



2020/21 Annual Report



Our people, our mahi



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OUR VISION AND VALUES

WellStop's Vision

A world in which each person experiences respectful relationships, a strong sense of connection to family, friends and community, and is safe from sexual abuse.

Our Ends Statement

WellStop aims to eliminate harmful sexual behaviour.

*Hei ahei te whakakite o tēnei wāhi i orite ki te wakahuia
he wāhi kia whakapoho, whakatiaki i a tātou katoa.*

*Let this place be seen the same as the wakahuia. A place
with the purpose of treasuring and protecting all.*

Our Values

Whanaungatanga Relationships

That everything we do is based on the quality of relationships with others — with clients, family, whānau, community, partners and funders.

Whiria te muka whanaungatanga.

Ngākaunui Compassionate

That we will take time to think about others, and what they are experiencing, and respond with warmth. Caring for each other's wellbeing and potential.

Kia ngākau nui ki te tangata.

Hiringa Excellence

That we act from our knowledge of best practice and with the best outcome for all in mind. We are accountable for our actions and practice.

Kia hiringa i te mahi.

Pono Trustworthy

Acting with integrity, respect and honesty. That we will be worthy of the trust that is placed in us by those who seek our support.

Kia mau ki te pono.

Manawanui Courageous

Making a difference by taking difficult steps together. Having courageous conversations and together changing abusive practice.

Kia maia kia manawanui te tangata ki tona Kaupapa.

Board Chair's Report



It is my pleasure to provide the report from the Board on the 2020/21 year for WellStop.

This latest year has been both challenging and rewarding. COVID-19 has challenged the health of staff and clients and the restrictions have limited the way we do business.

The year began in July 2020 with the restrictions under the Level 3 lockdown preventing normal client services and it ended with the organisation back fully functioning under the Level 1 alert status. Our services during the year were under severe pressure. Restrictions during lockdowns challenged our staff to find new ways to connect with clients other than in traditional face to face sessions.

I want to thank and acknowledge our staff for their resilience and professionalism throughout this period to provide whatever services were possible. At the same time, they coped with remote working and their own personal circumstances.

I also want to acknowledge our funding partners: Oranga Tamariki, the Department of Corrections and the Ministries of Social Development and of Health. Their support and understanding enabled us to provide services that were

adapted to the degree of lockdown severity and their frequent supportive interaction was very much appreciated by management.

WellStop finished the 2020/21 financial year in a surplus position. Maintaining appropriate reserves and a healthy balance sheet are crucial to the reliable delivery and ongoing development of our services.

In recent years, WellStop and our counterparts Safe Network (Auckland) and STOP (Christchurch) have invested heavily in better IT tools, especially the Client Case Management System that is used by clinicians. The priority now is to use these fully to better track overall service delivery and effectiveness. Service delivery is monitored well from the system, and a systematic measure of client ratings has been reported drawing on some of the psychometric measures associated with treatment.

Looking forward to future years, I am aware that the 2021/22 year will also be affected by COVID-19. Putting that to one side, WellStop's direction will be guided by our vision to eliminate harmful sexual behaviour in our region of the lower North Island.

" I want to thank and acknowledge our staff for their resilience and professionalism throughout this period. "

WellStop alone can not achieve this aim, and we will work with other community and iwi providers who can provide services that complement the specialist skills of WellStop staff.

We want evidence-based decisions within WellStop. We will increasingly draw on our information systems to enable us to produce clear evidence on the effectiveness of our services and the value they provide for the expenditure.

Thanks to our capable and committed Board members, Mark Woodard, Ali Tocker, Mark Vivian, Angela Cathro, George Vaeau, and observer Rachel Boyd, for your generous time and energy this year.

A special acknowledgement is due to Mark Vivian, who will stand down from the Board at the end of 2021.

I would also like to thank our Chief Executive, Mark King, and his senior management team (Wendy Cull, Dr Ramona Tiatia, Rowena Orpet, Tina Gulliver and Michele Johnston). Under Mark's strong and capable leadership they are building a secure, cohesive and effective organisation. The Board looks forward to working closely together.

WellStop's work is challenging, yet rewarding and essential. Our staff continue to demonstrate their skill, commitment, and professionalism at all levels, for which the Board and I are immensely grateful.

Thank you all,



Peter Bushnell
Board Chair WellStop

CEO's Report

*Ko Hauturu te Maunga,
Ko Manaaia te Awa,
Ko Mataatua te Waka,
Ko te Ngati Pukenga ki Maania te Iwi,
Ko Maaka King toku ingoa,
Ko Te Tumu Whakarae o Nga WellStop,
Ko taku kupu, ko taku pono,
Kia Ora mai tatou,*

COVID-19 has been a story like no other. Our world changed and we had to adapt and manage to make sure that our communities survive and the mahi was carried out. Acknowledgement to all our WellStop Kaimahi who performed above and beyond right throughout this ongoing period to support the continued delivery of services during these unsettling times.

As we take time to reflect on this past year, it's fitting that we remember and acknowledge our tupuna who have gone before us. My thoughts go out to all who have lost whānau this past year. I acknowledge our Board of Trustees and previous founding members of WellStop, who lit the first fires and set WellStop on our journey. Without their vision and strength of purpose, WellStop would not be in the position that we are in today.

It has been another busy and productive year for WellStop as we continue to consolidate and grow our mahi, refine our clinical practice, and build our capability and capacity. The goals of delivering a sector-leading practice to eliminate harmful sexual behaviour, improving the wellbeing of people, and providing opportunities for whānau to reach their full potential, remain in sight.

WellStop continues to take an evidence-based approach to service delivery, so that we can say "our services work and we know they work." Further developments in the areas of clinical demographics, psychometric reporting, analysing data and information are key priorities for WellStop moving forward.



WellStop's Senior Management Team, June 2021

We have the tools, skills and ability to make a real difference in the space of harmful sexual behaviour so as to advance our ends statement of "Eliminating Harmful Sexual Behaviour".

WellStop have started working towards a new strategic plan that is due in 2022. We will be working through this process in the months ahead, taking into account our goals to provide the right service at the right time, develop and strengthen our relationships within our communities, be guided by evidence based research informed information and practice, and be financially viable and sustainable in the years to come.

Honouring our commitment and responsiveness to Māori and Te Tiriti o Waitangi will play an important part in this process. Having strong tikanga values, effective leadership, respected people management, and transparent communication will help to build on

our culture of whanaungatanga here at WellStop and assist Kaimahi working in all areas.

Many thanks to our Senior Management Team of Dr Ramona Tiatia, Rowena Orpet, and Tina Gulliver, Wendy Cull and Michele Johnson, for another year of mahi. Nga mihi everyone, it's been a tough year, but you've done WellStop proud.

Finally, I would like to thank our key funders, partners, iwi and whānau for your continued support of WellStop throughout the year. Nau te rourou, naku te rourou, ka ora te iwi.

Noho ora mai,

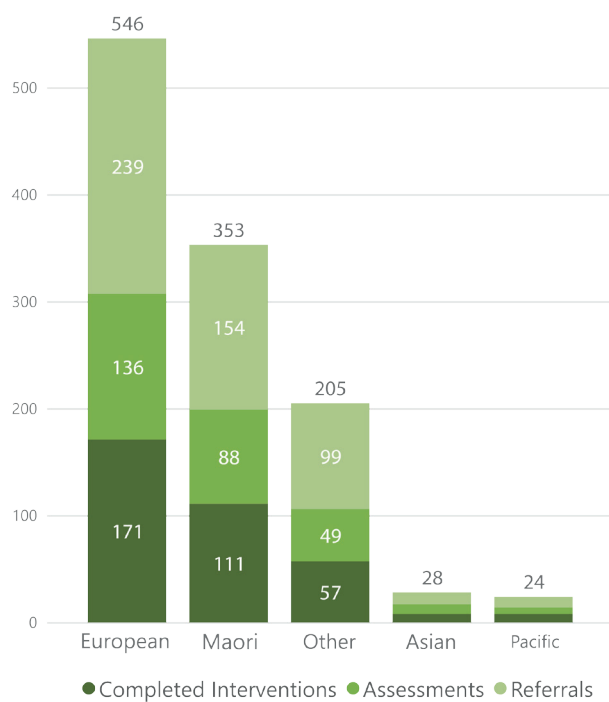


Mark King
CEO WellStop

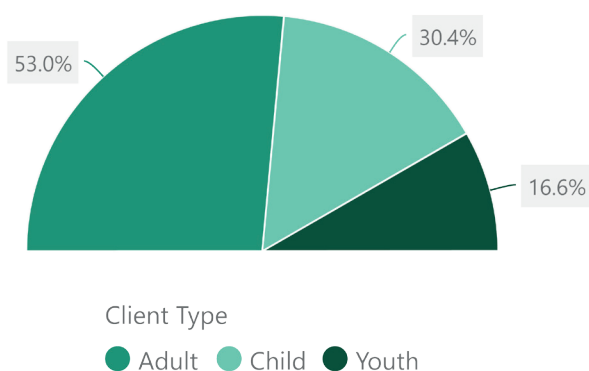
Key Statistics

TOTAL
cases
1,156

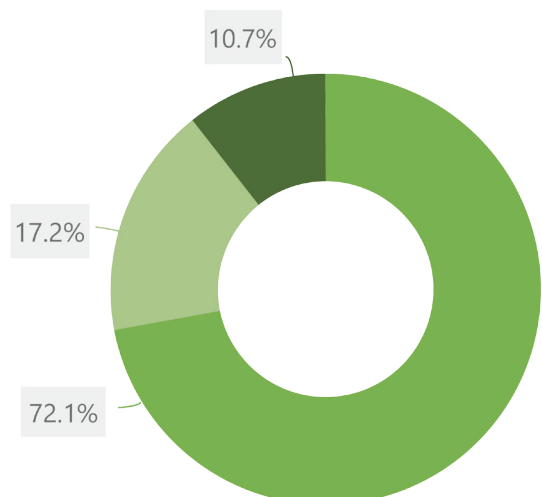
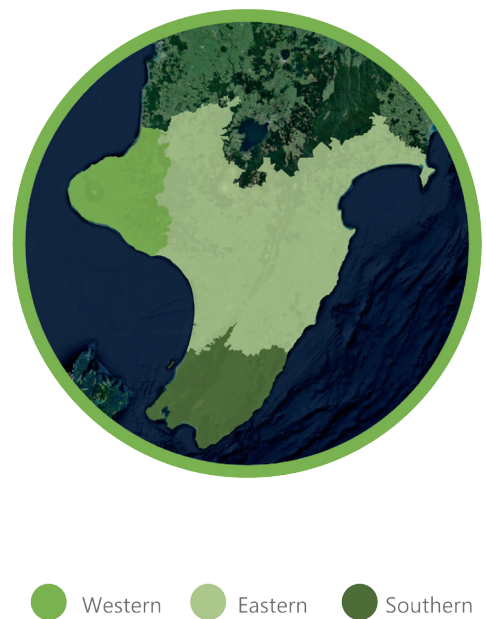
Total cases by ethnicity and case type



Total cases by client type



Cases by region



About Our People

*"Ki te kotahi te kakaho ka whati,
ki te kapuia e kore whiti."*

*When a reed stands alone, it can break,
but when it's bound together, it's unbreakable.*



Dr Elizabeth Ross

Child & Adolescent Consultant Supervisor

We have been pleased to welcome aboard Dr Elizabeth (Lizzie) Ross. Lizzie was born and raised in Hawke's Bay, and has worked with Children, Adolescents and Families in a variety of agencies. Her passion is to work with youth who have found it difficult to engage with therapy, and to deliver education and training to others.

Lizzie is also very interested in the therapeutic relationship between clients and clinicians and encouraging self-care of clinicians.

Lizzie has two children and keeps her work and life in balance through getting out into nature with her family and pursuing theatre as a hobby.

Elizabeth Waddington

Adult Consultant Supervisor

I was born in Melbourne and I was very lucky to grow up on the Northern Beaches in Sydney. I completed my formal training in Queensland and moved to Wellington 17 years ago. I have grown to love my adopted country, even the weather, and think New Zealand is a very special place. I strive to find a balance in my life and to not take myself too seriously. I have two teenage sons who are the centre of my world.

I am lucky enough to work as part of a dedicated team of clinicians who believe in people's abilities to make meaningful change and develop the skills, insight and tools needed to live good and happy lives. This makes all the difference as this work can be very challenging at times. I have over 20 years experience working as a psychologist in the mental health, offending behaviour and disability sectors. It is the respect I have for my clients, and the desire to walk



alongside them on their journeys of change that motivates me.

The work we do within the community and with clients who live in supported care is meaningful, important and rewarding. The process of change is different for everyone and we are able to tailor the treatment we provide at Wellstop to meet our client's needs and learning styles. We work alongside the families and support systems of our clients to ensure honesty, understanding and accountability.

At Wellstop we value working collaboratively with other professionals and agencies to provide treatment, education and support to promote safety.

“It is the respect I have for my clients, and the desire to walk alongside them on their journeys of change that motivates me.”

– Elizabeth Waddington



John Tait, Our Kaiārahi, Māori Development Manager

*Ko Parekohe, taku maunga,
Parekohe is my mountain
Ko Ohinemataroa taku awa,
Ohinemataroa is my river
Ko Toi kai rakau taku whare tipuna
Toi kai rakau is my wharenuī
Te Kura I monoa te wharekai
Te kura I monoa is the wharekai
Ko Hamua raua ko ngati Mura aku
hapu
Hamua and Ngati mura are my kin.
Ko Waikirikiri taku marae*



*Waikirikiri is my Marae
Ko ngai Tuhoe taku iwi
My iwi is Ngai Tuhoe
Ko John Mataiawhea Tait ahau
I am John Mataiawhea Tait
Tihei mauri ora !*

He mihi tenei kia koutou te hunga kua aro mai nei kia matou e kawē nei e tautoko ana I nga Kaupapa kei mua I te aroaro.

As Kaiārahi Māori Development Manager for WellStop I bring years of experience of working in and amongst our communities. My work life experience has been varied, starting in the early years in the meat works and construction sites, to being the kaiawhina in kura Kaupapa, to teaching Te reo and tikanga at wananga. From there I went on to do mahi in Mental Health Services and Kaupapa Māori Social Services in my own iwi. This led me to working with some of our Tane Māori in the Prisons.

I look forward to working and supporting the mahi that is being done at WellStop, and especially working beside our kaimahi (staff) throughout the rohe (regions and giving the tautoko (support) they need. Using the framework Te Kupenga will tautoko the work that is needed in working in our Māori community.

Our Board

Thanks to our Board Members

WellStop's Board volunteer their time to provide strong oversight and governance over WellStop's operations. Board meetings are held bi-monthly. Special acknowledgements are due to Mark Vivian, who will stand down from the Board at the end of 2021, for his service, and to Board Secretary Michelle Johnson for her support of the Board throughout the year. WellStop thanks our Board members for their time, commitment, and support during 2020/21.

Peter Bushnell



Ali Tocker



Mark Vivian



Geoge Vaeau



Angela Cathro



Mark Woodard



The Year in Review



Western Region

2020/21 has been a busy year for the Western Region, with the region's core harmful sexual behaviour work sitting alongside the expanded Sexual Harm Crisis Support team and ACC sensitive claims.

The Team as a whole has achieved much in 2020/21. The clinical team both in New Plymouth and Whanganui have worked hard to support high numbers of both youth and Adult referrals and high numbers of assessments despite the challenges of COVID-19. All our clinicians are now trained in the AIM-3 Assessment and attended core trainings such as SAPROF and VSRO-SO to ensure that our assessments are accurate and that the treatment we provide our clients is relevant. We are now all able to produce AIM assessments for our children and young people requiring our service.

The flooding of the New Plymouth office caused some difficulties in the latter part of the year. After enduring a COVID-19 lock down we found ourselves once again having to work from home for a further 6 weeks. The team managed to continue supporting our clients, connect in person each week, and keep our spirits up until re-opening the office.

We value opportunities to collaborate and the team has maintained regular engagement with community and statutory stakeholders, regularly attending Taranaki Safe Families Collective with numerous agencies throughout the region. This network provides a platform to inform agencies of our work and in turn keep up with what is available for our clients.

Left: WellStop's Whanaganui team Margreet and Kelly making kai with Kimiora Trust.



Right: The New Plymouth team mark White Ribbon Day.



Eastern & Central Region

Team members attend Manuka meeting regularly in Whanganui, and even enjoyed making lunch with local kaupapa Māori organisation Kimiora Trust. During the year, some of the team also had the opportunity to travel to Tokaanu to deliver a presentation to Hapū Ora – a great day, complete with a guided tour. Our Sexual Harm Crisis Support Team continue to work closely with Police and Oranga Tamariki.

During the year, the region said farewell to staff members Shirley and Dineka and welcomed Alison, Sandy, Gwendoline, Jenny, Pearl, Lynette, Loretta, Beverley, Kellyanne, Joy and Shinead.

Our Western team continues to grow, learn, and develop. Thank you Western Team. You are all valued for the initiative, professionalism, and personality you not only bring to your work but also to the team.

Nga mihi,

Tina Gulliver
Western Regional Manager

"I am proud of the resilience our team have shown, navigating the pandemic whilst delivering quality therapy to keep clients, whanau, and community safe."

- Rowena Orpet

I am very proud of the Eastern/Central team this year. In the Eastern/Central team, we are forever striving to provide quality support to our clients and uphold Wellstop's aim to prevent sexual abuse.

The team have worked hard despite the many challenges of COVID-19 and its effect on our staff and the families we work with. I am proud of the resilience our team have shown, navigating the pandemic whilst delivering quality therapy to keep clients, whanau, and community safe.

Congratulations to Clinician Shelly who gained full registration as a social worker with the Social Worker Registration Board this year, to Melissa who was promoted to Senior Clinician, and to Clinician Raynor who has completed her Mahi Wairua and Masters in Counselling. A number of team members also completed their AIM-3 and VRSSO Adult Assessment training this year – well done.

During the year we welcomed Lydia and Talayna to our Palmerston North team, both of whom bring highly valuable child and youth experience, and Nick to our Hawke's Bay team. Nick joins us from the UK with a wealth of experience in using AIM assessments and treatment models.

Our Networking and working with agencies in our sector continues. In Palmerston North and Tararua we attend both the MAIN/TAIN meetings for Abuse Intervention Network. In Gisborne we attend the Tairawahiti Against Violence Network, and in Napier we are part of the Ngatahi Project.

The Gisborne team have made a great effort to provide Community Education Presentations.

As Regional Manager, it's also been a real privilege to be a Tau Iwi Representative on the national sexual violence organisation TOAH-NNEST with the harmful sexual behaviour portfolio.

Looking ahead we have plans for a new adult men's group in Napier, with a strong cultural component. This is a first for the Napier office to run adult groups. We have also improved our triage and waitlist systems to make sure that referrers receive improved, timely support from the organisation.

As Regional Manager it is great to acknowledge the achievements of the Eastern and Central Team this year. Thank you everyone for your dedication to our clients and whanau throughout the year.

Nga Mihi

Rowena Orpet
Eastern & Central Regional
Manager

Southern Region

Our Southern team are extraordinary people who do important work with heart and dedication.

In the last 12 months we have farewelled some good people but also enjoyed welcoming some fantastic new team members. Thanks to Coralee, Angela, and Gaaythri who left us this year, for your service to WellStop, and welcome Merryck, Cheryl, and Linn to the team.

I also acknowledge Rob who joined us temporarily as a Forensic Psychologist during the year, and Elizabeth Waddington (Adult Consultant) and Elizabeth Ross (Child & Adolescent Consultant) who work with our Southern team supporting our clinicians across all regions.

Left: Eastern/Central Christmas party.
Right: Southern region celebrating Christmas together as a team at Sea Salt in Eastbourne.



Amongst some key milestones in 2020/21, we celebrated our administrator Jo's 10 years long-service with WellStop. Congratulations Jo and thanks for everything you do.

Our Senior Clinician Bill has continued to build and enhance the Good Way Therapeutic Model with our Te Ara Pounamu, men's Wednesday morning group. Bill's work in this area is highly-respected and makes a huge difference for our adult male clients with intellectual disabilities.

In June, we also commenced a Tuesday night mens group which provides crucial support to both mandated and non-mandated adults.

Our children's clinicians Ffyona and Sarah continue to do outstanding work, especially with our Art-Tastic children's group.

Our Assistant Manager Miriama leads our clinical triage work and is also WellStop's Privacy Officer. As an executive board member of the New Zealand Association of Counsellors, Miriama also brings lots of passion and leadership to WellStop.

A huge thank you to everyone in our Southern Team for your contributions over the last year.

Nga Mihi

Dr Ramona Tiatia
Southern Regional Manager

Left: Returning to the office after the COVID-19 lockdown.
Right: Celebrating 10 years of service with Southern Administrator Jo.



Sexual Harm Crisis Support Service

WellStop's Sexual Harm Crisis Support Service (SHCSS) supports survivors of sexual violence to manage and reduce the effects of the harm they've experienced. Trauma and distress can occur immediately after an event or be triggered even long after an event has taken place. Our Team of dedicated crisis support workers are here to listen to people's needs and provide social work support, advocacy and crisis counselling.

Our Sexual Harm Crisis Support Workers are a committed team of empathetic, courageous, and discerning professionals. Staff bring past knowledge and experience and add to their kete in this specialised field of practise. Supported by Team Leader Sandi and Administrator Alison, our seven crisis support workers walked alongside 389 survivors over the first full year of the service from July 2020 to June 2021.

At the heart of the service is an approach driven by and centred around whanau, especially where a child has been harmed. We support parents and explore safety within the child's support network. We work with whanau/parents to build their resilience, which in turn supports their child. When appropriate we work with the child through a Keeping Ourselves Safe Programme. We assess support required through a holistic lens with Te Whare Tapa Wha dimensions in mind.





Opposite: Wairoa River, Bay of Plenty
(photo by Yathursan Gunaratnam)
Top: Mount Taranaki, New Plymouth (photo by Walter Wlraven)

Survivors may come to us with a wide variety of needs and challenges. These could span across support through the justice process, support to access ACC therapy and, if required, support while people are on the ACC waitlist. Survivors can lean on our kaimahi for help to find, access, and transition to appropriate services, or work through practical issues like finding financial support and accommodation.

The SHCSS is funded by the Ministry of Social Development and services communities across the Central North Island from offices in New Plymouth, Hawera, Taumarunui, Gisborne, and Wairoa.

The service receives referrals from Police, schools, medical professionals, Oranga Tamariki, Iwi and Kaupapa Māori Services, whanau, self-referrals and other NGOs in the community.

WellStop's SHCSS is in a unique position, working alongside our Harmful Sexual Behaviour and ACC counselling teams. This has allowed WellStop to provide a uniquely integrated and whanau-centred approach based on a strong and holistic understanding of sexual harm and its effects.

As a kanohi-ki-te-kanohi (face-to-face) service, the first full year of the service faced additional hurdles with the COVID-19 lockdowns. The SCHSS team pulled together throughout to continue providing essential services remotely when needed.

“Over the last year, everything we have achieved has been a real team effort,” says Team Leader Sandi.

“I have appreciated all the support from staff at WellStop head office, from our Regional Manager, and our staff who have signed up to play their significant part at the SHCSS. Everyone has been incredibly supportive, which has led to successful recruitment, inductions, and a successful launch of our developing SHCSS team.”

WellStop thanks the SHCSS team for joining our team and for their mahi during 2020/21!

Preventing Harmful Sexual Behaviour Online

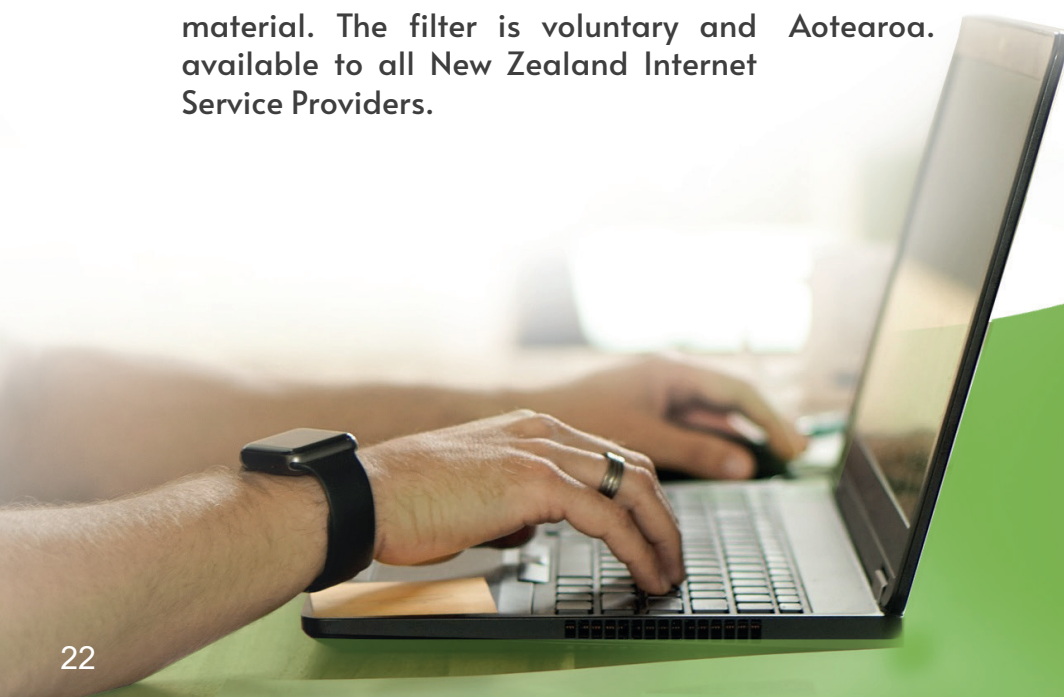
WellStop is proud to have joined the Department of an Internal Affairs-led Independent Reference Group (IRG) that maintains oversight of the operation of the Digital Child Exploitation Filtering System (DCEFS). This involvement builds on previous contributions from WellStop clinicians.

The group includes representation from enforcement agencies, Internet Service Providers, Internet users, agencies, and community groups with an interest in the welfare of children.

DCEFS is dedicated to keeping children and young people safe from harm. The filter is designed to assist in combating the trade of child sexual abuse material by making it more difficult for people with a sexual interest in children to access it. It works by blocking known websites that contain child sexual abuse material. The filter is voluntary and available to all New Zealand Internet Service Providers.

WellStop's Dr Ramona Tiatia also sits on the Haumarū Tuihono – Online Safety Special Matters Expert Advisory Group. Haumarū Tuihono is an agile space to initiate safe to fail trials to prevent harm from online child sexual exploitation and abuse. It is a multi-agency programme across the government, public and private sector to develop small-scale, low cost, measurable and short-term trials with the potential to be developed into permanent initiatives if successful. Some important online engagement and digital safety trials have already been developed including The Eggplant drama series for young people, the N4L Block Page Trial, and the Torrent Trial.

Preventing harmful behaviour from occurring through initiatives like these is crucial to achieving our objective to eliminate harmful sexual behaviour in Aotearoa.



Measuring Outcomes

2020/21 saw the completion of a significant upgrade to WellStop's D365 client database. WellStop would like to thank our project team (Ramona, Taron, Jude, and Julie), our partner organisations Safe Network and STOP, and our participating Support Advisor Reps and clinicians for their work to deliver this project. We also wish to acknowledge the Lottery Grants Board for their financial support.

With implementation training now complete, staff have enjoyed the friendlier and more intuitive functionality that had not existed previously.

The upgrade has also enabled statistical information to be collected directly from the D365 Client Database and has improved the way that our HSB (harmful sexual behaviour) standardised psychometric assessment tools can be used by clinicians to determine client service satisfaction while they are engaged within our service.

An Outcome Rating Scale/Session Rating Scale (ORS/SRS) tool enables a client to "express their voice" about how the therapeutic services may or may not be working effectively for them during their assessment or treatment sessions. This immediate feedback allows staff to make improvements in their service delivery at any point of time during the client's therapeutic journey.

The ORS/SRS tool, like all of the specialised suite of psychometric outcome tools that our organisation uses for HSB prevention and treatment clinical work (e.g. VRSSO, AIM) have all now been enhanced and improved with the development and upgrade to the D365 Client Database.



Financial Summary

WellStop would like to acknowledge our government contract partners and the Lottery Grants Board for their financial support this year.

Summary statement of comprehensive revenue and expense for the year ended 30 June 2021	2021 \$000	2020 \$000
Revenue		
Total revenue	6,426	5,656
Expenditure		
Employee related costs and contractors	3,657	4,270
Depreciation	104	98
Other	831	821
	4,592	5,189
Total surplus for the year	1,834	467
Total comprehensive revenue and expense for the year	1,834	467
 Summary statement of financial position as at 30 June 2021		
Current assets	2,944	1,183
Non-current assets	231	174
Total assets	3,175	1,357
Current liabilities	413	430
Net assets/Total equity	2,762	927
 Summary statement of cashflows for the year ended 30 June 2021		
Net cashflows from operating activities	1,947	627
Net cashflows from investing activities	(152)	(10)
Net increase in cash and cash equivalents	1,795	617
Cash and cash equivalents at 1 July	1,021	404
Cash and cash equivalents 30 June	2,816	1,021

* Audited Financial Statements are available on the Charities Services Register website at <https://register.charities.govt.nz/CharitiesRegister/Search>. Charity Registration Number CC52259



WELLSTOP

Thank You

