

Yellow Brick Road

Te Wahapūahoaho:
Supporting families
towards mental wellbeing

Yellow Brick Road

Supporting Families Towards Mental Wellbeing

Our year in review

Annual Report 2022/2023

Yellow Brick Road

Chair's Report

Tēnā koutou, Tēnā koutou, Tēnā koutou katoa

It is with pride and a sense of accomplishment that I present the Yellow Brick Road annual report for the 2022/23 year.

I reflect and consider it to have been a year of "progression" rather than "survival mode" as the previous years have been, courtesy of the challenges the pandemic threw at us. The opportunity to consolidate and strengthen our charity was a clear focus from the start of the year and I'm pleased to report positive progress on our strategic priorities. This has been exciting and somewhat refreshing for the Board.

I was amazed in those mid-winter months, how quickly Aotearoa New Zealand adapted to the combined impact of Covid's permanent presence and the virulent flu that struck at the same time. Our organisation was no exception as we weathered a rough few months but emerged strongly. Those tricky issues barely turn our heads now. We've learnt how to navigate such minefields and still be there for the whānau we are committed to supporting.

The start of the year saw Yellow Brick Road embrace a new internal structure, bringing the team closer together and working more as one, by linking offices better via newly established regions. Fewer silos or single offices has meant greater consistency through more collegiality across our locations and regional manager oversight. Getting to know one another better and share ideas has been an important theme for Board and staff alike.

We were delighted to permanently appoint John Moore to the position of Chief Executive Officer in November after he had ably held the acting position since May. His knowledge of the sector



Jacinda Cole

has been invaluable as we begin to formulate new ways forward and particularly, to respond to the challenging new health environment we are working in.

The year followed a gradual but sturdy trajectory for one of our strategic priorities, that of "strengthening our core". Recognising that Yellow Brick Road cannot be all things to all people has also been important and will require us to continue to make difficult decisions in order to stay aligned with our strategic direction. A focus on doing what we do well is critical. New tools such as the client management system "NOTED" have proved instrumental in managing our core support business.

One strategic area that presents an ongoing challenge is that of fundraising, where there is an ongoing tension between promoting ourselves too quickly and failing to meet demand. Our approach is to simultaneously, but incrementally, build and promote our organisation. We have enjoyed dynamic and enthusiastic conversations throughout the year about funding opportunities and anticipate generating more concrete strategies in this sphere in coming months. However, it is time to accelerate this process.

Progress in strengthening our Regional Advisory Committees and Local Advisory Groups has continued. We truly value the views of our families and whānau who bring their knowledge of local issues, their own communities and lived experiences to the table. These insights inform the shape of our future services – not only for our own service, but for others in the sector. Our role in advocating for whānau services and what that should look like in Aotearoa is important and must be strengthened even further. In the meantime, nationalising our client survey has been a positive step to gather views, but is just one tool of many possibilities for gathering information. As well, participating in more conversations at an influential, national level is critical at this time so that we can affect change to policy and direction of services.

My role as Chair of this Board has been punctuated by changes to the Board composition.

During the year, we farewelled our previous Chair, Kate Yesberg whom I acknowledged this time a year ago when she signalled her intention to step down. We miss Kate's immense passion and sharp leadership, but I have felt confident building on the rock-solid organisation she helped establish. We are also heartened by her continued interest in Yellow Brick Road. Thank you Kate.

Sadly, during the year, we farewelled two Board members. Kerri Price and Mervyn Goh both left a little sooner than anticipated, for personal reasons. But their contribution in a short space of time has been lasting. Kerri's immense enthusiasm for propelling us ever forward and her expertise in strategy was incredibly contagious amongst the Board and senior staff members alike. Mervyn's incisive and smart financial management was second to none and we miss his input. Thank you both for your contribution, ongoing interest and support of us.



We were fortunate though to welcome two new Board members during the year. Sam Rodney-Hudson has joined us, bringing significant experience in the mental health sector through a mental health nursing background and range of senior management roles. Denyse Wilcox came to us with extensive management experience and general management-level roles in the health and disability service. Both have a passion for engaging with whānau and communities to achieve wellbeing.

It is fair to say, I am delighted with the excellent progress made by the Yellow Brick Road team and Board. Moreover, I am energised by the possibilities the future holds. Closing the year, I have been very excited by the prospect of taking a big step towards cementing our position as a key player in the whānau support space in New Zealand. Yellow Brick Road is poised to build a bigger, better road for the hundreds of thousands of New Zealanders who need our support.

Thank you to all – staff, Board, partners, funders and our communities. Our team is as vast as the myriad of challenges mental health issues bring us daily and everyone has a role to play. We do our very best to ensure we are all heading in a great direction that's good for all New Zealanders.

Jacinda Cole
Chair

Thank You Dick Brown

Earlier in the year, Dick Brown, a highly valued and experienced board member flagged his intention to step down from our Board. As we publish this, Dick will attend his final board meeting with us so I wish to acknowledge his significant contribution.

Dick has a long history with Yellow Brick Road and formerly Supporting Families New Zealand, and his knowledge of the sector and advocacy for the needs of families and whānau is second to none.

As chair of Supporting Families Nelson, Dick was part of a team that explored options and was a leading voice for change before the merger. Dick met with other Supporting Families chairs, sharing his perspective and presenting the case for change.

In June 2018, Dick signed the original Trust Deed which became the founding document for what is now Yellow Brick Road. At the time of signing, Dick represented both Nelson and SFNZ as he was chair of both organisations.

Dick is a fierce advocate for involving family when a person experiences mental health challenges. He has been a part of the organisation throughout its 40+ years history, starting with Schizophrenia Fellowship, Supporting Families in Mental Illness New Zealand and Nelson.

He is a keen walker, often escaping with his wife Alison to favourite places with their caravan. Hopefully he will have more time to indulge in his pursuits, including enjoying his favourite tipple, a 'hoppy ale'.

On behalf of the Board and whole organisation, if not the whole sector, I wholeheartedly thank Dick for his significant and invaluable contribution.



CEO Report



John Moore

As the past year drew to a close, I spent some time collating and confirming in my mind the range of views I had formed over the year. Views and insights into our own organisation as well as the wider mental health sector and communities we work in and with. I finished the year by articulating my summation of the mental health landscape in Aotearoa, and the way forward, as I see it.

This perspective, I recently wrote up and sent in a detailed letter to a range of stakeholders whom I believe are well positioned to engage in conversation with us and potentially help the sector move forward in the way I have proposed. I included a range of politicians and officials in my mailing list and have had the privilege of a small number of subsequent conversations with some of the recipients. Busy as they are, I hope most have digested this important information. It won't be the last they hear of it.

So as the year has closed, I would like to take this opportunity to share my views. The full version of my letter can be found on our website.

In essence, I have become concerned that our country is near breaking point when it comes to demand on existing mental health services and the capacity of providers to meet need within current resourcing.

I believe that as long as New Zealand's current health system carries on doing things the way we are, the need is going to keep growing at a rate that will vastly outpace our financial capacity to keep up, let alone having enough professionals available to provide services. We need to fundamentally change how we support the mental wellbeing of our people in Aotearoa.

We imagine a future where instead of looking at mental health as an issue that some individuals have, which require specialist clinical services, we see mental wellbeing as a spectrum that every New Zealander sits on. We believe our wellbeing needs are best met by having well-supported and equipped families, whānau, communities and hapū with the skills, knowledge and expertise to support each other to be well. This is achieved by investment in family and whānau centred services like Yellow Brick Road who empower, enable and upskill families and communities to develop that knowledge and expertise.

We are one of very few organisations that focuses purely on supporting whānau. We support, navigate and educate whānau to find their own solutions and thereby try to break the cycle of going in and out of expensive clinical services. Rather, we wish to build their resilience against the strain that comes with adversity.

We see whānau support as a specialist area. Whānau perspective is fundamentally different to whai ora perspective when it comes to receiving and giving support. We see that a small investment in whānau services has great return, but the current investment is next to nothing. More commitment is required to shift the mental wellbeing paradigm in Aotearoa from one of illnesses that are treated by clinicians to one where wellness is supported by families, whānau and communities.

Our proposition is fairly unique – that of enabling the biggest mental health support worker service in the entire sector to do its work – namely the families and whānau of those experiencing mental health distress.

During the year, leading up to me penning my views, both Te Whatu Ora and Te Aka Whai Ora came into being.

While we are encouraged to read that the number one priority action in the health strategy, Te Pae Tata, which they are implementing, is to "place whānau at the heart of the system to improve equity and outcomes", we are yet to see any plan for how that looks in practice. We want to be central in those conversations, to offer solutions and be a leader in this change. We believe that whānau being at the heart of the system isn't achieved by inviting whānau into the room where clinicians make decisions about their loved ones. Whānau being at the heart of the system involves providing them with their own support so that together with whai ora, they are empowered to find the answers that work for them.

This works right along the prevention, early intervention, service or clinical support spectrum, for families who are struggling and stretched are at risk themselves because their own mental wellbeing is challenged.

We are looking forward to engaging further with Te Whatu Ora at a national level with the aim of developing a national approach to supporting families and whānau. We want to lead a cultural shift in Aotearoa where whānau and communities are recognised as the experts and leaders that they are, in creating healthy communities, and where clinical services assist whānau and whai ora where appropriate, as opposed to the other way around, as it is now.

I would like to acknowledge all those people who have shared their views with me since I took up my role as CEO. The support and encouragement I have received has been humbling.

I'm surrounded by a team of managers who are deeply committed and are also excited about the future. They lead teams who are doing the daily mahi with genuine care and expertise. Thank you Yellow Brick Road people. I value your incredible contribution.

I have met many people with a common interest in or connection with our work across central and local government, NGOs, iwi, businesses, charities and more. All have given me insights into what is needed and helped me formulate my thoughts.

I have enjoyed sharing such views with our Board of Trustees and am eagerly anticipating some next steps to move us further forward.

Ours is a service which does not need cripplingly large investment in training new professionals, or expensive clinical resources. We just need to do more of what we do, employing smart people with empathy and an understanding of how to move others forward. We will still need more funding and will focus on that in the near future. But the requirement will be nothing like the cost and time needed to train or employ clinicians and will likely provide more of a fence at the top of the cliff than ambulance at the bottom.

I anticipate some new directions in order to do this and am excited to embark on that planning.

John Moore
Chief Executive Officer

Board of Directors and Governance

Chair

Jacinda Cole

Board

Dick Brown

Gary Sturgess

Richard Skeates

Kerri Price (resigned April 2023)

Mervyn Goh (resigned April 2023)

Denyse Wilcox (joined August 2022)

Sam Rodney-Hudson (joined August 2022)

Audit and Finance Sub-committee

Gary Sturgess

Jacinda Cole

Mervyn Goh (until April 2023)

The Board meets monthly either by Zoom or in person.

Local and Regional Advisory Groups/ Committees (LAGs and RACs)

As an organisation whose roots and growth are embedded in "Lived Experience", we continue, as a matter of mandate, to draw on advice and views of our communities who have or are experiencing ongoing mental health challenges within their families.

LAGs provide an opportunity for whānau to meet regularly and discuss regional issues and opportunities. Through their elected RAC members, the feedback is shared with the Board of Directors to help inform strategy and operations as well as providing lived experience and real-life views that help Yellow Brick Road when advocating or making submissions in regard to mental health services.



Corporate Information

Registered office

423 Great North Road
Grey Lynn
Auckland 1021

Website **yellowbrickroad.org.nz**

Bankers

ASB

Auditor

BROWNES



Financial Walk-Through – 2023 Financial Year

We have landed a good result this year after overcoming the instability and uncertainty presented by the covid years.

This positive contrast to the previous year is very welcome and is also thanks to a marked reduction in non "business-as-usual" expenditure.

Year on year, total revenue remains stable. Gains in contract values have been offset by a slower year in benefitting from one-off contributions, specifically bequests. Income from donations, grants and fundraising have increased slightly.

Overall, the drop in expenditure of $296k in comparison to the prior year is a flow on from a restructure and slower than anticipated appointments to a team that would be committed to Yellow Brick Road's mahi and vision.

In addition, a focus on prudence, on streamlining systems and the ever-present search for operational efficiencies, have contributed to the reduced spend.

As the year closed, the Board and senior management began a process for a significant strategic review. This will include redefining the vision, purpose, mission, values and core strategic areas. As well, we will be looking at establishing and building our fundraising capacity and capability. Contracted Yellow Brick Road services as they currently exist will be better supported by more funding and provide assurance of sustainability.

Financial Year ending	**30 June 2023**	**30 June 2022**
Revenue	3,676,154	3,625,349
Expenditure	3,696,319	3,992,380
Net Surplus/deficit	**(20,165)**	**(367,031)**
Equity at end of year	365,737	385,902
Sustainable reserve	600,000	600,000
Total Equity	**965,737**	**985,902***

**Refer to SFNZ's financial statements on the Charities Services website for explanation in change in prior year's result.*





The Year in Review

Strategic Direction

At the end of the 2021/22 year, the Board of Trustees set three strategic priorities for the year. Progress on each is as follows.

1 – Continuing to strengthen our core, ensuring excellence in our service delivery

The year began with bedding in a new regional structure which aims to achieve a stronger service. Regional managers bringing together their offices to be managed as larger units has been important to enable staff in smaller locations to feel a part of a bigger whole. Regular sharing of practice and ideas in regional teams leads to consistency across our service and better working relationships. For example, we are seeing programmes rolling out across NZ after staff attend national training sessions. Regional managers regularly catch up and discuss processes, issues and best practice.

Improved systems are critical to our core business too. We were pleased with the roll out of NOTED, our client and data management system which had become urgent. After just one quarter of bedding in, we now have a vastly more accurate picture of our work, including where there are pressure points or gaps, and where we need to focus our resources best, as well as our efforts to build our client-base. Plus, we are focusing on developing a consistent practice model.

We also went national with our client satisfaction survey which collects whānau views on our service.

Both NOTED and the survey meant we could set performance KPIs for our staff too, enabling them to see their own contribution and aim for high performance.

Never has data been more important than now, and these systems enable us to build a currency with which we can seek further funding, contracts and resources.

2 – Ensuring we are well placed to support and take advantage of opportunities that will present with the shift to the new health system

We have spent time familiarising ourselves with the new health system following the establishment of Te Whatu Ora, Health NZ and Te Aka Whai Ora, the Māori Health Authority. At this stage, our "DHB" contracts remain in place, rolled over for the next year.

We were encouraged to see that the *Te pae tata – Interim New Zealand Health Plan 2022* identified the importance of whānau as one of six priority actions. Specifically:

To *"place whānau at the heart of the system to improve equity and outcomes"*.

The intention of the Ministry to value whānau voice and equity in *"service design and improvements"* for all communities, gives us high hopes for the role of Yellow Brick Road as our entire purpose and mahi is to do exactly this. However, the proof of their commitment to supporting families will be in funding and incorporation of family and whānau voice and support services into action plans – not just sitting idly in strategies.

We have corresponded and met with officials, paving the way for our preference to achieve a single contract and extensions to our service across Aotearoa, where we can. We look forward to working on this further in the coming year.

3 – Bringing renewed energy to regional and local engagement and fundraising

We continue to value and actively seek the views and input of the incredible people in our communities whose lived experience helps us to enhance and better focus our service. There are some ongoing challenges with providing necessary support for our Regional Advisory Committees and Local Advisory Groups, mainly funding a role to adequately support this. There



is also a sense that people are less inclined to join formal committees these days, but that the peer support experience of such groups is important to them.

Nevertheless, we have strengthened some of the groups and continue to gather invaluable perspectives from them.

We are more focused on ensuring such groups deliver whānau voice to us than for them to undertake other roles such as fundraising. A simple fundraising plan identified that RACs and LAGs would not hold responsibility for fundraising, rather that they will become one of several avenues for fundraising as and when required or as they are able.

Where to next with strategy

The Board is embarking on further strategic planning. This will lead to more formal annual business planning processes and better targeting of service and resource. We expect a better-defined direction to be established this coming year. Nearly four years post-merger, it is time to do that.

Sector and Stakeholder Relations

We continue to forge relationships with a range of organisations and businesses at a national and local level.

It has been a priority to stay abreast of changes at the contractual level, that is, with Te Whatu Ora. As this significant structural change to our health system rolled out, we continued to deliver business as usual as our contracts simply rolled over as per the DHB contracts we held. Both the chief executive and regional managers have endeavoured to keep abreast of changes of personnel and any processes at Te Whatu Ora and sought to retain or establish positive relationships there.

A detailed briefing and outline of our views and hopes for the future in the sector were articulated in a letter to Te Whatu Ora introducing us to the new staff and presenting our views and intentions for the future. This was developed further and became a statement of our position on mental health services and outlined our hopes for transforming them. (As outlined by the Chief Executive in this report earlier.)

We continue to engage with Manatū Hauora, Ministry of Health at a national level and through a regular monthly Lived Experience Forum which enables us to engage with other key stakeholders. Through networks such as Carers NZ, Te Tāhū Hauora Health Quality and Safety Commission and Navigate, we continue to have a voice and increase our visibility.

We were pleased to see the results of our advocacy included in some national government and sector documents and strategies. It was encouraging to see that Oranga Henengaro System and Services Framework drew on aspirations outlined in Kia Manawanui Aotearoa (2021), both of which we had provided input into, and we are hopeful future systems will reflect the importance of both tāngata whaiora and family and whānau needs being listened to and met.

Regional approaches include better engagement with a range of organisations to establish better pathways to our service. This includes presenting at and participating in community events, working with Public Health Organisations, establishing relationships with refugee and migrant communities, building local-level relationships with NZ Police, with tertiary providers such as Waikato Institute of Technology (Wintec) to help them understand our role in mental health support services, with iwi, and many other organisations.

Whānau voice

One of our most important roles is to provide the voice of families and whānau – accurately and constructively, to a range of individuals, organisations and importantly in the policy, planning, funding and decision making areas.

This year, there was less call on organisations like ours to provide formal submissions on mental health sector issues and legislation. This was likely a result of Te Whatu Ora and Te Aka Whaiora structures bedding in and the organisations finding their way.

Nevertheless, Yellow Brick Road remains committed to meeting real, evidence-based need and this core premise continues to drive us. We anticipate a call for submissions in the 2023/24 year for legislative and policy changes including to the Mental Health Act and integrated responses by agencies to mental health.

As outlined, our Regional Advisory Groups and Local Advisory Committees are there to ensure we gather whānau voice and achieve a seamless pathway for representation within our organisation and we are looking to review and improve our mechanisms for gathering families' views.

Service Delivery

Our staff have continued to do what they do best – help families and whānau. We know this is their passion and objective. Our staff remained strong as regional change occurred and are to be commended for such professionalism.

We've recruited a number of new members of staff throughout the year and have been impressed with the calibre of applicants as well as their knowledge of Yellow Brick Road and enthusiasm for our core mahi.

During the year we began the establishment of Te Roopu o te Wahapūahoaho, for our staff who identify as Māori, enabling the sharing of ideas, strategies, milestones, creating frameworks, forging partnerships and building competency across the organisation. This will be further developed to ensure we support all endeavours to achieve equity.



Specific education and support programmes continue to be developed and rolled out including:

WAVES

More staff across Yellow Brick Road have been trained and are set to deliver this suicide post-vention programme for families bereaved by suicide.

Family Connections

A skill-based programme for families when emotional dysregulation or borderline personality disorder is experienced in the family. A 12-week online course was run twice in Auckland and Northland.

COMPASS

For rangatahi, young people, Compass is a programme that helps teens explore a range of skills for coping and supporting their loved family member or someone they care about who has mental illness.

Building Bridges

Partnering with the Polytechnic Nursing programme in New Plymouth, teaching trainee nurses about family roles in working with mental illness.

Kia Whakatipua Tātou

A new programme we are optimistic will have a positive impact on families, as well as the family member with mental distress. For families who's young person is on the Child and Adolescent Family Service wait list in Canterbury. An early intervention where we support the families and REAL (Pathways) supports the young person.

FACTS

(Family and Carers Training and Support Programme)

This established course for families where emotional dsyregulation or borderline personality disorder is present has been adapted from its original format from the Anna Freud Centre, UK. Adapted for a New Zealand setting and incorporating Te Whare Tapa Wha, it is being run in three locations.

Toi-Tautoko-Tamariki

A creative support group for children of parents with mental health, addictions and family harm issues. Hosted and facilitated by Yellow Brick Road, a young, Maori wahine guest artist uses natural resources to create inks which the tamariki use to express their thoughts on canvas.

"NOTED"

This new client management system was rolled out early in the financial year. Staff undertook training and all files were transferred across. Staff adapted quickly to the system and immediately saw benefits such as:

- The system is reliable. (Fewer outages and loss of inputs.)
- Being able to tailor NOTED to our unique requirements.
- Staff no longer need to spend time manually preparing monthly reports.
- We are able to see trends in service provision such as peaks and troughs in referrals.
- It is also a way of collecting family and whānau voice as highlights and quotes are recorded.
- Identifying capacity or overload for staff.

Demand and numbers

The introduction of NOTED has enabled an increasingly accurate picture of demand and caseload. We have had to estimate figures in previous years.

After three full quarters, we can report that we have about 1,000 families receiving services from Yellow Brick Road at any one time.

The year also saw more participation in courses and programmes, as COVID restrictions lifted.

Client Satisfaction Survey

This survey was first run nationally at the close of the 2021/22 year. The survey has continued through the year with families who have completed with us, and then a full survey at the end of the year was undertaken to gain the views of all current clients. The purpose of the survey is to provide insights that allow us to improve service and report on outcomes we are contracted or mandated to provide.

Summary of results:

Overall satisfaction and recommendation results remain high and in line with last year's results:

- 85% of clients rated the overall service they had received from YBR as 'excellent' or 'very good' (the same result as last year).
- 86% of clients said they would be likely to recommend YBR's service to friends and family (similar to 88% in 2022).

YBR continues to be rated well on three out of the four outcome measures:

- Agreement remains highest that the support provided 'is giving me the skills and knowledge I need to help support family members' (82% of clients agreed, similar to 85% in 2022).
- 80% of clients agreed the support provided 'is having a positive impact on my ability to manage the day-to-day challenges of supporting my family member' (the same result as 2022).
- 75% agreed the support has 'given them the confidence to deal with other people or agencies involved in the support or treatment of their family member' (similar to 78% in 2022).

As per the 2022 survey, agreement remains only moderate that the support received 'has helped me achieve my family/whanāu goals' (68% agreed, the same result as in 2022).

> "Everyone needs support when caring for a family member with mental health issues and it is so difficult to find. Yellow Brick Road is crucial for these families."
>
> "The emotional support and information on how I / we can care for ourselves, in order to be able to care for our son, has been a life changing time for us all. We cannot thank Yellow Brick Road enough for their services delivered with such care kindness."
>
> "YBR was a fantastic support and resource for whānau. I would recommend them to anyone in a similar situation needing guidance."



Funding

Yellow Brick Road is a registered charity funded by three means:

- Contracts for services with Te Whatu Ora
- Grants from trusts and foundations
- Donations from individuals and businesses

We continue to require significant funding over and above our contracts to manage our organisation and develop it further.

Over the year we invested in a new part-time resource whose focus is solely on achieving funding from the myriad of trusts and foundations which provide either core or project-based funding. This has produced exceptional results in its first year.

We are immensely grateful for the generosity of these trusts and foundations whom we are largely reliant upon at this point.

We will work on a new strategy in 2023/24 to achieve better financial sustainability and with it, greater independence and scope to enhance our service offering.

We extend our thanks to the following:

Manatū Hauora | Ministry of Health

Te Whatu Ora - Funding our mahi in:

- Northland
- Auckland
- Waitemata
- Counties Manukau
- Waikato
- Taranaki
- Wairarapa
- Nelson/Marlborough
- Canterbury

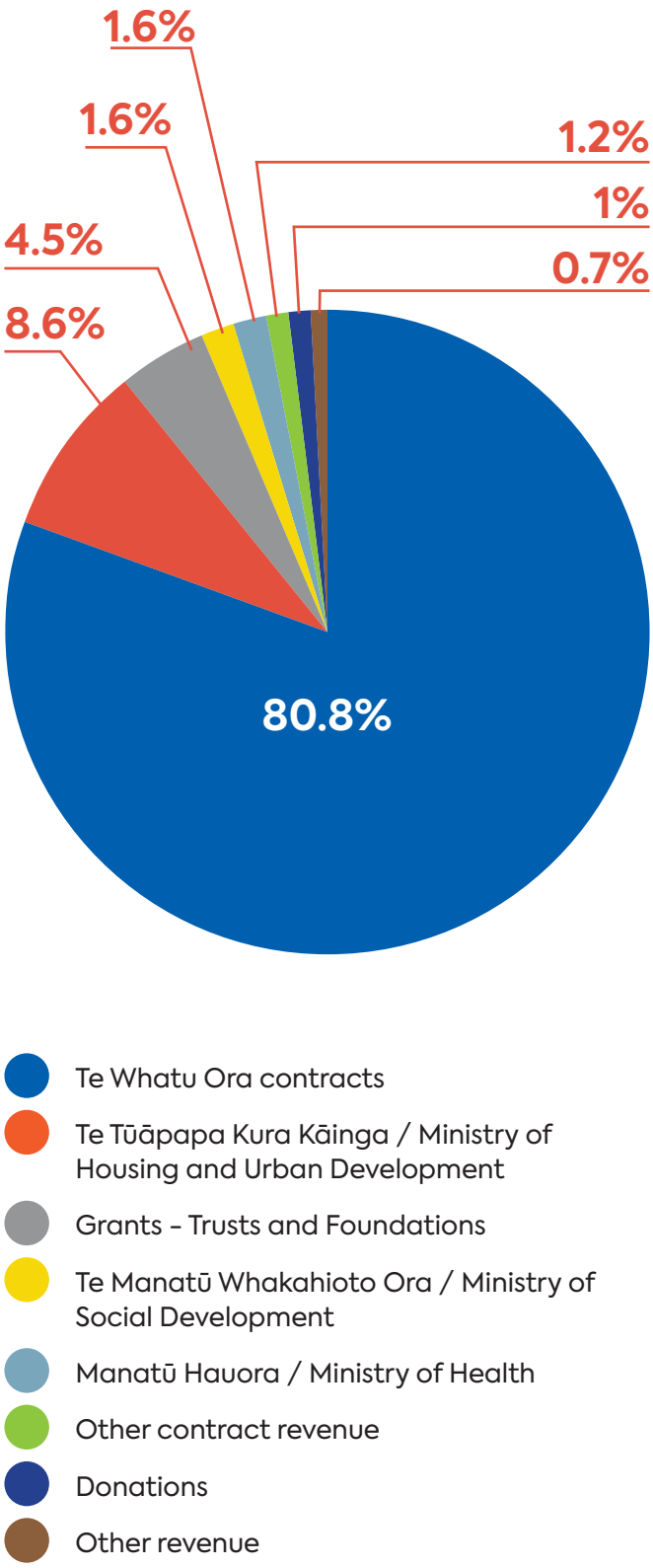
Te Manatū Whakahioto Ora / Ministry of Social Development

Te Tūāpapa Kura Kāinga / Ministry of Housing and Urban Development

Trusts and Foundations

We also thank the following organisations who have generously supported us:

- Aotearoa Gaming Trust
- Eastern & Central Community Trust
- Four Winds Foundation
- Kiwi Gaming
- Milestone Foundation
- New Zealand Lottery Grants Board
- Nikau Foundation
- Public Trust - Procare Foundation
- Roy Owen Dixey Charitable Trust
- Te Kawakawa O Huia Ariki Tapui Ltd
- Te Pou - Māhuri Tōtara 2023
- The Care Foundation
- The Lion Foundation
- TOI Foundation
- Trust House Foundation



Our Vision (Wawata)

Whānau and communities are integral to mental distress recovery. We will walk alongside any family in New Zealand who needs support, knowledge, advocacy and empowerment as they journey towards mental wellbeing.

Our Purpose (Kaupapa)

To inspire and equip whānau to restore themselves, by supporting their journeys from a place of distress to one of mental wellbeing.

Our Promise

Let's change this together.

Our Values (Uara)

Whanaungatanga > We are kin

Connection. Partnership. Honouring Te Tiriti o Waitangi.

We believe that connection, a sense of belonging and working together are critical to wellbeing for all individuals, families, whānau and communities.

We are committed to working in partnership with others to improve mental health outcomes in Aotearoa New Zealand. We acknowledge the specific cultural needs of Māori in their journey to wellness and value their participation in our organisation as tangata whenua.

Expertise > We know our stuff

Knowledge. Professionalism. Quality. Competency.

Yellow Brick Road knows and understands the issues facing whānau affected by mental distress. Our services are underpinned by national and international research, comprehensive internal training for our staff, and by continuous learning from people who access our services about what works, and what they need.

Empowerment > We empower

Resilience. Confidence. Strength. Empathy.

Our interventions aim to equip families to heal and strengthen relationships and promote understanding of each person's needs to support and achieve wellness.

By sharing knowledge and communicating openly we aim to empower people to develop and utilise whānau and community support to promote wellbeing. Our services are accessible to everyone, providing a wide range of options for engagement, support and system navigation.

Courageous Leadership > We have a warrior spirit

Innovation. Advocacy. Initiative.

Yellow Brick Road listens to and represents the voices of our whānau and communities to support and influence sector development. We embrace new thinking and ideas to achieve our vision for the future.

Our commitment to strong advocacy for mental wellbeing recognises and respects the contribution and diversity of all perspectives. We believe in the strength of collaboration to challenge the stigma and discrimination experienced by everyone affected by the impact of mental illness.

Integrity > We have an unshakeable true north

Ethical. Respectful. Reliable. Transparent.

We act with integrity, honouring our reputation built over the past 40 years' of our service history. We are open and accountable in all that we do, beginning with our relationships with people who access our services and encompassing our internal management, governance and business practices.



Our Service Delivery

Te Whare Tapa Whā

Taha wairua
Spiritual

Taha hinengaro
Mental and Emotional



Taha tinana
Physical

Taha whānau
Family and Social

Whenua
Land, Roots

It takes each of us to make a difference for all of us.

Whānau ora, is the foundation that inspires every aspect of our work.

Yellow Brick Road is a national organisation that specialises in providing support for whānau who have a loved family member experiencing mental health challenges.

After 40 years of experience working with people around New Zealand, we know that if the family of someone experiencing mental distress is correctly supported and empowered, the path they walk leads to increased wellbeing for the whole whānau.

Every day we set out to ensure they feel listened to, supported, equipped and ultimately confident to overcome the challenges they face.

Yellow Brick Road

Te Wahapūahoaho

Northern Region
0800 732 825

Central North Island
0800 555 434

South Island
0800 876 682

yellowbrickroad.org.nz