

Sent by: Mark Coburn/MOH  
14/06/2017 10:32 a.m.

To: generalmanager@mhaps.org.nz,  
cc:  
bcc:

Subject: Fw: Contract number: 356272/01 Management and coordination of Nga Hau E Wha

Thanks Sue, hard copy in the post.

356272-01 MHAPST - Management of Nga Hau E Wha meetings - signed.pdf

Mark Coburn  
Contracts Administrator (L3)  
Contract Support - Operational Excellence  
Service Commissioning  
Ministry of Health  
DDI: 04 816 2041

<http://www.health.govt.nz>  
Mark\_Coburn@moh.govt.nz  
MentalHealth&AddictionContracts@moh.govt.nz

----- Forwarded by Derek Thompson/MOH on 31/05/2017 04:32 p.m. -----

From: "Sue Ricketts" <generalmanager@mhaps.org.nz>  
To: <Derek\_Thompson@moh.govt.nz>,  
Cc: "Victoria Roberts" <victoria.works@gmail.com>  
Date: 31/05/2017 04:06 p.m.  
Subject: RE: Contract number: 356272/00 Management and coordination of Nga Hau E Wha

Hi Derek

Many thanks for our conversation last night and your confirmation below. We are thrilled to be continuing to support Nga Hau E Wha for another year.

We look forward to signing the contract in due course.

With all best wishes,  
Sue

**From:** Derek\_Thompson@moh.govt.nz [mailto:Derek\_Thompson@moh.govt.nz]  
**Sent:** Wednesday, 31 May 2017 3:55 p.m.  
**To:** Sue Ricketts  
**Subject:** Re: Contract number: 356272/00 Management and coordination of Nga Hau E Wha

Hi Sue

Great to talk with you yesterday - we have authority to renew the contract for a further year under the same terms

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and conditions - I have asked Health PAC to prepare contract documents and will share these with you as soon as possible.

Hope this confirmation is helpful for you any issues or problems please let me know.

Kind regards  
Derek Thompson  
Manager  
Mental Health  
Service Commissioning  
DDI: 04 816 3934

From: "Sue Ricketts" <[generalmanager@mhaps.org.nz](mailto:generalmanager@mhaps.org.nz)>  
To: "Derek Thompson" <[derek\\_thompson@moh.govt.nz](mailto:derek_thompson@moh.govt.nz)>,  
Cc: "Victoria Roberts" <[victoria.works@gmail.com](mailto:victoria.works@gmail.com)>  
Date: 30/05/2017 04:49 p.m.  
Subject: Contract number: 356272/00 Management and coordination of Nga Hau E Wha

Greetings Derek,

It was good catching up with you at the Platform meeting last month. You gave a very impressive presentation which gave us all a clear view of the complexities of the Ministry structure and workload – thank you for sharing your knowledge with us.

I am writing to enquire about the status of the Service Development contract which we have held with the Ministry for the past 12 months, and which ends on 30<sup>th</sup> June 2017. We understand that the members of Nga Hau E Wha are satisfied with the conduct of the work and the relationship we have built up to support the valuable work which they undertake for the Ministry.

I have employed an administrator on a fixed term employment agreement for this work, and am very keen to reassure her that her position will be extended as she is an excellent employee. However this depends on the contract for this management role being extended for a further term.

Would you be able to let me know at your earliest opportunity how things stand in this regard?

Many thanks,

All best wishes,

Sue

***Sue Ricketts***

General Manager

**MHAPS – Mental Health Advocacy and Peer Support**

826 Colombo Street, Christchurch, 8013

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P.O. Box 33332, Barrington, Christchurch 8244  
Phone: 365 9479  
027 416 5816  
[www.mhaps.org.nz](http://www.mhaps.org.nz)

\*\*\*\*\*

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\*\*\*\*\*

This e-mail message has been scanned for Viruses and Content and cleared by the Ministry of Health's Content and Virus Filtering Gateway

Sent by: Danilo Coelho de Almeida/MOH  
16/08/2017 02:30 p.m.

To: "Sue Ricketts" <generalmanager@mhaps.org.nz>  
cc:  
bcc:

Subject: Fw: Nga Hau e Wha

Kia ora Sue,

Thank you for the email and introduction. Looking forward in working with you.

I had a look at the email (including attachment) from Victoria and have no issues with the proposed utilisation of funds (well done for the shortfall in expenditure due to early airfare booking!). I'm noting that you are not requesting new funds and that the requests from Victoria will be met with underspend from the previous financial year.

The request is also in line with the objectives of the Services (below for your reference), specifically "develop and maintain relationships with key stakeholders in the sector."

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The objectives of these Services are to enable Nga Hau E Wha to:

- provide sector intelligence from the perspective of people with lived experience to the Ministry
- be able to coordinate input into strategic documents and key pieces of work within the sector and those developed by the Ministry to provide a consumer perspective
- provide input and comment on strategic service developments proposed by the Ministry to ensure responsiveness to the needs of those with lived experience
- provide an overview of national issues or challenges identified by consumers that will also include peer support services
- provide an overview of areas of best practice as identified by consumers
- develop and maintain relationships with key stakeholders in the sector.

Feel free to call if anything needs clarification (my details are below)

Many thanks

Danilo Coelho de Almeida  
Senior Contracts Manager  
Operational Excellence  
Service Commissioning  
Ministry of Health  
DDI: 04 816 2986 Mobile: 021 627 674

<http://www.health.govt.nz>  
[mailto:Danilo\\_Almeida@moh.govt.nz](mailto:Danilo_Almeida@moh.govt.nz)

----- Forwarded by Danilo Coelho de Almeida/MOH on 16/08/2017 02:10 p.m. -----

From: "Sue Ricketts" <[generalmanager@mhaps.org.nz](mailto:generalmanager@mhaps.org.nz)>  
To: <[Danilo\\_Almeida@moh.govt.nz](mailto:Danilo_Almeida@moh.govt.nz)>,  
Date: 16/08/2017 11:23 a.m.  
Subject: FW: Nga Hau e Wha

Kia ora Greetings Danilo,

Let me begin by introducing ourselves as the contract holder for the management and Co-ordination of the Ngā Hau E Wha quarterly meetings. Having been privileged to have undertaken this work for over a year now, we are very supportive of the work that the NHEW team do to represent the consumer voice to the Ministry.

Generally the tasks that we undertake are focused on the travel and accommodation arrangements for the quarterly meetings. However from time to time, we receive requests from the rōpū, via Victoria their chairperson, for expenditure outside these parameters, and – as they are still working on their Terms of Reference – we currently look to the Ministry for guidance as to whether the contract funds cover these additional costs. A case in point is the email received from Victoria below, and I would be glad to hear from you as to whether the Communication Plan and attendance at the Service User Academia Conference come within our remit to pay for out of the contract funds. Just in case it is of interest, there was a slight shortfall in expenditure at the end of the last financial year (due mainly to

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prudent advance booking of airfares) which has rolled forward to this year and would be sufficient to cover the expenses listed below.

Looking forward to hearing from you.

Kind regards,

Ngā mihi,

Sue

**Sue Ricketts**

General Manager

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P.O. Box 33332, Barrington, Christchurch 8244

Phone: 365 9479

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From: "Sue Ricketts" <generalmanager@mhaps.org.nz>  
To: <kevin\_harper@moh.govt.nz>  
Date: 14/06/2017 03:25 p.m.  
Subject: Nga Hau e Wha: Resourcing the chair

Hi Kevin,

**Re: Agreement 237725 / 356272/00**

I understand that Derek is away from his office until the 26<sup>th</sup> June. Just wondering whether you might be able to follow this up.

Many thanks.

Best wishes,

Sue

**From:** Sue Ricketts [mailto:generalmanager@mhaps.org.nz]

**Sent:** Wednesday, 14 June 2017 3:02 p.m.

**To:** Derek Thompson (derek\_thompson@moh.govt.nz)

**Subject:** FW: Nga Hau e Wha: Resourcing the chair

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Hi Derek,

Hope all good with you. I'm just following up the request we have had from Nga Hau E Wha, and wanting to run their request past you before actioning it. The Email below is my response to emails from Victoria and Kieran (also below).

If you could let me have your response by next week, I'd be very grateful.

All best wishes,  
Sue

**Sue Ricketts**

General Manager

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

From: Kevin Harper/MOH  
To: Victoria Roberts <victoria.works@gmail.com>,  
Cc: amanda\_luckman@moh.govt.nz, derek\_thompson@moh.govt, Grant Cooper <grant@omhst.org.nz>, Guy Baker <guy.baker@tekupenga.co.nz>, Jak Wild <jak.wild@icloud.com>, Julie <julie@mhaps.org.nz>, Kieran <Kieran@changingminds.org.nz>, Tui Taurua-Peiñopa <tuitauruapeihopa02@gmail.com>  
Date: 31/05/2017 03:56 p.m.  
Subject: Re: Nga Hau e Wha contact information

Hello Victoria

Thank you for sharing the contact details for members of Nga Hau e Wha.

As discussed at the meeting, I want to contribute however I can to an ongoing, open and visionary conversation to build trust, understanding and unity and help facilitate change. I believe we could all benefit from a national consumer conversation to understand what it means and what is needed to build a people powered mental health system and services. To be most effective, this must be an ongoing conversation, one that is allowed to build its own momentum as well as support others to develop their contribution.

So, I am happy to be in contact with any or all members of Nga Hau e Wha, to discuss issues or opportunities, to follow up on report items or to join local conversations in person.

**'He who begins a conversation, does not foresee the end' - Mauritania proverb.**

I look forward to being more involved in and informed by your work.

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Kev

Kevin Harper  
Principal Advisor  
Mental Health  
System Outcomes  
Service Commissioning  
Ministry of Health  
DDI: 04 816 2510

<http://www.health.govt.nz>  
[mailto:Kevin\\_Harper@moh.govt.nz](mailto:Kevin_Harper@moh.govt.nz)

From: Victoria Roberts <[victoria.works@gmail.com](mailto:victoria.works@gmail.com)>  
To: "Kevin Harper/MOH" <[Kevin\\_Harper@moh.govt.nz](mailto:Kevin_Harper@moh.govt.nz)>, [derek\\_thompson@moh.govt.nz](mailto:derek_thompson@moh.govt.nz),  
[amanda\\_luckman@moh.govt.nz](mailto:amanda_luckman@moh.govt.nz),  
Cc: Grant Cooper <[grant@omhst.org.nz](mailto:grant@omhst.org.nz)>, Guy Baker <[guy.baker@tekupenga.co.nz](mailto:guy.baker@tekupenga.co.nz)>, Tui Taurua-  
Peihopa <[tuitauruapeihopa02@gmail.com](mailto:tuitauruapeihopa02@gmail.com)>, Kieran <[Kieran@changingminds.org.nz](mailto:Kieran@changingminds.org.nz)>, Jak Wild  
<[jak.wild@icloud.com](mailto:jak.wild@icloud.com)>, Julie <[julie@mhaps.org.nz](mailto:julie@mhaps.org.nz)>  
Date: 29/05/2017 01:42 p.m.  
Subject: Nga Hau e Wha contact information

Kia ora Derek, Kevin and Amanda

Thank you for attending our meeting last week. We appreciated you making the time to come.

Below are the contact details for the members of Nga Hau e Wha as requested at the meeting.

We are all happy to be contacted at any time.

Nga mihi nui

Victoria

**Regional Area Contacts are:**

<b>Central region</b>	Victoria Roberts (Chair)	<a href="mailto:victoria.works@gmail.com">victoria.works@gmail.com</a>
	Jak Wild	<a href="mailto:jak.wild@paradise.net.nz">jak.wild@paradise.net.nz</a>
<b>Southern region:</b>	Julie Whitla	<a href="mailto:julie@mhaps.org.nz">julie@mhaps.org.nz</a>
	Grant Cooper	<a href="mailto:grant@omhst.co.nz">grant@omhst.co.nz</a>

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**Northern region:** Tui Taurua - Peihopa [tui.taurua-peihopa@gmail.com](mailto:tui.taurua-peihopa@gmail.com)  
Kieran Moorhead  
(Deputy chair) [kieran@changingminds.org.nz](mailto:kieran@changingminds.org.nz)

**Midland region** Guy Baker [guy.baker@tekupenga.co.nz](mailto:guy.baker@tekupenga.co.nz)

Victoria Roberts | BA (Psych), PGDipRehab | Chair | Central Region South | Ngā Hau e Whā  
[www.nhew.org.nz](http://www.nhew.org.nz) | [victoria.works@gmail.com](mailto:victoria.works@gmail.com) | 022 09 08 504  
**The national voice of people with lived experience of mental distress and addictions**

Sent by: [servicedirector@mhaps.org.nz](mailto:servicedirector@mhaps.org.nz)  
19/01/2018 07:05 p.m.

To: <[Danilo\\_Almeida@moh.govt.nz](mailto:Danilo_Almeida@moh.govt.nz)>,  
cc: <[amanda\\_luckman@moh.govt.nz](mailto:amanda_luckman@moh.govt.nz)>, "Victoria Roberts" <[victoria.works@gmail.com](mailto:victoria.works@gmail.com)>,  
bcc:

Subject: Agreement 237725 / 356272/00 – Ngā Hau e Whā Report to Ministry of Health, July-Dec 2017

Tena koe Danilo,  
Please find attached on behalf of Ngā Hau e Whā, the 6-monthly report for the contract period July-December 2017 as received from the group's chair, Victoria Roberts.

Warm regards,  
Fiona.

cc-ed to Amanda Luckman, Ministry of Health; and Victoria Roberts, Chair of Ngā Hau e Whā

**Fiona Clapham Howard**

Te Kaihautū / Service Director

**MHAPS – Mental Health Advocacy and Peer Support**

826 Colombo Street, Christchurch, 8013  
P.O. Box 33332, Barrington, Christchurch 8244  
RECEPTION (03) 365 9479  
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Sent by: Mark Coburn/MOH  
31/07/2017 08:40 a.m.

To: "Sue Ricketts" <generalmanager@mhaps.org.nz>,  
cc: Danilo Coelho de Almeida/MOH@MOH,  
bcc:

Subject: Ngā Hau E Wha Reports - where and how to send in

Hi Sue, best email to send everything to is our generic team email  
MentalHealth&AddictionContracts@moh.govt.nz.

Adding the contact number 356275 and the time period (6 mths from x to y) of the report helps as well - we process a hundred reports a quarter. If you have any risks or high priority info in the report then copy/paste in to the email so it's flagged.

I monitor this email every day and can forward on to the right people. This way if we have any staff changes, even in my role, we can get your info and reports to the right person.

On that note, after a bereavement we have a new Senior Contract Manager, Danilo Coelho de Almeida. He will liaise with the right people here (e.g. Derek) as required.

From the contract....

- 2.7 The six-monthly reports will be provided to the Ministry's Senior Contract Manager, Mental Health Programmes, Mental Health & Addiction Programmes, Service Commissioning, Ministry of Health, PO Box 5013, Wellington or preferably email to:

MentalHealth&AddictionsContracts@moh.govt.nz with the subject line "Nga Hau E Wha Report"

Mark Coburn  
Contracts Administrator (L3)  
Contract Support - Operational Excellence  
Service Commissioning  
Ministry of Health  
DDI: 04 816 2041

<http://www.health.govt.nz>  
Mark\_Coburn@moh.govt.nz  
MentalHealth&AddictionContracts@moh.govt.nz

----- Forwarded by Derek Thompson/MOH on 28/07/2017 05:11 p.m. -----

From: "Sue Ricketts" <generalmanager@mhaps.org.nz>  
To: "Derek Thompson" <derek\_thompson@moh.govt.nz>, <kevin\_harper@moh.govt.nz>,  
Date: 28/07/2017 02:52 p.m.  
Subject: Ngā Hau E Wha Report - additional documents

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Kia ora Derek and Kevin,

Further to my previous email, please find additional documents attached.

My apologies if you are not the correct recipients of this information. Please can you advise of the appropriate email I should send these reports to for the future.

Many thanks.

Kind regards,

Ngā mihi,

Sue

**Sue Ricketts**

General Manager

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P.O. Box 33332, Barrington, Christchurch 8244

Phone: 365 9479

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[attachment "2016-2017 report NHEW.pdf" deleted by Mark Coburn/MOH] [attachment "2017 May minutes new template.docx" deleted by Mark Coburn/MOH] [attachment "Equally Well Physical Health Programmes.pdf" deleted by Mark Coburn/MOH] [attachment "NHEW 25 - 26 May 2017 final.docx" deleted by Mark Coburn/MOH]

From: "Sue Ricketts" <generalmanager@mhaps.org.nz>

To: "Derek Thompson" <derek\_thompson@moh.govt.nz>, <kevin\_harper@moh.govt.nz>

Date: 28/07/2017 02:15 p.m.

Subject: Ngā Hau E Wha Six monthly reports

Ngā mihi mahana ki a korua,

Hoping this finds you well during this particularly wet winter.

Please find attached the 6 monthly documentation for Ngā Hau E Wha comprising the narrative and financial reports.

With all best wishes,

Nāku, nā

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Sue

***Sue Ricketts***

General Manager

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2017 January to July Ministry of Health Report.doc

From: "Sue Ricketts" <generalmanager@mhaps.org.nz>  
To: "Derek Thompson" <derek\_thompson@moh.govt.nz>, <kevin\_harper@moh.govt.nz>  
Date: 28/07/2017 02:52 p.m.  
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My apologies if you are not the correct recipients of this information. Please can you advise of the appropriate email I should send these reports to for the future.

Many thanks

Kind regards,

Ngā mihi,

Sue

***Sue Ricketts***

General Manager

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Phone: 365 9479

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### **Sue Ricketts**

General Manager

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From: Kevin Harper/MOH  
To: Victoria Roberts <victoria.works@gmail.com>  
Cc: amanda\_luckman@moh.govt.nz, derek\_thompson@moh.govt, Grant Cooper <grant@omkst.org.nz>, Guy Baker <guy.baker@tekupenga.co.nz>, Jak Wild <jak.wild@icloud.com>, Julie <julie@mhaps.org.nz>, Kieran <Kieran@changingminds.org.nz>, Tui Taurua-Pehopa <tuitauruapeihopa02@gmail.com>  
Date: 31/05/2017 03:56 p.m.  
Subject: Re: Nga Hau e Wha contact information

Hello Victoria

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So, I am happy to be in contact with any or all members of Nga Hau e Wha, to discuss issues or opportunities, to follow up on report items or to join local conversations in person.

**'He who begins a conversation, does not foresee the end' - Mauritania proverb.**

I look forward to being more involved in and informed by your work.

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Nga Hau E Wha  
"Champion many voices"

## Ngā Hau e Whā

July 2017 to December 2017

Report to Ministry of Health

## Contents

1. MEETINGS HELD DURING REPORTING PERIOD.....	3
2. MEMBERSHIP UPDATES.....	4
3. NGĀ HAU E WHĀ STRATEGIC PLAN 2016-2020 .....	4
4. COMPLIANCE .....	5
5. TERMS OF REFERENCE .....	8
6. OVERVIEW OF NATIONAL ISSUES OR CHALLENGES IN THE MENTAL HEALTH AND ADDICTION SECTOR..	9
7. OVERVIEW OF AREAS OF BEST PRACTICE IN THE MENTAL HEALTH AND ADDICTIONS SECTOR .....	11
8. CHANGES OR DEVELOPMENTS THAT HAVE COME OUT OF RISING TO THE CHALLENGE .....	14
9. IMPACT OF NGĀ HAU E WHĀ.....	19

Regional Reports from members are embedded within Meeting Minutes, page 3

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