Te Hau Toka processes: Te Hau Toka group members had diverse expertise and experience in clinical mental health and community development. The group needed to learn how to work together effectively and support communities to lead their own recovery. The group relied heavily on the Southern District Health Board administration system which was provided at no cost to contract and pay providers. While this significantly reduced the group's overheads and allowed it to directly invest the money in community initiatives, it was time-intensive for the Health Board staff.

Engagement with the tourism sector: Initial engagement around wellbeing with the business sector was challenging as many local businesses were focusing their efforts on survival - on maintaining their business and applying for wage subsidies and Regional Business Partners (RBP) grants. It took time to build relationships with business and ensure that initiatives focused on issues of interest and relevance for them.

Funder relationship: MBIE provided funding for the group in July 2021. While quarterly reports were submitted to MBIE and key staff received communications, little feedback was received. Te Hau Toka also invited MBIE representatives to attend the Te Hau Toka community hui in May 2023, the purpose of which was to identify steps to support sustainability and to synthesise learnings from the evaluation. However, no representatives were able to attend. Te Hau Toka sees this as a limitation both in reaching a strategic agency and providing an opportunity to contribute to evidence that may be of national benefit.

Initial engagement with iwi: Iwi groups in the Southern Lakes region work independently for a range of cultural, organisational and practical reasons. It was challenging for Te Hau Toka to source appropriate representation to guide the group's decisions and actions. This was addressed in 2022 through the appointment of Jo Brand on behalf of the Tuawhenua Kahui and seven runaka.



## Summary of the twelve enablers for community engagement

The development and implementation of Te Hau Toka has generated 12 enablers for community engagement. They are summarised below and elaborated on throughout the report.

- 1) A collaborative platform to focus implementation efforts
- 2) Funding to extend reach
- 3) Dedicated support for programme administration
- 4) Investing in early wins
- 5) Trusting the community to lead
- 6) Partnering with community groups to amplify the reach and sustainability of initiatives
- 7) Focusing on developing and strengthening community leaders
- 8) Clarifying the ingredients for good partnerships
- 9) Transparency and accountability across the programme of work
- 10) Find the sweet spot with business
- 11) Emphasis on sustainability and spread
- 12) Tailor communication to audiences.



## Introduction and background

The pandemic had an unprecedented impact on the economic and social wellbeing of those living and working in Aotearoa.

Precautions designed to slow the spread of COVID-19 resulted in the suspension of domestic and international travel, effectively halting tourism and influencing the economic, social and mental wellbeing of the entire country.

Queenstown Lakes and Fiordland took a bigger hit than most other areas because of their heavy reliance on tourism. Pre-COVID, tourism accounted for 64% of all jobs in the Queenstown Lakes district. International travellers contributed 63% of all tourist spending and tourism and hospitality made up almost 40% of the region's GDP. A report by Infometrics on the economic impact of COVID-19 on the Queenstown Lakes region described it as the 'biggest economic shock experienced in living memory'.

The economic impact on business and tourism had a significant flow-on effect to the mental wellbeing of the entire community. These effects were exacerbated by the uncertainty of the pandemic and limited social interaction and became particularly evident in vulnerable groups.

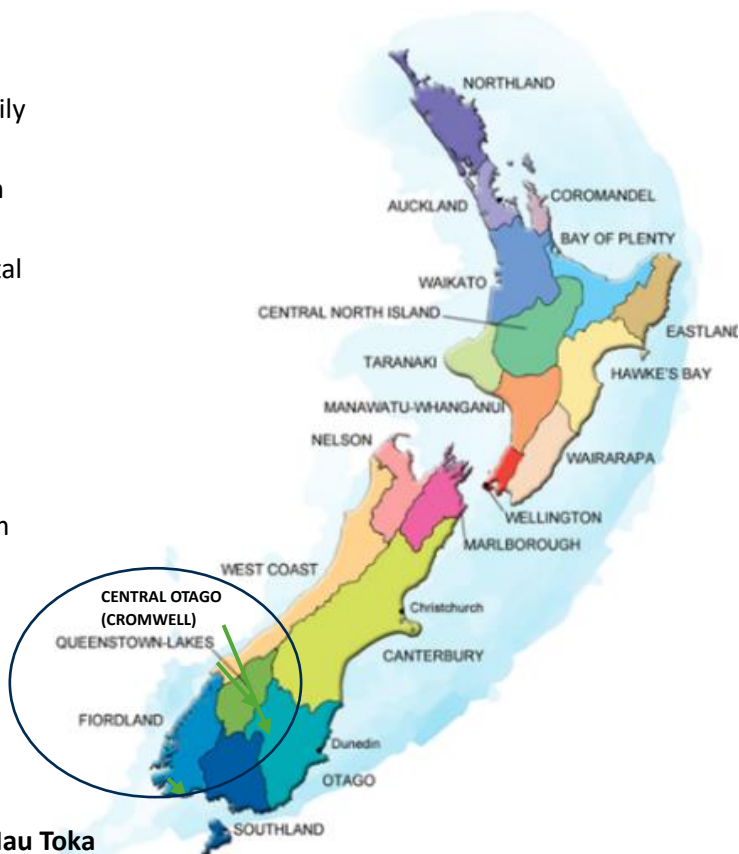
### Formation of Te Hau Toka Southern Lakes Wellbeing Group

A group of individuals working within healthcare, social agencies and local government came together during the early stages of the pandemic in 2020 to identify strategies to support mental wellbeing in the community.

The group was particularly concerned about the negative effects of uncertainty exacerbated by daily media coverage. They felt a unified voice was needed to present a more nuanced interpretation of the challenges facing local communities, along with health promotion messages to support mental wellbeing.

Te Hau Toka was initially called the Central-Lakes Mental Wellbeing Recovery Group. It was led by the Southern District Health Board and the Southern Mental Health and Addiction Network Leadership Group. It included representation from iwi, WellSouth Primary Health Network, Queenstown Lakes District Council, and Central Lakes Family Services (and, from 2021, the Fiordland Wellbeing Collective).

The group met weekly to share knowledge, insights and ideas to coordinate a joint response.



**Figure 1: Geographical areas of focus for Te Hau Toka**

---

*“One of the unique aspects of our group is that we formed through a common concern and vision for change. We didn’t come together because our organisations told us we had to or because we got funding. We came together to address what we were seeing in our communities and because we knew that, together, we could make a difference.” [Te Hau Toka member]*

---

## Objectives of Te Hau Toka

Build	Equip	Empower	Ensure
Support community wellbeing & build community resilience	Equip people to look after their mental wellbeing (by building resilience & strengthening natural supports)	Empower a community-led response and recovery	Ensure awareness of pathways to care in community, primary & secondary settings

These four objectives place a clear emphasis on health promotion and align with the focus areas identified in the [Kia Kaha, Kia Maia, Kia Ora Aotearoa: Psychosocial and Mental Wellbeing Recovery plan](#).<sup>1</sup> The plan describes the interface of community and health organisations as working at “the thick base of the triangle”, addressing the antecedents to mental health challenges, and supporting early responses.

Community health promotion involves a range of actions at multiple levels. Te Hau Toka was aware that supporting community mental wellbeing would require both universal and targeted interventions – it was clear that a single initiative would not be enough. Universal initiatives were needed to help to spread benefits widely across local communities. Specific targeted initiatives were also needed to reach groups identified as most vulnerable to ensure messages reached them and were tailored to their needs.

## Principles informing Te Hau Toka

These considerations were reflected in a set of principles Te Hau Toka developed to shape the direction and focus of its activities.

Te Hau Toka Principles	Definition
<b>Communication and health promotion (information and community messaging)</b>	Enhance health promotion activities and amplify messaging through targeted funding and by partnering with other agencies.
<b>Partnership and Networks (collective effort and collective impact)</b>	Join forces with healthcare, council, business and community agencies to align messaging and target funding.
<b>Bring surprise and delight</b>	Engage with creative industries/people (e.g. Te Atamira) to fund initiatives which surprise and delight/build collective hope and belief.
<b>Not reinventing the wheel</b>	Avoid duplication of effort. Join with other programmes that are wellness-based, and link funding requests to Te Hau Toka to other funding opportunities (e.g. environment, arts).
<b>Make use of opportunities</b>	Systematically gather ideas of potential new initiatives, including programmes and activities already in place/being implemented, with a view to contributing partial or full funding to amplify outcomes.

<sup>1</sup> [Kia Kaha, Kia Maia, Kia Ora Aotearoa: COVID-19 Psychosocial and Mental Wellbeing Plan](#)

## Group processes

Te Hau Toka comprised individuals with knowledge and experience working within mental health and wellbeing across the region but one of its striking features was the way the group worked. Weekly meetings kept the group on track with progress, decisions and agreements. The meetings also provided an opportunity to share insights from members' work in the communities. Members also shared information about Te Hau Toka across their networks<sup>2</sup>.

There was, according to some group members, an initial divide between community and clinical perspectives on mental health and wellbeing. The group needed to learn how to work together to formulate a programme of work that was evidence-based but also had the flexibility to facilitate community-driven solutions. Even when there was disagreement about potential initiatives, members reported there was always professional and collegial respect.

## Evidence-based frameworks used

The Five Ways to Wellbeing and Te Whare Tapa Whā are recognised as effective evidence-based wellbeing frameworks. They offer simple guidance about what individuals can do to support their mental wellbeing. Te Hau Toka promoted both frameworks and used them to inform criteria for programme investment.

- The [Five Ways to Wellbeing](#) framework was created as a result of the New Economics Foundation's (NEF) Foresight Project on Mental Capital and Wellbeing research report and has been used internationally by people, communities and organisations looking for simple ways to improve mental health and wellbeing. The framework was adapted by the New Zealand Mental Health Foundation in 2019 to guide health promotion, and a range of materials and resources has since been developed to support people to improve their wellbeing. In New Zealand, research by Mackay et al (2019) found that participating in any of the Five Ways to Wellbeing was associated with higher levels of wellbeing.
- Māori recognise the interdependence of mental health with physical, spiritual and social health. In 1984, Sir Mason Durie developed [Te Whare Tapa Whā](#) as a holistic framework for Māori health and wellbeing.
- There is much overlap between the concepts in both frameworks. The pillars of hauora (health and wellbeing) that form the Māori health model relate to one or more of the Five Ways to Wellbeing, with the important addition of Whenua [place, land, roots] in Te Whare Tapa Whā.

### The Five ways to Wellbeing



### Te Whare Tapa Whā



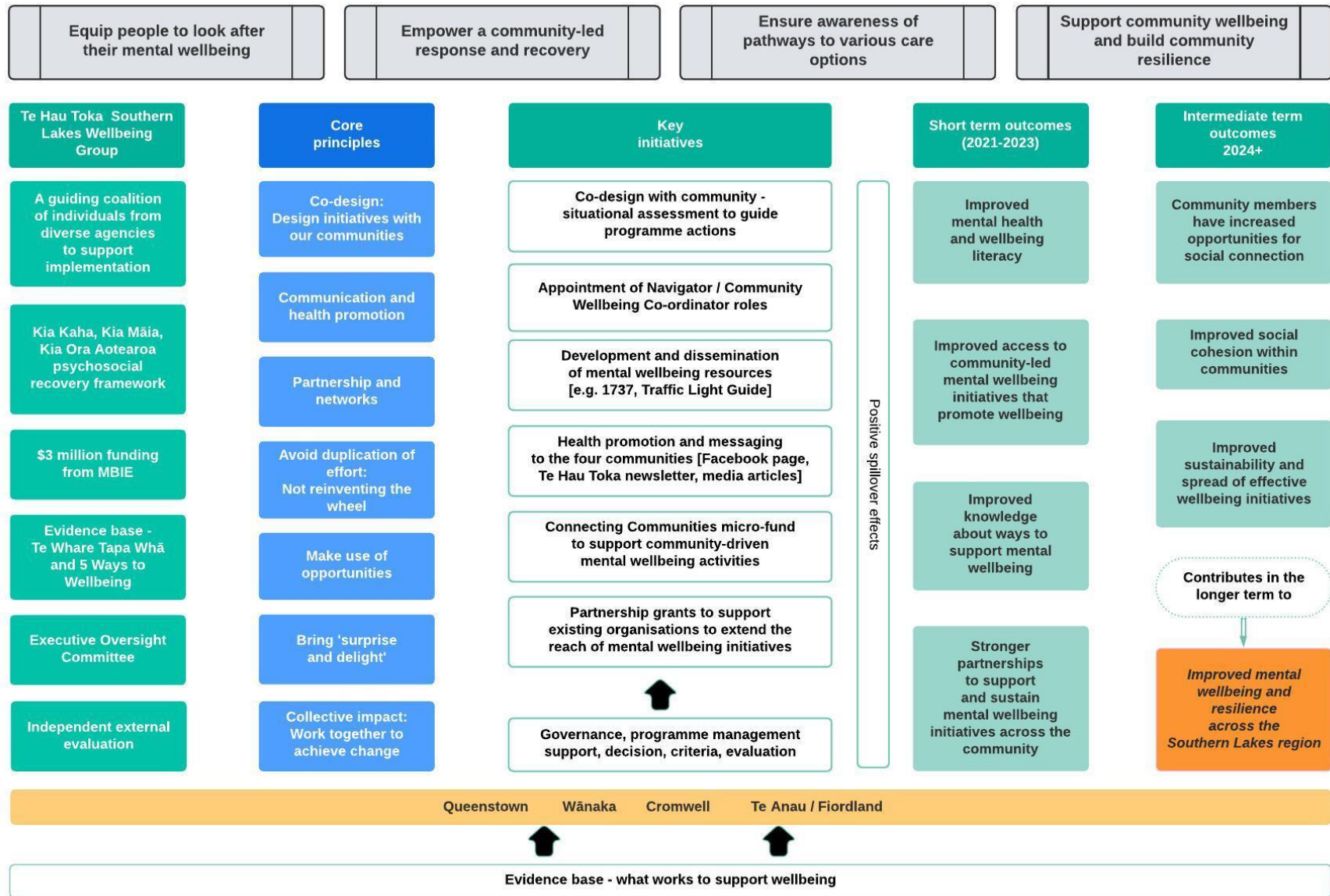
## Logic map of key Te Hau Toka initiatives

The key initiatives Te Hau Toka implemented are summarised in the diagram on the following page. The figure presents a summary of Te Hau Toka – its objectives, principles and key initiatives across the two years, and short term and longer-term outcomes. The focus of the evaluation is on implementation activities and short-term outcomes.

No specific initiative was identified as the magic bullet in promoting mental wellbeing. Rather, Te Hau Toka identified that a range of initiatives were required to produce the conditions for achieving intended short term outcomes.

<sup>2</sup> All members who completed the mid-programme survey indicated they shared information with their networks.

**Figure 2: Overarching Logic Map of Te Hau Toka**



## A timeline of Te Hau Toka

Te Hau Toka actions evolved over time. Early on, the group identified the importance of getting things ‘off the ground’ quickly, but they were aware that decisions needed to be strategic, rather than ad hoc.

Te Hau Toka started investing in some short-term initiatives in identified priority areas and, over time, invested in partnerships with existing groups to support longer-term sustainability. Case profiles of a number of initiatives supported through Te Hau Toka are included in Appendix 1<sup>3</sup>.

The timeline below depicts the progression from the initial formation of the group to the co-design process to inform priorities and the foundation activities to support implementation.

**Figure 3: A timeline – Te Hau Toka Foundation activities**



<sup>3</sup> These case profiles were completed in May 2023. The evaluator acknowledges that these initiatives, and outcomes associated with these initiatives will have evolved since that time.

## Methodology - overview of the evaluation approach and key evaluation questions

### Evaluation objectives

The broad domains of interest in this evaluation were:

1. **What did Te Hau Toka do?** What was planned/delivered/implemented?
2. **How much was done and where?** Who did Te Hau Toka reach and in which communities?
3. **What was achieved?** To what extent did the initiatives achieve intended outcomes? What unexpected or unanticipated outcomes resulted from Te Hau Toka? What facilitated or inhibited achievement of intended outcomes?
4. **What was learned? What could we have done or do better?** How transferable are the processes adopted in Te Hau Toka for future initiatives that may be required to respond to natural emergencies or unanticipated events?

### Conditions for success

Programmatically, Te Hau Toka initiatives aligned with established evidence about what works to support mental wellbeing. In this context then the question for the evaluation was not to assess whether the initiatives worked or not, but to establish the conditions that supported or inhibited wellbeing initiatives working in the Queenstown Lakes and Fiordland context.

While the broad objectives of Te Hau Toka were specified at the start of the programme, specific outcomes arising from those objectives were not defined. The independent evaluator worked with the group to develop a logic map (see Figure 2) that outlined key activities and outcomes, and an evaluation framework to guide data collection.

While the evaluation framework provided focus, it was not prescriptive. The evaluation process evolved alongside Te Hau Toka to capture the implementation and outcomes of emerging work.

The evaluation was designed to use methods of data collection that were both rigorous and practical.

### Focus on activities and short-term outcomes

The evaluation had two areas of focus:

- The activities and outcomes achieved for individuals and communities (community level) through Te Hau Toka; and
- The learnings and outcomes from the Te Hau Toka model (programme level).

### Challenges in evaluating community-level programmes

Evaluating the impact of a programme or initiative requires clearly defining it and the outcomes of interest. The first set of challenges for evaluating community-level initiatives stems from this requirement.

Community-level initiatives often involve a suite of projects and initiatives that may change over time. As the initiatives are offered over multiple communities, each community may adapt the initiative to suit their needs and context. Adaptation can be an advantage in improving the fit of the initiative to the community, but may pose challenges for evaluation, particularly in capturing the mechanisms that are responsible for identified changes.

Te Hau Toka's work included a range of projects. Some were identified at the beginning of the programme, such as the Wellbeing Navigator role, while others evolved in response to needs identified over the programme timeframe (such as the partnership with [Te Pou](#) to deliver Youth Mental Health First Aid



Aotearoa, and partnering on business initiatives with the Chambers of Commerce). The necessary requirements for effective health promotion pose some challenges for evaluation.

In recognition of the complexity and dynamic nature of programmes like Te Hau Toka, a focus on assessing reach, implementation, effectiveness and sustainability was required.

### **Evaluation of processes and implementation outcomes**

A process evaluation was undertaken in the first six months to provide feedback on implementation and identify areas for improvement.

Phase 1 involved surveys and interviews with each member of Te Hau Toka. Findings were presented in a face-to-face meeting in November 2022 and allowed the group to reflect on strengths, limitations and achievements to date.

Phase 2 was a comprehensive implementation evaluation, which highlighted the activities undertaken, their reach, and their contribution to short-term outcomes.

### **Methods of data collection and analysis**

The evaluator used a combination of interviews, surveys, document analysis and observation. The findings and judgements included in this evaluation report are based on the following methods and sources:

- Semi-structured interviews with all members of Te Hau Toka [October 2022]
- Survey of Te Hau Toka – focused on assessing the structure and process of the group [October 2022]
- Document analysis of progress reports, Facebook posts and publications generated by Te Hau Toka [throughout implementation timeframe]
- Development of an evaluative rubric to assess the alignment of initiatives to recommendations in the co-design report
- Content analysis of reports from Connecting Communities fund recipients [May to July 2023] including development of a classification matrix<sup>4</sup>. Final review of all initiatives against criteria and priority areas.
- Semi-structured interviews with 52 individuals involved in Te Hau Toka activities; the majority of interviews [41] were 45 minutes to 1 hour long [March to June 2023]
- Participant observation of a selection of funded initiatives including the two-day pilot of Te Pou Youth Mental Health First Aid Aotearoa programme [May, 2023] , a one-day [Click Happy](#) workshop with college students in Te Anau [February 2023], and a half day at the Latino Festival in Queenstown [April 2023].
- Observation and reaction level survey findings from the Te Hau Toka Stronger Together Community Hui which attracted over 75 people [May 2023].
- Surveys of specific initiatives including the Seniors Gig Guide and the monthly Te Hau Toka email newsletter [April 2024].

The independent evaluator’s judgements of effectiveness are based on the triangulation of evidence across these methods and sources of information. Specific information about data collection, and their alignment to key evaluation questions, is presented in Appendix 2.

Te Hau Toka’s Communications and Community Engagement specialist provided further commentary on initial key findings and the group reviewed the draft report. Both feedback processes enabled the evaluator to test claims and to strengthen the credibility of the evaluation.

---

<sup>4</sup> The classification matrix was developed in an excel spreadsheet. It was used to document types of initiatives (universal or targeted), location, intended reach. It was used for most rounds of the connecting communities microfund.

## Findings – process and intervention outcomes

The following sections of this evaluation report describe the extent to which Te Hau Toka achieved its objectives (including implementation) which were to:

- Equip people to look after their wellbeing
- Empower a community-led response and recovery
- Ensure awareness of pathways to various support options, and to
- Support community wellbeing and build community resilience.

### Process outcomes

The first part of the findings outlines two elements underpinning the Te Hau Toka strategy that are identified as process outcomes. These are not outcomes for the community per se, but objectives associated with implementation. They are:

1. Alignment of initiatives with community priorities
2. Engagement with local iwi

**Figure 4: Summary of outcomes**



## Process Outcome 1: Alignment of initiatives with community priorities

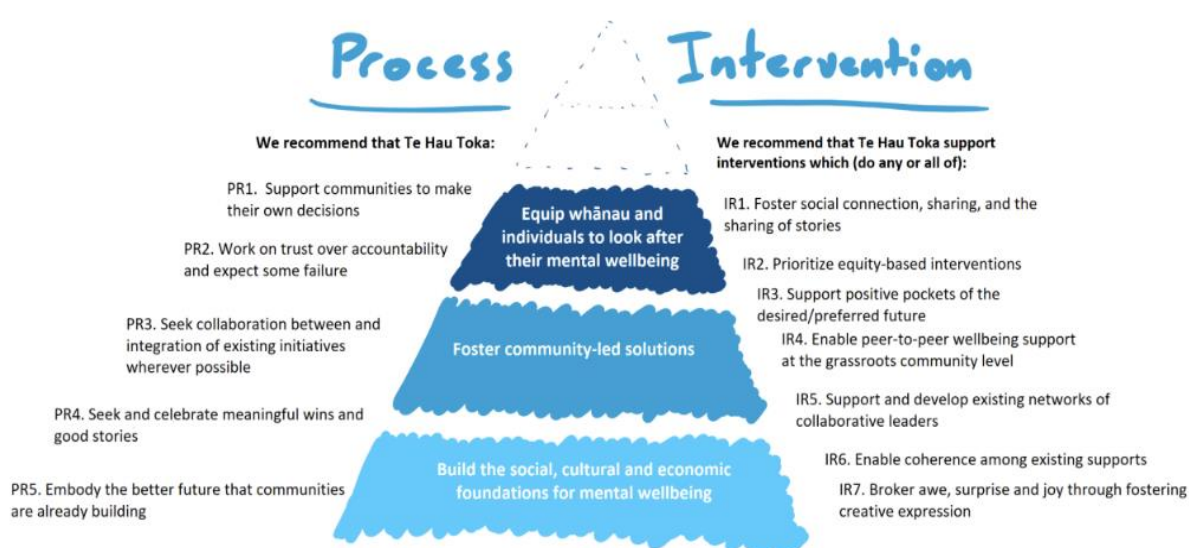
**Evaluation finding 1: A review of Te Hau Toka initiatives showed strong alignment with the recommendations from the initial community co-design project.**

Given that one of the core principles of Te Hau Toka was to be community-led, it was important to build these priorities with the community. Te Hau Toka commissioned a co-design process to be run by Leadership Lab<sup>5</sup>, an independent third-party consultancy, to inform its planning and actions.

Figure 5<sup>6</sup> outlines the substantive recommendations identified in Leadership Lab’s co-design report. The process recommendations reflect a series of principles to guide action and the intervention recommendations provide broad guidance about the type of initiatives Te Hau Toka should ideally support.

The co-design report recommendations were reviewed as part of this evaluation and an assessment was made about the extent to which Te Hau Toka initiatives aligned with the recommendations.

**Figure 5: Process and Intervention recommendations [Leadership Lab co-design report]**



The work by Leadership Lab provided a sound basis for identifying priority groups within the community that Te Hau Toka needed to reach through its activities. There was strong agreement from Te Hau Toka members that the co-design process was beneficial in involving community, social service providers and agencies, and experts in deciding what was most important for Southern Lakes communities

The scope of Leadership Lab’s recommendations was wide-ranging. A rubric was developed to assess the alignment between its recommendations and Te Hau Toka’s actions. The rubric is based on a four-point scale [No Alignment, Some Alignment, Strong Alignment] with an additional rating [Unable to Assess] if it was not possible to assess the domain due to a lack of evidence or because the recommendation is not sufficiently defined.

The full rubric with examples is included in Appendix 3. The table below summarises the assessment.<sup>7</sup>

<sup>5</sup> : Leadership Lab was chosen because of its extensive independent community facilitation experience and prior experience in engaging with local communities through another major QLDC-led project.

<sup>6</sup> Diagram sourced from the co-design report

Note: COVID lockdowns and restrictions caused delays in implementation of some initiatives developed or supported by Te Hau Toka. However, in most cases, these initiatives were able to be rescheduled.

**Table 1: Rubric summary**

Process Recommendations	Assessment of Process Recommendations (PR)	Intervention Recommendations	Assessment of Intervention Recommendations (IR)
PR1. Support communities to make their own decisions	<b>Strong evidence of alignment</b>	IR1. Foster social connection, sharing and the sharing of stories	<b>Strong evidence of alignment</b>
PR2. Work on trust over accountability	Evidence of alignment	IR2. Prioritise equity-based interventions	Evidence of alignment
PR3. Seek collaboration between and integration of existing initiatives wherever possible	<b>Strong evidence of alignment</b>	IR3. Support positive pockets of the desired/preferred future	Evidence of alignment
PR4. Seek and celebrate meaningful wins and good stories	<b>Strong evidence of alignment</b>	IR4. Enable peer to peer wellbeing support at the grassroots community level	<b>Strong evidence of alignment</b>
PR5. Embody the better future that communities are building	Evidence of alignment	IR5. Support and develop existing networks of collaborative leaders	<b>Strong evidence of alignment</b>
		IR6. Enable coherence among existing supports	Evidence of alignment
		IR6. Broker awe and surprise through fostering creative expression	<b>Strong evidence of alignment</b>

**Process Outcome 2: Engagement with local iwi**

**Evaluation finding 2: The initial engagement process with iwi did not follow appropriate pathways and protocols, limiting the engagement and reach of the programme for Māori communities.**

**This limitation was identified within the first six months of implementation. An iwi representative of the seven runaka was approached to join the group to share insights, and provide feedback on Te Hau Toka activities.**

Engagement with iwi is a formal acknowledgement of Māori rangatiratanga (autonomy and self-determination) and recognises the value and contribution that tāngata whenua makes in identifying issues and leading change. Engagement with iwi supports the achievement of a programme's outcomes and is part of a commitment to uphold and strengthen commitments of Te Tiriti o Waitangi.

Te Hau Toka sought local Māori leadership to guide decisions and programme actions. Representation of Māori in the group was seen as one way to engage with Māori and to ensure the programme reflected local needs and opportunities. One of the challenges for Te Hau Toka was that a number of iwi groups in the region worked independently and it was difficult to source appropriate representation.

The initial Māori group members had knowledge and expertise but were not mandated to speak on behalf of iwi members. This view is not a criticism of those who were in the role but, rather, the engagement process.

It became evident to the group that its initial process of engagement with iwi had not followed appropriate pathways and protocols. This meant that early on the engagement and reach of the programme specifically to Māori communities was limited. The group sought guidance on how to address this limitation. In 2022<sup>8</sup> the Chair of Te Hau Toka approached the seven runaka<sup>8</sup> in the area.

The tuawhenua assigned Jo Brand, Kaitoko Matauranga of the Tahuna role, as its Iwi representative to support the Te Hau Toka programme. She reported back to the group quarterly. The group then passed on reports to its own executives.

<sup>8</sup> The seven runaka - Moeraki, Puketeraki, Otakau, Hokonui, Awarua, Waihōpai, and Oraka Aparima - hold shared interests and rights. As such, ngā runaka have formed a roopu called the Tuawhenua. Each runaka has assigned a representative and they meet monthly to action requests.

## Intervention outcomes - what difference did Te Hau Toka make?

**The overall conclusion of this evaluation is that Te Hau Toka was an effective programme for promoting mental wellbeing in the Southern Lakes region.**

Te Hau Toka implemented a range of mental wellbeing initiatives to reach diverse priority groups within the Southern Lakes. Potential initiatives were discussed, reviewed against evidence and criteria, and collective decisions were made about their alignment with Te Hau Toka objectives.

While Te Hau Toka's focus was to promote wellbeing, the group was aware that there was increased demand for clinical mental health services, workforce shortages and growing waitlists. Te Hau Toka maintained its focus on health promotion, and shared information about demand with key agencies.

### **Intervention Outcome 1: Improved mental health and wellbeing literacy**

One of Te Hau Toka's identified short-term outcomes was to improve mental health and wellbeing literacy. The group was also mindful that demand for mental health services in Queenstown Lakes and Fiordland was growing, and that service supply issues would not be quickly fixed.

Their aim was to help people feel more comfortable speaking about their mental wellbeing, understand what influenced wellbeing, and know where to go for further support if required.

#### **Mental health literacy programmes**

Te Hau Toka funded a range of community-based training programmes including Blueprint Mental Health 101, Headlight's GoodYarn programme and Youth Mental Health First Aid Aotearoa to improve mental health literacy for different audiences. Providing regular free training opportunities highlighted the importance of mental health, upskilled people to help themselves and each other, and increased community capacity and capability in knowing how to support their own mental wellbeing and that of others.

Feedback from these training programmes indicated that participants' understanding of mental health had improved, they were willing to share their new knowledge, and they felt more prepared to support their own, and others', mental wellbeing<sup>9</sup>.

Profiles of two mental health literacy programmes, Youth Mental Health First Aid Aotearoa and Headlight's GoodYarn programme, are included in later sections of this report.

#### **Co-ordinated resources and campaigns**

Early initiatives such as the Traffic Light Guide and a localised publicity campaign promoting 1737 were designed to enhance mental health literacy in the community, support existing pathways for those requiring more specialist support, and help keep people well. The information was spread widely through Te Hau Toka's own communications channels and shared by its partners.

---

<sup>9</sup> Each of the programmes had developed evaluation processes to document implementation and to inform improvement. These reports were used as the basis of judgements made in this report.

## The Traffic Light Guide



Early feedback from the community pointed to a lack of awareness or knowledge of available mental health services and resources. Te Hau Toka scanned existing resources and information, collated them and developed a 'Traffic Light Guide' to ensure they were simple to access, easy to read and community-focused.

The guide was a short 'one-stop-shop' tri-folding brochure built around the concept of a traffic light. It was brightly coloured, featuring red, orange and green to represent a traffic light. The information focused on regional and national support available including GPs, the Access and Choice programme, counselling agencies, free national helplines, and wellbeing apps. Brochure information was grouped into tips for how to keep well [green], strategies for those requiring extra support [orange] and what to do in an immediate mental health crisis [red].

The guide was widely distributed across the community through social agencies, GP practices, the hospital, Council, and in community facilities. It was also downloadable from the Te Hau Toka and Queenstown Lakes District Council websites. The campaign to promote the guide was supported and shared by partner agencies and included posters on noticeboards, TV screens in community facilities, stickers, social media, websites and email newsletters.

An indicator of the perceived value of this type of resource is that agencies across the South Island subsequently approached Te Hau Toka to seek permission to adapt the guide for use in their own communities. Te Hau Toka supplied the template to North Canterbury, Dunedin and Southland who have used it since that time.

## Localised national resources - 1737 campaign and translated Five Ways to Wellbeing



Another key Te Hau Toka initiative was to increase regional awareness of the nationwide 1737 free counselling number that people can text or call for further support.

The focus of Te Hau Toka's campaign, which was initially launched in December 2021 in Wānaka, was to use images of known locals to help promote the free 1737 service within their communities. Several local residents were identified to represent different demographics (construction industry, migrants, new parents/families, and seniors). Their images were included on printed and downloadable posters and social media tiles which

were then distributed around the community, shared on websites, social media and in community newsletters.

The campaign was replicated in Queenstown in 2022 and Fiordland in 2024, each featuring locals from those communities in the promotional material.

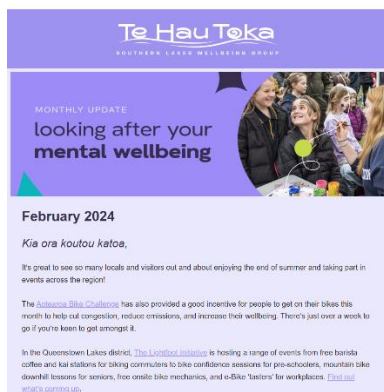


Te Hau Toka also partnered with the Mental Health Foundation (MHF) on two other mental health literacy initiatives.

Each year Te Hau Toka worked with local organisations and media to run a strong regional campaign during Mental Health Awareness Week using the Mental Health Foundation's activities calendar and resources to promote participation and showcase local initiatives.

The second initiative involved advocacy for translation of resources to reach a wider group of people within the community. Te Hau Toka was aware that resources were translated based on national migrant numbers, which didn't necessarily reflect the different makeup of nationalities of Southern Lakes communities. Five Ways to Wellbeing posters were subsequently translated into Portuguese, Spanish and Japanese.

### **Multiple online channels - email newsletter, Facebook and website**



As part of Te Hau Toka's multi-channel approach, key online tools such as the website ([www.southernhealth.nz/tehautoka](http://www.southernhealth.nz/tehautoka)), email and social media were identified as cost-effective ways to provide free 24/7 access to information.

The monthly MailChimp newsletter was valuable as a mechanism for collating the latest wellbeing news, resources, events, tips and support. The newsletter was shared with 698 subscribers who represented a large proportion of key stakeholders around the region. MailChimp analytics and a survey showed that average newsletter engagement grew to 75% - well beyond industry standard (healthcare on average is 23%).

While there are many social media platforms, Te Hau Toka chose Facebook as its primary channel based on its broad reach and demographics (over 80% of New Zealanders online were estimated to be using Facebook [ref Facebook NZ Demographics and Usage Statistics 2015 Infographic (firstdigital.co.nz)]. Community stories, mental wellbeing initiatives, tips and events were posted three times a week on average and the page ([www.facebook.com/tehautoka](http://www.facebook.com/tehautoka)) reached 568 followers<sup>10</sup>. A small advertising budget meant that Connecting Communities funding rounds reached a wider regional audience.

Rather than setting up its own website, Te Hau Toka saved web development, Search Engine Optimisation and hosting costs by housing its content on [www.southernhealth.nz](http://www.southernhealth.nz), a high traffic health site run by Te Whatu Ora and WellSouth.

### **Intervention outcome 2: Improved knowledge about ways to support mental wellbeing**

In any community-level programme there is a need to engage with a range of stakeholders, including local businesses, not-for-profit groups, local Government, industry associations, and the wider community. Te Hau Toka members used its own relationships and networks to spread information, but specific roles were established to support coordination and maintain community engagement.

Four specific programme elements that Te Hau Toka implemented to support improvements in community knowledge of mental wellbeing are profiled here:

- The Navigator/Community Wellbeing Co-ordinator role
- The Communications and Engagement role
- The production of the Seniors' Gig guide; and
- The Stronger Together Mental Wellbeing hui.

<sup>10</sup> As at May 2024

## Navigator/Community Wellbeing Co-ordinator roles in Central Lakes and Te Anau

**Evaluation Finding 3: The Navigator/Community Wellbeing Co-ordinator roles were highly effective, acting as a conduit for facilitating and amplifying mental health wellbeing initiatives across the region, providing a local central point of contact within the community, and increasing the visibility of Te Hau Toka activities.**



Alexa Smith (left) and Anna Star  
Fiordland Wellbeing Co-ordinators

Te Hau Toka appointed mental wellbeing navigators/co-ordinators in two areas - initially in Central Lakes (Queenstown, Wānaka, Central Otago) as a full-time role and then a part-time role in Fiordland (based in Te Anau). In August 2023, a second part-time Community Wellbeing Co-ordinator was added to Fiordland to meet demand.

These individuals were the ear to the ground for Te Hau Toka, close to emerging challenges and opportunities, and well-known within each geographical context. They became the central point of reference for the community and the visible face of Te Hau Toka.

The aim of the roles was to identify existing or emerging wellbeing gaps and opportunities in the community and be a resource to advocate, bridge, join dots or initiate locally relevant initiatives to support the community. They were designed to support rather than leading from the front or branding the work as that of Te Hau Toka. This involved building relationships with wellbeing providers (community groups, counsellors, community support workers, health services) and sharing information about mental wellbeing with individuals and community groups in the area.

The two roles had slightly different points of focus - the Central Lakes Navigator had more of a mental health role while the Fiordland role was advertised as a Community Wellbeing Co-ordinator. Te Hau Toka established partnerships with Central Lakes Family Services and the Great South Regional Development Agency to host the roles. These partnerships were formed because these agencies had an existing physical presence, local knowledge and networks, and because the roles aligned with COVID-specific recovery support work they were already undertaking.

While the roles supported community-wide wellbeing initiatives, they primarily focused on the five priority demographics identified as particularly vulnerable in Te Hau Toka's co-design plan:

- Child, Youth and Families
- New/Expectant Parents
- Older People
- Newcomers/Migrants
- Business/Workforce.

---

*"I see how much our community has benefited immensely from having the Wellbeing Coordinator role. Newcomers to the area, seniors, new mothers etc. have support and direction with publications like the Senior Gig Guide and the Fiordland Families Network information booklets, targeted coffee groups, community garden sessions, as well as one-on-one guidance and support from X and Y [the wellbeing coordinators]. People feel more included, connected, and supported in this community, encouraging them to want to stay here and, in a transient community like Te Anau, this has a huge economic benefit." [Fiordland community leader]*

---



Examples of their work include:

- Co-ordinating Easter or Matariki hampers to ‘surprise and delight’ seniors over 65 across the region who may be isolated, lonely or in need of extra support
- Developing community wellbeing resources such as service directories for the five priority groups and the Fiordland Community Connections Directory
- Leading face-to-face groups created including antenatal/new parent groups, and a newcomer coffee and chat group and evening socials in Te Anau
- Supporting community groups with their events and activities.

More detailed examples and graphics about the activities and reach of these initiatives is presented in Appendix 2.

Efficiencies created by the roles in Central Lakes and Fiordland were evident in the evaluation. Successful initiatives working well in one location could be adapted quickly and efficiently to be delivered in another. Te Hau Toka’s partners also contributed to this when appropriate.

### **Communications and community engagement role**

**Evaluation Finding 4: The communications role within Te Hau Toka facilitated positive, clear, and consistent framing of key health promotion messages, and reaffirmed programme aims and the focus on mental wellbeing.**

A strength of the Te Hau Toka programme model was the inclusion of a dedicated resource person — a well-known local communications and engagement specialist — to help support the group’s objectives and ensure consistency of information and wellbeing messages.

This person worked closely with the group and communities across the region to build a reputation as a central trusted ‘source of truth’, providing regular communication and progress reports both internally and externally and sustained community engagement around programme activities.

As part of their role, they coordinated and promoted initiatives, developed collateral, and shared news and stories. They also worked with community groups and industry associations like the Otago Regional Business Partners Network, the Chambers of Commerce, and Regional Tourism Organisations to tailor mental wellbeing messages so that they resonated with their communities.

Regular, proactive, targeted communications and engagement increased the visibility of Te Hau Toka’s programme of activities, partnerships and funding opportunities. Without this role in place it is unlikely that messaging would have been spread so consistently and as widely across the four communities.

A survey of all members of Te Hau Toka indicated strong support for the role. Group members were also interviewed in October 2022 about the key features of Te Hau Toka’s approach, and the critical success factors to date. The role of communications and engagement emerged in interviews as a key success factor in enabling tactical communications and support for group activities.

---

*“One of my biggest learnings is how important good communications really is for every aspect of the programme. From delivery of programmes to community engagement, keeping people informed, linked, relationship building; there’s a whole lot of aspects to comms....We used J (Communications and Engagement Specialist) – and also shared her with the regional business partnership group to help them in their communications with their business network. So she got involved in their websites and in the information that was being shared out because we wanted to be able to reach out to business.”*

*[Chair, Te Hau Toka group]*

---

A number of external interviewees for this evaluation report also identified Te Hau Toka communications as a key strength in promoting the visibility of what the group was doing and for profiling mental wellbeing. A local business leader highlighted the value of Te hau Toka communications.

---

*“Te Hau Toka was so good at getting the communications out, telling you what support was out there, what programmes were coming up next and giving free advice. So the communication piece was a real strength. To be fair it would have been hard for the [Te Hau Toka] group otherwise - they may not have had the expertise or time in-house to do it themselves.” [Business leader]*

---

### Seniors Gig Guide and seniors network

**Evaluation Finding 5: The Seniors Gig guide was an effective mechanism to promote mental wellbeing messages to a priority group within the Southern Lakes region.**

With older people as one of its vulnerable priority groups, Te Hau Toka worked with key organisations on initiatives to encourage seniors to stay positive, connected and active.

These groups identified ‘the growing pandemic of loneliness’ arising from restrictions arising from COVID-19, and fear and anxiety about the health implications, particularly among those with underlying health conditions. While each group notified their members of upcoming events and activities by phone or posted information in local papers or community newsletters, there was little co-ordination or cross-promotion.

In 2022 Te Hau Toka coordinated the development and support for what became known as the Seniors Gig Guide - information about activities and events for seniors across the region. Led by Te Hau Toka in the Whakatipu and Fiordland, and Community Link in Upper Clutha through funding of its Reconnecting Seniors Network programme, these initiatives were adapted in each community to suit their local context and networks.

Information was collated by Te Hau Toka from the seniors network (partner organisations offering senior-based activities and services) and a monthly calendar was produced to inform seniors about upcoming events, activities and transport options. Te Hau Toka’s decision to use local newspapers to publish the calendar was based on feedback that these printed publications were the preferred method for seniors to access information. A PDF version of the calendar and more detailed supplementary information was then emailed to around 75 organisations to print for noticeboards, distribute them as handouts, email to members, and share on social media.

The gig guide has become a ‘go to’ resource for older people to find out what’s on. It has also created a stronger network between the key organisations who work with seniors – they now more regularly collaborate, share information and cross-promote each other’s activities.

---

*“I have brought the Seniors Gig Guide to the members of our small town who feel isolated. Many have participated in activities in the guide since then and more are taking an active interest as time goes on. It's been fab [fabulous] for our small town.” [Kingston local]*

---

The guide is an example of the value of co-ordinated communications in strengthening the reach of community activities to particularly vulnerable groups. Over 18 of the 20 agency respondents to a feedback survey about the Seniors’ Gig Guide reported they were:

- ‘very satisfied’ with the Seniors Gig Guide and would like it to continue
- believed that the Seniors Gig Guide helped them to promote their activities to their target demographics
- believed the Gig Guide had raised awareness of local senior activities in general in the Whakatipu area
- are now collaborating more with other organisations working with seniors.

---

*The Gig Guide is an excellent one-stop resource which pulls seniors activities together in one place and makes it easy for people to find out what's on - we're really supportive of this continuing! Newspapers are generally the go-to for seniors to find out information and there's no way that we could afford a regular ad by ourselves to promote our activities so the Gig Guide is ideal. It's been incredibly beneficial to have Te Hau Toka lead the co-ordination and distribution of information and identify gaps and opportunities for agencies to work together on initiatives. We've strengthened relationships and really enjoyed collaborating on ideas and activities with our fellow agencies. [Community agency leader]*

---

## **Stronger Together Mental Wellbeing Hui**

**Evaluation Finding 6:** The Stronger Together Mental Wellbeing Hui was attended by over 75 community members profiled the collective achievements of the community, and supported learning about ways to promote sustainability.



Te Hau Toka hosted a community hui in May 2023 to summarise its work, the community's collective achievements, and to engage with key stakeholders and community members in identifying what else needed to be done to promote mental wellbeing. It also included an opportunity for small group discussion to highlight directions for the future and to identify learnings, build resilience and promote social cohesion.

The event attracted over 75 people, including partners and providers, with others following the online livestream or downloading the proceedings. The results of the post-event survey, together with participant feedback, indicated that the hui was a success, with attendees calling for more regular opportunities to connect, share and learn.

### **Trauma-informed practice workshops**

Dr Sarb Johal, an internationally recognised emergency management and disaster expert, was the keynote speaker at the Hui. In addition to presenting at the Hui, Te Hau Toka commissioned him to run targeted trauma-informed practice workshops for journalists and communication specialists after the event.

The workshop was attended by 35 participants from across the region. A survey of the participants indicated that they highly valued its content and delivery, in particular, the expertise of the presenter and the quality of information provided in supporting their understanding of trauma. While the application of workshop knowledge in practice is not known, the workshop was seen to be a valuable professional learning opportunity for the journalists and/or communications experts who attended. The trauma workshop was replicated at the annual Emergency Media Public Affairs Conference in Wellington in October 2023 which was attended by communication and emergency experts from organisations around New Zealand.

### **Intervention outcome 3: Improved access to community-led initiatives that support wellbeing**

#### **Signature Initiative: The Connecting Communities microfund**

**Evaluation Finding 7: The Connecting Communities microfunding model was a signature initiative for Te Hau Toka. The term ‘signature; in this report denotes a key initiative that has been very effective in achieving Te Hau Toka objectives. The microfund was community-led, highly visible and has expanded the reach of mental wellbeing activities across the communities.**

One of Te Hau Toka’s initiatives, the Connecting Communities microfund, was judged as most effective in supporting community-led approaches to wellbeing. Three times a year, individuals and not-for-profit groups within the Southern Lakes communities were able to apply for up to \$1,000 to offer general or targeted community activities to support wellbeing. Decisions about funding were based on explicit priorities.

Broadly, the Connecting Communities funding criteria included positively engaging with the local community; supporting mental wellbeing; aligning with one or more of the [Five Ways to Wellbeing](#) and [Te Whare Tapa Whā](#); and being locally delivered in Queenstown, Wānaka, Cromwell or Te Anau/Fiordland.

Funding could be used to buy equipment needed to support wellbeing as part of events or activities, such as materials for art projects, games, toys or consumables for events. It could not be used to remunerate those who submitted the proposal, but could be used as part payment for invited speakers or facilitators.

The fund was designed to support diverse local opportunities and spark innovation and this was reflected in the range of applications. A number of applicants also aligned their activities with key seasonal events such as Christmas, with entertainment and kai to help connect and support people who were isolated, or Matariki, the celebration of Māori new year, to extend the accessibility of the event.

#### ***What was delivered through the microfund?***

Since launching the Connecting Communities fund in November 2021, Te Hau Toka has distributed more than half a million dollars to 556 groups across Queenstown, Wānaka, Cromwell, and Te Anau/Fiordland. A breakdown of activities in each community is presented in Table 2.

**Table 2: Microfunding activities by community**

Area	Number of initiatives	Explanatory notes
Cromwell	40	Includes Bannockburn (1)
Queenstown	229	Includes Arrowtown (17), Glenorchy (10), Kingston (6), Gibbston (1),
Te Anau/Fiordland	149	Includes Manapouri (13), Milford Sound (3)
Upper Clutha	89	Includes Albert Town (4), Hāwea (11), Makarora (1)
Regional initiatives	49	Held in multiple locations (e.g. an event hosted in two or more communities like Queenstown and Wānaka)
<b>Total</b>	<b>556</b>	

*“I think the Connecting Communities fund is a wonderful example of real community development. It’s community led, it’s awesome. People can decide what they want, rather than someone else telling them. Giving groups a \$1,000 may not seem that much to some, and you wouldn’t think it would do that much, but actually it does a lot. I go to the inter-agency meetings and I hear of all the different things that people are initiating. To have that money to help kick start very valuable things is really important.” [Recipient of Connecting Communities microfund]*

### **Which groups were reached through the microfunding?**

Thirty-five percent of the initiatives were universal in that they were open to all members in the community. The remaining 66% of initiatives were targeted to specific priority groups. Table

**Table 3: Targeted groups in the Connecting Communities microfund**

Priority groups	Number of events/activities
Māori	38
Migrant groups	86
New or expectant parents	23
Child/youth/family	33
Youth-focused	59
Seniors	24
Business/workforce	44
Women	17
Men	16
Vulnerable groups (e.g. Rainbow communities, seasonal workers, people with disabilities, and people who have existing health issues)	29

The evaluation shows that there was a spread of activities across the priority groups - child, youth and families; business; migrants; new and expectant parents; and seniors. However, while these activities were targeted, most were also open to the wider community.



The highest proportion of targeted events was for multicultural events or activities. Connecting Communities funded more than 86 targeted initiatives to support mental wellbeing within multicultural communities across the region. Evaluation feedback showed that these groups liked the simple process, easy-to-understand short application form, frequency of funding rounds, and the flexibility to design wellbeing initiatives (to support their diverse communities and cultures). Many of the initiatives were also about sharing and celebrating their cultures with the wider community to foster deeper connections.

For example, Latinos of NZ hosted a Latin Kiwi Integration festival in April 2023 in Queenstown to bring together the Latino community and wider community to celebrate Latino arts, dance, food and culture. Over 1,000 people attended from across the Southern Lakes region.

While 44 events/initiatives were targeted to address the wellbeing issues and needs of businesspeople and the tourism industry, an assumption was made that those running, or employed, in business across the region will also have participated in broader universal wellbeing initiatives.

Table 2 shows that the 556 activities/events were held across the four communities of Queenstown, Cromwell, Wānaka and Te Anau. Over half of the events were delivered in Queenstown, and surrounding local communities. Twenty nine percent of the initiatives were offered in Te Anau/Fiordland.

### **Outcomes of the Connecting Communities Fund**

The microfund:

- Provided opportunities for people to learn about mental wellbeing
- Enabled groups to build on existing work or to extend the reach of their health promotion activities
- Offered an opportunity for groups to trial new ideas or events identified by their community.

These outcomes are expanded on below.

### **Provided opportunities for people to learn about mental wellbeing**

Each applicant was required to submit a short application and link their initiative to funding criteria, which included alignment with the Five Ways to Wellbeing and/or Te Whare Tapa Whā. One applicant, who was successful in two funding rounds, had previously been unaware of the Wellbeing frameworks:

---

*“I didn’t even know about the Five Ways to Wellbeing but I looked it up and used them to think about our plan. They fitted really well and I remember having a discussion with my husband later about them too because he’s been struggling with stuff too.” [Connecting Communities recipient, Queenstown].*

---

The funding gave small organisations and groups the boost some of them needed to offer community activities. With frequent funding rounds, there was an opportunity to repeat or extend a prior event that had been judged as successful, or to initiate a new activity to meet a community need.

Most of the supported activities had a primary fun activity, kai (food) or entertainment component to attract community participation. However, mental wellbeing concepts underpinned activities so those who attended were exposed to those messages.

All interviewees in the evaluation highlighted the value, social connection and sense of community gained from being involved with community activities. Witnessing the community’s response also contributed to their own sense of wellbeing and feeling that they were making a positive contribution, which aligns to ‘Give’ in the Five Ways to Wellbeing. This extended quote from a person who volunteered with her son to take mid-winter hampers to older people in the community richly illustrates the value derived from giving back and also illustrates the spillover effects of community initiatives:

---

*“It was mid-winter and really cold. When the elderly gentleman came to the door he was in a wheelchair and was all wrapped up with blankets, hat and scarf, and his curtains were drawn. The things the elderly do to keep warm. When we gave him the hamper he was so touched. He said, with tears in his eyes, “it’s so nice to think that someone thinks of me and they haven’t forgotten me...I think it shows the importance of creating an intergenerational link - children seeing the elderly in their community. There are lots of elderly in our area and lots of children without grandparents here who don’t have that connection.” [Community volunteer]*

---

### **Enabled groups to build on existing initiatives or extend reach**

Many recipients used their funding to support the delivery of an initiative, often supplementing it with other funding or in-kind support. As the funding rounds progressed, there were still one-off initiatives but there were more applications from groups seeking to build on a previously successful initiatives to make them more sustainable. Establishing proof of concept and an evidence base also helped them in seeking support from larger funders.

---

*“This fund shows the value of small nuggets of money to amplify what communities are doing and encourage them to try new things. It’s a low risk, high trust model. It wasn’t just about putting on a wellbeing event, people thought it through, learned from it and built on it.” [Member of Te Hau Toka]*

---

### ***Gave groups an opportunity to trial new ideas***

Like other community funders, Te Hau Toka notified communities of Connecting Communities rounds well in advance to help them plan an activity to fit the application timeframe. The key difference was the frequency of the funding rounds. With three rounds a year, community groups could develop an event to address a current or emerging need or opportunity identified within their community in a timely way. Most interviewees noted the advantage of being able to apply regularly. One recipient of the funding commented:

---

*“It’s good to have it three times a year because it allows us to offer things to meet community need or try good ideas. It is never too far away to plan for. Organisations like ours often change priorities to be responsive to our community. With other funds we’re required to forecast a long way out and it’s competitive. This wasn’t – it actually encouraged you to team up with others to offer activities.”*  
*[Connecting Communities Recipient -Te Anau]*

---

The evaluation also noted a spillover effect - the personal and professional ‘boost’ or feeling of validation applicants experienced when their submission was successful. One interviewee stated:

---

*“I had never written a grant before and so I was nervous. I’m pretty new in the role here. When we got it I felt so excited. It gave me such a buzz that someone had recognised the value of what we are doing and decided to give us some money towards it... We are doing something worthwhile and we are being acknowledged.”* *[Connecting Communities Recipient - Queenstown Lakes]*

---

### ***Summary and conclusions***

A key strength of the model was that the application process did not pose an unreasonable burden on applicants and the reporting involved a short report and a reconciliation of the amount spent. Te Hau Toka made the criteria, application process and language simple in order to enable as many groups as possible to apply. Recognising that some applicants could be at a disadvantage (for example, language barriers or unfamiliarity with applying for funding), Te Hau Toka members worked alongside them to advise and support them through the process. Individual feedback and alternative funding options were also provided if an application was declined.

All recipients interviewed for this evaluation found the application form ‘easy’ or straightforward. They contrasted the Te Hau Toka application process with other funding processes which were “often lengthy and arduous”<sup>11</sup>.

The microfund created a unique opportunity within the Southern Lakes to increase the number, range and visibility of local, community-led initiatives and awareness of mental wellbeing more broadly. In some cases, it ensured people could host mental wellbeing events which would otherwise not have been possible. In others, the funding contributed to supporting planned events, enabling organisers to supplement them with kai, refreshments, and extra resources.

The success of the Connecting Communities microfund has generated interest from other communities and funders looking to run similar small grants programmes. Te Hau Toka has developed a process guide to share with interested parties. It is envisaged that this guide will continue beyond the Te Hau Toka funding timeframe to support other communities in community development and strengthening activities

---

<sup>11</sup> It is acknowledged that these applicants may have been bidding for higher grants and may have required more detail for accountability reasons.

#### **Intervention outcome 4: Stronger partnerships to support and sustain mental wellbeing**

In addition to the Connecting Communities microfunding model, Te Hau Toka created larger-scale partnerships with 18 well-known and respected business groups, local community groups and agencies. The purpose was to enable them to build on their existing successful initiatives within the community or have the flexibility to trial an innovative new initiative to promote wellbeing. Applicants were required to complete a formal partnership application and meet set criteria.

The partnership funding also enhanced the capacity and capability of existing leaders across the communities, which is seen as a necessary ingredient to support sustainability<sup>12</sup>.

The investment in partnerships reflected Te Hau Toka's focus on sustainability. Strengthening the work of existing agencies supports the longer-term contribution these groups make to mental wellbeing in the region.

The next section of the report describes the range of legacy initiatives supported through Te Hau Toka in more depth.



<sup>12</sup> A detailed breakdown of expenditure and implementation of Partnership funds was provided to MBIE.



## Sustainability and legacy

One of the key questions in any funded programme, no matter how effective, is:

***“Will the products and outcomes be sustained after the programme funding ceases?”***

Sustainability was a key area of concern for Te Hau Toka. This was evident in the principles underpinning the programme model, the commitment to supporting community-led initiatives and partnerships with organisations and agencies. Several specific examples of Te Hau Toka’s focus on sustainability include:

- Supporting Queenstown Lakes District Council to embed wellbeing measures into its annual Quality of Life survey for ongoing benchmarking [See profile below]
- Encouraging local leaders within the community to learn new skills through training and education. For example, through the Youth Mental Health First Aid Aotearoa programme [see profile below]
- Partnering with social connection organisations to support them in continuing to implement effective<sup>13</sup> strategies to promote wellbeing. [For example, Good Yarn workshops delivered by the Headlight Trust]
- Supporting those with influence in the business community to spread key information. [For example, funding capability for streaming the Chamber of Commerce housing information sessions]
- Investing in the regional economy by supporting local organisations and suppliers wherever possible
- Identifying information gaps and creating valuable community resources. Te Hau Toka has worked with key agencies to hand over ownership so that they can continue to update the resources moving forward.

### Legacy Initiative - Te Pou partnership – Youth Mental Health First Aid programme

#### **Evaluation Claim 8: Legacy programme - Youth Mental Health First Aid**

**Te Hau Toka’s partnership with Te Pou and investment in developing and piloting the Youth Mental Health First Aid Aotearoa programme has enhanced capacity and capability within the Southern Lakes region. The one-off investment in adapting the programme to Aotearoa context also enables other groups throughout the country to implement it at a reduced cost.**

The period of adolescence is a peak age of onset for mental health challenges. Experiencing mental health challenges as an adolescent can increase the risk of experiencing future episodes. Yet adolescents and young adults are less likely to seek or receive support or treatment than the wider population. Adults who are around young people can therefore play an important role in supporting them to get appropriate support.

While many of the Connecting Communities initiatives involved young people, or specifically targeted them, Te Hau Toka identified the need for a substantive programme of work to build capability and capacity in supporting young people in the community.

The need for more evidence-based specialised training to support young people was the catalyst for bringing the internationally-renowned Youth Mental Health First Aid programme to Aotearoa. Te Hau Toka identified the value and relevance of the programme to the four communities. In September 2022, Te Hau Toka partnered with [Te Pou](#), an accredited workforce development provider for the mental health, addiction and disability sectors to adapt it to a New Zealand context and provide training. Adaptation included integrating cultural considerations, language and terminology, local data and research, and clinical treatment pathways relevant to New Zealand.

The one-off development cost and support to pilot the programme in the Southern Lakes region represented Te Hau Toka’s largest investment across its entire body of work.

The Ministry of Education has participated in the YMHA training and has indicated its support for the extension of the programme in other regions.

---

<sup>13</sup> Based on evidence from evaluations and reports to Te Hau Toka

---

*“Research shows that the Youth Mental Health First Aid course provides participants with the knowledge and skills needed to assist a young person who is experiencing a mental health challenge. The value and relevance of the programme is well recognised internationally so we’re thrilled that, with Te Hau Toka’s help, it is now available in Aotearoa.” [Te Pou Chief Executive Rae Lamb]*

---

## **About Youth Mental Health First Aid**

The programme is designed to provide adults with the knowledge and skills they need to support young people aged between 11-18 years who may be experiencing mental health challenges or crises.

The 14-hour (2-day) programme covers common mental health challenges and crises experienced by young people, including depression, anxiety, suicidal thoughts, eating disorders, substance use, and psychosis. Training courses take up to 15 participants and require 2 facilitators.



The course uses the Mental Health First Aid Action Plan, which is based on ALGEE (**A**ssess for risk, **L**isten non-judgmentally, **G**ive reassurance and information, **E**ncourage professional help, **E**ncourage self help). Participants learn how to approach a young person they are concerned about, initiate a conversation about those concerns, and offer initial support and information. The training emphasises the importance of encouraging young people to seek professional help or other appropriate support.

Youth Mental Health First Aid training plays a role in promoting early intervention, reducing the impact of mental health problems, and fostering a supportive environment for young people. Following training, the accredited trainers (or providers) go back to their communities and deliver the two-day course to other adults working with youth in places such as schools, sports clubs and youth groups as well as caregivers, parents, and whānau, to become Youth Mental Health First Aiders.

## **What was the funding used for?**

In September 2022, Te Hau Toka partnered with Te Pou for the development costs to adapt the international YMHFA programme for Aotearoa. The funding was for:

- Dr Claire Kelly to provide a week of mentoring and training to members of Te Pou, Te Hau Toka and Wharaurau
- The adaptation of the course material and manual for New Zealand
- A two-day YMHFA pilot in Wānaka in late May attended by 14 people
- The first ‘train the trainer’ course in New Zealand (held in Queenstown, 12-16 June 2023)

In addition, Te Hau Toka covered the logistical costs of rolling the training out across the Southern Lakes to support facilitators to host, schedule and train others in the community. This support has also allowed schools time to budget in advance for future training as well as other costs to be absorbed.

## **The pilot**

Fourteen professionals who work closely with youth across the region participated in the two-day pilot in Wānaka where the two facilitators trialled the workshop materials for relevance and appropriateness for Aotearoa. It was also attended by three members of Te Hau Toka, and the external evaluator.

Feedback was requested from 10 of the 14 participants who attended (Te Hau Toka was asked not to provide feedback) and was received from 5 of the 10. Comments were very positive about the course facilitation and highlighted the value of the process and relevance of content. There was one suggestion for improvement - some follow-up around next steps.

## Perception of knowledge and skills gained

---

*“The facilitators were great – I really appreciated the wealth of experience they had in the sector. It moved at a good speed with a range of interaction/video/personal dialogue & book work to keep you engaged. The injection of humour from time to time was appreciated when covering quite heavy material.”*

---

Most participants also noted specific knowledge about youth issues they had gained from the course for example, eating disorders, substance misuse or psychosis. Some feedback on the pilot is included below:

*“I got a better understanding of the **difference between health providers** – Psychologist and Psychotherapist etc. I also enjoyed learning about psychosis, which I was not all that confident in beforehand. I have definitely raved about this course to so many people – whanau, parents that I work with and service providers.*

*“I have informed adults that I work with (teachers, friends and parents) about the language they use around youth mental health and the severity of a mental health issue to a mental health challenge and that it is really important. It reiterated what I already knew and gave me the confidence to speak about mental health challenges. The course gave me more knowledge that I have added to my kete to better understand and listen with empathy. I am always wanting to upskill in this as I think it affects all young people I work with in some way.”*

*“I thought the course covered a wide range of topics/issues affecting youth. **It also didn’t ‘pussy-foot around’**. The content was current, gritty and didn’t shy away from difficult topics.”*

*“I am **more able to approach young people**. I think the material specific to how to approach young people and have difficult conversations was really beneficial. That is, setting/timing/ tone and approach.”*

*“I have completed other courses which cover similar topics, just not specific to young people. I found the other 2 courses to be beneficial, but very broad, and they didn’t really introduce any new information. In comparison I found **YMHFA to be much more appropriate for those working in the sector** and appreciated the lack of ‘dumbing down’.”*

## Accreditation and rollout of the pilot programme in the Southern Lakes region



**Figure 6:** YMHFA accredited instructors

Thirteen participants from the pilot workshop become New Zealand’s first accredited instructors, with 11 from the Southern Lakes and two from outside the region.

Since then, they have facilitated nine courses for school staff across the region and five community workshops for professionals from different social agencies, parents, caregivers, youth workers, youth employers, and people with lived experience. To date [June 2024], 155 people across have been trained across the four communities.

Te Hau Toka’s youth specialist Karyn Munro, who was instrumental in identifying the programme and bringing it to Aotearoa, is the central point of contact for accredited facilitators and provides oversight and coordination of scheduled training.

### What’s next?

Youth Mental Health First Aid workshops continue to build local capacity across the Southern Lakes region. Karyn Munro has been chosen as a mentor and trainer for other regions as Te Pou starts rolling the programme out across the country. Once YMHFA has been embedded, Te Pou will explore developing the Teen Mental Health First Aid programme for Aotearoa.

## Legacy Initiative – Libraries and mental wellbeing

During the co-design of Te Hau Toka’s plan, the Community Mental Wellbeing Expert Design Challenge<sup>14</sup> identified libraries an important sharing facility which potentially foster a culture of social connectedness.<sup>15</sup>

As well as providing an opportunity for people to find information, increase their knowledge and access free resources, libraries can also tailor programmes to meet the needs of their communities. Some deliver courses and support for people through classes, events and seminars. For Te Hau Toka, investing in libraries was a way to contribute to the sustainability of mental wellbeing activities<sup>16</sup>.

Te Hau Toka partnered with Queenstown Lakes District Council and co-funded the employment of Community Engagement librarians in Queenstown and Wānaka to enable the libraries to provide a variety of activities and events focused on mental wellbeing

Te Anau library was also a recipient of Te Hau Toka’s partnership funding. This funding contributed towards a range of community connection activities including new baby welcome packs; migrant welcome packs; community group communication and profiling; ongoing employment of a community engagement librarian; and a Storywalk project.

Libraries were able to use the funding to develop and host:

- Community and digital programmes including holiday programmes
- Craft sessions
- Summer/winter reading
- Digital literacy classes and digital inclusion/literacy/drop-ins
- Book clubs
- Wriggle and Rhyme, and Storytime for children.

One of the Te Anau librarians pointed to the library as a “hub within the community”. The library became a vehicle to share mental wellbeing resources, provide access to support packs (including kai for those in need) and a connector for other support available within the community. While local councils provide financial support for libraries, COVID-19 added to existing budget pressures. Te Hau Toka’s investment allowed mental wellbeing initiatives to continue to be provided and, in some cases, extended.

## Legacy initiative - Network of local wellbeing champions

Te Hau Toka aimed to grow and extend a network of community leaders and champions who will continue to promote mental wellbeing in the four communities. Te Hau Toka identified key groups and brought them together to focus in on shared priorities and opportunities. Key examples of this work include:

- The members of Te Hau Toka's Executive Oversight Committee. The three mayors of the region, the head of the SDHB (now Health NZ - Te Whatu Ora Southern) and the iwi representative for the seven runaka provided governance to Te Hau Toka used their roles and influence to advocate locally, regionally and nationally for community-wide wellbeing across their jurisdictions.
- Business industry associations leading initiatives across the region to encourage business communities to focus on mental wellbeing and encourage sustainability and resilience. This also aligns with the work the sector is doing around regenerative tourism. One example is Te Hau Toka working with the Queenstown Chamber of Commerce to extend its reach in discussing strategies to address the limited availability of housing for hospitality workers.

---

<sup>14</sup> Refer to Community Mental Wellbeing Expert Design Challenge Summary Report, p9. Contributors were Dr Sarb Johal; Dr Lucy Hone and Dr Denise Quinlin; Dr Lucy D’aeth; Ciaran Fox; Dr Michelle Jospe; Dr Leslie van Gelder; Jolie Wills; Helen Leahy and Dr Catherine Savage

<sup>15</sup> It is acknowledged that libraries are not necessarily a source of information or support for all members of the community. They may play a greater or lesser role at different stages of people’s lives. Strengthening community engagement and increasing accessibility of library spaces is a priority for libraries in the Southern Lakes.

- A network of organisations targeted at supporting seniors was developed and co-ordinated by Te Hau Toka to share information and cross-promote programmes to keep older people connected and active. This led to the production of Seniors Gig Guides tailored to suit communities across the region.
- Migrants make up a significant part of the Southern Lakes’ tourism workforce and many community groups like the Japanese Family Society of Queenstown and Latinos for NZ designed and led initiatives with Te Hau Toka to provide tailored support to their communities and the wider community. As trusted leaders, they were instrumental in sharing wellbeing information, encouraging participation in cultural/language-specific mental health workshops, organising initiatives through Connecting Communities funding, and channelling feedback to Te Hau Toka.
- The councils’ Welcoming Communities teams also became key partners in helping to share and disseminate information to newcomers to the region and channel feedback to Te Hau Toka. The Immigration NZ-supported, council-run initiative has brought local migrant groups together and encouraged collaboration and a greater understanding of each other’s cultures.
- Community capacity and capability in mental health literacy to help themselves and each other increased through mental health awareness and training opportunities. Evaluation feedback from training programmes such as Blueprint Mental Health 101 and GoodYarn indicated that participants believed that their understanding of mental health had improved and they felt more prepared to support their own, and others’, mental wellbeing.
- Community funders and local organisations expressed interest in initiatives implemented through Te Hau Toka, and learnings about what works to engage community. The Hokonui Locality prototype (part of the new Health reforms to make recommendations for the delivery of healthcare services in the wider Gore District) followed the implementation and results of the microfund and has incorporated the microfunding model into its Hokonui Community Locality Plan.

### **Legacy initiative - Supporting Māori and celebrating Te Ao Māori**

As New Zealanders, we have a collective responsibility to retain and promote Maori language and culture which contributes to the diverse tapestry of our national identity.

In Te Hau Toka’s Community Mental Wellbeing Expert Design Challenge Report, Te Tiriti o Waitangi was noted as providing important guiding principles for wellbeing efforts.

---

*“As your regions re-examine their place in the world, supporting communities in a better understanding of Te Ao Māori – the stories of the landscapes and the worldview is a great investment, both in itself, increasing equity, and in terms of future tourism models.”*

---

Through its eight Connecting Communities funding rounds, Te Hau Toka invested in 38 initiatives specifically targeted to support Māori and help raise awareness, create connections and educate communities about te ao Māori.

These included local or regional activity programmes for significant national events such as Māori Language Week, Matariki and Waitangi Day as well as KUMA Business Network events; a range of hui and wellness workshops; traditional Māori teachings like carving, flax weaving and cooking kai; and a bilingual Māori playgroup to support tamariki and whānau.

There were also four larger scale partnerships funded to support and profile Māori in the region, outlined in Table 4.

**Table 4: Partnership funds to promote Te Ao Māori**

<b>Partnership</b>	<b>Funding for</b>	<b>Description</b>
<b>Ngā Manu Hou, Take Tuia &amp; QLDC Libraries:</b>	<b>Māori Kaupapa Events &amp; Programmes for 22/23</b>	A week-long free series of community events and workshops in celebration of Te Wiki o Te Reo Māori Week (2022), Te Tiriti o Waitangi (2023) and Matariki (2023). The events were hosted by QLDC libraries, and facilitated by Ngā Manu Hou and local Kaumatua Darren Rewi [Take Tuia]
<b>Te Atamira community arts space</b>	<b>Mātauranga Māori (one of four programmes funded) in June 2023</b>	The development of mātauranga Māori (understanding our cultural landscape) with mana whenua, to provide a platform for a series of community hui. These aim to deepen the cultural understanding and appreciation of te ao Māori (a Māori world view) in the Tāhuna Queenstown community.
<b>QLDC Libraries</b>	<b>A new mātauranga Māori section of QLDC's Libraries website with the help of manawhenua.</b>	This page will serve as a portal for visitors to connect with local Māori resources and organisations as well as the library's te ao Māori resources. The mahi tahi will be facilitated with Aukaha, a manawhenua-owned consultancy that works in partnership with QLDC to provide cultural design and consultation.
<b>Te Anau Waitangi Charitable Trust (umbrella organisation representing a group of collaborating organisations)</b>	<b>Matariki in Fiordland</b>	Matariki in Fiordland offers a variety of wellbeing projects which encourage the Fiordland community to come together to celebrate Matariki. Specific wellbeing projects were run for children, youth and the elderly and there were multiple opportunities for whānau to connect. Te Reo and Kapa Haka wānanga provided peer-to-peer upskilling, a collaborative art installation in the library and the weaving wānanga.

## Evaluation synthesis – what have we learned?

This evaluation report has identified Te Hau Toka's contribution to the community through supporting and extending a range of mental wellbeing initiatives across the Southern Lakes region. It supported initiatives community-wide as well as initiatives that targeted specific groups.

In this final section, evaluation findings presented throughout this report are summarised. Challenges and learnings are then outlined. The section concludes with presentation of the key enablers for community engagement identified through the implementation of Te Hau Toka.

### Evaluation Findings

**Evaluation finding 1:** A review of Te Hau Toka initiatives showed strong alignment with the recommendations from the initial co-design project.

**Evaluation finding 2:** The initial engagement process with iwi did not follow appropriate pathways and protocols, limiting the engagement and reach of the programme for Māori communities. This limitation was identified within the first six months of implementation. An iwi representative of the seven runaka was approached to join the group to share insights, and provide feedback on Te Hau Toka activities.

**Evaluation Finding 3:** The wellbeing navigator roles were highly effective, acting as a conduit for facilitating and amplifying mental health wellbeing initiatives across the region, providing a local central point of contact within the community, and increasing the visibility of Te Hau Toka activities.

**Evaluation Finding 4:** The communications role within Te Hau Toka facilitated positive, clear, and consistent framing of key health promotion messages, and reaffirmed programme aims and the focus on mental wellbeing.

**Evaluation Finding 5:** The Seniors Gig guide was an effective mechanism to promote mental wellbeing messages to a priority group within the Southern Lakes region.

**Evaluation Finding 6:** The Stronger Together Mental Wellbeing Hui attended by over 75 community members profiled the collective achievements of the community, and supported learning about ways to promote sustainability.

**Evaluation Finding 7:** The Connecting Communities microfunding model was a signature initiative for Te Hau Toka. The term signature in this report denotes a key initiative that has been very effective in achieving Te Hau Toka objectives. The microfund was community-led, highly visible and has expanded the reach of mental wellbeing activities across the communities.

**Evaluation Finding 8:** Te Hau Toka was successful in brokering partnerships with a range of community organisations. The partnership with Te Pou to develop and pilot the Youth Mental Health First Aid Aotearoa programme has enhanced capacity and capability within the Southern Lakes region. The one-off investment in adapting the programme to Aotearoa context also enables other groups throughout the country to implement it at a reduced cost.

## Challenges and learnings

Te Hau Toka implemented and supported a range of initiatives to promote mental wellbeing. Initiatives were informed by their alignment with the Five Ways to Wellbeing and Te Whare Tapa Whā and to local priorities identified in the initial co-design process. However, not everything worked as planned. During the three-year implementation timeframe, a lot has been learned about how the context shapes the way particular initiatives work.

Implementation timeframe: The two-year funding period for COVID-19 was based on the premise that community recovery would be achieved within a certain timeframe. Experience has shown that this has not been the case. There are still a range of issues such as accommodation availability, worker shortages, and social isolation that need to be addressed in Southern Lakes communities.

Covid-19 lockdowns and restrictions created challenges and delays on some scheduled activities. With limited resources and personnel availability, it was difficult to execute the planned spending – to co-design a plan and source, prioritise, agree, contract, implement and evaluate projects – all within the funding timeframe. A wider implication for funding agencies is that accountability needs to be balanced with flexibility in determining end dates to mental health wellbeing projects.

Te Hau Toka processes: Te Hau Toka group members had diverse expertise and experience in clinical mental health and community development. The group needed to learn how to work together effectively and support communities to lead their own recovery. The group relied heavily on the Southern District Health Board administration system which was provided at no cost to contract and pay providers. While this significantly reduced the group's overheads and allowed it to directly invest the money in community initiatives, it was time-intensive for the Health Board staff.

Engagement with the tourism sector: Initial engagement around wellbeing with the business sector was challenging as many local businesses were focusing their efforts on survival - on maintaining their business and applying for wage subsidies and Regional Business Partners (RBP) grants. It took time to build relationships with business and ensure that initiatives focused on issues of interest and relevance for them.

Funder relationship: MBIE provided funding for the group in July, 2021. While quarterly reports were submitted to MBIE and key staff received communications, little feedback was received. Te Hau Toka also invited MBIE representatives to attend the Te Hau Toka community hui in May 2023, the purpose of which was to identify steps to support sustainability and to synthesise learnings from the evaluation. However, no representatives were able to attend. Te Hau Toka sees this as a limitation both in reaching a strategic agency and providing an opportunity to contribute to evidence that may be of national benefit.

Initial engagement with iwi: Iwi groups in the Southern Lakes region work independently for a range of cultural, organisational and practical reasons. It was challenging for Te Hau Toka to source appropriate representation to guide the group's decisions and actions. This was addressed in 2022 through the appointment of Jo Brand on behalf of the Tuawhenua Kahui and seven runaka.



## Twelve enablers for community engagement

### 1. A collaborative platform to focus implementation efforts

Representatives from a number of agencies came together to work on combatting the ongoing mental health impacts of COVID-19. The group met every week to share intelligence, plan and support the implementation of a range of mental wellbeing activities. It's unlikely that any one individual or organisation would have had the capacity or reach of this group of individuals who had a shared commitment and passion to improve mental wellbeing for communities in the Southern Lakes region.

### 2. Funding to extend reach

In July 2021, \$3 million dollars was allocated from the Ministry of Business, Innovation and Employment (MBIE) to the then Southern District Health Board (SDHB) to administer. This funding provided additional opportunities for Te Hau Toka to escalate a comprehensive programme of mental wellbeing initiatives.

As the group was already established, they were able swiftly mobilise a programme of activities into the communities. Initially, the group invested in community co-design to ensure that Te Hau Toka reflected community needs and aspirations. In the first few months of implementation the group focused on quick wins – initiatives to get information and support out to communities where it was needed most.

### 3. Dedicated support for programme administration

There is evidence that the decisions about direction and investment within Te Hau Toka were robust. Decisions at weekly meetings were documented and clear protocols for investment were in place.

A sub-committee read and assessed Connecting Communities applications and brought their recommendations back to the rest of the group for final decisions. The entire group also discussed applications made for larger partnership funding according to agreed criteria.

Te Hau Toka relied heavily on the Southern District Health Board (now Te Whatu Ora Southern) administration system to contract and pay providers. Some of the internal processes within the DHB required multiple levels of signoff and approval. A decision was made by the group to work with a secondary agent for payments to get smaller amounts of money (for example, the microfund) out to the applicants efficiently.

A programme manager from the SDHB was a member of the group and supported it in navigating the contract management processes for all of the initiatives. This was an extremely time-intensive process that reduced overheads for the group and significantly reduced the burden on Te Hau Toka. The programme manager was a valued resource to the group and Te Hau Toka acknowledges this it was only a small part of the rest of the work for which she was responsible on top of her day job.

A programme of this size and scope requires a dedicated resource for programme administration – an individual with the role of meeting scheduling, coordination, documentation and budget management who can also ensure timely feedback is provided to groups providing wellbeing activities.

### 4. Investing in early wins

During the early stages of COVID-19 there was increasing demand for clinical mental health services, workforce shortages, and waitlists. Te Hau Toka was aware of these growing challenges and knew they would not be quickly resolved. It identified opportunities to implement some 'quick wins' that would enable wellbeing information to be disseminated across the communities.

Developing campaigns, particularly online, around the promotion of the 1737 number and the Traffic Light Guide [profiled earlier in this report] are two examples of initiatives of health promotion activities that were focused on wellbeing, and at the same time provided avenues for people to gain additional support if needed. Online distribution of information became particularly important in light of the COVID restrictions.

Resilience was also built into the Connecting Communities and partnership funding – it was compulsory for applicants to specify how they would adapt their event or activity to meet different alert level requirements.

## **5. Trusting the community to lead**

One of the most effective ways to achieve successful engagement is to enable the community to lead the way in identifying, developing and implementing initiatives that support their localities. This fosters greater sustainability of initiatives and outcomes as well as self-determination.

Te Hau Toka identified the need for community engagement from programme inception and its initial phase of work was to take stock of community groups and agencies supporting wellbeing in the four communities. By commissioning community engagement specialist Leadership Lab in August 2021 to facilitate a systematic co-design project within each of the communities using well-known and respected community members as ‘listeners’, this provided the necessary engagement expertise as well as independence and transparency. Their work contributed to a set of recommendations to guide Te Hau Toka’s decision-making.

While there was strong support for this early work, one interviewee felt that outsourcing the initial co-design work to an outside consultancy group did not reflect a commitment of trust in the local community. While this perspective is an outlier, it highlights the fact that there needs to be careful consideration given to how decisions are guided about programme design and implementation – i.e. “how do we best engage with community in a timely way and still promote community ownership?”

## **6. Partnering with community groups to amplify the reach and sustainability of initiatives**

One of the key principles underpinning Te Hau Toka was ‘don’t reinvent the wheel’. The networks and knowledge base of Te Hau Toka group provided insights into existing wellbeing initiatives within the community that were working well or showed promise. Funding was used to support initiatives that would help local groups extend their reach and effectiveness.

## **7. Focusing on developing and strengthening community leaders**

A commitment was made to grow a network of wellbeing leaders and champions and encourage them to work collaboratively. Partnership funding and the microfunding provided opportunities for these individuals to strengthen their presence in the community and sustain wellbeing activities.

In addition, Te Hau Toka formed an Executive Oversight Committee comprising the three mayors from the region, the Director of the SDHB Hamish Brown, and Jo Brand, the iwi representative for the seven runaka, to ensure they fed into its work and were able to use their senior roles and influence to share information and advocate for community-wide wellbeing across their jurisdictions.

## **8. Clarifying the ingredients for good partnerships**

Partnerships take time to establish within the community and require reciprocity. The critical elements of an effective partnership may not be shared by all groups, which may compromise the way activities are undertaken and how they are communicated.

One interviewee shared a view that while they were allocated funding for various initiatives, they did not feel they were in a partnership with Te Hau Toka, which they saw as crucial for sustainability.

---

*“A partnership would feel like there was open transparent discussion, and that there was two-way conversations, that there was a place to meet and talk. It would feel like there was trust, and there was invitation to collaborate not ‘I’ve given you money now report to me, which is a totally different dynamic. Trust has been growing over time as Te Hau Toka has demonstrated its value.”*

---

The partnership with iwi has also been identified as less effective than intended. This was associated with challenges in following appropriate protocols to engage authentically with Māori.

The learning here may be that it is important to clarify the elements of the partnership by understanding the way each party understands the meaning and implications of collaborative ways of working.

## **9. Transparency and accountability across the programme of work**

Meeting weekly across two years enabled the group to plan, identify emerging community opportunities and challenges, and implement and assess progress. While the programme was initially administered by the Southern District Health Board with pre-existing accountabilities, Te Hau Toka created decision rules about programme investment that were transparent and well documented. It also regularly shared updates about its work and community benefits with stakeholders and the public.

## **10. Find the sweet spot with business**

Initial engagement with the tourism and business sector was challenging, and it remained difficult to engage this sector in mental wellbeing initiatives. Many businesses were focused on survival and applying for other wage subsidies and grants. Some people interviewed in the evaluation suggested that dedicated sessions for business were often not feasible as they were primarily focused on survival. They concluded that business owners may be less interested in discussions about their own wellbeing when under mounting pressure to get staff, find suitable staff accommodation, and keep staff while also juggling limited operating hours.

While tailored communication mechanisms and initiatives are needed to engage different groups within a community, the key question that arose regarding business engagement was, “What is the best way to support business owners when they are under pressure without putting them under more pressure?”

A local business leader noted that businesses recognise the value of community engagement as part of their social license and are keen to contribute to the wellbeing of their communities even in times of crisis.

Strategies to contribute meaningfully to the complex issues facing business evolved over time. Building relationships with business industry associations (Otago Regional Business Partners Network, Chambers of Commerce, regional tourism organisations, Hospitality NZ) appeared to be an effective strategy. They already had existing relationships with businesses and a deep understanding of what resonated, so Te Hau Toka was able to work alongside them to support mental wellbeing initiatives.

Three members of Te Hau Toka had strong experience and networks in business, tourism and industry. Their perspectives about how to engage with business were valuable to the group. Te Hau Toka also used local business networks to extend and provide support to existing initiatives, most of which occurred in the second year of implementation [for example, workshops run by the Chamber of Commerce in 2023].

---

*“You have to support businesses to engage and partner with community agencies to support wellbeing. They want to do it. But someone who knows their business needs to help them form the right business-community partnerships, the ones that bring the most value. It’s got to be a win-win – good for the business and good for the community. They have to meet them where they are.” [Business leader]*

---

## **11. Emphasis on sustainability and spread**

Te Hau Toka was committed to implementing initiatives that would not only contribute to wellbeing within the region but also contribute to mental wellbeing across the country. One of the clearest examples of a legacy project in a national area of concern was the decision to fund Te Pou to translate an internationally renowned evidence-based youth mental health first aid programme to the Aotearoa context. This investment will strengthen capacity and capability in the Southern Lakes region and benefit other regions who now have the opportunity to introduce the programme to their communities.

## **12. Tailor communication to audiences**

A key strength of Te Hau Toka was its ability to regularly get messages out to the community via a range of channels. Big news was shared via the media and partners, Facebook posts were delivered two to three times a week, and the email newsletter, which was distributed once a month, shared wellbeing news, resources and events and profiled community activities. Tailored communications were also shared with targeted groups.

## Conclusion

The programme of work undertaken by Te Hau Toka was designed to support community wellbeing and a range of initiatives were implemented through investment in community-led solutions. The evaluation report has documented key aspects of the programme of work and insights and learnings from implementation. It will be important to draw on the learnings from Te Hau Toka help shape responses to future anticipated or unanticipated community level emergency events.

The cumulative benefit of the initiatives has contributed to community mental wellbeing. It is unlikely that a single initiative in isolation would have had comparable reach or influence. Te Hau Toka was open to emerging opportunities to progress wellbeing within the communities and that work is not over or complete. It is clear that Covid-19 will have an ongoing impact on the mental wellbeing of these communities for years to come.

A key learning from the implementation of change programmes during unsettled times is the need to maintain a clear vision while adapting to emerging opportunities or risks within the environment. Spiller, Barklay-Kerr and Panoho (2015) introduced the concept of 'wayfinding leadership' - leadership that finds its way when the path ahead is uncertain or unclear. Wayfinding leadership is a useful representation of the work undertaken by Te Hau Toka and the way it evolved to support mental wellbeing. Wayfinding requires a good understanding of self, of those we collaborate with, of our waka and of the context – in this case, the impact of Covid-19 on our communities.

A quote from a recipient of the Te Hau Toka partnership fund provides an appropriate conclusion to this report. The quote highlights the learnings from COVID-19 about the community, about cohesiveness, and about the importance of finding ways to maintain strong community connections.

---

*"I see - as a resident - the difference in this community, pre and post Covid.  
Pre-Covid, it felt like tourism was in the way and we had little community connections around it.  
Then the tourists left and we found each other.  
We built stronger connections through partnerships and relationships.  
Now that the tourists have come back, we need to ensure that we don't lose what we've built.  
We're stronger together and we've got to keep investing in our local community."  
[Recipient of Partnership Fund]*

---

## Appendix 1: Case profiles

This evaluation report has provided an overview of the programme of work of Te Hau Toka and an assessment of the contribution it has made to community wellbeing in the Southern Lakes. The appendices profile more detailed examples of projects, events and initiatives undertaken with support of Te Hau Toka.

Profiles are examples of initiatives in some of the investment priority areas:

- **Connecting Communities Microfund** – The Whakatipu Senior citizens pamper day and the MINT Adventure Camp
- **Community events to promote mental wellbeing** – Fiordland Matariki hampers for seniors
- **Partnership funding** – iFLY Whakamana [a business-community partnership] and GoodYarn [Mental health literacy]

These profiles were included in the initial evaluation report – June, 2023. They are reproduced here as they illustrate activities undertaken through community and business partnerships to promote wellbeing. It is acknowledged that in the past year [June, 2023 to June, 2024] these initiatives will have evolved or shifted in response to community priorities.

### Profile: Connecting Communities Microfund - Wakatipu Senior Citizens Association 'Pamper Day'

The Wakatipu Senior Citizens Association (WSCA) offers activities and events for seniors aged over 60 years. Its role to provide opportunities for companionship and friendship for local residents and activities to keep them active and learning.

Loneliness is one of the biggest challenges for older people, especially post-COVID. Through the WSCA's activities, its membership has grown and participants have been able to connect and socialise with friends, old and new, in a safe environment where they feel valued and have a sense of belonging.

The WSCA received Connecting Communities funding for a pamper day which was held in the middle of winter on 17 June 2021 with the intention to "give everyone a bit of a boost and a treat".

Twenty-two members attended and were treated to various pampering activities, such as hand and shoulder massages, manicures and gentle body movement, with the room set up to make it a relaxing environment.



General Manager Gabby Lake explained:

*"We put out vases and arrangements of plant cuttings as it was the middle of winter. We tried to make it in tune with nature, creating a special treat and spa feel."*

*"Covid-19 was still lurking and pressing down on people, so we ensured hand sanitising and social distancing at lunchtime."*

One of the unanticipated outcomes was the response of men who attended the pamper day. The general manager had assumed that men would be less interested in the hand manicure and massage, but they responded to this very positively.

*"I saw all of the guys (4-5) who had a manicure as well. I think there is something about having your hands touched and the value of physical connection for your wellbeing. Many older people are alone and miss that contact."*



## Profile: Connecting Communities Microfund - MINT Adventure Camp



Founded in 2017, MINT Charitable Trust is a not-for-profit organisation established to support parents, children, and young adults with intellectual disabilities in the Wānaka region. The programme offers weekly classes and special activities, like camps and theatre classes. Their objective is to increase the confidence, independence and friendships of people with intellectual disabilities. MINT was successful in four rounds of Connecting Communities funding and this profiles one of their applications - supporting them to host an adventure camp.

### What was proposed?

The Charitable Trust applied for funding for an overnight adventure camp for 25 intellectually disabled youth at Camp Colomba to support confidence building, teamwork and skills-based training.

Many members of this group miss out on school camps or other overnight adventures because the right support is not in place to make it a success. This particular camp was to be adapted to individual needs and provide an opportunity for participants to reconnect with the outdoors and prove to themselves that they are more able than they might think. The adapted activities would help everyone learn and build on their skills, meaning they could go on to participate in other locally based activities such as rock climbing.

### What was the funding used for?

The Connecting Communities funding provided 15% towards the total cost of the camp. It was spent on facilitator and activity instructor costs for a 2-night adapted outdoor adventure camp for kids, youth and adults with intellectual disabilities.

Seven paid staff and 17 volunteers supported the camp experience. Many of these volunteers were young people from the local high school. Charlotte [MINT manager] noted the extensive work behind the scenes to tailor a camp to support the learning and activity needs of participants.



*“There are lots of things to consider and it takes a lot of time and effort to programme. We had seven paid staff involved and needed to coordinate activities and support the 17 volunteers.”*

Because the camp was based around opportunities for physical activities, many participants felt a sense of achievement. Charlotte also highlighted that the instructors “balanced duty of care with dignity of risk”. Individuals needed to be safe and supported while also being able to take the opportunity to stretch themselves.

---

*“Te Hau Toka funding is really important to a small organisation like ours. We’re consistently battling for funding and have limited resources. The application process for Te Hau Toka was easy and straightforward. It is quite different from some other applications required by other groups. It provided us with an opportunity to come up with new ideas that relate to mental wellbeing and the Five Ways to Wellbeing.” [MINT Trust]*

---

### What were the outcomes?

Eighteen participants were able to have an experience of a camp that usually would not have been accessible for them. Charlotte explained,

*“Participants had a chance to push themselves physically in the great outdoors, be away with their peers and connect and engage with each other outside of their home. This was truly a once-in-a-lifetime experience, and the families that joined us got to see this first-hand.”*

Charlotte said that the camp also gave families some respite while their children were on the camp which resulted in some potent outcomes.

*“We had a young boy who has never ever stayed a night away from his parents. With the right support, and a few buddies and with him, he actually stayed overnight. I remember seeing his face in the morning, and it was like he couldn’t believe that he was still there and how happy he was. He’d done it. The next week, he went to school camp with such confidence. He knew that he could do it because he’d already done it.”*

A parent interviewed as part of the evaluation spoke of the value of the camp in boosting her son’s confidence and sense of self and said that without the tailored camp her son would not have had the opportunity to participate in a camp experience.

*“What we knew was missing was an opportunity for the kids to be a part of all these really exciting activities, particularly outdoor and sports opportunities that all the other kids and Wānaka get to be part of. These activities mean that I don’t have to be the caregiver, educator and entertainer all the time. Our kids need the same thing as other kids, but it has to be done in a completely different way. The camp was just that. It wasn’t just a sporting opportunity, it was a social opportunity as well. When E [son] got home, I noticed he was so much happier – happier at home, and more confident in himself.”*





## Profile: Partnership funding - Fiordland Matariki Hampers for seniors

In 2022, Te Hau Toka's Central Lakes navigator worked with members of the local community to create Easter gift hampers to 'surprise and delight' seniors in the Queenstown area who were isolated and doing it tough. Community support included packing and delivering the hampers as well as school children making personalised cards, craft groups making custom-designed quilted placemats, individuals baking treats, and organisations donating products like skin care cream, soaps, pens and notepads.

In 2023, the successful initiative was replicated by Te Hau Toka's Fiordland Community Wellbeing Co-ordinator with a Matariki theme<sup>17</sup>.

Hampers were allocated through a community nomination system. It was widely promoted and nomination forms were available at key community touchpoints like the Te Anau library, pharmacy, medical centre, and Fiordland Community House. Nominations from medical centre and Fiordland Community House staff helped address any potential gaps.

### What was in the hampers?

The 169 hampers included an introduction and explanation of the hampers; an invitation to the community Matariki Remembrance night event; Te Hau Toka's Traffic Light Guide, a timetable and contacts for community groups and activities, a meal and easy recipe cards (muffin, scone and soup); locally made chocolate and biscuit treats bag; tulip bulbs to plant; a card, letter or artwork made by local children; and a mixture of hand-knitted gloves, local honey, soap or beaded art created and donated by the community.

### How were volunteers engaged?

Te Hau Toka's Community Wellbeing Co-ordinator linked up with Fiordland Community Kai, a community group that makes meals for those who need a helping hand. This group led the meal plan and cooking and provided volunteers.

The schools and early childhood centres made letters, decorated the hamper bags and provided crafts and cards. Additional volunteers were sourced from community networks and local groups like Rotary to help deliver the hampers, with a total of 26 taking part in the project.

The knitting was produced by local knitting/craft groups as well as word of mouth. Feedback from recipients was overwhelmingly positive with many surprised and touched by the thoughtfulness of the volunteers.

---

*"One of the biggest benefits I have seen which has directly impacted me was the over 60s gift hampers delivered at Matariki. This is often a forgotten and stoic part of our community, many of whom live in daily isolation in an increasingly digitised and fragmented world. Delivering these hampers and seeing the visible emotion on the recipients' faces was overwhelming... I even had one in tears. Without the Wellbeing Co-ordinator position no-one would have had the time to coordinate such a massive venture." [Fiordland community member]*

---

### What have we learned?

The Fiordland Matariki hampers are an example of the successful spread and adaptation of an initiative first offered in the Queenstown Lakes. In both areas it reached seniors but because it was 'all' seniors over 65, it didn't single anyone out as needing charity. The community wellbeing coordinator believed this was important to reduce the risk of stigma.

As a health promotion activity there were multiple benefits from these hamper events, many which align to the Five Ways to Wellbeing and Te Whare Tapa Whā:

---

<sup>17</sup> Matariki was first celebrated as a formal tradition across Aotearoa in 2022, offering an opportunity to learn more about Te ao Māori and the connections between the sky, the land and the sea. Matariki celebrations encourage us to reflect on those who have passed, celebrate the present with family and friends, and look to the promise of a new year.

- An opportunity for people to nominate those they're thinking of in their community without any cost to themselves
- Structured opportunities for people to 'give' in the form of content for the hampers e.g. making mittens or by delivering them
- Opportunities for connection between different demographics within the community
- Connection with local services. The Matariki hampers demonstrated the value of local networks and connections with local services or groups. For example, wool from local shops; a local chocolate maker; and local community groups e.g. Fiordland Community Garden provided the bulb gift, Waitangi Trust organised the remembrance night, Fiordland Community Kai made the meals and the Fiordland Arts Hub ran a community activity to make the beaded art.

## Fiordland Matariki Hampers 2023

These photos only capture a few of the 26 volunteers who helped out over the 2 days of hamper making. Not to mention the hours put in knitting wrist warmers, making beaded creations, and putting together the art, cards and letters.

The hampers were a great success, spread a lot of joy, connected our older and younger residents and hopefully will become something our community regularly does as a way of thinking about and acknowledging our resident seniors.

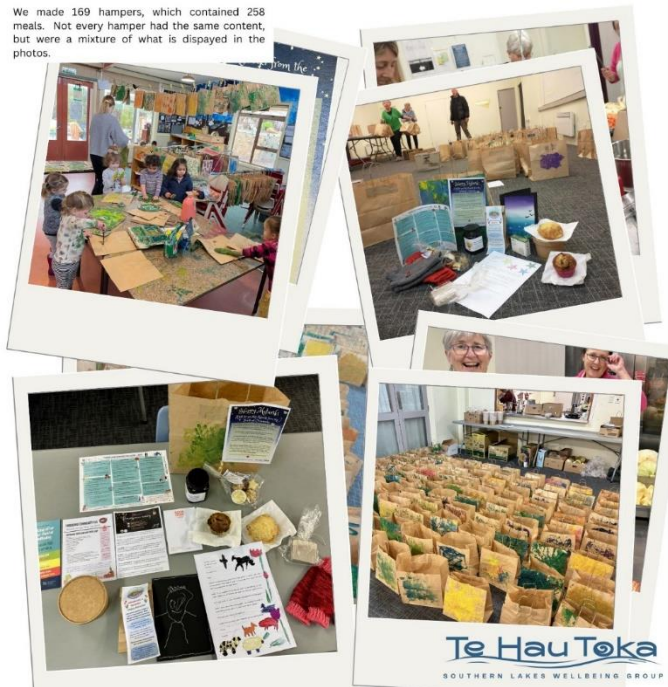
If you were involved in any way, from nominations to creations or deliveries, thank you so much!

We made 169 hampers, which contained 258 meals. Not every hamper had the same content, but were a mixture of what is displayed in the photos.

The hampers were really well received, and the volunteer days were enjoyed by all.

"[He] was almost overwhelmed with the thought expressed with the 'unprecedented' gift. All others, who didn't suspect or know, were equally and almost universally stunned"

"...an amazing group of volunteers took it was just amazing to be in that room today & I didn't realise how comprehensive and "full of love" those wee brown bags were"



## Profile: Partnership Funding: A successful business-community partnership with iFLY



### What is iFLY?

iFLY is a Queenstown-based business that offers indoor skydiving to people of all ages and abilities who want to experience ‘the joy of flight’ in a safe indoor environment. It is a popular attraction for children, young people and families in Queenstown.

### What is the iFLY Whakamana programme?

iFLY Whakamana was developed as a day programme for Year 7 and 8 students from local primary schools to support mental wellbeing and build confidence and resilience. It encompassed learning about STEM<sup>18</sup>, for example how the wind tunnel on iFLY works and aero dynamic principles, alongside team building and creative arts-based activities. The programme culminated in a flying experience.

The inspiration for iFLY Whakamana came from iFLY owners Matt and Amy Wong. They had young children at school and had observed the stressors facing children in years 7 and 8. As a way of giving back to their community, they were keen to develop an inclusive empowerment programme to support students’ mental wellbeing. Offering a free programme to students was also seen as a way of extending the social contribution of their business to the community by offering an experience that was accessible, engaging and fun as well as a programme that supported student wellbeing.

Their aim was to support students who were reluctant to speak to begin to share their feelings as they gained confidence. Participants were encouraged to take what they learned about positive self-talk and respectful communication back to their whānau, friends and schools.

### How was the programme developed?

iFLY partnered with well-known and respected Child and Youth wellbeing facilitator Sunny Sky and the Whakatipu Youth Trust to develop the programme. Initially, they focused on Year 8 children as they were identified as the key group vulnerable to stressors associated with the transition to high school.

iFLY owner Matt Wong shared his perspective about the development of the programme:

*“We thought about the Five Ways to Wellbeing and thought let’s work out how we can embed it into whatever we do. We specifically worked on the ‘Be Active’ part of the framework. We felt it had to be active to engage and challenge the children. It couldn’t be a ride or sitting passively as it wouldn’t engage them.”*



Sunny Sky, the Child and Youth wellbeing facilitator, tailored the workshop to suit student needs. She believed the combination of activities in the programme *“helped tamariki experience a deep sense of body connection, confidence and courage as they overcame their fears and learned new skills”*.

A Whakatipu Youth Trust youth support worker assisted throughout the day and then continued to support the children and parents during fortnightly school visits and follow up on any required service referrals. Having the youth worker involved in the programme helped the children bond with them and feel more confident to seek support.

Sunny explained, *“They get to know the youth worker through the programme and then when they see her or me in the school they recognize us and give us a wave. I can also follow up if I see someone who is having a bit of a hard time. We keep an eye of them when they are at school and check in where they are in a couple of weeks or so.”*

---

<sup>18</sup> STEM/STEAM = learning that uses Science, Technology, Engineering, the Arts and Mathematics to support student inquiry, dialogue, and critical thinking

### How was the funding used?

Te Hau Toka partnership funding and in-kind contributions from iFLY and other community funding enabled the experience to be free for all children. Te Hau Toka funded the facilitator's time and expertise whilst iFLY donated the flying experience and space for the day-long workshop, as well as supplying information and promotional material to the schools.

### Who was reached?

The programme started as a pilot with attendees from iFLY's neighbouring school, Queenstown Primary, then was offered to all primary schools in the districts and extended to year 7 students in 2023. Teachers selected children to attend who they believed were most in need of the programme (children lacking in confidence or facing particular challenges).

While, to date, this has been the selection criteria, iFLY's evaluation report to Te Hau Toka indicated that there was support for the programme to be made available to all year 7s and 8s given its likely applicability to stressors around key transition periods.

By May 2023, when this evaluator reviewed the programme, 134 children from five local primary schools had participated in 15 sessions, and there were a further 8 sessions booked.

### What were the outcomes?

iFLY Whakamana ran a comprehensive evaluation process alongside the programme to inform improvement and assess the outcomes around supporting children's confidence, engagement and wellbeing.

Collecting data from young children requires creative techniques. They may be unable to fully articulate experiences and shifts either verbally or in written expression. Creative arts-based evaluation techniques were used to document outcomes using pre and post 'blob' data. Children were asked to indicate where they were at on the blob tree at the beginning of the session, and then again at the end.

The blob tree was developed in the UK and provides visual cues that help students represent their feelings. Using this tool before the session and after the session provided useful feedback to the iFly Whakamana team about the value of the programme. Feedback from attendees indicated that the participants moved up an average of 7 points regardless of their starting position. In the pilot programme in 2022 with 100 participants, ratings were similar pre and post, with students indicating movement of an average of 6 points.

### Figure 7: Example of the Blob tree



Those delivering the programme noted the shift in students from the time they entered to the time they left.

One of the advantages of partnering with Whakatipu Youth Trust was that participants received a soft introduction to local youth workers. This created a contact point within the school to help facilitate prevention and early intervention. iFLY Whakamana cannot statistically claim to have contributed to these outcomes, but the findings are compelling – youth workers, young people, teachers and some parents reported the benefits of the programme.

The youth worker reported that 23 percent of participants subsequently joined the Whakatipu Youth Trust's Year 7 and 8 sessions and seemed more willing to approach youth workers at the fortnightly school sessions.

*"The outcomes for these kids are nothing short of spectacular and we're totally invested in continuing to support them to thrive. For me, this collaboration has taken the concept of 'it takes a village to raise a child' and made it real. It's a fantastic example of the positive impact we can make as a community."*

## What have we learned?



Marie Day [Council/Te Hau Toka], Sunny Sky [facilitator], Jacqui Moir [Whakatipu Youth Trust], and Matt and Amy Wong [iFLY owners]

The iFLY programme is a creative example of a successful, mutually beneficial business-community partnership.

It arose from a keen awareness of the challenges facing young people and was grounded in observations of children in the local school community.

iFLY committed to offering these free empowerment experiences on an ongoing basis, pending further evaluation. Matt, the owner, would also like to see other businesses offer programmes for the community that benefit the business and the community. He shared his perspective on how best to attract business 'to the table' to promote wellbeing:

---

***“It takes a deeper understanding of all the stakeholders and what they want out of it. Anything I do has to fit the circular economy model. If one stakeholder is losing, then it will never work. Programmes like Te Hau Toka need to ensure that any community programme supports the social licence of the business.”***

---

## Profile: Partnership funding: GoodYarn mental health and wellbeing literacy programme

### What is GoodYarn?

The Good Programmes Trust holds the New Zealand license for GoodYarn, a peer-led, evidence-based mental health education programme. It originally focused on farming and rural communities but broadened its remit to the wider community. The programme is intended to:

- Increase understanding of mental health and how to look after it
- Raise awareness of the signs and symptoms of mental distress
- Increase confidence in having a conversation with someone you are concerned about
- Increase knowledge of what support is available locally and nationally.

### How was GoodYarn developed for implementation in Queenstown Lakes?

[Headlight](#) (then operating as the Southern Wellbeing Trust) began working with the Good Programmes Trust in 2020 to develop a Good Yarn pilot programme for communities. After receiving funding from Te Hau Toka in early 2021, Headlight secured a licence to deliver the GoodYarn programme to the Queenstown Lakes community, including small businesses with less than 50 staff.

### What was the funding used for?



*Queenstown Men's Bookclub workshop*

Headlight brought GoodYarn mental health education workshops to priority audiences - namely small businesses, migrants, volunteers/NGOs and frontline professional services staff working with people impacted by COVID-19.

Business workshops were delivered through several business networks, including the Mountain Club co-working space, and by targeting key sectors including property managers and tourism.

These workshops were held in a wide range of easily accessible venues in Queenstown, Wānaka and Cromwell.

In total, 15 workshops were delivered to 142 people by Headlight between September 2022 and June 2023. The majority of attendees were women, with 20 percent males attending the workshops.

### What outcomes resulted from GoodYarn?

Headlight's internal evaluator completed a comprehensive report of the programme and its outcomes.

The majority of participants completed a feedback form after attending [satisfaction level evaluation], and then three months later to assess transfer of the learning in practice [transfer].

Overall, the workshops received strong positive feedback with 100% of participants indicating they would recommend it to others. Participant feedback immediately after the course demonstrated:

- 82% indicated an increase in knowledge about where and how to get help
- 71% indicated an increase in awareness on the signs and symptoms of common mental illness
- 71% indicated an increase in confidence in how to start a conversation with someone they may be concerned about.

The three-month follow-up received 28 responses, representing a response rate of 20 percent. Most of these participants indicated they had used workshop learnings.

For Anna Dorsey, the CEO of Headlight, GoodYarn represents an example of peer-led services in communities that can sit alongside clinical services and actively support mental health and wellbeing. The peer-led model in her view is lean and flexible. *"We use 10 hours a month of a person [volunteers] and can mobilise a workforce to reach deep into the community."*

## Appendix 2: Data collection matrix for the evaluation of Te Hau Toka

Key Evaluation Questions	Information Requirements	Method and Source	Timing
<b>How effective was the implementation of Te Hau Toka?</b>	<p>(Sub-questions: How was the committee established? How were initiatives agreed, How effective were the partnership ways of working/ evidence of co-design?</p> <p>Were implementation of activities delivered as planned<sup>19</sup>)</p> <ul style="list-style-type: none"> <li>- creative activities and events initiated/implemented</li> <li>- events associated with Te Hau Toka implemented by partners</li> </ul>	<ul style="list-style-type: none"> <li>- The THT Wellbeing Group – Critical reflection on the first year of Te Hau Toka – individual semi-structured interviews.</li> <li>- Partnership survey – To be implemented in September-October 2022 with the Wellbeing Group.</li> <li>- Programme records – description of initiatives, comparison of implementation plan/recommendations from the Leadership Lab with implemented actions</li> <li>- Reports from implementation of initiatives by those in key roles in each community/stakeholder list and points of contact</li> </ul>	<p>October and November, 2022</p> <p>Initially in November. Second round analysis in June, 2023</p> <p>Collation in March-April, 2023 as part of the outcome evaluation</p>
<b>2. To what extent did the initiatives developed and implemented through Te Hau Toka reach target communities?</b>	<ul style="list-style-type: none"> <li>- Number participating in Te Hau Toka initiatives and activities</li> <li>- Number of identified community demographic participating <ul style="list-style-type: none"> <li>⇒ evidence of inclusiveness</li> <li>⇒ community diversity</li> <li>⇒ acceptability to the community</li> </ul> </li> <li>- Number and proportion of participants in initiatives indicating satisfaction with the initiative(s)</li> <li>- Evidence of community voice in identification and implementation of key initiatives <ul style="list-style-type: none"> <li>⇒ level of engagement with key stakeholder groups, including community groups, agencies and small business</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Navigator Role to champion collection and retrieval of information about implementation activities, scope and reach.</li> <li>- Programme records</li> <li>- Simple feedback form for community initiatives</li> <li>- Acquittal form and interview with a sample of individuals who received Connecting Communities fund (up to \$1000.00)</li> <li>- Content analysis of social media reports and print articles</li> </ul>	<p>Collation over programme timeframe</p> <p>Throughout programme timeframe</p>
<p><b>3. How has the program contributed to improvements in community mental wellbeing?</b></p> <p><b>3a. How sustainable are these improvements?</b></p>	<ul style="list-style-type: none"> <li>- Results from annual Quality of Life Survey (QLDC)</li> </ul>	<ul style="list-style-type: none"> <li>- Annual Quality of Life survey</li> <li>- Case studies x 4 across communities identified according to agreed criteria</li> <li>- Acquittal forms from Connecting Communities and Partnership funding initiatives and follow up interviews (semi-structured interviews)</li> <li>- Navigator role – connections with community</li> </ul>	<p>Comparison across time (relevant time periods)</p> <p>Both process and outcome evaluation</p>
<b>4. What are ways that the Te Hau Toka could be improved for greater reach and impact? What are the lessons learned?</b>	<ul style="list-style-type: none"> <li>- What have we learned that can be drawn on to inform other responses/ initiatives arising in the future?</li> </ul>	<ul style="list-style-type: none"> <li>- THT Wellbeing Group</li> <li>- Interviews with key community informants</li> <li>- Navigator roles (interview)</li> <li>- Synthesis of all monitoring and evaluation evidence</li> </ul>	<p>November 2022</p> <p>June 2023</p>

<sup>19</sup> Subject to COVID-19 restrictions

Key Evaluation Questions	Information Requirements	Method and Source	Timing
<p><b>5. What are the unintended and unexpected outcomes of implementing Te Hau Toka?</b></p> <p><b>6. What have we learned from Te Hau Toka to (inform future responses to unexpected events)</b></p>	<ul style="list-style-type: none"> <li>- Evidence of value of 'quick wins' in reaching communities (e.g., MH 101 workshops)</li> </ul>	<ul style="list-style-type: none"> <li>- Documented group interview - Advisory group reflections</li> <li>- Review/scan of grey literature/data bridge with achievements of Te Hau Toka</li> </ul>	<p>Throughout programme timeframe</p>



## Appendix 3: Rubric Assessment - Te Hau Toka alignment with co-design report recommendations

Process recommendation (PR)	Assessment - practical actions by Te Hau Toka	Basis of Assessment	Example Quotes
<b>PR1. Support communities to make their own decisions</b>	Strong evidence of alignment	1. The decision to invest in the needs and opportunities assessment [Leadership Lab] before making decisions about initiatives 2. Connecting Communities Fund and Local Partnership fund	"While the wellbeing group had ideas about what would work to promote wellbeing, <b>we wanted to make sure these were anchored in what our communities said was important to them.</b> We always tried to stay true to that commitment." [member of Te Hau Toka]
<b>PR2. Work on trust over accountability and expect some failure</b>	Evidence of alignment	Connecting Communities fund was a 'high trust' model – a simple proposal form and simple report process and reconciliation of funds after the event.	" <b>The proposal was so straightforward.</b> We are used to having to spend so much time writing grants to keep afloat. Te Hau Toka's form was so simple and no long, formal reports required."
<b>PR3. Seek collaboration and support existing initiatives</b>	Strong evidence of alignment	Local initiatives that were showing promise in promoting wellbeing were supported and promoted by Te Hau Toka through the Connecting Communities fund and Partnership fund.	"We had a great plan and I remember having a discussion with x [member of the Te Hau Toka group] who encouraged us to work alongside y [another agency] who were doing similar things. <b>It was a real value-add to both groups I think.</b> We ended up doing more than we could ever have done on our own."
<b>PR4. Seek and celebrate meaningful wins and good stories</b>	Strong evidence of alignment	Communications and promotion role disseminated wellbeing messages to the community and regularly shared 'good news' stories on Facebook [2-3 times per week]  The Te Hau Toka Hui [held in May, 2023] profiled achievements and shared these with the 75 attendees. The hui was recorded and key messages shared.	"It's one thing to do good things, which Te Hau Toka has done. It's another for people to know about them. <b>It's been great to see regular news about the activities they have done.</b> It gives you a buzz."
<b>PR 5. Embody the better futures that communities are already building</b>	Evidence of alignment	The hui [May, 2023] provided an opportunity for community feedback on what had been accomplished through Te Hau Toka and an opportunity for idea generation about ongoing ways to keep the focus on mental wellbeing	" <b>Communities have diverse needs (one size does not fit all). Everyone has a role to play</b> in creating the conditions for personal, organisational and community mental wellbeing (food, housing, energy security; connection, sense of purpose and belonging, etc). No one organisation can deliver the breadth of initiatives to meet everyone's needs." [survey feedback- May Hui]

Initiative Recommendations (IR)	Assessment - practical actions by Te Hau Toka	Basis of Assessment	Example Quotes
IR 1. Foster social connections, sharing and the sharing of stories	Strong evidence of alignment	All Te Hau Toka initiatives were informed by the Five ways to Wellbeing.  The May 2023 THT hui for community and agencies involved in Te Hau Toka's work.  The Communications role ensured information was pushed out to the community in several formats – e.g., facebook page, newsletters, forums	<b>"I think why this project [Te Hau Toka programme] was so good is the connection.</b> We all know. We have seen the evidence. It's clear. It's whanaungatanga. "it's relationship, it takes time, it's not a quick answer, it can't be dialled up and delivered to them. It takes time. We've got to be disciplined to stay on task."
IR 2. Prioritise equity-based interventions	Evidence of alignment	The co-design process identified 5 priority groups child/youth/family, new/expectant parents, business, migrants, and seniors. Decisions and investment were aligned to these priority groups.  A number of migrant community initiatives were supported through the Connecting Communities microfund.  There were several initiatives that were focused on the Māori community, however iwi were not regularly present at Te Hau Toka group meetings.	
IR 3. Support positive pockets of the desired future	Evidence of alignment	This domain is very general. The evaluation defined this domain as initiatives that promote sustainable change after programme funding ceases. Support for local leadership, legacy initiatives (such as Te Pou Youth Mental Health First Aid)	
IR 4. Enable peer-to-peer wellbeing support at the grassroots community level	Strong evidence of alignment	THT initiatives supported: – MH 101, Good Yarn – Multicultural events run by the communities – Connecting Communities microfund recipients	
IR 5. Support and develop existing networks of collaborative leaders	Strong evidence of alignment	– Te Hau Toka supported local leaders through Connecting Communities – Several individuals from local groups have re-applied for the microfund or for partnership funding. – Opportunities for further training and capability building have been provided [e.g., Te Pou]	
IR 6. Enable coherence among existing supports	Some evidence of alignment  This domain is very broad. While Te Hau Toka was committed to drawing on local resources and support. The evaluation is unable to assess if support was coherent.	– Community information and community directory [Te Anau and Queenstown Lakes] – Linking people to services and to groups within the community – Promotion of 1737 number and existing supports – Support for Community Engagement librarians – Role of Community wellbeing navigators/coordinators	
IR 7. Broker awe surprise and joy through fostering creative expression	Strong evidence of alignment	'Collective effervescence' evident in community events, for example, the Latino Festival  Positive feedback from recipients of Connecting Communities microfund  Arts-based and creative experiences through Te Atamira and across the region through Connecting Communities	"It gave me a real buzz. There was dancing, singing, energy. It's great to be part of this. <b>Made me feel so good about being part of this community."</b>  "You can feel it – so many people, so much laughter."  "I talked to one of the older ladies who attended and she said she had never really felt able to draw. She felt nervous, but she did it, and loved it. She will be back." [Te Atamira]

# Appendix 4: Examples of mental wellbeing materials produced by Te Hau Toka

## Traffic Light Guide, posters, TV screen graphics for high foot traffic community locations



### Looking after your mental wellbeing

How are you **really** feeling today? Help is available.

Pick up a copy of the **Traffic Light Guide** or download from [southernhealth.nz/tehautoka](https://southernhealth.nz/tehautoka)

#### Immediate Crisis

- Concerned for your or someone's immediate safety? **Call 111**
- Needing help from Mental Health Emergency Services? **Call 0800 467 846**



**Call 111**

#### Extra Support

- Contact your Medical Centre
- Or phone/text **1737** for free 24/7 counselling support

**NEED TO TALK?**

**1737**

free call or text any time

#### Keeping Well

- Talk to friends, family and whanau
- Five Ways to Wellbeing, apps and online learning ([mentalhealth.org.nz](https://mentalhealth.org.nz))
- Connect with local community support groups

**KEEP LEARNING**

**BE ACTIVE**

**GIVE**

**CONNECT**

**TAKE NOTICE**

## 1737 poster campaign featuring locals



# Christmas Wellbeing Guides

These were designed to assist communities to find support over the holidays when many social services scale down or take a break.

## Getting help over Christmas & New Year

### Queenstown Lakes Mental Wellbeing Guide

The Christmas/New Year period can be a tough time for people experiencing loss, loneliness, stress or conflict so it's really important that we keep looking after ourselves and each other and stay connected as a community.

Spending time with other people gives us a chance to come together, check in and offer support. It's also an opportunity to share your own feelings or concerns with whānau, friends, colleagues, neighbours – anyone you trust – and have a good support system in place with people who can assist you if needed.

Services are often closed over Christmas or have an on-call roster so that our carers, who do so much to help others, get a break to spend time with loved ones and recharge their own batteries. Here are some key numbers and helpful resources to use if you, or someone you know, needs support over the next few weeks until everyone is back at work.

**Mental health emergency pathways**

- Ring 111 if it's an immediate emergency.
- Crisis Mental Health Emergency Services (Te Whaiti Ora Southern) are available to call 24/7. Ring 0800 467 846 and press 1 for Southland or 2 for Otago.

**National helplines**

- 1737 nationwide** Free text or call to talk to a qualified counsellor.
- Ukeline 0800 543 364 or text "help" to 4352.** 24/7 helpline staffed by health professionals and highly trained volunteers. <https://ukeline.org.nz/>
- Suicide Crisis Helpline 0508 828 865** (0508 TAU TOKO).
- Youthline 0800 376633.** Free text 234 or webchat [www.youthline.org.nz](https://www.youthline.org.nz/) 24/7 helpline for ages 12-24.
- Parentline 0800 939 922.** 24/7 parent helpline and advice for families, whānau and caregivers. Calls are also free from mobile phones.
- What's Up? 0800 942 8787.** Free counselling for kids and teens with trained counsellors, Mon-Sun 11am – 10.30pm, 365 days a year. Calls are also free from mobile phones. [www.whatsup.org.nz](https://www.whatsup.org.nz/)
- Family Drug Support Astoria NZ 0800 337 877.** Phone support service 9am to 10pm, 7 days a week staffed by trained volunteers.

For more 24/7 helplines, visit [www.mentalhealth.org.nz/helplines](https://www.mentalhealth.org.nz/helplines).

Te Hau Toka

## Getting help over Christmas & New Year

### Cromwell and Alexandra Mental Wellbeing Guide

The Christmas/New Year period can be a tough time for people experiencing loss, loneliness, stress or conflict so it's really important that we keep looking after ourselves and each other and stay connected as a community.

Spending time with other people gives us a chance to come together, check in and offer support. It's also an opportunity to share your own feelings or concerns with whānau, friends, colleagues, neighbours – anyone you trust – and have a good support system in place with people who can assist you if needed.

Services are often closed over Christmas or have an on-call roster so that our carers, who do so much to help others, get a break to spend time with loved ones and recharge their own batteries. Here are some key numbers and helpful resources to use if you, or someone you know, needs support over the next few weeks until everyone is back at work.

**Mental health emergency pathways**

- Ring 111 if it's an immediate emergency.
- Crisis Mental Health Emergency Services (Te Whaiti Ora Southern) are available to call 24/7. Ring 0800 467 846 and press 1 for Southland or 2 for Otago.

**National helplines**

- 1737 nationwide** Free text or call to talk to a qualified counsellor.
- Ukeline 0800 543 364 or text "help" to 4352.** 24/7 helpline staffed by health professionals and highly trained volunteers. <https://ukeline.org.nz/>
- Suicide Crisis Helpline 0508 828 865** (0508 TAU TOKO).
- Youthline 0800 376633.** Free text 234 or webchat [www.youthline.org.nz](https://www.youthline.org.nz/) 24/7 helpline for ages 12-24.
- Parentline 0800 939 922.** 24/7 parent helpline and advice for families, whānau and caregivers. Calls are also free from mobile phones.
- What's Up? 0800 942 8787.** Free counselling for kids and teens with trained counsellors, Mon-Sun 11am – 10.30pm, 365 days a year. Calls are also free from mobile phones. [www.whatsup.org.nz](https://www.whatsup.org.nz/)
- Family Drug Support Astoria NZ 0800 337 877.** Phone support service 9am to 10pm, 7 days a week staffed by trained volunteers.

For more 24/7 helplines, visit [www.mentalhealth.org.nz/helplines](https://www.mentalhealth.org.nz/helplines).

Te Hau Toka

## Getting help over Christmas & New Year

### Fjordland Mental Wellbeing Guide

The Christmas/New Year period can be a tough time for people experiencing loss, loneliness, stress or conflict so it's really important that we keep looking after ourselves and each other and stay connected as a community.

Spending time with other people gives us a chance to come together, check in and offer support. It's also an opportunity to share your own feelings or concerns with whānau, friends, colleagues, neighbours – anyone you trust – and have a good support system in place with people who can assist you if needed.

Services are often closed over Christmas or have an on-call roster so that our carers, who do so much to help others, get a break to spend time with loved ones and recharge their own batteries. Here are some key numbers and helpful resources to use if you, or someone you know, needs support over the next few weeks until everyone is back at work.

**Mental health emergency pathways**

- Ring 111 if it's an immediate emergency.
- Crisis Mental Health Emergency Services (Te Whaiti Ora Southern) are available to call 24/7. Ring 0800 467 846 and press 1 for Southland or 2 for Otago.

**National helplines**

- 1737 nationwide** Free text or call to talk to a qualified counsellor.
- Ukeline 0800 543 364 or text "help" to 4352.** 24/7 helpline staffed by health professionals and highly trained volunteers. <https://ukeline.org.nz/>
- Suicide Crisis Helpline 0508 828 865** (0508 TAU TOKO).
- Youthline 0800 376633.** Free text 234 or webchat [www.youthline.org.nz](https://www.youthline.org.nz/) 24/7 helpline for ages 12-24.
- Parentline 0800 939 922.** 24/7 parent helpline and advice for families, whānau and caregivers. Calls are also free from mobile phones.
- What's Up? 0800 942 8787.** Free counselling for kids and teens with trained counsellors, Mon-Sun 11am – 10.30pm, 365 days a year. Calls are also free from mobile phones. [www.whatsup.org.nz](https://www.whatsup.org.nz/)
- Family Drug Support Astoria NZ 0800 337 877.** Phone support service 9am to 10pm, 7 days a week staffed by trained volunteers.

For more 24/7 helplines, visit [www.mentalhealth.org.nz/helplines](https://www.mentalhealth.org.nz/helplines).

Te Hau Toka

# Monthly email newsletter and Facebook

## Te Hau Toka SOUTHERN LAKES WELLBEING GROUP

### MONTHLY UPDATE

#### looking after your mental wellbeing

January 2024

*Ngā mihi o te tau hou – Happy New Year from the Te Hau Toka team.*

Hopefully you've had some downtime to relax, catch up with friends and whānau, and enjoy the sunshine even if you've been working through.

It can be rough getting back into the swing of work so if you're already feeling tired, stressed or like you haven't had a holiday, more of the time to consider making life changes to help you work smarter and proactively manage your wellbeing. This edition focuses on mental health self-learning opportunities which will arm you with more knowledge, skills and practical tools to take into 2024.

Scheduling regular breaks and things to look forward to are key to avoid burnout. Waitangi weekend isn't far away and it's a good chance to down tools, connect with family and friends, and enjoy events and activities around the region like the [Gibbston Valley Concert](#), [Waitangi Day at Queenstown's Earnslaw Falls](#) and the [Whānau Park Day in Te Anau](#) featuring Anika Moe. [Whānau Māori](#) is also coming up in February and there are some great social, child-focused and adaptive options to get active, try something new and have some fun.

#### Why is Mental Wellbeing Important?

Helps us to feel able to cope with life's challenges

By looking after our mental health and wellbeing, we improve our relationships with those around us

Better overall mental and emotional health leads to us feeling happier and reduces stress levels

Paying attention to our mental and emotional health decreases the risk of experiencing mental illness

Our mental health affects how we think, feel and act - it's important we take care of ourselves

**New Year, new you – self-learning opportunities**

**Mental Health 101, Cromwell**

Our next free MH101 workshop will be in Cromwell, 9am-4.30pm on 20 Feb. Topics include stress and wellbeing, mental health challenges, suicide, trauma, supportive language and perspective, building connections, sharing your concerns, when to get help and local support. [Register here.](#)

## Te Hau Toka Southern Lakes Wellbeing Group

474 likes • 568 followers

Posts About Mentions Reviews Followers Photos More

**Intro**

Providing mental health and wellbeing news and activities across the Southern Lakes region to build awareness of services that are available, connect people with the support they may need and help them to stay well.

**What's on your mind?**

Our monthly newsletter is out! In this edition:

- Check out the great wellbeing initiatives from the 117 recipients of our last Connecting Communities funding round.
- Burnout to real - new stats and some interesting insights and red flags to note.
- Strategies to identify and cope with SAD (Seasonal Affective Disorder) - and much more. Click on the link below to access the newsletter... See more

**Photos**

IT'S GETTING CLOSER 3 DAYS TO GO!

CONNECTING COMMUNITIES FUNDING ROUND

# Good Stuff pads to hand out



# Monthly Senior Gig Guides

## Whakatipu Seniors Gig Guide

Keen to connect? Check out this month's calendar of activities around the Whakatipu Basin

June 2024

Proudly brought to you by **Te Hau Toka**



### Tuesdays

**1st & 3rd Tues of month, 10am-12pm: Cook Around the World** at Happiness House.  
**10.30am: Age Concern Balance & Strength exercises** at Te Atamira, contact Chris\*.  
**11am: Leisurelys Balance Class** at Queenstown Events Centre.  
**12.30pm: Silver Steps Ballet** at LTA Studios, contact 021 022 67291 or info@LTastudiosQT.com.

**1st Tues of month, 7-8pm: Community Sing Drop-in Choir** at Te Atamira.

### Wednesdays

**\*NEW\* 10am-12pm: Happiness House Knitting Group.** Morning tea, wool & needles provided.  
**12.45-1.15pm: Leisurelys Strength Class** at Queenstown Events Centre.  
**1.30-2.15pm: Leisurelys Pilates Class** at Queenstown Events Centre.  
**Last Wed of month, 10.30am: Memory Keepers carer support group** for partners, family & friends of those with dementia or cognitive impairment at Queenstown Country Club Clubhouse.

### Thursdays

**10am-12pm: Community gardening** at Happiness House. No experience needed, just drop in.  
**11am: Age Concern balance & strength exercise class** at Arrowtown Community Centre. Contact Chris\*.  
**12.30pm: Leisurelys Gym Class** at Queenstown Events Centre.  
**\*NEW\* 1.45-2.30pm: Leisurelys Dance Class** at Queenstown Events Centre, starts 20 June.  
**3rd Thurs of month, 1.30pm: Age Concern Men's Group** at The Crown. Contact Cliff 027 530 6312 / acqt@acinv.org.nz.

### Fridays

**1st Friday of month, 12-2pm: Kingston seniors** meet at Kingston St John Rooms. Call Carolyn 021 204 1158.

### Weekends

**Saturday Arts Social: every Sat 10.30am-12.30pm**, free drop-in multi-arts programme at Te Atamira. www.teatamira.nz / 027 180 02868.  
**St John Friendship Drives:** To book contact sarah.bloxham@stjohn.org.nz or 021 188 5223.

### Happens on multiple days

**Minds in Motion:** Twice a week for those with mild to moderate symptoms of cognitive impairment to connect & keep their minds active. Call Gayle to register on 027 441 4960.

**Leisurelys:** Mon, Tues, Fri 10.30-11.30am, Thurs 12.30-1.30pm, gym & classes at Queenstown Events Centre. Book an Induction via leisurelys@qldc.govt.nz / 03 450 9005.

**St John Health Shuttle:** Book transport to Invercargill for health-related appointments, ph 0800 103 046.

**Whakatipu Senior Citizens Association:** Over 60s gatherings, outings, speakers & lunch. Weekly talks and lunch (\$20 member/\$25 guest). Lunch bookings essential: manager@wsca.org.nz / 03 442 9214.

**Age Concern get-togethers:** Regular coffee groups, \*contact Chris 03 441 3490 / acqt@acinv.org.nz.

**Community arts:** Te Atamira hosts events, exhibitions and workshops for all ages & abilities. A great place to meet people & learn new skills. www.teatamira.nz / 027 1800 2868.

**Book delivery and pick-up service:** Can't get to your library because of mobility or health issues? Contact frankton.library@qldc.govt.nz / 03 441 3680.

### FIND YOUR PERFECT MATCH!

Come along to Volunteer South's 'Find Your Perfect Match' speed dating-style event on 26 June, 4:30-6:30pm at Queenstown Events Centre, to connect with community organisations, events and volunteer opportunities.

### WELLBEING TIP

#### Cook Around the World

Keen to learn about different cultures, eat yummy food, have fun and interact with new people?

Happiness House is hosting bi-weekly Cook Around the World sessions with our diverse local ethnic communities on the 1st and 3rd Tuesdays of each month during winter from 10am-12pm. Each session features a different group sharing their culture and dishes, including a recipe you can replicate at home.

Book your place early via the Upcoming Events tab on [www.thekiwikitcommunity.org](http://www.thekiwikitcommunity.org).



## MONDAYS

**9:30-10:30am Zumba Exercise Social Group** at the Lakeside Presbyterian Church. Phone Avril 027 249 4050

**10:30-11:30am 'Steady as you go'** falls prevention programme exercises at Fiordland Community House. Phone (03) 249 7754

**1:30pm Golden Age Group** at the Te Anau Club (held every 2nd week on, yellow bin week). Phone Norma (03) 249 7859

**6-7pm Hatha Yoga** at the Medical Centre Community Room. Turn up, or email [teanauyoga@gmail.com](mailto:teanauyoga@gmail.com)

## THURSDAYS

**1:15pm Bowls** at the Te Anau Bowling Club. Phone Mike (03) 249 9444

**1:15pm Croquet Club** at the Te Anau Sports Domain (beside the rugby club rooms, Dusky Street. Phone Julie 027 454 4947

Afternoons, **Neuro Group Te Anau** meets every 2nd Thursday of the month. Phone Cathy (03) 249 9114

**6pm Rotary Meetings** at the Te Anau Club. Phone Kendra 027 681 5257

**6:30pm Kepler Lions group** meets every 2nd Thursday of the month at Fiordland Community House. Phone Jo 021 1492 465

**7pm Te Anau Lions Group** at the Te Anau Club Meeting every 2nd Thursday of the month. Phone Trevor 021 0810 1906

## HELD ON MULTIPLE DAYS

**9:30am - 5pm, Mon-Fri, Vintage Machinery Museum**, corner of Sandy Brown Road and Milford- Te Anau Highway. Phone Bob 021 224 0409



## FIORDLAND SENIORS GIG GUIDE - 2024

Keen to connect? Here are some activities happening around Te Anau/Fiordland

### TUESDAYS

**10am Women's golf** at the Te Anau Golf Club 169 Golfcourse Road. Phone Marg 027 2467 137

**10-11am Over 60's Exercise Class** at the Fiordland Events Centre. Phone Madison 027 208 9339

**10-12pm Fiordland Community Garden** gardening session at Mokoroa Street, behind the Bowling Green. Come along. Phone Hannah 021 82 5595

**10am Library book club** at the Te Anau Library Meeting on the 1st Tuesday of the month. Phone the library (03) 249 7379

**1:15pm Bowls** at the Te Anau Bowling Club. Phone Mike (03) 249 9444

**1:30-3:30pm Fiordland Embroiderers Guild** at the Fiordland Community Rooms, at the back of the Medical Centre. Phone Ann 027 249 7224

### FRIDAYS

**10:30-11:30am 'Steady as you go'** falls prevention programme exercises at Fiordland Community House. Phone (03) 249 7754

**1-5pm Te Anau Bridge Club** at Te Anau Bowling Club. Phone Marg 027 222 7833

**Fiordland Multicultural Society** meets regularly, Phone for more details and to connect. Laura 027 265 8049 or Sagar 027 555 0069

**Updated March 2024**, for any additions or amendments email: [anna.star@greatsouth.nz](mailto:anna.star@greatsouth.nz) 021 055 3555 Keep an eye out for the monthly Gig Guide in the Trader or pick up a copy at the Te Anau Library



**9am-2:30pm, Mon-Wed Te Anau Arts Hub** located at 23 Main Street. Frequent activities Phone Katherine 027 714 5315



### WEDNESDAYS

**9am Walking Group** meet at the Fiordland Event Centre. Phone Adrienne 027 229 7250

**9:30-11:30am Stitch in Time group** at the Anglican Church on Mokonui Street (1st, 3rd and 5th Wed of the month). Phone Judi 027 200 0268

**10am Senior Coffee Group** meets every Wednesday at the Olive Tree Cafe for a chat. Just turn up, or phone Mon 021 498 846

**10am onwards Manapouri Art Group** meets every 2nd Wednesday at the Manapouri Hall. Phone Ann 021 186 7732

**10:30-11:30am 'Steady as you go'** falls prevention programme exercises at Fiordland Community House. Phone (03) 249 7754

**5:30pm Power hooping** at the Event Centre Hall. phone Mandy 027 490 9218

**6-7pm Yin Yoga** at the Medical Centre Community Room. email: [teanauyoga.co.nz](mailto:teanauyoga.co.nz)

**7pm Te Anau Bridge Club** at the Te Anau Bowling Club. Phone Marg 027 222 7833

### SATURDAYS

**8am Parkrun** meet at the Kepler carpark, 5km walk, run or stroll. [www.parkrun.co.nz](http://www.parkrun.co.nz)

**1:15pm Bowls** at the Te Anau Bowling Club. Phone Mike (03) 249 9444

**1:15pm Croquet Club** at the Te Anau Sports Domain (beside the rugby club rooms, Dusky Street. Phone Julie 027 454 4947

**A huge thank you to all the staff and volunteers who keep these groups and activities going and available for our community. You are amazing!**

Produced and published by **Te Hau Toka** thanks to support from: **AGE CONCERN SOUTH ISLAND**



## Community Highlights March 2024

### Women's Health Series

Thurs 7th March, at Te Anau Arts Hub

Head along to the first in a 4 part local series on women's health. In this first session Marianne Carroll will talk about pelvic health. Cuppa and social after the presentation. All ages welcome. Free

### Informal Carers Support Group

Friday 8th March, 2:15-4:15pm  
Lakeside Church, 112 Te Anau Terrace

A chance for those caring for someone in their family to pop out and have a cuppa and a breather, meet and connect with others. All welcome - free event. Contact Madson Robertson for more info 027 2089 339

### Beneath the Reflections - Fiordland Marine Research Symposium

Tuesday 5th March, 12:30pm - 5pm  
Distinction Hotel & Villas, Lakefront Drive

You are invited to join Aotearoa's top marine scientists as they share their research from Te Moana o Atawhenua / the Fiordland Marina Area. 10 minute talks & interactive displays.

View the **Te Anau Community Events Trust** website for a calendar of events & activities. You can also register your community event/activity there.



www.teanauevents.co.nz | info@teanauevents.co.nz



## 2024 Te Anau District Autumn Flower Show - the 55th edition!

### Date & Time:

Friday 8th March 1-6pm / Saturday 9th March 9am - 2:30pm.  
Presentation of Trophies: 9 March 2pm

**Location:** Fiordland Com. Event Centre, 20 Luxmore Drive

The Show began 55 years ago as a fundraiser for the Te Anau Primary School. It was held for many years at the school with all classrooms being used for various stalls and exhibits. Outside activities and competitions were also held during the two days of the Show. Around 20 years ago the Show moved to the Events Centre. We continue to run the Show as a community event that folk can visit and enjoy. Come and delight in flowers, vegetables and homecraft. Stay and have a cup of tea and a chat with someone you might not have otherwise met.

Deliver entries to the Events Centre on Thursday 7 March between 1pm and 5.00pm. \*Staging tables available from 10:00am. Photos to be delivered to Kiwi Country by 4.00pm Tuesday 5 March 2024

### Entry classes for:

- Floral Art
- Photography
- Dahlias/Roses
- Cut Flowers
- Baking/Preserves
- Vegetables
- Handcrafts - all kinds
- Children's Section



Afternoon Tea available, stalls and refresh. Admission: Gold Coin Children Free  
For more information please contact **Judy: 027 233 5955**

## Join us for a cuppa & connection



**Date & Time:** Every Wednesday Morning, 10am  
**Location:** The Olive Tree Cafe.

Are you looking to add a little more flavor to your week? Come and join our weekly senior coffee group for a delightful blend of friendship, laughter, and connection! If you're not a senior yourself but have a senior friend - bring them along!

There is always a warm welcome, with each session hosted by a friendly local. We are a coffee group all about inclusivity and making everyone feel right at home whether you're new to the area or a long time resident.

From reminiscing about times past to discussing current events and everything in between, our gatherings are filled with lively conversations. Come regularly and become part of a close-knit community of seniors who support and uplift one another, or pop in occasionally for a change of scene when you need it. You are welcome to bring a friend.

Ready to sip, savor, and socialize? Join us for our next coffee gathering and experience the joy of community. A free cup of coffee & snack kindly organised by Active Southland and funded by Te Hau Toka.

No RSVP required - just turn up. If you are looking for parking and there is none on the main street - parking is available at the back, and you can walk into the cafe via the Park Lane entrance. Your hosts will have a poster on the table, keep an eye out for either Mon, Alexa, or Anna.

For more details, please contact Mon: 021 498 846



For suggestions, additions or amendments to the Fiordland Seniors Gig Guide email Anna at [anna.star@greatsouth.nz](mailto:anna.star@greatsouth.nz) | phone 021 055 3535



FIORDLAND'S SENIORS' GIG GUIDE - MARCH 2024

Te Hau Toka Southern Lakes Wellbeing group have funded this monthly 'gig guide' for Fiordland Seniors to help connect people with what is happening in Fiordland. Learn more about wellbeing, local groups & services, make connections and try new things - there is plenty to get involved with and many ways to boost your wellbeing.



## Flyers promoting Fiordland Newcomers Coffee Groups and Evening Socials

