



# ANNUAL REPORT 2022-2023

# CONTENTS

OUR PEOPLE	2
STAFF	3
FROM THE CHAIR	4
STRATEGY	5
TREASURER REPORT	6
FUNDING SOURCES	7
THE YEAR IN DATA	8
CHIEF EXECUTIVE REPORT	9
ANAMATA SERVICE OVERVIEW	10
CLINICAL REPORT	12
COMMUNITY REPORT	14
MENTAL HEALTH SERVICES	15
YOUTH DEVELOPMENT APPROACH TO SBHS	18
LOOKING FORWARD	19

## OUR PEOPLE



## STAFF

**Chief Executive**  
Ross Mortimer

**Clinical Lead**  
Maree Ginger

**Youth Development Lead**  
Zoe Findlay

**Community Lead**  
Nicola Drake

**Senior Nurse**  
Andrea Muir

**Senior Administrator**  
Laura Walker

**Registered Nurses**  
Hannah Brown  
Lisa Carruthers  
Nicola Drake  
Maree Ginger  
Andrea Muir

**General Practitioners**  
Dr Bronwen Thomas  
Dr Mirte Verkooijen

**Mental Health Practitioners**  
Victoria Herrick  
Sheryl Miller  
Jill Robinson

**Psychologist**  
Riona Baldwin

**Youth Workers**  
Tunisia Davis  
Zoe Findlay  
Tori Henson  
Tilly Marsh

**Administrators**  
Jenny Hoblyn  
Laura Walker

## BOARD OF TRUSTEES

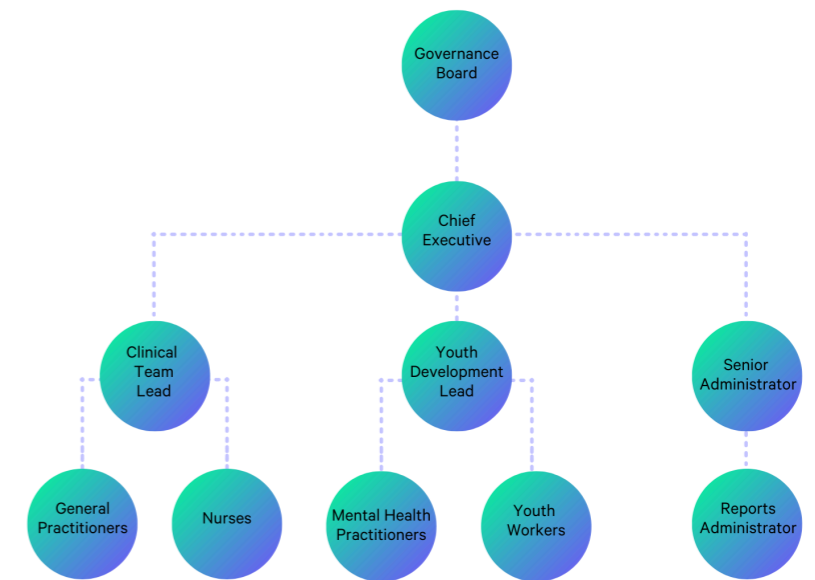
**Chairperson**  
Sam Clemerson  
Jen Melony

**Deputy Chairperson**  
Jen Melony

**Treasurer**  
Dr Karol Czuba

**Youth Representatives**  
Melody Alexander  
Cameron McMurdo  
CJ Stevens

**Trustees**  
Jill Currie  
Dr Kewa Mascelle  
Sarah McCormick  
Hilary Morrish-Allen



Organisation structure

## FROM THE CHAIR



Kia ora koutou,

As Acting Chairperson, I am proud to report a positive year of progress and achievements of Anamata for young people in Taupō.

After a lengthy process, we successfully recruited and appointed our current CEO, Ross Mortimer in October of last year. As a Board, we feel confident in the skill set and level of professionalism Ross brings to the organization and are excited about his future focused aspirations. Regular reporting from Ross and his team has kept us well informed of performance, success and challenges. While usually presented in written form, we have enjoyed opportunities to hear directly from staff during board meetings. This helps us to understand the context behind the data we see as well as build connections between staff and the board.

As a Board of Trustees, we have had some change in personnel over the last 12 months. In order to align our understanding of what good governance looks like, and focus on strategic priorities, we needed to workshop together outside of board meetings. I'd like to acknowledge this group who volunteer their time and expertise with a real growth mindset and enthusiasm to learn. As part of Anamata's cultural audit, we have also spent time with facilitators from Beautiful Aotearoa. We are excited about the development in this space and wish to remain openly involved in this process. It's fair to say there has been a lot to consider as we come out of a global pandemic with lasting effects in our community and assess the

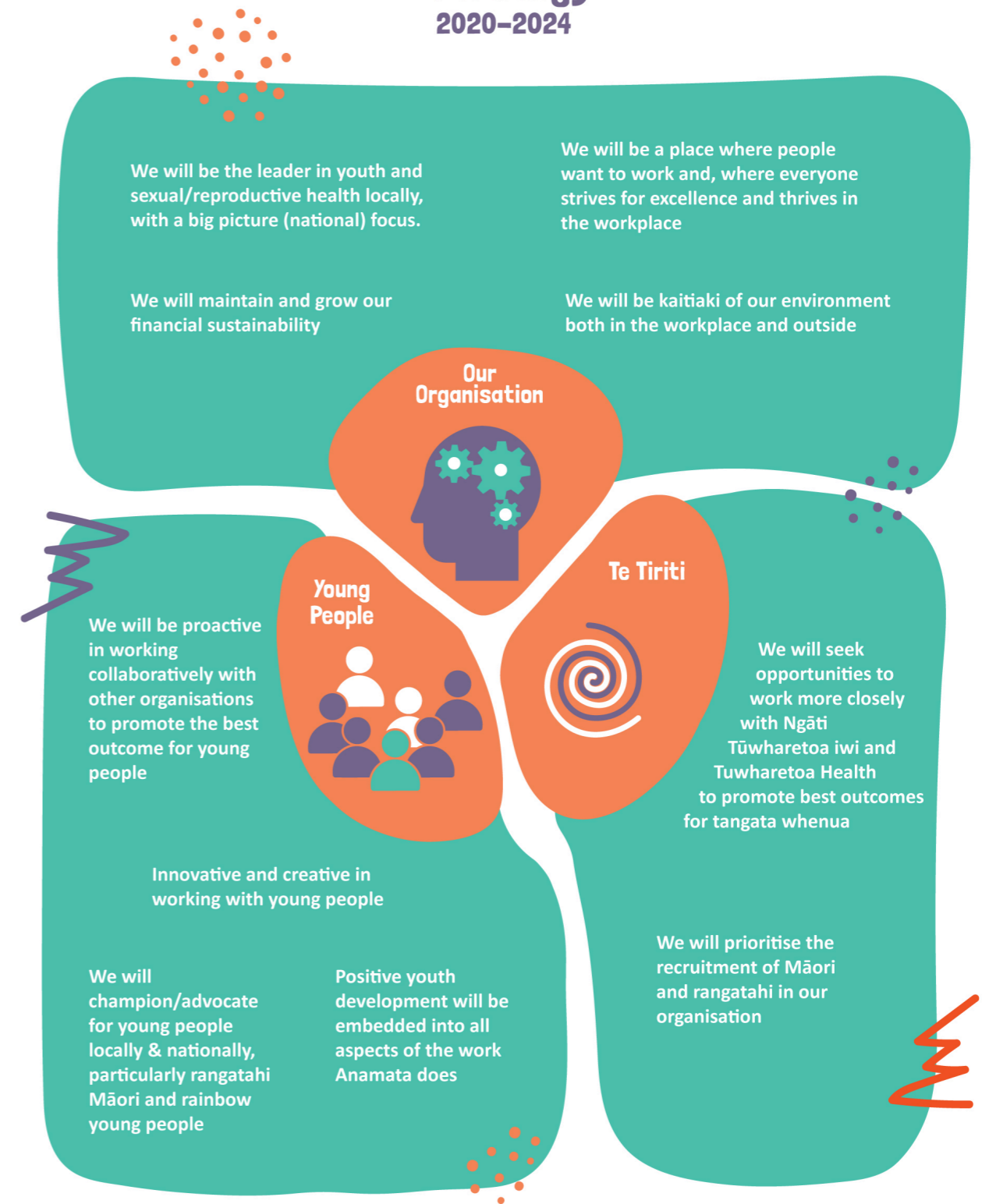
needs going forward. While there are always ongoing risks and challenges, as a board, we feel confident to strategically plan to respond head-on. In an ever-changing and challenging environment, our commitment to the health and well-being of the youth in Taupō rohe remains solid.

Jen Maloney, Acting Chairperson



Mana Taiohi Programme, funded by Tauhara Geothermal Trust

## Strategy 2020-2024



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

# TREASURER REPORT



Anamata has demonstrated unwavering resilience and dedication to improving the health and well-being outcomes of our rangatahi. Our strategic decision-making has been anchored in ensuring financial stability and sustainability, fundamental to our mission and goals.

The past year marked a pivotal transition as we integrated our operations under a consolidated contract with Te Whatu Ora. This transition allowed for critical contractual adjustments, enabling us to address existing service gaps and expand our reach. We continued focusing on peer-based activities and targeted support for rainbow youth. We have further bolstered our offerings through a stepped-care model for mental health by integrating clinical psychologist services.

The appointment of our new CEO injected fresh momentum into Anamata's leadership and strategic direction. The seamless integration of the CEO into our organization has brought forth positive contributions, propelling our growth and reinforcing our stability.

Looking ahead, the landscape of healthcare is evolving amidst the uncertainties stemming from changes in health and social care service funding, the recent general election, and the substantial impact of high inflation. These dynamics create a challenging environment, emphasizing the critical need for Anamata to intensify our focus on financial sustainability.

Gratitude is extended to our dedicated supporters and partners whose continued contributions have played a pivotal role in enhancing our youth development initiatives, despite the persisting financial challenges. Additionally, we express our appreciation for the professional financial support provided by our valued partners - The Admin Angels, Stretton & Co Limited, and Silks.

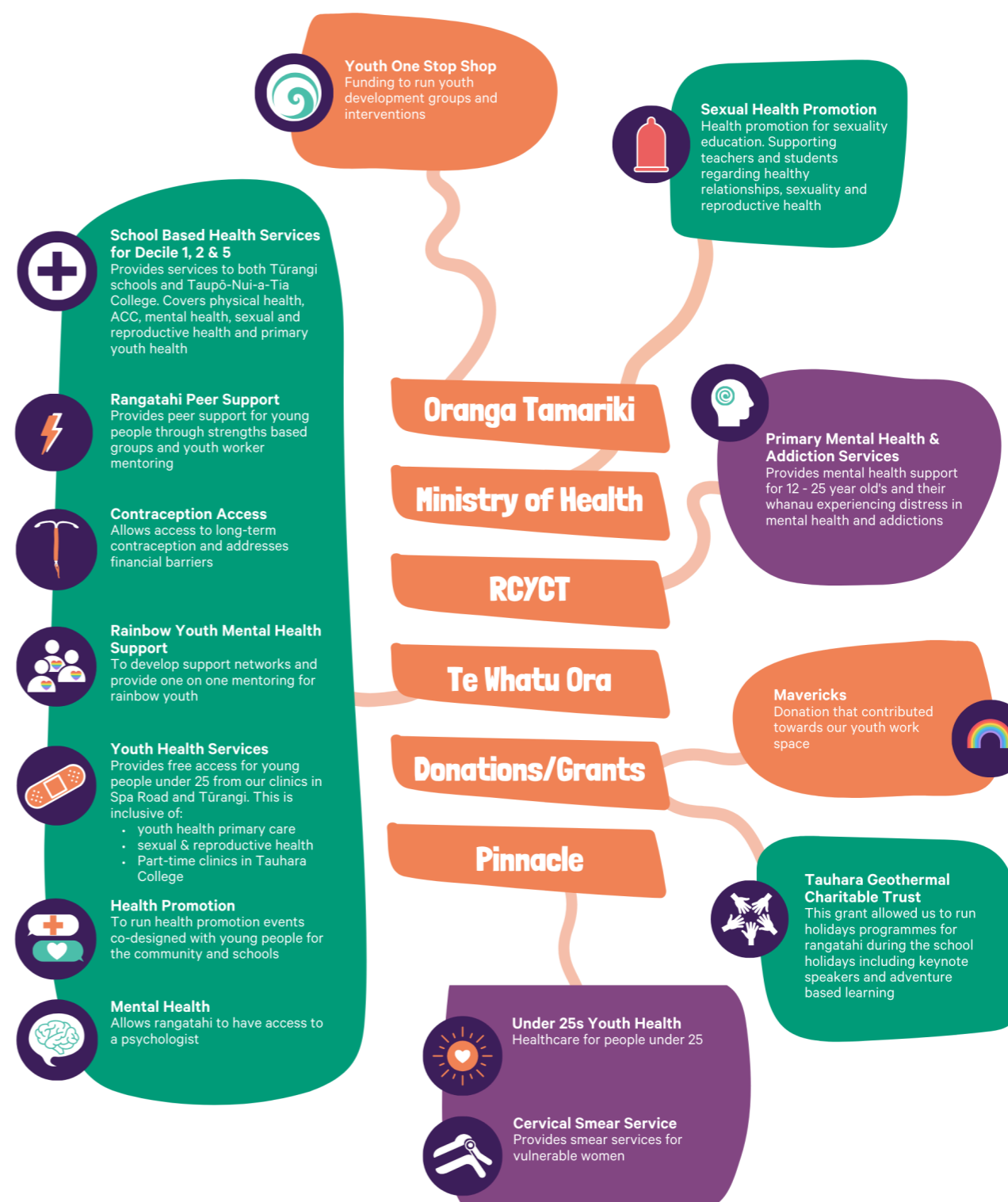
In the coming year, navigating the intricate landscape of healthcare amidst ongoing challenges necessitates a robust and strategic approach. Anamata remains resolute in our commitment to delivering vital services and supporting our community. We recognize the importance of financial sustainability in ensuring a sustained positive impact. My heartfelt thanks go out to Anamata's dedicated leadership team and staff for their ongoing commitment to achieving the best outcomes for our rangatahi and their whānau.

Dr Karol Czuba, Treasurer



Holiday programme events

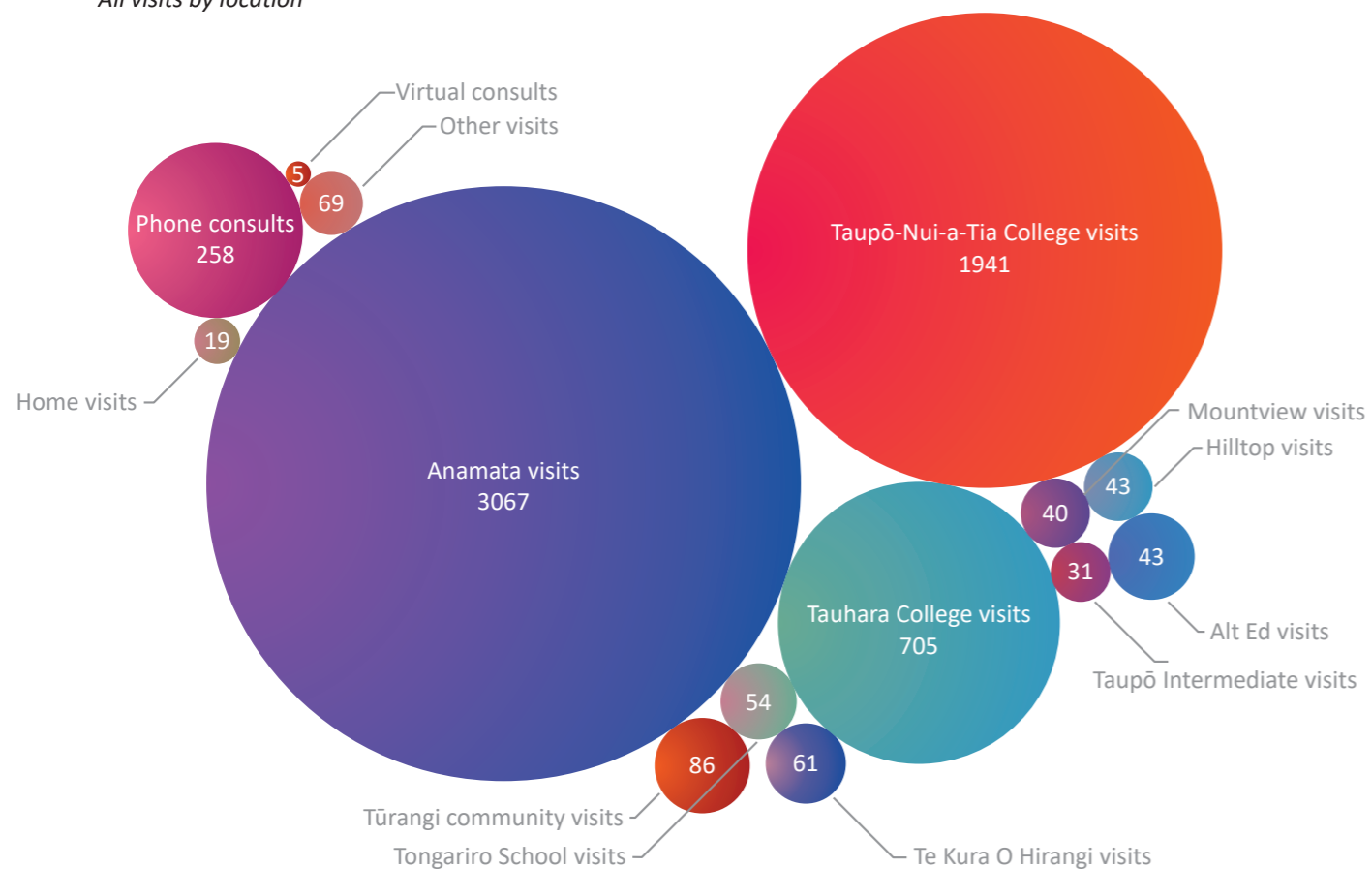
# Funding Sources 2022-2023



## THE YEAR IN DATA

**6422** TOTAL APPOINTMENTS

All visits by location



**247** GP APPOINTMENTS

**4965** UNDER 25 APPOINTMENTS

## CHIEF EXECUTIVE REPORT



I have had the pleasure of leading the team at Anamata for nine months, joining the organisation in early October. I am thoroughly enjoying working with such a dynamic and capable group. The passion our team have for working with and empowering youth is nothing short of inspiring, it truly makes coming to work every day a pleasure.

In alignment with our 2020-2024 strategic plan, we have commissioned the services of Beautiful Aotearoa to conduct a cultural audit of our organisation, the key deliverable of this audit process is to highlight areas of service improvement to better serve tangata whenua. Consultants, Annemarie and Benoir Midwood-Murray, of Ngāti Tūwharetoa, will be working with our teams and stakeholders, as well as reviewing our policies and procedures over the next 12 months, organisational changes will be made as and when they are highlighted.

On the 1st July 2022, all 20 district health boards amalgamated into one entity, Te Whatu Ora (Health NZ), and Te Aka Whai Ora (Māori Health Authority) was launched. This change process has made it extremely difficult working with the Te Whatu Ora Planning and Funding teams as a hold on new commissioning and existing contract negotiations has taken place. This hold has meant that two contracts I had been promised were not able to be processed and were ultimately declined. This has been extremely frustrating for both Anamata and the Planning and Funding team alike. The merge has since resulted in the local Planning and Funding team being disestablished; commissioning centralised to Wellington and local Wayfinders been appointed in all four of the new regional hubs. I am hopeful that

over the next 12-months as the new commissioning team settle into their roles we are once again able to hold conversations around service commissioning to further support our community.

As Ngāti Tūwharetoa was named as one of the locality engagement prototypes, a working group was formed and stakeholder engagement was actioned. Anamata were engaged to support this mahi by facilitating rangatahi and rainbow community engagement sessions and submitted an outcome report to the localities team. With an extremely short timeframe our team were able to engage with over 70 individuals, capturing the needs and wants of local rangatahi and the rainbow community.

It was a pleasure working with the Ngāti Tūwharetoa and Te Aka Whai Ora localities team and was a great opportunity to further build our relationship, while advocating for rangatahi and the rainbow community.

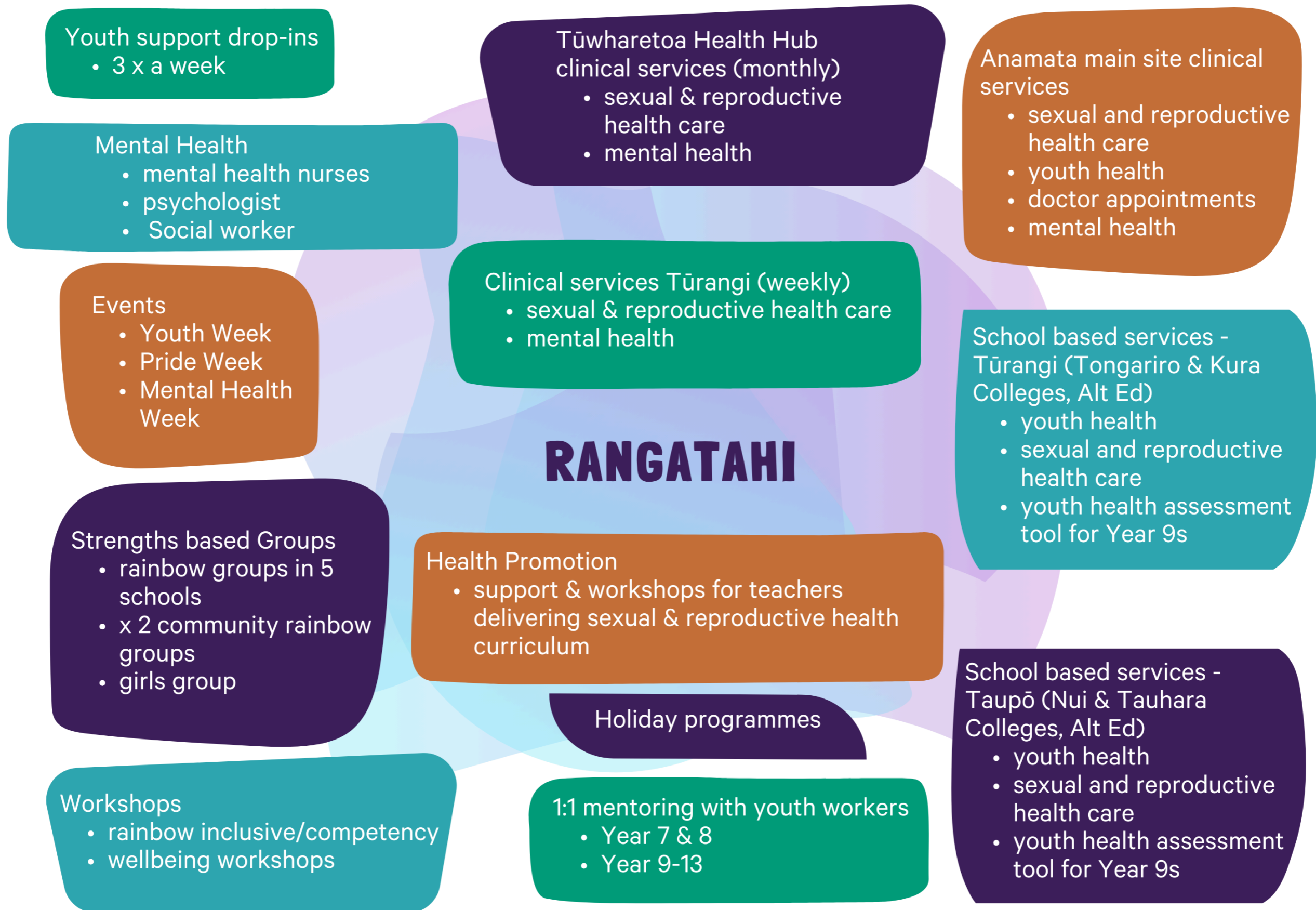
It has been lovely to be so warmly welcomed into the National Youth One Stop Shop network, with the election this year, I have been working with the network to highlight the value of our YOSS services with the hopes of acquiring funding at a national level. This mahi has resulted in a relationship with the Cross-Party Mental Health and Addictions Wellbeing Group, in which NYOSS were mentioned in their Under One Umbrella report. I am hopeful to see where this relationship will take the group and look forward to strengthening our collaborative relationship with other YOSS providers.

In March, our Youth Development Manager and I joined a working group to run Taupō's first ever Pride Picnic. This was a family-friendly event designed to promote inclusion and diversity. The event was a huge success and a fantastic opportunity for local rainbow rangatahi to engage in with their community. Anamata were proud sponsors of this event.

On a personal level, by means of a public vote, I was proudly elected to the board of the Taupo Business Chamber and as of February 22<sup>nd</sup> I embarked on master's level study in business administration.

I look forward to seeing how both initiatives will strengthen my leadership and business management skills and will add value to my role at Anamata.

Ross Mortimer, CEO



## CLINICAL REPORT



Tena koutou Katoa  
 I tipu ake au ki Taranaki  
 E noho ana au ki Taupō  
 Ko Morris toku Whānau  
 Ko Maree toku ingoa  
 No reira tena koutou katoa

Anamata continues to provide Taupō/Tūrangi as a YOSS as well as providing sexual and reproductive services for all ages. Our team, consisting of administration, clinical practitioners: (nurses, doctors, social workers and psychologist), youth workers and management, offers a wide range of skill sets that allows for wrap-around support for youth and their whānau. Anamata remains passionate and committed to reaching outcomes to enhance the wellbeing of young people within our community, with our vision being; 'Vibrant and healthy communities'.



Anamata stall at Taupō Pride Picnic

We have welcomed our new CEO, Ross Mortimer to the team. Ross brings new energy and vision to Anamata. This year has been a time of reviewing and consolidating all services offered by Anamata to ensure quality service delivery, as well as a focus on sustainability.

This year has been interesting and somewhat frustrating through the national health reform. This has been a period of change with a lot of confusion and change in systems, but no movement progressing on contracts to providers. This has resulted in delays in contract negotiations and inability to future-plan due to these delays.

However, we are pleased to say we have maintained all services throughout this time of change, and hope the coming year brings growth.

Over the past year we have had 6422 visits through our clinical services, 3067 of these at our clinic on Spa road, with the remaining accessing through our satellite clinics. A further 796 client visits were engaged through our mental wellness services. The graphs on pages 8 & 13 give an overview of these visits, the reasons and where these services were accessed.

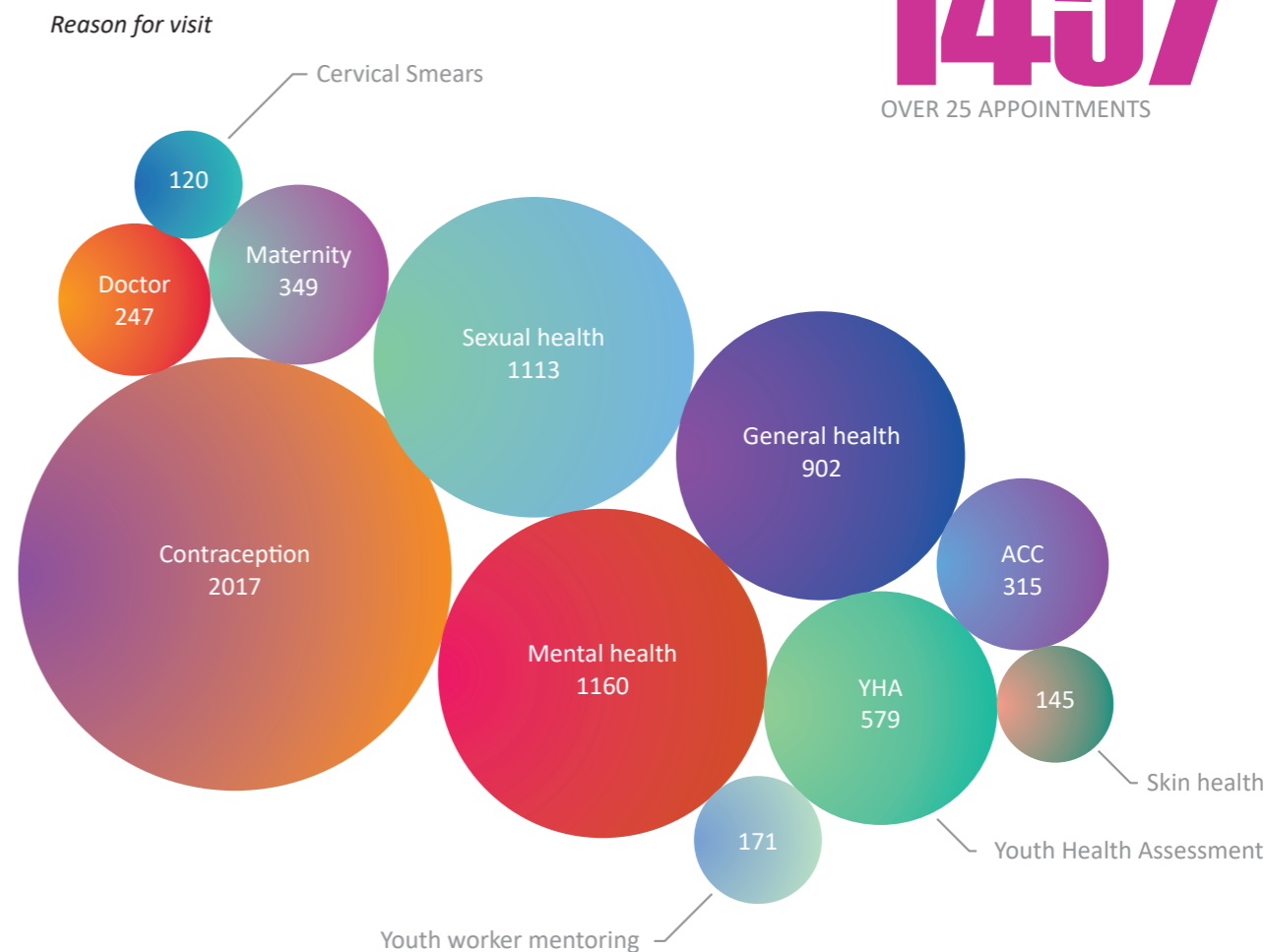
Maree Ginger, Clinical Lead



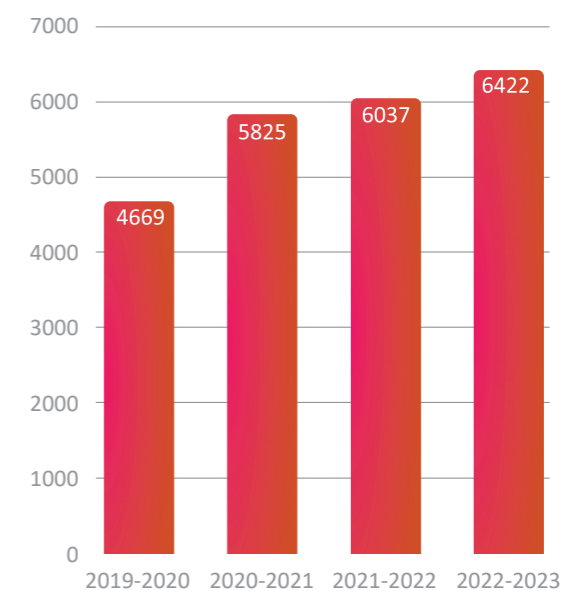
Amandah La, Tilly Marsh (youth worker), Tunisia Davis (youth worker), Louisa Wall & Luka Leusink

## THE YEAR IN DATA CONTINUED

**1457**  
 OVER 25 APPOINTMENTS



**251**  
 GENDER DIVERSE  
 APPOINTMENTS



Total appointments by year



## COMMUNITY REPORT



This year we have reviewed our structure of our community services and introduced the Community Team Lead role. This role has the oversight of the school nurse team and youth worker team. I commenced this new role in early August on top of being a school nurse 3 days a week. This change has involved getting up to speed with an understanding of the role of youth workers in our organisation, helped by attending Involve the national youth worker conference. We also introduced a senior youth worker role which Tori has stepped into. I have been able to provide peer support to the other school nurses, providing space to debrief and review situations/ care plans together. I am excited to be part of this new role and see how it will evolve and contribute to improving services into 2024.

### School Clinics

Taupō-Nui-a-Tia College

We continue to provide a school nurse Monday to Friday and see the service being highly utilised. We have a variety of our nursing team working there now which has built the depth and skills of our team and reduced the isolated nature of the role. Hannah and Leith have been a great addition to this team with their skills and background experience and have adapted quickly to the unique environment. The building we work in provides easy access to students to get contraception and sexual health advice, mental health services, health education and treatment for

minor problems. This helps to reduce the strain on GP services and young people get timely interventions before minor health problems get worse.

We continue to roll out our digital Youth Health Assessments (HEADSS) for Year 9 and Year 10 students. This resulted in multiple positive interventions for young people particularly in the mental health space. Young people who are at risk of slipping through the cracks and not getting the support they need are picked up by these assessment results and meaningful interventions are put in place. Whether that be referral to Mental Health, GP, learning support, youth worker services or a call to parents to alert them to a high risk situation.

We have built on our collaborative relationship with Real by holding a fortnightly meeting with members of the wellbeing team at the school. In these multi-disciplinary team meetings we make action plans for supporting vulnerable young people, address issues around truancy and discuss how we can support students better while at school. The young person and what is best for them is at the center of these conversations and it is evident how much the school cares for these rangatahi.



Youth workers with MOUNTVIEW on Revolution Tour



Mana Taiohi Programme

## Inward Referrals



### External

Self / whanau referral  
School  
Other provider

### Internal

School & clinic nurses  
Youth workers  
GPs

## Mental Health Services

face to face OR virtual

### Clinical

GPs  
Mental Health Nurses  
School nurses  
Psychologist

*Integrated model of care*

### Youthworkers

Mentoring  
Resiliency groups  
Other groups  
-eg Diversity group

## REFER TO US

[wellbeing@anamata.org.nz](mailto:wellbeing@anamata.org.nz)

## Outward Referrals

ICAMHs  
REAL  
Oranga Tamariki  
HIPs  
Taupō Family Center

**Tauhara College**

We continue to provide access to health care to Tauhara students 4 days a week despite holding no formal contract to fund this service. There are limitations with the geographical space during the rebuild of the school but our most consistent Tauhara nurse, Lisa, has done an excellent job of creating a warm and welcoming clinic space which many Tauhara students utilise. We have also carried out Year 9 and Year 10 youth health assessments with positive outcomes as a result. In 2024 we hope to continue to improve the access to this service for Tauhara students and create a multi disciplinary approach with school staff.



*Tauhara Pride Week*



*Anamata school nurses at Tongariro School for Mental Health Awareness Week*

**Tūrangi School Clinic**

Anamata continues to offer school based health services to students Yr 9-13 in both Tongariro School and Te Kura o Hirangi. Andrea continues to work collaboratively in this space to ensure great outcomes for these students. She works respectfully and supportively with these schools. She is a consistent presence in the school and responsive to the needs of the community.

**Health Promotion**

Due to the disruption from staff changes over the last 12 months our delivery of health promotion is being reviewed to ensure we are providing the best possible service and support to our rangatahi and the kaiako who teach them. School nurses have attended multiple classes at both schools during the year promoting the Anamata health services but also services in the community that they can access.

We have met with teachers to go over their sexual health, contraception and diversity material at both Taupō Colleges and Taupō Intermediate.

We participated in Mental Health Awareness Week attending multiple schools in the district educating young people in the importance of self-care for mental well being.

Anamata hosted World Contraception Day at the Clinic and in Tūrangi, partnering with Protected and Proud, promoting contraception options and access.

In 2024 we will continue to look at how we deliver this service in a consistent and sustainable way increasing the visibility of our health promotion work on a day to day basis. We will be looking at where the health literacy gaps are with our young people and how we can meet these needs with the resources we have.



*Summer Holiday Programmes*

**Youth Work**

We have three youth workers who work in Taupō and Tūrangi across all schools. They help to run our rainbow groups across our rohe and provide a valuable source of support to our local rainbow community. They have been creative and adapted their services and support based on the needs of the rangatahi they have built connections with. They have worked hard on their Youth Worker study through Praxis, juggling their caseloads, assignments and block courses. They build connections and relationships with a diverse group of young people. Due to demand we increased their hours so that they could have increased contact with more young people and capacity to run the groups and holiday programmes. Mentoring students 1:1 with a strength-based focus has been a valuable service to some rangatahi and they have thrived having our youth workers as positive role models. The youth workers are a valuable part of the team, advocating for young people and providing assistance to the clinical and mental health team. Their learnings around the youth worker code of ethics has been a useful learning not only for them but the wider team also. In 2024 they will be all continuing to study, Tori starting a counseling degree and Tilly and Tunisia completing their second year of Praxis. We will be assessing how we do holiday programmes and make sure they meet the needs of the rangatahi we work with. We will continue to create a safe and sustainable structure for youth workers to work in supporting them to have a positive impact.

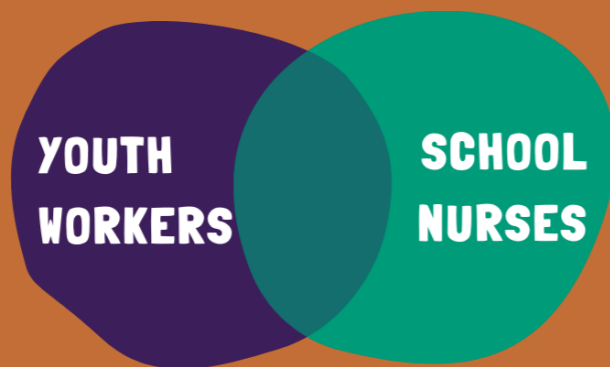
Nicola Drake, Community Lead



# YOUTH DEVELOPMENT APPROACH TO SCHOOL BASED HEALTH SERVICES

## Inward Referrals

- Self referral
- Deans
- Teachers
- School guidance counsellor
- Learning support



## SCOPE

- Relationship building
- Mana taiohi
- Resiliency strength-focussed

## SCOPE

- Clinical & physical health presentations
- Completing youth health assessments and intervention plan
- First aid

## Internal

- School nurses
- Clinic nurses
- Mental health nurses
- Psychologist
- GP

## School

- Deans
- School guidance counsellor
- Pastoral team

## External

- REAL
- Taupo family health services
- Primary care/ GPs

## LOOKING FORWARD

Expanding upon the achievements of preceding years, our steadfast commitment remains centered on upholding the fundamental tenets outlined within our 2020-2024 strategic plan.

We will continue to provide exceptional services in youth health and sexual/reproductive health. Additionally, we will continue our advocacy efforts with funders to secure the necessary funding, thereby ensuring the enduring sustainability of these critical services.

We will continue to invest in the development of our staff and will strengthen our commitment to 'be a place where people want to work'. We are committed to establishing open lines of communication within our organisation, ensuring that every staff member, regardless of their position, has a voice, and their perspectives are actively heard and valued.

We will seek opportunities to further deepen our understanding of our role as Te Tiriti o Waitangi partners and ensure our service meets the needs of tangata whenua. Through collaboration with cultural partners, we will ensure a tikanga lens/perspective is present in all organisational policies and procedures.

Young people will continue to be at the centre of all that we do and the decisions that we make. We will continue to advocate for young people through local and national networks.

### Opportunities

The departure of our Youth Development Manager has created an opportunity to review our organisational structure with the lens of strengthening community partnerships and empowering our youth and school-based health teams to thrive. This review has resulted in a temporary structure with school nurse, Nicola Drake, stepping up as Acting Community Manager. I am excited to see the results of this review and am confident it will deliver a more cohesive and engaged multidisciplinary team.

Over the next 12 months we will continue to embed our reviewed/updated policies and procedures, as

well as form an internal Quality Committee tasked with all aspects of service review and quality improvement. We will be developing new and innovative ways to engage with service users and stakeholders for feedback resulting in service improvement.

Through our engagement with the National Youth One Stop Shop network, we will continue to advocate for our services, ensuring the wants and desires of rangatahi across our rohe are heard.

We will leverage the collective voice of the NYOSS network to seek opportunities for fairer funding that will drive services expansion, ensuring rangatahi in our community have access to them, the same services available in larger metropolitan areas.

### Summary

The past 12 months have been remarkably successful, marked by 6422 individual appointments, 247 GP appointments, our support for Taupō's inaugural Pride Afternoon event, and the ongoing expansion of our youth work services.

I take immense pride in our high-performing and passionate team, and I am eagerly looking forward to discovering the opportunities that the next 12 months hold for us.

Ross Mortimer, CEO





**Ehara taku toa i te  
toa takitahi, engari  
he toa takitahi**

**My success is not mine alone, it is  
the success of the collective**

**[www.anamata.org.nz](http://www.anamata.org.nz)**