



**ODYSSEY**  
changing lives

# ANNUAL REVIEW 2017

leaders in changing lives



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## Our mission:

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

**In New Zealand, unmet mental health and addiction needs are the single largest contributor to poor health and social outcomes.<sup>1</sup>**



1 in 8 New Zealanders will experience a substance use disorder in their lifetime - that's over 500,000 New Zealanders.

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# \$1.8 billion

The estimated social cost of drug-related harms and intervention costs.<sup>2</sup>



For every \$1.00 spent on addiction treatment services it is estimated the benefit to society is between \$4.00 and \$7.00.<sup>3</sup>

Addiction touches us all. For every person facing an addiction challenge, it is estimated that the wellbeing of at least four other people are affected. This impacts families and whānau, affects the wellbeing of neighbourhoods and communities, and society as a whole.

Odyssey is a specialist addictions treatment provider committed to reducing the harm to individuals, family, whānau and society caused by the long term effects of addiction.

We are known for providing effective, evidence-based assessment and treatment services, and we work closely with families and whānau, as well as other health and social service organisations, to support people before, during and after treatment.

Since 1980, we have supported thousands of New Zealanders to overcome alcohol, drug and gambling addiction problems.

Today, from centres in Auckland, Whangarei and Hamilton, we offer residential, community, and school based services for adults and young New Zealanders facing addiction challenges. We also offer treatment services at Auckland, Spring Hill and Mt Eden correctional facilities.

We are dedicated to working with the people who come to us for help to achieve good outcomes, together.

Our pillars – love, concern, honesty, responsibility and trust – are the foundation of our work, and are important to us in everything we do.

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<sup>1</sup> NCAT and Platform Trust (2014) A profile of Alcohol & Other Drug Treatment Services in Aotearoa New Zealand.  
<sup>2</sup> McFadden Consultancy. 2016. Research Report: The New Zealand Drug Harm Index 2016 (2nd edn). Wellington: Ministry of Health.  
<sup>3</sup> NCAT (2016) Shaping the Sector. Wellington: NCAT.

**ALLEN BOLLARD**

Chair, Odyssey Trust

Greetings,

2017 has been another busy year for Odyssey. Once again, I am very pleased to report that Odyssey is continuing to reach more New Zealanders in our efforts to deliver the highest possible quality treatment to the largest possible number of people, permitted by our funding.

In 2017, we provided services to over 3,000 people with alcohol, drug or gambling challenges.

Our reporting year to June 2017 saw the launch of a number of new programmes in Northland, Auckland and Waikato, as well as new contracts with the Department of Corrections.

We farewelled Philip Grady as CEO in December – and thank him for his sound stewardship of the organisation over the preceding five and a half years. We then welcomed Fiona Trevelyan as our new CEO and appreciated Phil and Fiona's management of a smooth transition.

We are currently midway through our current three year strategic plan and, under Fiona's leadership, I am confident we will make excellent progress delivering positive outcomes for the people we serve.

I would like to take this opportunity to especially acknowledge the commitment and expertise of the people working at Odyssey - your warmth and optimism make a difference to so many lives every day.

I also extend thanks to my fellow trustees for their counsel and support. This year, we were fortunate to welcome Dr Clive Bensemman to the Board. A consultant psychiatrist, Dr Bensemman brings many years' experience in mental health and addiction leadership to Odyssey.

The organisation moves into 2018 in a healthy financial position with operational revenues increasing by just over 13 per cent from 2016 to approximately \$16.5m in 2017. This has allowed us to reach more people in different locations and different settings, and support them to make positive changes in their lives.

Looking forward, the Board is confident that the organisation, with the continued dedication of our staff and generous support of our funders, donors and partners, is in a strong position to support more New Zealanders on their recovery journeys in the years ahead.

Regards,

A handwritten signature in black ink, appearing to read 'Allen', written in a cursive style.



**FIONA TREVELYAN**  
CEO, Tumuaki Rangatira

Tēnā koutou,

As I approach the end of my first year as CEO at Odyssey, I am delighted to be able to share so many achievements with you – achievements that signal positive changes in the lives of so many individuals, families and whānau in New Zealand.

This year, Odyssey connected with 1,800 adults and 1,368 young people with alcohol, drug and gambling challenges.

We strive to offer people the best possible care we can, wherever we support them. In 2017, we delivered services in our six residences in Auckland and Whangarei, as well as in schools, GP practices, at our community centres and in other community based settings in Auckland, Northland and Waikato.

I am very proud of the work that we do and feel fortunate to have a strong leadership team standing beside me, as well as such committed and passionate staff. We each have valuable roles to play to support positive change for the people who come to Odyssey each year. Together, we are truly leaders in changing lives.

We continue to be one of New Zealand's leading specialist addiction treatment providers and are supporting more people each year on their recovery journeys.

Over the last 18 months, we have done this by focusing on:

#### Collaboration and partnership

- We are privileged to have a very close relationship with Ngāti Whātua o Ōrākei, and value their guidance in the work that we do. Within the framework of our Māori Health Strategy, our cultural approach to Mātūtū (recovery) is going from strength to strength.
- Our five-year partnership with Higher Ground and The Salvation Army to deliver the Alcohol and Other Drug Treatment Court (Te Whare Whakapiki Wairua) has been renewed for a further three years, and we will have celebrated more than 130 graduates by the end of the calendar year.
- We are looking forward to contributing to Te Ara Oranga - The Path to Wellbeing, a ground-breaking partnership between Northland DHB, New Zealand Police, the local community and various local health and social service providers to reduce methamphetamine demand in Northland.

#### Innovation

- The Odyssey / NZ Drug Foundation National Youth Services Advisor successfully secured funding to pilot a Whole School Approach to reduce drug and alcohol related harm with the support and oversight of the Ministries of Health and Education, the Health Promotion Agency and NZ Police.
- We have played a key role in the establishment of New Zealand's first Recovery College, funded by Counties Manukau Health and delivered in partnership with the AOD Provider Collaborative and DRIVE Consumer Direction.
- Our community services hub continues to extend options to support people in their recovery, including SMART Recovery groups for individuals and families, a work training programme at the Odyssey Café, piū rākau classes and literacy support.

**Doing what we do, well**

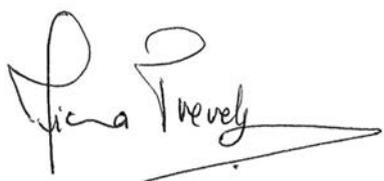
- We were audited against the Health and Disability Services Act (2001) Standards in August. 100% compliant, we were recertified for a further four years and also received two continuous improvement recognitions for initiatives implemented above and beyond Standard.
- Our service for people seeking support with mental health challenges alongside their addiction issues was gifted the Māori name Te Wairua. We believe this better reflects the holistic nature of this service and the two streams of healing that we offer to support wellbeing.

Looking ahead to 2018, we are increasing our peer support services to support people at key transition points in our residential programmes and to reconnect back into the community. We have also commissioned an independent cultural responsiveness audit and I'm looking forward to working with the provider to ensure our services are relevant and culturally effective.

We look forward to strengthening our partnerships to support positive change: for young people in the Waikato; for individuals, families and whānau whose lives are affected by methamphetamine dependence in Northland; and for people within the justice system.

In closing, I would like to thank our funders, advisors and partners – we value the opportunity you give us to support so many New Zealanders. I would also like to acknowledge our tāngata whai ora, the people who come to us for support on their recovery journeys – we appreciate the trust you place in us. I feel privileged every day to have the opportunity to lead an organisation like Odyssey.

Ngā mihi,



**What our staff say they value about working at Odyssey**



“I am determined to give my best effort at work each day”



“Odyssey’s work positively impacts people’s lives”



“I understand how my work contributes to Odyssey’s vision and values”

**The 3 best things about working at Odyssey**



**#1**

People we work with



**#2**

People we support



**#3**

Places we work



**Leaders in changing lives**

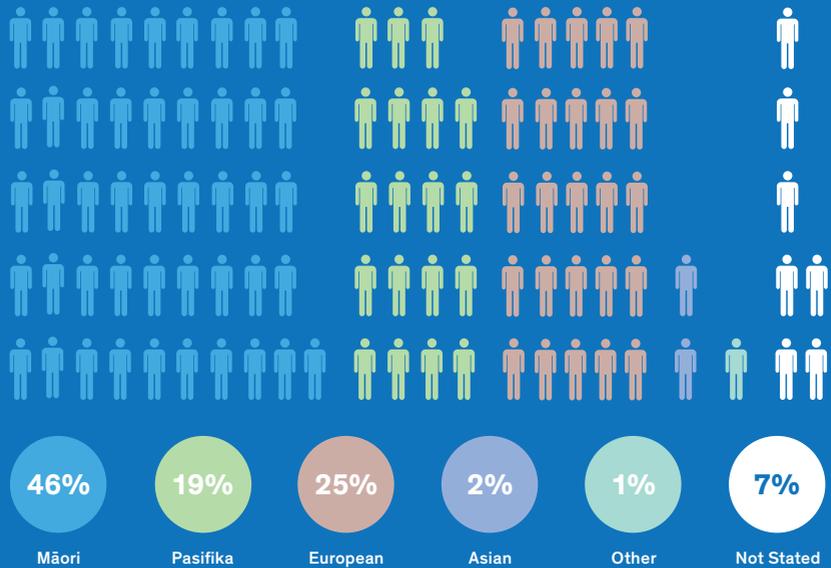
“I feel so privileged and fortunate to be working with Odyssey, to be working with such an awesome group of people... with passion and talent.”

– JASON, Clinical Manager

Number of people we supported



Ethnicity of people we supported



Unless otherwise stated, all numbers refer to Odyssey's 2017 financial year, 1 July 2016 to 30 June 2017. To view our full Financial Statements, please visit our website, [www.odyssey.org.nz](http://www.odyssey.org.nz)

Supporting people in multiple settings

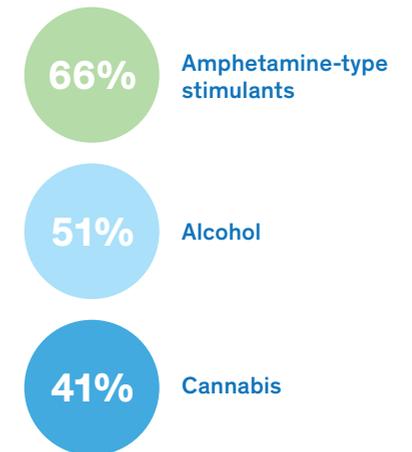
We aim to offer people the best possible care we can, wherever we may be supporting them.



Operational revenues (\$M)



Drugs of concern\* (adults)



\* % of adults surveyed who ranked these drugs as one of their top three drugs of concern

Within our therapeutic community and across our various programmes delivered in the community, in schools, or in partnership with other health providers, we are privileged to celebrate success every day.

Success for us, and for the people we support, isn't just about completing a programme or moving up a level; it's about all the small, positive steps, taken every day to move towards a brighter future. Or in the words of one of our residents: "Success doesn't just happen, it involves careful thought, consideration and hard work". Other definitions of success shared with us, include:

"Learning to read and write"

"Reconnecting with my family"

"Finding work"

"The programme has given me hope and has given me the tools that I desperately needed and continue to need"

"Enrolling to study at university"

"Watching someone trust again"

"Reconnecting with my culture"

"Finding a support system"

"My capacity to create cherishable moments grows stronger as my journey unfolds"

"Mentoring others"

"The programme makes me feel like I have a second chance. I love learning now."

“ Since I have been at Odyssey, **I have completed some goals** I previously wouldn't have thought possible...

I have **reconnected with loved ones** I thought were gone forever...

I am **a proud Aunty** to a beautiful 3 year old boy and a beautiful 2 year old girl...

I have **ended a relationship** in which I was physically and mentally abused...

I am **12 months** meth and heroin **sober**...

But most importantly, **I have found a fire inside me** for the first time in 10 years of drug use **that wants to live, that wants** and knows I deserve **a better life.** ”

– AMANDA\*

\* Not her real name

**This year, Odyssey has extended its services to support people in new ways, in new environments and locations, with new partners and collaborators.**

Here, we give you a quick snapshot of some of these new approaches and programmes.



### **Mātūtū**

Creating a bridge to recovery and wellbeing together

Mātūtū (Recovery) is the kaupapa Māori component of our continuing care services. Mātūtū is designed to bridge the gap between our residential kaupapa Māori groups and ongoing recovery after residential treatment.

Providing tāngata whai ora multiple opportunities to reconnect with their culture, our Mātūtū programme incorporates **piu rākau** - a contemporary approach to the traditional Māori art of weaponry, **raranga** (weaving) – a healing activity encouraging both contemporary and traditional methods and materials, and **kapa haka** - a range of modern and traditional Māori performing arts.

Mātūtū has also been a gateway to continuing education with participants working with Odyssey and Wānanga staff on plans toward higher learning at tertiary institutes.



## Odyssey Café

A social enterprise work training programme

Odyssey Café is a social enterprise that supports an individualised work training programme for young people and adults living with mental health and addiction challenges, who may also be experiencing barriers to employment. The programme provides an opportunity to gain NZQA Unit Standards in hospitality and customer service.

Launched in December 2016, the Odyssey Café training programme supported 13 trainees in the seven months to end June 2017 with ten of these graduating by October 2017. Of those graduating, five are now in full or part-time employment and three of these also graduated from our residential treatment programme. Another Café graduate has gone on to graduate from the residential programme, while a seventh Café graduate is still in residence and progressing well.

We're delighted to note that 70 per cent of our graduates felt they knew more about where and how to look for job or education opportunities than they had prior to the programme, while 60 per cent felt they had clearer ideas about what they wanted to do in the future, and were more hopeful and motivated than they had previously been. We hope to build on this initial success in 2018 to support positive outcomes for more participants.

## Drug Treatment Programme

Odyssey has continued to innovate in our delivery of addiction treatment for people in prisons, or on probation. We lead the delivery of Drug Treatment Programmes (DTP) at two Corrections facilities in Auckland and Waikato, and support Odyssey House Christchurch with the delivery of a DTP in Christchurch Prison.

We have reviewed and revised the DTP curriculum this year and now offer a methamphetamine elective as part of our programme. This elective is run by our new Methamphetamine Intervention Team which undertakes a Screening, Brief Intervention and Referral to Treatment (SBIRT) service at Mt Eden Remand Prison.

Aftercare services have been extended and also include the option of an eight-week intensive outpatient programme in Auckland and Whangarei for participants on their release from prison.

Over the course of 2017, we've supported 275 participants through our Auckland and Spring Hill programmes, and look forward to supporting many more people in 2018. We now offer an intensive outpatient day programme, as well as support before (SBIRT), during (DTP) and after time in prison.





## Youth INTact

Initiative to act!

Working closely with Waikato DHB Strategy and Funding and Youth INTact service partners Te Korowai Hauora o Hauraki, Taumarunui Kokiri Trust and Care NZ, we have appreciated the opportunity to lead the implementation of Youth INTact, a multi layered, responsive, accessible, youth-friendly and community-based alcohol and drug service in the Waikato DHB region.

Working together, we have been able to strengthen the support systems for rangatahi/young people as they travel through our services, presenting a visible, co-ordinated and culturally responsive service. Odyssey leads the Leadership Systems and Support Plan, a formalised way to co-ordinate and support all providers to use this new model of care. The plan includes workforce development and training for all staff and the community, a youth engagement plan incorporating the establishment of youth reference groups to ensure youth voice and influence, and a youth worker competency framework to enhance practice.

The service supported 364 rangatahi in the Waikato in the first eleven months from service commencement to the end of June 2017.

As an organisation, Odyssey is committed to serving New Zealanders living with addiction challenges to the very best of our abilities. We welcome the new Government's commitment to increase funding for drug and alcohol treatment services, and other initiatives to support family and whānau wellbeing.

Looking forward, we hope to build on our progress this year, where we have reached more people in more locations and environments than ever before. We will focus on the following strategic areas:

### Outcomes

- Using information, technology and knowledge well to guide our work and inform our service development, relevance and responsiveness

### Recovery Focus

- Introducing a peer support framework to support people better at key transition points in their time with us
- Taking the learnings from our Cultural Responsiveness Audit to support cultural appropriate and effective service development and delivery
- Working with Affinity Services to review and strengthen our approach to work with and alongside people who identify as LGBTQTTI / rainbow
- Developing a Pacific Health Strategy

### Sustainability

- Investing in our organisation – our people, our systems and our infrastructure – to ensure we are in the best possible place to support the people we serve
- Designing and implementing a Workforce Development Plan to ensure we get and keep the best people, supporting them in their professional development and career aspirations

### Leaders in Changing Lives

- In response to the **Equally Well** challenge, our newly appointed Living Well Programme Manager will support positive health outcomes for the people who work with us, as well as the people we support.

## Thank you!

We would like to acknowledge the generosity and support of our funders and benefactors who enable us to do what we do...

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

- ACC
- Auckland District Health Board (DHB)
- Bay of Plenty DHB
- Counties Manukau Health
- Department of Corrections
- HealthWest
- Health Promotion Agency
- Central Region DHBs (Capital & Coast, Hawkes Bay, Hutt Valley, Midcentral, Wairarapa, Whanganui)
- Lakes DHB
- Ministry of Education
- Ministry of Health
- Ministry of Social Development
- Ministry for Vulnerable Children, Oranga Tamariki
- Northland DHB
- Taranaki DHB
- Te Rau Matatini
- Waikato DHB
- Waitemata DHB.

We would like to acknowledge the generosity of several private donors and trusts – your support is very much appreciated.

We are also very grateful to the following organisations for their financial support during FY2017:

- Bayleys
- Whau Local Board.

We acknowledge and value the contribution of the mana whenua that we partner with, in particular Ngāti Whātua o Ōrakei.

Thank you also to our service and agency partners in initiatives such as the Alcohol and other Drug Treatment Court, Te Ara Oranga, Youth INtact and the Whole School Approach pilot. Together, we are changing lives, and we appreciate the opportunity to work with you all.

Finally, we acknowledge the advice and support of our Board of Trustees, and the leadership and guidance of our Executive team.

#### **Board of Trustees**

Allen Bollard, Chair

Robyn Reynold, Deputy Chair (to December 2016)

Robert Roydhouse, Deputy Chair, (from December 2016)

Dr Clive Bensemann

Dr Ann Hood

Darren Johnson

Judge David McNaughton

Mary Shanahan

#### **Executive Leadership Team**

Fiona Trevelyan, Chief Executive Officer

Glenn Manson, Chief Financial Officer

Jenny Boyle, General Manager, Operations

Will Ward, General Manager, Improvement and Development

Ken Kerehoma, Cultural Advisor

River Paton, Clinical Director

Our pillars, or values are the foundation of our work, and are important to us in everything we do.

**Love**

**Concern**

**Honesty**

**Responsibility**

**Trust**

leaders in changing lives

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