



**ODYSSEY**  
changing lives

leaders in changing lives

# ANNUAL REVIEW 2015



**ODYSSEY**

changing lives

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**“One thing that really does impress me is the innovation that Odyssey has brought over many years...**

**I expect that Odyssey is going to be a real force in progressing advances in this field in time to come”**

**HON. DR JONATHAN COLEMAN**

MINISTER OF HEALTH

at the opening of Te Tāwaharau, Odyssey's new community services hub, 31 July 2015.

### Our Mission

We are leaders in changing lives – we provide the best possible therapeutic care to the maximum possible number of clients.

**“Our pillars – love, concern, honesty, responsibility and trust – are important to us in everything we do.”**

Odyssey is a not-for-profit charitable trust committed to reducing the harm to individuals, family/whānau and society caused by the long term effects of addiction.

Addiction is a significant issue that touches the lives of many New Zealanders – an estimated 12.3% of the New Zealand population will experience a substance use disorder at some stage during their lifetime. Each year, some 150,000 New Zealanders aged 16 years and over experience substance use problems that could benefit from an intervention<sup>1</sup>.

The effects of drug and alcohol addiction are not just on the individual, but on family/whānau and our communities as a whole. The prevalence of addiction issues and the need for treatment continues to grow, with a health sector that struggles to meet the pressing demand.

Since 1980, Odyssey has helped thousands of New Zealanders overcome alcohol, drug and gambling addiction problems.

We run seven treatment centres and a variety of community programmes in the Auckland region and Whangarei, serving people from the entire North Island.

Our 140+ specially-trained professionals work closely with local communities, schools and other health or social services organisations.

We are respected for our caring approach and devotion to achieving good outcomes for those who come to us for help.

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1. NCAT and Platform Trust (2014) 'A profile of Alcohol & Other Drug Treatment Services in Aotearoa New Zealand'.



### Greetings,

This year marks the 35th year of our commitment to assist people who are struggling with addiction and who seek our support on their recovery journey. Odyssey aims to guide and support people to become healthier individuals and stronger mothers, fathers, sisters, brothers, sons and daughters. We are dedicated to building stronger families/whānau and communities.

Since 1980, Odyssey has evolved from its ground-breaking early days providing an iconic Auckland-based adult residential addiction treatment programme to its position today as one of New Zealand's leading addiction treatment providers, offering a broad range of community-based and residential services, focused on delivering the highest possible quality treatment to the largest possible population of clients, permitted by our funding.

Over the last 12 to 18 months, we have had the good fortune to record many successes:

- We have provided education and support services to a record number of clients through our community-based services – reaching almost 2000 people in 2015
- Our residential services changed the lives of almost 600 New Zealanders in 2015
- We have grown our funding base – increasing operational revenues by some 8% year on year to almost \$14.3 million
- We have led a number of innovative Government-funded pilot initiatives
- We have developed and opened a user-friendly community services hub in New Lynn
- We have consolidated our relationships with key collaborators and partners within the AOD sector and continue to receive strong support from our funders.

These achievements are testament to the expertise and dedication of our staff, who give so much each day as they guide our clients on their recovery journeys. I would like to take this opportunity to thank them for their laudable efforts, care and professionalism. I would also like to acknowledge the commitment of time and support of my fellow trustees, who share the organisation's commitment to be leaders in changing lives.

I am confident that our staff and Board, with the generous support of our funders, donors and partners, are well positioned to continue creating positive change for thousands of New Zealanders each year.

Regards,

**Allen Bollard**

CHAIR, ODYSSEY TRUST



**Tēnā koutou,**

This past year, which marked our 35th year, has been an exciting and rewarding year for Odyssey.

We remain singularly focused on providing the best possible therapeutic care to the maximum possible number of clients, and this year we can celebrate our services reaching more people than ever before.

Residential treatment remains a cornerstone of our operations – with almost 600 adults and youth in our residential programmes annually. However, our community programmes now represent a significant and growing share of our services.

In 2015, we supported almost 2,000 people through specialist community-based services within schools, primary care clinics, corrections units, or from our own community service centres.

**Leaders in changing lives**

Odyssey has accomplished much in the last 12 to 18 months.

In addition to celebrating strategic milestones such as the opening of our award-winning community services hub, Te Tāwharau, we also delivered addiction treatment and related services for the Ministries of Health, Social Development, Justice and Education, the Department of Corrections, and all North Island District Health Boards.

As an organisation, Odyssey is committed to staying at the forefront of addictions treatment in New Zealand and many of our recent achievements demonstrate this:

- **We embrace novel approaches to help people turn their lives around** – Odyssey leads the treatment component of the Alcohol and other Drug Treatment Court pilot, and has developed a unique programme for Children of Parents with Mental Illness and Addiction (COPMIA).
- **We aim to reduce barriers for people seeking treatment** – we have re-developed our approach to residential services (identifying how we engage more with people pre and post treatment, as well as increasing community treatment options for both adults and youth); and we have piloted a primary care collaboration project offering the specialist guidance and support of a trained addictions practitioner to work alongside general practitioners.

- **We welcome partnerships to find new and effective ways to create positive outcomes for the people who come to us for help** – we work closely with Ngāti Whātua o Orākei kaumātua to ensure all our work honours our commitment to the Treaty of Waitangi; we have created a National Youth Advisor role, in partnership with the New Zealand Drug Foundation; we have established formal collaborations with relevant district health boards to support youth and co-existing disorder (CED) clients; and we chair and provide operational support for the Counties Manukau AOD Provider Collaborative, whose 16 member organisations are working together to improve the system which supports people in alcohol and drug recovery in the region.

**Looking to the future**

I believe Odyssey is well placed to respond to the increasing demand for AOD services in our communities. We continue to innovate and seek new ways to overcome the unmet need in our country. We have strong support from the Ministry of Health and our other funders, and excellent relationships with a broad range of partners and collaborators.

We are very fortunate, and extremely grateful, to have a special relationship with Ngāti Whātua o Orākei kaumātua – their wisdom, guidance and support has been invaluable.

Above all, we have a strong and supportive Board and an exceptional team, whose knowledge and experience sets us apart and allows us to offer a wide range of programmes and services to meet the needs of the people we help. Their warmth, kindness and enthusiasm for our mission is one of our key points of difference.

We are poised to embark on a new three-year strategic plan that will build on the success of prior years. As leaders in changing lives, we aim to bring more services into the community to ensure, and demonstrate, positive outcomes for those seeking treatment, and to support the development of our sector through leadership and research.

I am extremely grateful for the efforts and dedication of our staff and our Board, and the continuing support of our funders, advisors and partners. Together, we are leading the way for the addiction treatment sector and changing many lives.

Ngā mihi,  
**Philip Grady**  
 CEO, TUMUAKI RANGATIRA

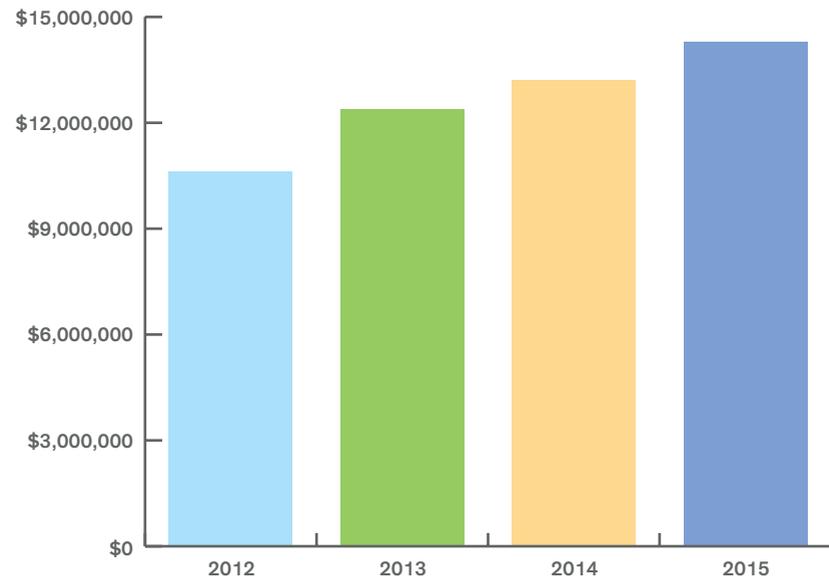
**Providing the best  
possible therapeutic  
care...**

**to the maximum  
possible number  
of clients.**

## OUR PERFORMANCE AND IMPACT

### Operational Revenues 2012-2015\*

\* Financial year ending 30 June.



Operational revenues increased by more than 34% from 2012 to reach almost \$14.3m in 2015.

### Timeline

#### 2012

- National Youth KPI project - NGO sponsor (ongoing)
- Independent evaluation of Stand Up! Youth programme
- AODTC pilot begins

#### 2013

- Māori Health Strategic Plan initiated
- Odyssey Youth reconfigured to incorporate community-based services
- Launch of AOD Provider Collaborative brand
- Primary care collaboration pilot
- Participant in Mental Health Commission Real Time Feedback pilot
- Expansion of Stand Up! programme to serve more schools

#### 2014

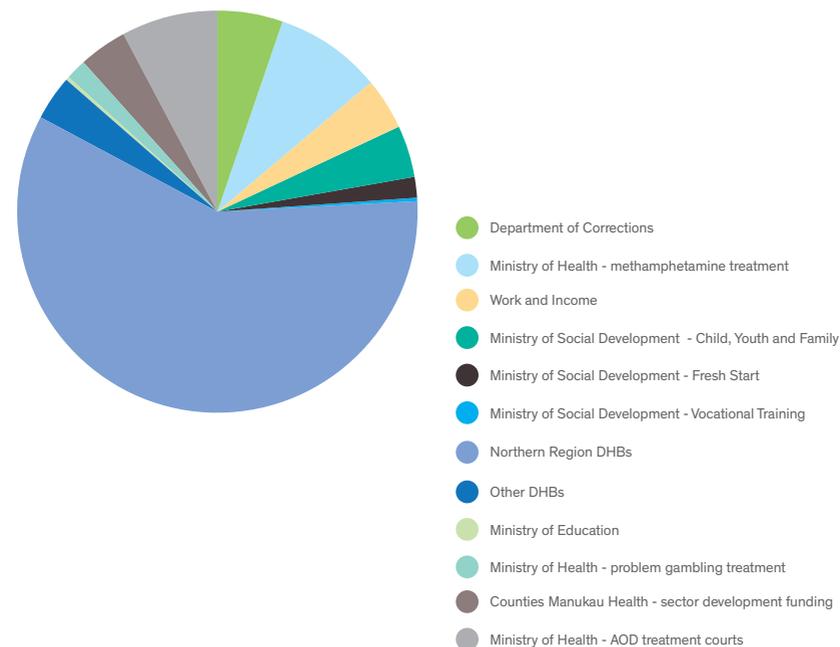
- Establishment of National Youth Service Advisor role, a joint initiative with NZ Drug Foundation
- Launch of Te Puāwai Aroha - COPMIA holiday programme
- National roll out of facilitator training for the HPA-funded Smashed 'n' Stoned youth AOD programme
- ANZ & EEO Trust Divers-ability Award Winner
- AOD Provider Collaborative named Matua Rāki Workforce Innovation Award Supreme Winner

#### 2015

- Opening of community services hub, Te Tāwharau, in New Lynn
- Consumer advisory strategy enacted
- Relaunch of odyssey.org.nz
- Establishment of national youth methamphetamine programme (with Odyssey Christchurch)
- Odyssey named Matua Rāki Workforce Innovation Award Supreme Winner
- Finalist – ADHB Health Excellence Awards

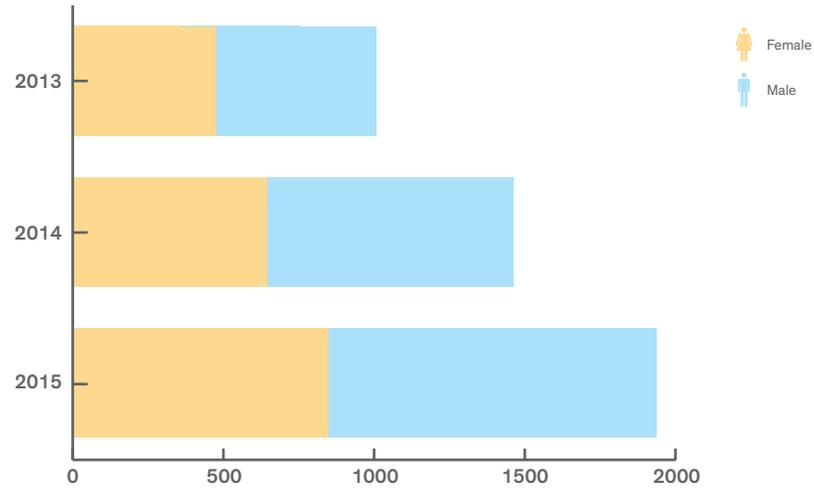
## BUILDING A STRONGER, SUSTAINABLE ORGANISATION

### Funding Agencies 2015 (as a % of total government funding)

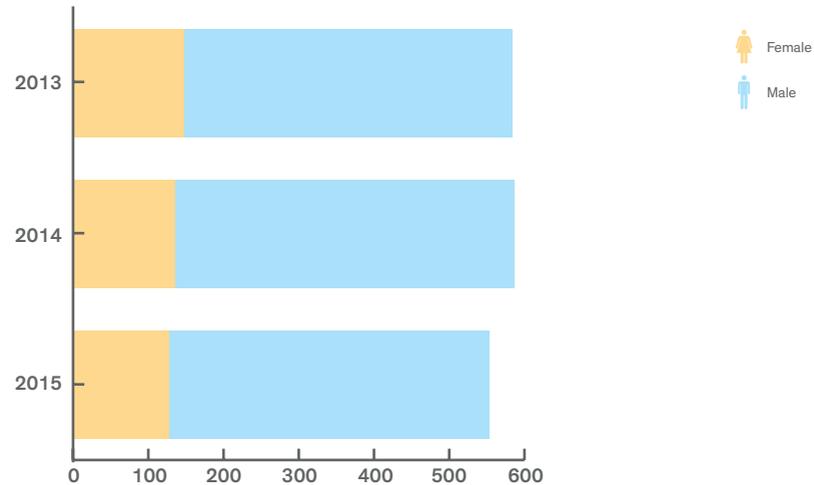


## OUR PERFORMANCE AND IMPACT

### Community Clients Treated 2013-2015

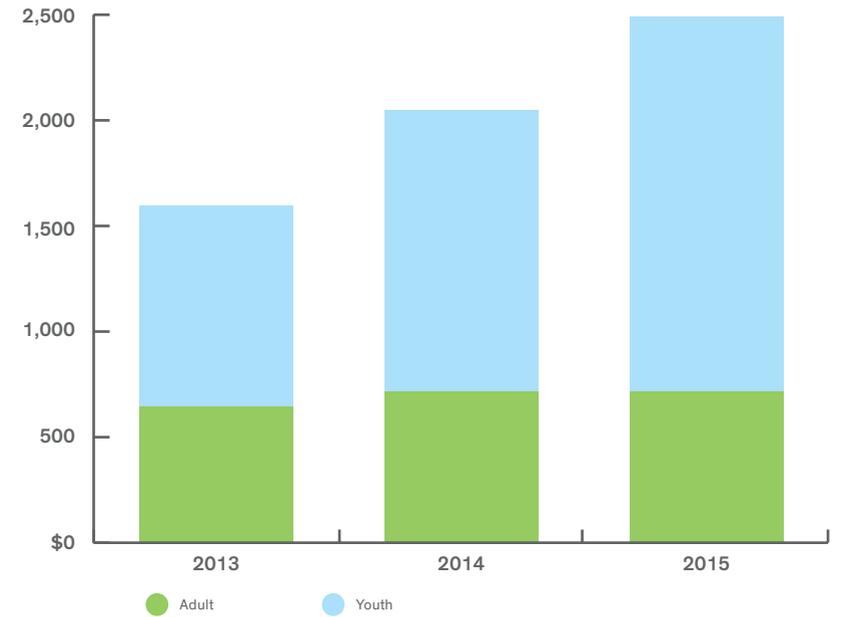


### Residential Clients Treated 2013-2015

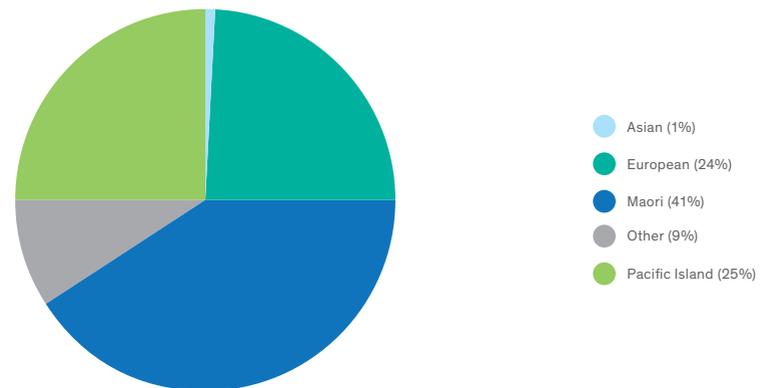


## BUILDING A STRONGER, SUSTAINABLE ORGANISATION

### Adult and Youth Clients 2013-2015



### Client Ethnicity 2015



### Odyssey provides residential and community services to support individuals and families on their recovery journeys.

We also invest in education, advocacy and research initiatives to enable greater impact across the population. We serve on regional and national committees and representative organisations, and seek to create change within and beyond our sector to help people turn their lives around.

#### We get results:

**Adults** – we help adult clients into housing and work; and our outcome data shows clients have improved relationships, are abstinent or have reduced harm from substance use after their time with us.<sup>1</sup>

**Youth** – our youth clients stay in school longer and are more engaged at school; 32% are abstinent at exit; while a further 40% have minimised harm or reduced their substance use.<sup>2</sup>

#### Our achievements in 2014-15 include:

##### A focus on family/whānau and community

- The roll-out of Te Puāwai Aroha (Blossoming Love), a COPMIA holiday programme for children and youth with parents experiencing mental health and/or addiction issues
- The opening of a new community services hub (Te Tāwharau) in New Lynn – the building was officially opened on 31 July 2015 by the Hon. Dr Jonathan Coleman, Minister of Health, in a ceremony attended by 150 national and local partners and supporters working in the health sector
- The delivery of the organisation's Māori Health Strategic Plan, supported by Ngāti Whātua o Orakei.

##### Embracing new ways of working

- Advisory role for the Mental Health Commission's Real Time Feedback Pilot for consumer satisfaction
- Lead contract holder of the treatment provider network for the AODTC pilot
- Established a housing initiative to support AODTC participants
- Established new systems of consumer feedback and involvement
- Developed and led the Primary Care Collaboration demonstration programme
- Development of a social enterprise café that will also support at risk youth to acquire essential employment skills and resiliency.

1. Source: Odyssey ADOM data, 2014-2015

2. Source: Kinnect Group Evaluation of Counties Manukau Stand Up! March 2013

### Welcoming collaboration and partnership

- Lead treatment provider for the New Zealand pilot of an Alcohol and Other Drug Treatment Court – a joint initiative (funded by the Ministries of Health and Justice) delivered in collaboration with Higher Ground and the Salvation Army
- The establishment of a National Youth Service Advisor role with the New Zealand Drug Foundation to strengthen systems and services for vulnerable children and youth
- Operational lead and chair of the Counties Manukau AOD Provider Collaborative – a collective impact initiative of 16 organisations working in AOD in the region
- Partner with the University of Auckland's Centre for Addiction Research and the Counties Manukau AOD Provider Collaborative in the delivery of two annual AOD research symposia
- Re-development and national delivery of facilitator training for the Health Promotion Agency's 'Smashed 'n Stoned?' youth AOD programme
- Contracted to provide the first national youth methamphetamine treatment service in collaboration with Odyssey Christchurch
- Partnered with Salvation Army and CADS to deliver an award-winning internship programme for graduates considering a career in AOD treatment.

**“I am very satisfied... to be able to offer patients something tangible that works.”**

GP / PRIMARY CARE COLLABORATION PROGRAMME

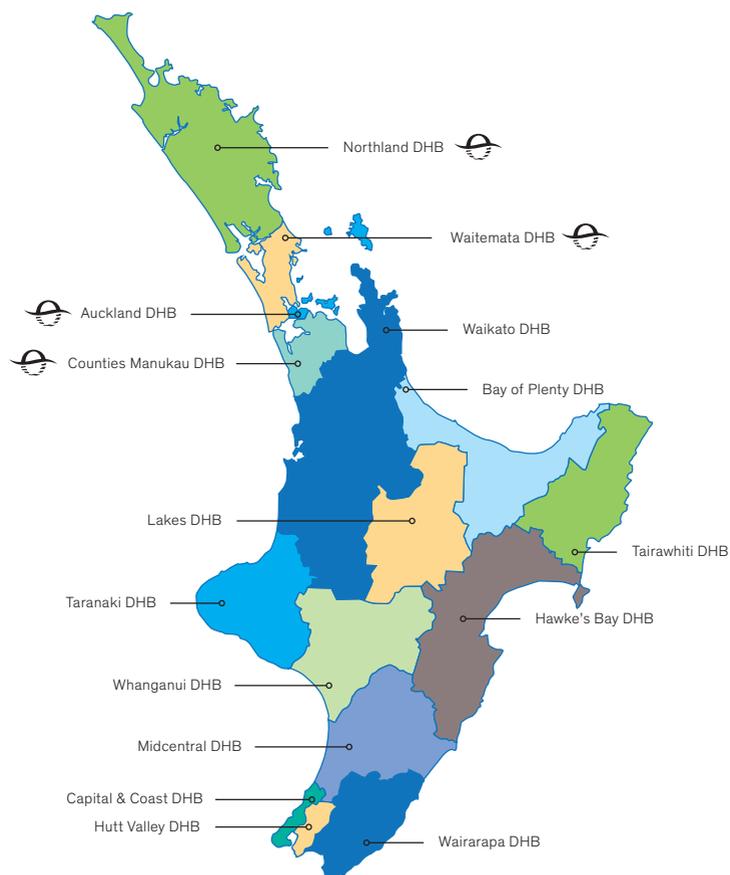
**“The collaborative relationships within the Treatment Provider Network have brought cross-organisational benefits that enhance the effectiveness of all providers and the AODTC. The collaborative model has strengthened sector cohesion, with spin offs for service provision in general.”**

INDEPENDENT EVALUATION OF THE TREATMENT PROVIDER NETWORK

/ AOD TREATMENT COURT, MARCH 2015

North Island

Areas with Odyssey service centres 



North Island

We deliver services throughout the North Island and have service centres in Whangarei, Auckland (Royal Oak, Mt Eden, New Lynn, Avondale and Mt Roskill) and Counties Manukau.

South Island

We deliver the Smashed 'n' Stoned youth harm reduction facilitator programme nationally, and we work with Odyssey Christchurch to deliver the National Youth Methamphetamine Programme.

We are fortunate to have the generous support of the following funders and partners throughout the country:

- Ministry of Health
- ACC
- Auckland District Health Board
- Bay of Plenty District Health Board
- Central Region District Health Boards
- Counties Manukau Health
- Department of Corrections
- Child, Youth and Family Services
- Foundation North
- HealthWest
- Health Promotion Agency
- Joyce Fisher Trust
- JM Thompson Trust
- Lakes District Health Board
- Ministry of Education
- Ministry of Social Development
- Northland District Health Board
- Taranaki District Health Board
- Waikato District Health Board (Midlands Region)
- Waitemata District Health Board
- Vodafone Foundation

We are grateful for the advice and support of our Board of Trustees and our Research Advisory Board:

**Board of Trustees**

- Allen Bollard, Chair
- Robyn Reynolds, Co-Chair
- Robert Roydhouse
- Mary Shanahan
- Dr Ann Hood
- Judge David McNaughton
- Darren Johnson
- Justice Anne Hinton\*

\* Retired from Board in 2015

**Research Advisory Board**

- Philip Grady
- Dr Ann Hood
- Dr David Newcombe<sup>†</sup>
- Associate Professor Janie Sheridan<sup>†</sup>
- Anne Bateman

<sup>†</sup> Centre for Addiction Research, University of Auckland

We also value the opportunity to serve the sector regionally or nationally through our appointments or relationship with sector leadership groups, including:

- Counties Manukau AOD Provider Collaborative
- DAPAANZ
- National Committee on Addiction Treatment
- Navigate
- Platform Trust
- Profile

## LOOKING FORWARD

Over the next three years, Odyssey will continue to focus on the needs of New Zealanders experiencing addiction issues:

- We will continue to focus on positive outcomes for our clients. Researching and evaluating our impact we will measure the effectiveness of the programmes we deliver
- We will refine how we support recovery, adapting to the changing needs of our clients – supporting the populations we serve in a manner and in locations that best meet their needs
- We will continue to collaborate within and beyond our sector to foster well-being
- We will invest in our organisation - our people, systems and infrastructure – to ensure we are in the best possible place to support those who come to us for help.

We look forward to remaining at the forefront of addiction treatment in New Zealand, and remain committed to serve those who need us most.

**“We know we can trust them. They’re always trying to protect us. Keep us from being naughty – in a good way!”**

STUDENT / STAND UP! PROGRAMME

**“Stakeholders were in wide agreement that the design of the Stand Up! programme, together with the skills and attributes practitioners brought to their roles, meant that Stand Up! brought ‘the right model, and the right staff’ to engage young people in making positive changes in their lives.”**

KINNECT GROUP / EVALUATION OF COUNTIES MANUKAU STAND UP!

## NGĀ NGARU

**Ngā ngaru nui, ngā ngaru iti,  
pāpaki ki uta e**

**He ripo, he Rehutai**

**Tai pari, tai timu**

[ TRANSLATION ]

## THE BIG WAVE

**The big wave, the small wave,  
both end up on the shore**

**Ripples and sea spray are caused**

**Life’s tide constantly ebbs and rises**

Composed and arranged by residents at Odyssey  
Ngā Ngāru is performed by all kaupapa Māori whāiora and staff at Odyssey.

leaders in changing lives

[www.odyssey.org.nz](http://www.odyssey.org.nz)