

Buddies Peer Support Service

Update July 2013



Introduction

In May 2011, evaluation¹ findings of the Buddies service set the focus for Buddies moving forward. The purpose of this report is to provide an update on the changes that have been implemented alongside ongoing developments.

Strong Partnership Continues

Developments arising from the Evaluation have been discussed with C&C DHB staff. The Kites Manager and Peer Support Coordinators are committed to regular meetings with the Team Leader of Te Whare O Matairangi.² These meetings are ongoing and are a great chance to touch base and share information relevant to the service. Buddies would not function without this ongoing support from the Team Leader, Derek Challenor, and the Occupational Therapy & Social Work team.

¹ Buddies Peer Support Service: A qualitative service evaluation of peer, volunteer and staff perspectives. May 2011

² Adult acute inpatient psychiatric unit, Wellington Hospital.

Volunteers

Volunteers are the life-force of Buddies. There has been a lot of movement in volunteer numbers since the Evaluation was completed, at one point there were only three volunteers. It is pleasing to note that most volunteers leave Buddies because they have found paid work, often in the mental health and addiction sector.

Currently the total is 10, eight of whom are active as volunteers regularly.



Coordinators

Buddies is a service contracted by Capital and Coast DHB. In June of 2012 the contract price increased. This enabled two co-ordinators to be employed for a total of 60 hours per week. The role of the coordinators is to support and oversee the ongoing development of the service. It was also decided that the role of the coordinators was not to deliver peer support work at Te Whare O Matairangi as this was not in line with the 'volunteer' nature of the peer support provided by Buddies.

Focus where the need is

Given that volunteer hours are a finite resource, and the comment in the Evaluation that "... people want more from the Buddies service, including more opportunities to meet with peers during inpatient stays", the focus for volunteer hours has been spending them at Te Whare O Matairangi. Buddies regularly

visit the Ward on Tuesdays, Thursdays and Sundays.

Keeping in Touch

Buddies has been issuing a three-monthly newsletter which covers events, what's happening in the community, resources, and services available. It works to the goals of recovery and social inclusion. The newsletter has provided the opportunity to work reciprocally with other agencies, and Buddies has been advertised by other services. This linking of peer support services provides opportunities for mutual learning and networking.

Quality Improvement

A comprehensive set of policies and procedures have been developed to give the volunteers clarity around what their role is, through documents such as the Job Description and Code of Conduct, and how to handle issues, through the Complaints Policy and the Abuse and/or Neglect Policy.

There is also provision for performance reviews which will be used to determine matters such as training needs, future involvement and commitment to the service.

The volunteers have also received copies of the new Policies and Procedures Manual as a spiral bound booklet. This ensures that they have a resource to turn to should issues arise out of office hours, and also means that clear standards have been set out for the Peer Support Coordinators and the volunteers to work to.

'Friends of Buddies'

This is a small group of people who have been Buddies, or who have been associated with the service, who wish to stay involved and are keen to help with the promotion of the service. This will be invaluable when it comes to recruiting new volunteers as people's networks have been a large source of past

volunteer intakes. The group is in its initial phase and will officially start with a morning tea we hope to invite key C&C DHB stakeholders to.

Peer Support Training

Buddies has seen the completion of Peer Support Workers Certificate (Level 4) by one volunteer, who has since left to take up a paid role in the field. Two other volunteers are at differing stages of completing their certificates. This training was sponsored by Te Pou and Buddies.

Ongoing Training

An ongoing training programme for the volunteers has been developed, and topics to date have included the history behind the Treaty of Waitangi, Peer Support, Wellington City Council recreation opportunities, and The Gift of Volunteering.

PeerZone

Using a \$3500 grant received from TG McCarthy Trust, former Buddy, Carina Allen, trained as a PeerZone Facilitator. Carina now works at Te Whare O Matairangi.

PeerZone is a series of peer-led workshops in mental health and addiction where people explore recovery and whole-of-life wellbeing. Each work shop is three-hour's long. PeerZone works on three levels for participants: inviting them to rebuild a more positive story of their lives; offering tools for whole-of-life wellbeing; and creating a community of mutual support.

Buddies is currently negotiating two series of PeerZone trainings with each to run on either side of Christmas. Priority for places will be given to the volunteers and to those who have recently been in Te Whare O Matairangi.

Get Set Go

Three Buddies and one of the Peer Support Coordinators attended the Wellington City Council event planning 'Get Set, Go!' session

held in Wellington's civic buildings. This was a fun learning experience with many aspects of event planning being covered, and each participant receiving a copy of the Council's 'Get Set, Go!' handbook. This exercise gave the volunteers practise in planning events, and knowledge about the details that need to be attended to for an event to be successful.

Events

The Peer Support Coordinators had the opportunity to attend the opening of Te Ara Korowai in Kapiti and enjoyed the chance to physically support a like-minded service.

Another event attended was the movie outing held by Buddies in March. The movie seen was the animation 'Wreck-it Ralph' which, as one attendee observed, was all about stigma and discrimination. Changing the format from Buddies paying for the movie tickets to Buddies paying for popcorn did lead to a reduction in numbers attending, but increased the service's contribution to peer autonomy and empowerment. We negotiated the very reasonable ticket price of \$10, and those present enjoyed the afternoon.

Coffee Group becomes Independent

The coffee group has long been associated as a Buddies event. In the interests of the principles of self-determination and independence, the group has moved under the umbrella of the Amigos group. Buddies continued to support the group with expenses for some months and more recently has supported an application for funding. The group continues to meet on a Tuesday afternoon at a café in Newtown and, while a number of Buddies volunteers are part of this group, it is no longer coordinated by the Buddies service.

Recognition of Achievement

The volunteers all recently received the Certificate of Recognised Achievement from

the Hon. Tony Ryall as part of the 2013 Minister of Health Volunteer Awards. Kites entered the Buddies volunteers for this award and the Certificate was very well received by the volunteers.



Action Planning Day

In June an Action Planning Day was held. This day was facilitated by an independent facilitator and attended by all but one of the volunteers. There were team building activities to start the day followed by brainstorming, and then planning. The day was very successful with the beginning of an eight-point action plan being the result. The key action points were recruitment, training, and events.

Reporting

An ongoing tension with the Buddies service is the contractual necessity of PRIMHD reporting. This process works against the principles of equality and mutuality that underlie peer support. It is not possible for the volunteers to collect PRIMHD data without destroying the relationships they are developing with peers. Therefore the service asks them to collect names and then forwards these names to Te Whare O Matairangi who provide the service with NHI numbers. Buddies openly declares this process in all publicity material.

Plans Moving Forward

The Action Planning Day reinforced the mutual agreement of volunteers and the service about the future focus of Buddies.

Buddies is about to undergo a concerted recruitment drive. The volunteers work to a roster that fits around the activity schedule at Te Whare O Matairangi, which will operate much more effectively with more volunteers. There will be external advertising, use of Kites Trust networks, use of sector publications, and involvement from current volunteers with their own contacts. There is also the prospect of a Buddies Peer Support website, which will be used in part as a recruitment aid.

A strong element of the planning day was the need to have a greater Māori and Pacific component to the service. This will be addressed by the upcoming Treaty training session, and by at least one session around Pacific cultures. There is also the hope that we can start Te Reo classes, which we have a tutor available for. This grounding in all cultures is vital for the volunteers to feel able to relate in a knowledgeable way with their peers.

Buddies is currently contracted by Capital and Coast DHB until the end of June 2014. While a number of contracts will be stopping in June 2014 as new service developments associated with Te Ara Pai are implemented, Buddies is not part of that process due to the focus at Te Whare O Matarangi.

Upcoming events in the Buddies calendar include an indoor mid-winter picnic, a Guy Fawkes event, and the annual Christmas party. There will also be a celebration for the graduation of the newest intake of Buddies.

Contact: (04) 385 2104;

buddies@kites.org.nz

The Team

Buddies operates under a contract between Kites Trust and Capital and Coast DHB.

Peer Support Co-ordinators:

Kim Eruera (since July 2011)

Andrea Bates (since September 2012)

Volunteers

Mandy	Warren
Suzanne	Ange
Aaron	Anaru
Jan	Maria
Mel	John

Supervisors

Colin

Madeleine

Carol

The Money

Income for the year ending 30 June 2013 was \$105,360 (DHB contract), and a \$3,500 grant from TG McCarthy Trust.

Expenditure is as follows (please note these year-end figures have not yet been audited and may change):

