



CONNECT AND CARE

***EMPOWERING PEOPLE TO
LEAD THEIR HEALTHIEST,
HAPPIEST LIVES***

**OVER 100 WORKSHOPS DELIVERED
DRIVING PRODUCTIVITY
INCREASING PROFITS
SAVING LIVES**

WHITE PAPER

JANUARY 2022

WRITTEN BY *Mel Haarer*

Mental Health and Wellbeing Advocate
CONNECT AND CARE NZ





To demonstrate the positive impact achieved through **CONNECT AND CARE NZ Preventative Educational Wellbeing Program** design and delivery for the Aotearoa/NZ public and private sectors.

CONNECT AND CARE NZ HELPS:

PRIVATE SECTOR:

Human Resources, Health and Safety Leaders, Operations

- Simplify the jobs for Managers/Directors/Advisors
- Increase staff productivity
- Reduce/prevent staff absenteeism, sickness, injury, risk, harm, burnout
- Increase staff retention, morale, motivation
- Encourage positive culture, compassionate communication, diversity and inclusion
- Improve customer service
- Increase sales/profitability
- Reduce poor mental health stigma/statistics
- Preventative wellbeing/MH advocacy modelling; relatable open and honest programming and delivery
- Suicide prevention programming
- Encourage positive connection

PUBLIC SECTOR:

Ministry of Social Development, Ministry of Health Advisors

- Lessen pressures on MH/Health services
- Mental Health/Suicide prevention programming, through effective, relatable, open and honest advocacy modelling
- Signposting to relevant resources
- Reduce stigma/barriers around poor mental health
- Support reduction of government spend on MH services
- Encourage positive connection

CONNECT AND CARE NZ Programming considers, respects and endeavours to support and achieve the overall wellbeing VISION AND VALUES of various national and international agencies as listed in references.

INTRODUCTION



Ehara taku toa i te toa takitahi, engari he toa takitini:
'My strength is not that of a single warrior but that of many'
Māori Proverb

FOUNDER - CONNECT AND CARE NZ WELLBEING PROVIDER, FACILITATOR, SPEAKER

Originally from Devon in the UK, Mel has lived in Queenstown for 15 years and is proud to now call herself an NZ citizen. Mel studied Leisure and Tourism Management at North London University and holds other qualifications and experience within the care industry to include working with “at risk” vulnerable youth across private and public sectors. Highly empathetic, emotional intelligence is Mel’s most valuable personal and professional asset.



Mel’s passion now lies within the wellbeing space “empowering people to lead their healthiest happiest lives”. She prides herself in being the best solo mum she can be. She loves connecting people, laughing, driving positive social change, mindful rest, travel, hiking and yummy food.

Mel takes her wellbeing advocacy work very seriously, collaborating with others who support her mission.

2017: Mel had an idea to create a “connection army” after an extended period of seven years of complicated loss and grief. Keen to channel her experiences into more positive living she spent 18 months voluntarily researching ways to reduce isolation and vulnerability for others within the Wakatipu community.

2018: Mel fortunately received an invitation to raise mental health awareness amongst the employee teams of one of NZ’s iconic tourism players in Queenstown. From here she founded CONNECT AND CARE NZ, providing a positive social change-making service to a growing number of other major NZ businesses.

Through this document, Mel invites readers to recognise the positive social impact of CONNECT AND CARE NZ.

Mental Health and Wellbeing Advocate

MEL HAARER *M. Haarer*

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MENTAL HEALTH IN AOTEAROA/NEW ZEALAND



WORLD HEALTH ORGANISATION

"Mental health is defined as a state of wellbeing in which every individual realizes his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to their community".

MENTAL HEALTH IN NEW ZEALAND

Mental health is about how we think, feel and act as we deal with life's ups and downs. It also helps determine how we handle stress, how we relate to others, and the choices we make.

This is similar to the Māori Hauora, a unique holistic health model philosophy comprising of physical, mental, social and spiritual wellbeing.

BURNOUT

"A staggering statistic of 1 in 3 people in Aotearoa/NZ are at high risk of burnout"

Reference: Research run by Auckland University led by Dr Jarrod Haar, Spring 2021.

Experts since are indicating that this statistic is set to grow even higher with the effects of Covid on our NZ workplaces.

Reference: Dr Elizabeth Berryman, January 2022

21%

of New Zealanders felt lonely or isolated to some extent in August 2020

50-80%

New Zealanders experience "mental distress or addiction challenges" at some point in their lives

30%

New Zealanders experienced mental distress during 2020 lockdown

1 in 5

New Zealanders experience "mental illness or significant mental distress", at a cost of NZ\$12bn - or 5% of GDP pa

1 in 3

Māori live with mental illness and/or addiction

THE STIGMA OF MENTAL HEALTH



1

Myth: Mental health problems are rare

Fact: 1 in 5 people will experience a mental health issue

*Government Inquiry into Mental Health and Addiction
He Ara Oranga, 2018*

2

Myth: Having a mental illness means you are “crazy”

Fact: People with a mental illness are vulnerable and have an illness with challenging symptoms

3

Myth: I can't do anything to support someone with a mental health problem

Fact: There are lots of things you can do to make a difference to their life: check in, listen and don't judge

4

Myth: Mental illnesses don't affect me

Fact: Mental illnesses affect almost every family in NZ. Mental illnesses do not discriminate, they can affect anyone

5

Myth: Mental illnesses are a sign of a weakness of character

Fact: Mental illnesses are products of the interaction of biological, psychological & social factors

6

Myth: People with mental health issues are violent or unpredictable

Fact: People with mental health issues are more likely to be a victim of violence

WHAT IS WELLBEING?



Wellbeing means we have the tools, support and environments we need to be who we are and to build and sustain lives worth living.

Mental Health Foundation NZ

FIVE WAYS TO WELLBEING

Originally developed in the UK in 2008 by the New Economics Foundation.

Adopted by the Mental Health Foundation NZ in 2009.

CONNECT AND CARE NZ 5 WAYS TO WELLBEING MODEL





HOLISTIC, PRAGMATIC, PRACTICAL

GAP ANALYSIS

- 1: Overburden on mental health services
- 2: Disconnection within community
- 3: Pressures pandemic places on businesses and community
- 4: Loneliness as a social problem
- 5: Stress from loss of employment
- 6: Risk of burnout due to reduced workforce
- 7: Employee retention
- 8: Employee absenteeism

NATIONAL POLICY

- 1: Ministry of Social Development: Social Connectedness, Socialising, Support, Sense of Belonging
- 2: Mental Health Foundation NZ: He Ara Oranga—improving mental health & wellbeing of Aotearoa
- 3: 2021 support - Tourism Communities: Support, Recovery and Re-set Plan
- 4: All Right? Getting through together: national mental health & wellbeing campaign
- 5: SportNZ vision: get Every Body Active

NEED

- 1: Provision of preventative educational strategic wellbeing programming
- 2: Reduce isolation and vulnerability for individuals, businesses and community
- 3: Connect people in a healthy, safe, open and honest platform
- 4: Adaptable in line with social need change
- 5: Reduce loneliness within NZ

PURPOSE

- 1: EMPOWER people to lead their healthiest, happiest lives
- 2: Helping the business community connect
- 3: Provide & facilitate an educational platform to overcome identified social need barriers
- 4: Address stigma around poor mental health
- 5: Encourage social and workplace inclusion through systemic advocacy





CONNECT AND CARE NZ BRIEF

Provide Wellbeing Programming and solutions to Southern Lakes Independent Owner Operators and their teams through hardship as a consequence of the pandemic.

BACKGROUND

SPRING 2020

First round of sponsored wellbeing workshops delivered to the Arrowtown Community, Wakatipu.

SPRING 2021

This work-placed program leads on from the Spring 2020 community program. Available to any independent owner operators and their teams in the Southern Lakes region. It was delivered at iFLY in Queenstown across a 3 month period.

CASE STUDY CONTENT

2 ways to wellbeing: BE ACTIVE, TAKE NOTICE

These two ways were chosen for the case study because Connect and Care NZ recognise the huge well-being benefits of being active to help prevent and/or reduce anxiety and depression, particularly during pandemic related stress; allowing much needed open conversations, around poor mental health, suicide awareness and the positive impacts of mindfulness training.

CONNECT AND CARE NZ

Trialled engagement effectiveness by offering a fun activity through which participants were encouraged to step outside of their comfort zone. This activity supported the concept of mindfulness i.e. focus on living in the present moment.



2 OF THE 5 WAYS WERE SUCCESSFULLY IMPLEMENTED FOR THIS STUDY

BE ACTIVE

do what you can, enjoy what you do, move your mood

Throughout CONNECT AND CARE NZ's experience of design and delivery of our wellbeing workshops we believe this to be the most critical educational message; encouraging participants to be active, both independently and with others, whilst weaving in awareness of anxiety and depression.

Eg. 150 minutes of moderate exercise per week (minimum)

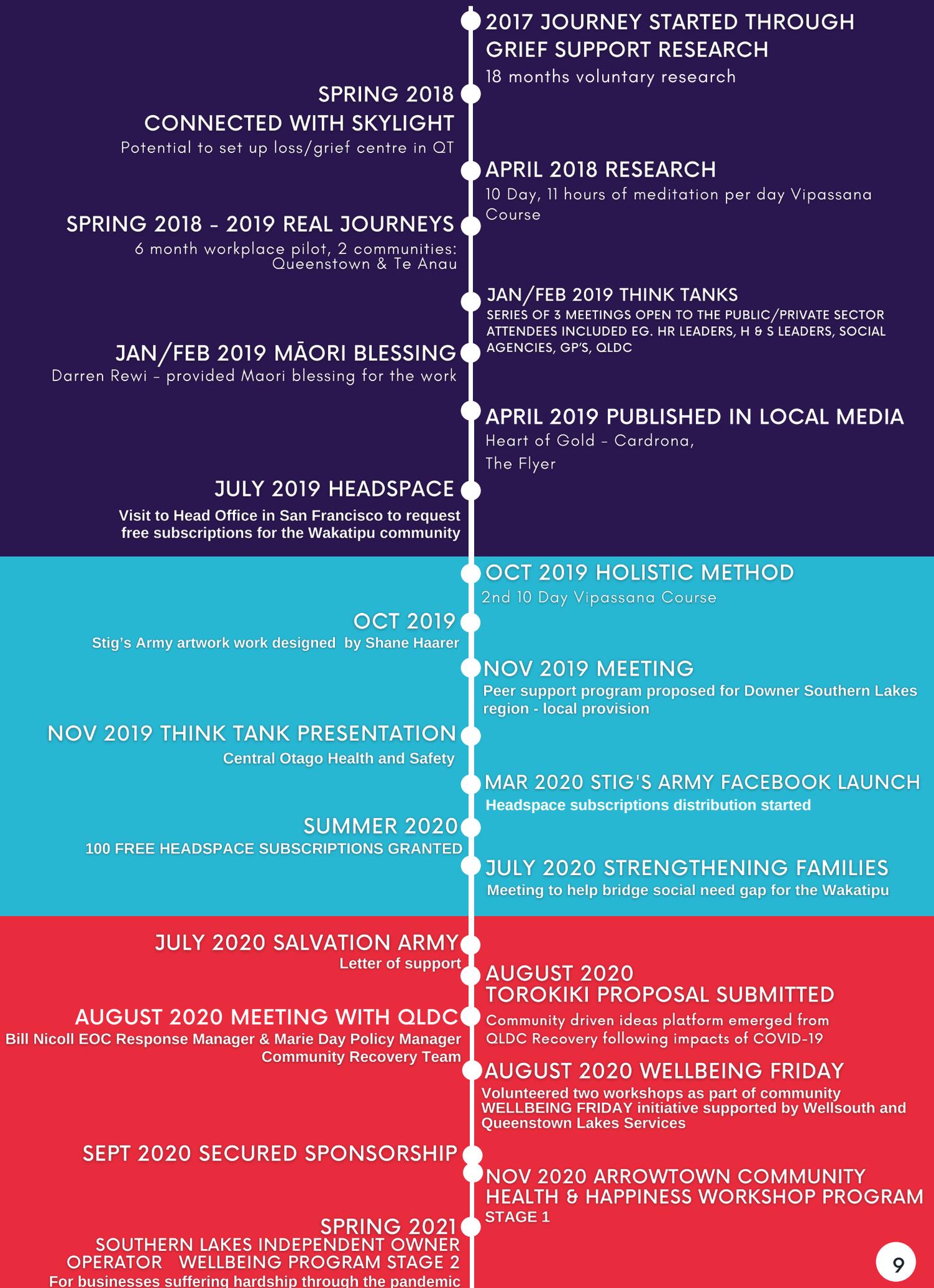
Encouraging participants to learn and understand the importance of using mindfulness practices and our breath to help manage and reduce our stress responses.

TAKE NOTICE

of the simple things that give you joy

Eg. 10 minutes of meditation per day, to help slow the nervous system and stress responses down, utilising the breath; allowing an open and honest platform for participants to explore education and conversations around suicide awareness in a safe, careful considerate way.

CONNECT AND CARE NZ TIMELINE

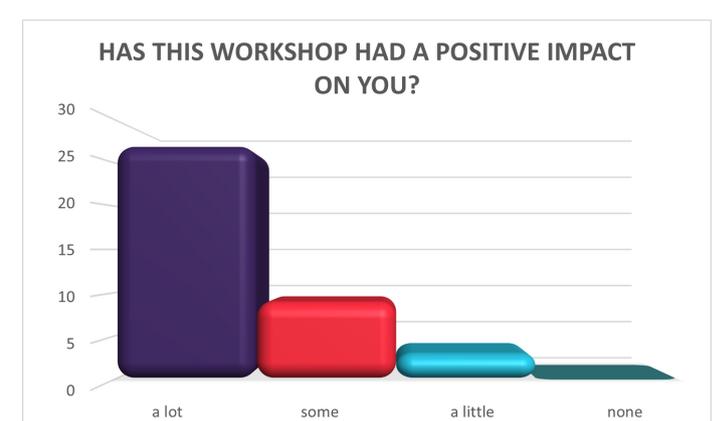
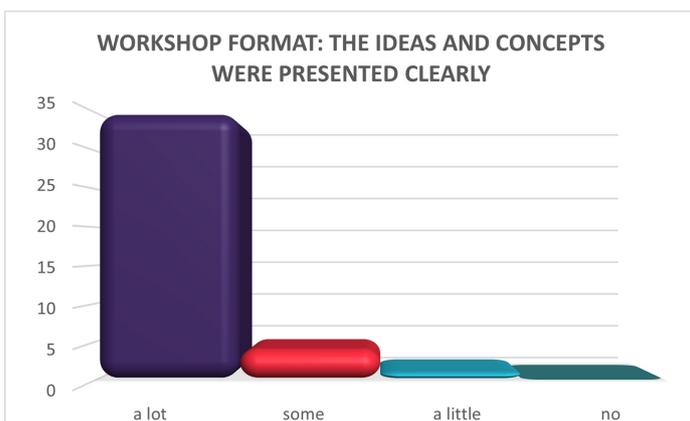
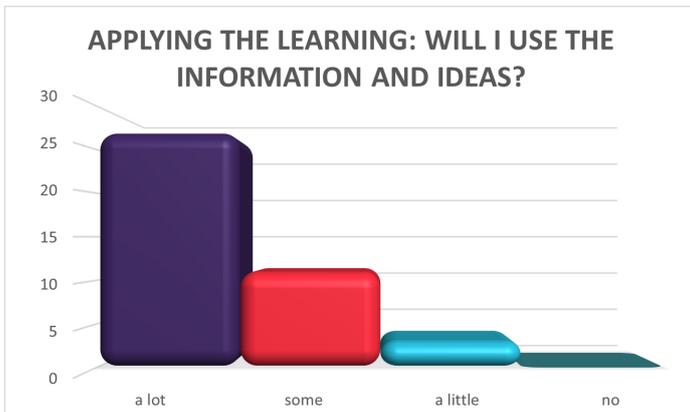
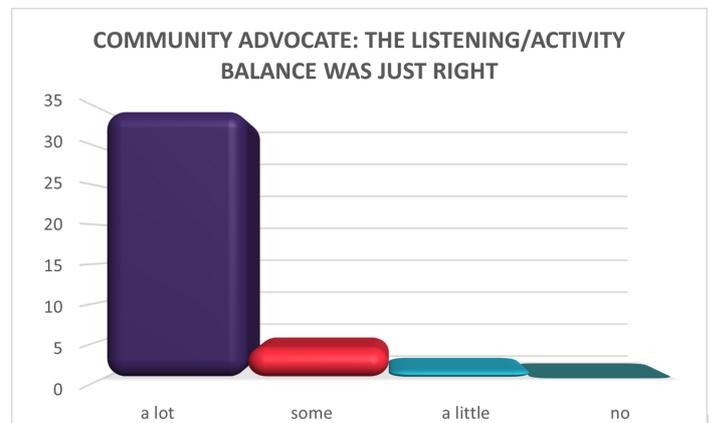
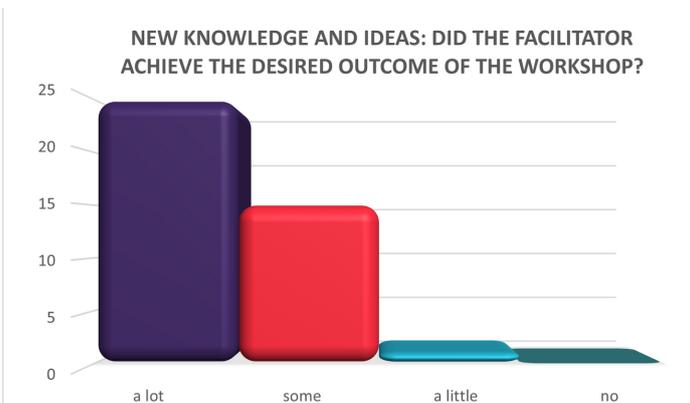
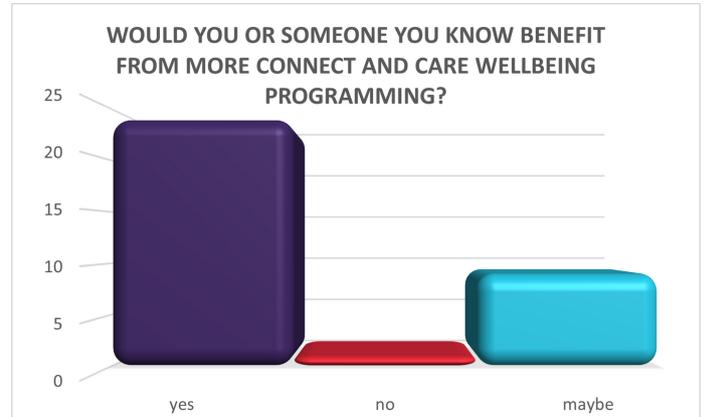
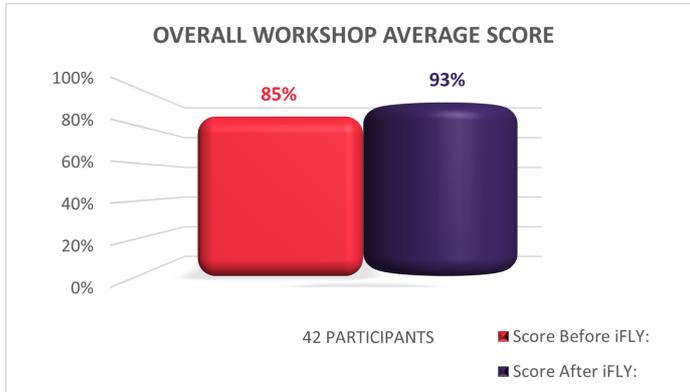


Data captured from workshops at iFLY



Spring 2021

42 PARTICIPANTS

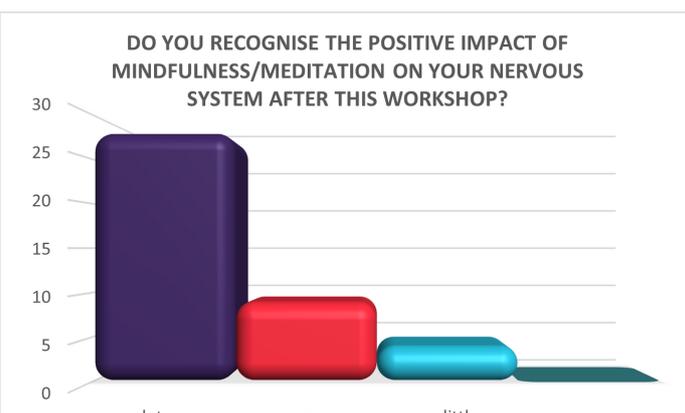
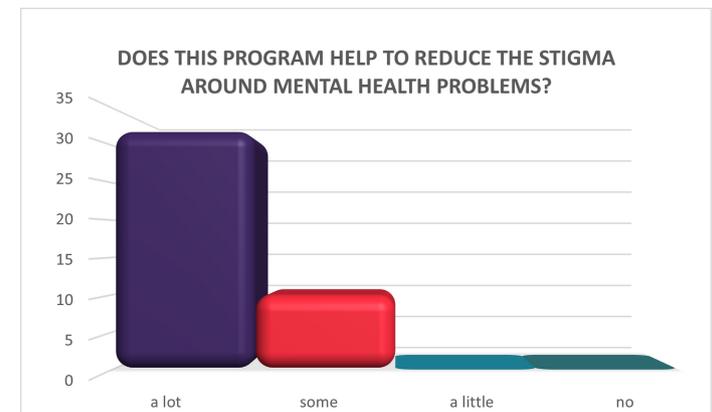
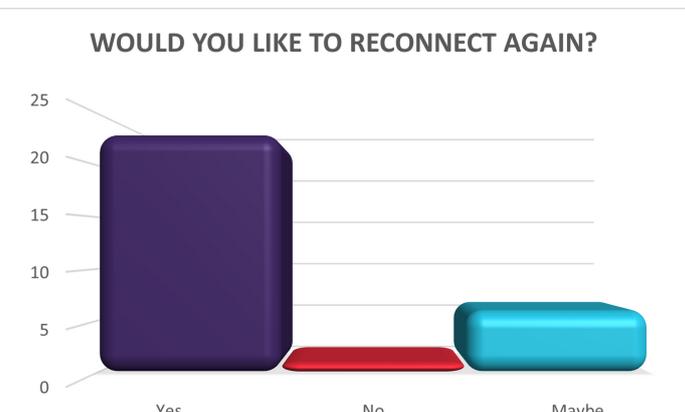
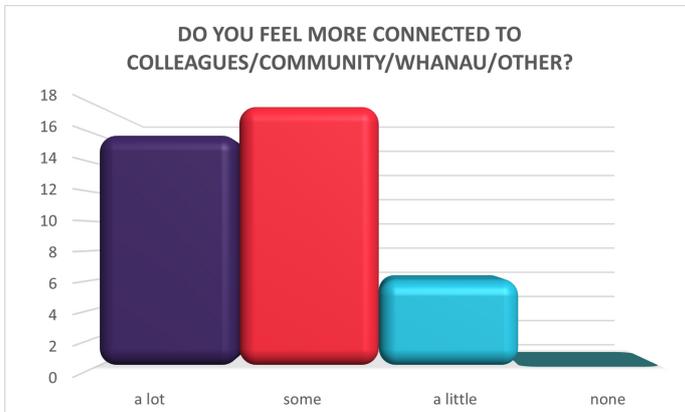
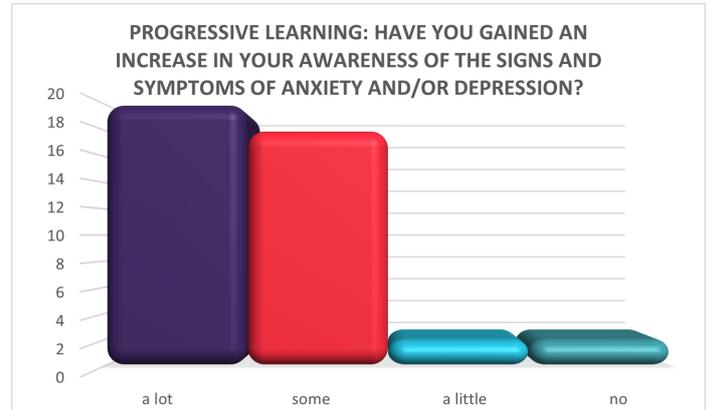
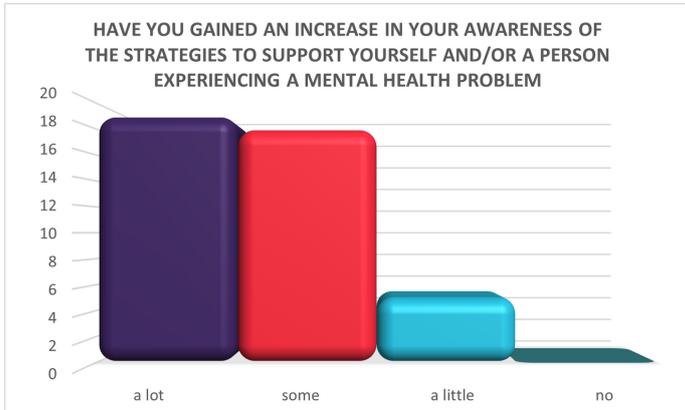


Data captured from workshops at iFLY



Spring 2021

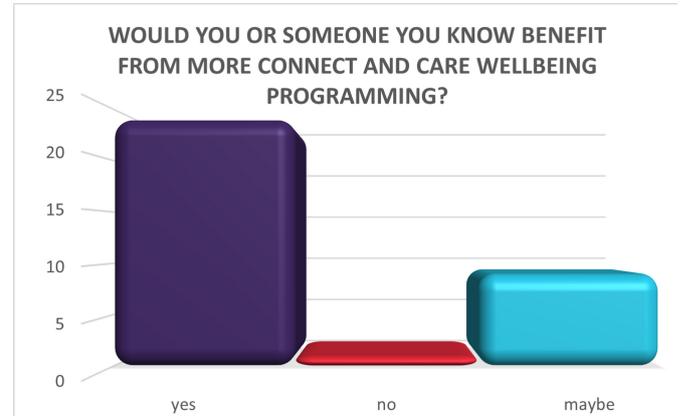
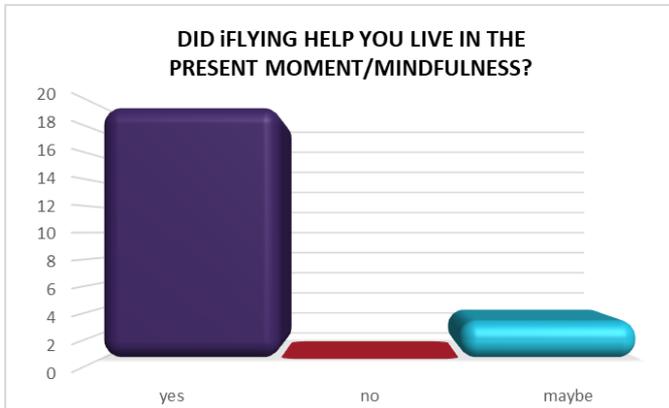
42 PARTICIPANTS





Spring 2021

42 PARTICIPANTS



Comments

- 1) The course is great for personal growth; more documentation/ reproduction in the Powerpoint slides that I could build into our business wellbeing planning, and pass info onto my teams would be helpful. Overall I enjoyed the session. Thanks Mel
- 2) I wish it went on for longer - a whole day!
- 3) Good amount of time, not too long, not too short. Increased awareness to do the activity outside of the workshop
- 4) It refreshed my studies in psychology. I will implement the meditation and breathing before bed. Good interaction with the group members. I was unaware of all the support in QT for mental health
- 5) Suggestion: maybe look into boundary setting to protect our mental health - perhaps a secondary to this workshop?
- 6) Wasn't too sure what to expect but definitely reinforced being more present. I already practice meditation but I liked the reinforcement. Definitely great for managers to help them be more aware
- 7) I only put "some" as already aware of much of the content. Mel was very friendly and good at making a safe environment where people feel at ease to discuss a difficult subject. There was a good balance of activities to information and even though I knew much of the content, it never felt boring or repetitive
- 8) ****GREAT JOB****
- 9) Suggestion- putting staff through the program
- 10) Loved meditation and breathing
- 11) Important to talk
- 12) I loved it!
- 13) Mel was amazing!
- 14) Very informative
- 13) New ways of learning how to cope and deal with certain things



CONNECT AND CARE NZ purposely aims to incorporate the 3 elements stated by the MSD for Social Connectedness:

Socialising:

"As social beings, we thrive on interactions with others to be and feel well and research shows that activities are typically more satisfying when shared with others"

Social support:

"typically divided into emotional, instrumental, and informational support"

Sense of Belonging:

"A sense of belonging is the feeling of being connected to and valued by other people"



FURTHER POINTS OF REFERENCE



Regional Business Partner Network



<https://www.regionalbusinesspartners.co.nz>

<https://www.health.govt.nz/our-work/populations/maori-health/maori-health-models/maori-health-models-te-whare-tapa-wha>



RETURN ON WELLBEING INVESTMENT STATS

Press Release: **Xero**, Monday, 29 March 2021.

Xero stats – ROI \$12 for every \$1 invested.

“By fostering a workplace with a focus on wellbeing, we can destigmatise and address employee mental health problems proactively before there becomes a bigger productivity problem,” says Hudson, Xero CEO.



<https://www.scoop.co.nz/stories/BU2103/S00487/new-zealand-small-businesses-get-up-to-12-return-for-every-1-they-invest-in-wellbeing-programmes.htm>

RESEARCH – AUCKLAND UNIVERSITY, Professor Jarrod Haar of AUT's

COST OF BURNOUT IN NZ: \$0.5 BILLION PER YEAR

5 TIMES MORE LIKELY to burn out if you're "lonely". CONNECTION IS KEY!

Implications

"The evidence around burnout and being burnt-out has severe implications for human resource (HR) managers. Within their training and development, managers need to manage their workloads and ability to cope. We suggest that targeted training around the warning signs of burnout and becoming burnt-out are needed. This attention to workload also aligns with New Zealand legislation, especially around occupational health and safety, which has growing interest in occupations (see Lamm et al., 2017). The Health and Safety in Employment Amendment Act 2002 highlights that employers are responsible for workplace harm. Section 2(1) of the Act has greater clarification around harm, with the Amendment stating that harm "includes physical or mental harm caused by work-related stress" (p. 6).

Haar, J. (2021). The State of Job Burnout Amongst New Zealand Managers: Implications for Employment Relations. *New Zealand Journal of Employment Relations*, 46(1), 36-50. <https://doi.org/10.24135/nzjer.v46i1.49>



Southern Health/SDHB accessibility as well as for example 1737 and other national helplines/programs <https://www.southernhealth.nz/>

Te Hau Toka Southern Lakes Wellbeing Group that are using this psychosocial MH wellbeing plan <https://www.southernhealth.nz/publications/te-hau-toka-update-looking-after-your-mental-wellbeing-oct-2021>

ST JOHN AMBULANCE DATA FOR 2021 Produced February 2022

There was a concerning 30% increase in the number of mental health and suicide attempt incidents. A disturbing trend is the increase in patients aged under 14, which increased by 36% in 2021.

We have seen notable increases in patients with chest pain (15.5%) and breathing problems (14.4%). Along with the rise in mental health related call-outs, St John attributes this to the direct impact of COVID-19 or COVID-19 lockdowns.



QUEENSTOWN LAKES DISTRICT COUNCIL

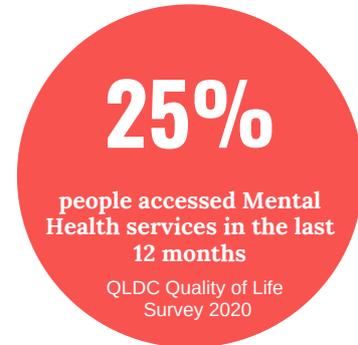
Quality of Life Survey

<https://webadmin.qldc.govt.nz/media/kl4ozu41/quality-of-life-2020-final.pdf>

See page 28: COVID IMPACTS, changes to business: identified a clear demand for more and better access to mental health services:

25% of people surveyed said they had accessed mental health services in the last 12 months.

(2021 data to be published soon)



The Mental Health and Wellbeing Commission NZ, He Ara Oranga, 2018

<https://www.mhwc.govt.nz/our-work/he-ara-oranga-wellbeing-outcomes-framework/>



He Ara Oranga (Pathways to Wellness)

The 2018 Government inquiry found that New Zealand's mental health services are "overwhelmed".

It found **50-80%** of New Zealanders experience "mental distress or addiction challenges" at some point in their lives and that **1 in 5** people experience "mental illness or significant mental distress", at a cost of NZ\$12bn (**5% of GDP** a year).

(He Ara Oranga, 2018)



MHF, NZ

<https://mentalhealth.org.nz/five-ways-to-wellbeing>

World Health Organisation

Ministry of Health

Ministry of Sport

Ministry of Education

Ministry of Social Development

<https://www.msd.govt.nz/about-msd-and-our-work/publications-resources/literature-reviews/social-connectedness-and-wellbeing.html>

Living Standards Framework

<https://www.treasury.govt.nz/publications/tp/living-standards-framework-2021-html>

Health and Safety at Work Act, 2015

<https://www.legislation.govt.nz/act/public/2015/0070/latest/DLM5976660.html>



Businesses that engaged are made aware of course content prior to delivery.

The course facilitator makes it clear before each delivery that some CONNECT AND CARE NZ content may trigger strong emotions for some. All participants are given the choice to opt out prior to content delivery.

The facilitator makes it clear that it is imperative all participants engaging in the program, respect each other's feelings/emotions whilst we hold space for powerful and courageous conversations around mental health/problems; that we promote a non-judgemental platform for everyone involved.

Course delivery includes a message that this is an ADVOCACY program, not that of mental health care professionals. However, we offer a suite of professional local and national resources which are regularly updated in line with social need.

CONNECT AND CARE NZ is an RBP (Regional Business Partners) registered provider.

Indemnity and personal liability insurances apply.

Supervision with mental health care professional applies to maintain and achieve best and safest practice for self and others.

CONNECT AND CARE NZ program reinforces the aims of the MOH around Covid 19 mental health and wellbeing resources provision, with a focus on both local Wakatipu resources available (in line with Southern Health/SDHB accessibility) as well as 1737 and other national helplines/programs.

CONNECT AND CARE NZ WHITE PAPER SUMMARY



SOUTHERN LAKES WELLBEING STUDY SPRING 2021

48 maximum capacity; 42 attendees;
14 businesses engaged across 7 industries:

TOUR OPERATORS
HOSPITALITY
RETAIL
TRANSPORT
ACCOMMODATION
ELECTRONICS
FOOD AND BEVERAGE

OBSERVATIONS

We can note the following from the feedback:

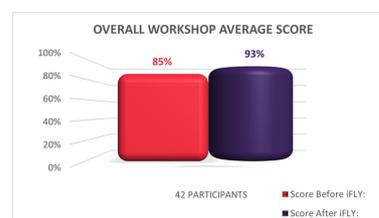
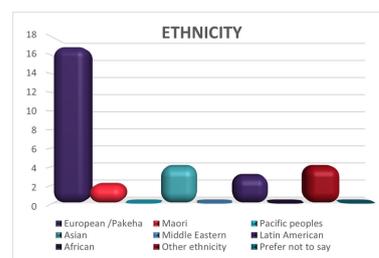
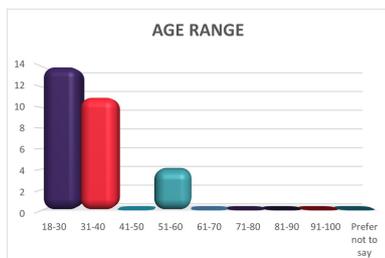
Engagement was very strong; openness and honesty was equally as strong. There was a keen willingness to participate/korero/talk through courageous conversations and engage in activities.

A small number of participants were already equipped with a solid knowledge of mental health awareness however still learnt new strategies and were grateful for the refresher.

Overall the program proved highly successful for the Southern Lakes Independent Owner Operator businesses and their teams' mental health and wellbeing education in the workplace during the pandemic and beyond.

See demographics for culturally diverse and inclusive participation.

DEMOGRAPHICS





Thank you to our sponsor, all supporters that helped promote the programming – public and private sectors – our participants and business owners.

Thank you also to all those who read and appreciate this document.

At CONNECT AND CARE NZ we provide a professional, thought-provoking, highly impactful service.

To explore how you can support and educate you and your teams please email through our website:

WWW.CONNECTANDCARE.CO.NZ

With kindness

MEL HAARER

Mental Health and Wellbeing Advocate



White Paper Designed by Alex Ozansoy