

## Report to Stakeholder Churches YE June 2021

Vitae is New Zealand's largest not-for-profit, Christian values-based provider of nationwide workplace wellbeing and employee assistance services. We focus on improving the productivity of businesses and other organisations by enhancing the wellbeing of their staff and encouraging healthy workplaces, which is our industry mission within New Zealand.

The philosophy behind our name Vitae (meaning 'of life') is that a healthier workforce means a healthier business and this is reflected in our strapline '*When life works better, business works better – pai ake te oranga, pai ake te pakihī*'.

Our Constitution lists the following Member Churches: Anglican Church in Aotearoa & Polynesia, Brethren Assemblies, Baptist Union and Missionary Society of NZ, Congregational Union of NZ, Lutheran Church of NZ, Methodist Church of NZ, Presbyterian Church of Aotearoa NZ, The Roman Catholic Church of NZ and The Salvation Army in NZ and Fiji Territory. We are privileged to have shared this journey with you for over 55 years and value this opportunity to present to you a summary of our activities in the last 12 months.

### How many people has Vitae supported in the last year?

Vitae is engaged in a range of services supporting people at work. This last year has continued to challenge us through the impacts as a result of Covid -19. We continue to see a significant increase in the number of people seeking support and the levels of acuity with which they are presenting.

- We have supported over 8,500 people who have been referred to us for professional services including counselling, professional supervision, careers and outplacement advice, mediation and management coaching services.
- We have responded to more than 165 critical incident/trauma requests. Our stand-alone trauma team has responded by attending workplaces, speaking with impacted individuals and teams and supporting managers in ensuring staff impacted are assisted early.
- We have continued to have our onsite staff support team visit over 95 workplaces and have provided over 10,500 hours of face-to-face support to people at work.
- We have provided capacity building training communities and workplaces providing over 135 1½ hour sessions and over 500 people, covering Mental Wellbeing at Work and Building Resilient Teams. This year has seen the rise of online workshop options, needed due to Covid-19.
- Our broader approach to health and wellbeing includes the offer of primary health and other health care options.
- Our People and Culture service continues to develop and has supported over 80 workplaces with a range of specialist services focusing on HR Support, Careers and Outplacement packages, Conflict Resolution, Executive Coaching and Employment Investigations.

We have continued to be challenged with changes to how we deliver services through Covid-19 and lockdown conditions. The impact on our customers and their staff have at times been significant and we have continued to be flexible in order to meet the needs. We continue to explore opportunities to work in partnership with our member church organisations, others in the Not-for-Profit sector and in the business community. We have seen the growth in areas of counselling, professional supervision and the customer base in general has meant some changes to the structure and infrastructure needed to support the growth.

### What is Vitae's background and whakapapa?

We began during the building of the Manapouri power project in 1965. Chaplaincy support was provided to workers building the power station, and the Inter-Church Trade & Industry Mission (ITIM) was formed by our member churches. Over the next 45 years ITIM developed into five regional centres across New Zealand, and by 2011 the three North Island entities had combined as The Inter-Church Trade and Industry Mission (Vitae) Inc operating as Vitae, to provide a more comprehensive and integrated range of services to our combined

clients, including national coverage where this is required. Today, reflecting widespread acceptance that the wellbeing of staff is vital to business productivity, Vitae offers proven wellness and employee assistance services designed to help build and maintain safe, healthy, supportive and productive workplaces.

We work closely with over 650 customers including national clients, government departments, small to medium sized businesses, not-for-profit entities, elder care organisations, childcare and secondary/tertiary education institutions such as NorthTec, Te Wānanga o Aotearoa, Whitireia and Weltec. We also provide services to faith based organisations including Anglican Care (Waiapu), Presbyterian Support (Central and East Coast) The Bible Society, The Catholic Diocese of Auckland, The Salvation Army and Wellington City Mission.

Vitae has offices in Auckland, Hamilton and Wellington. For more detail on who we are and what we do, please visit <http://www.vitae.co.nz> and also refer to the attached list of services we offer.

## **The Team**

Vitae is governed by a Board whose members are nominated by our member Churches or co-opted when required and come from across the North Island and bring a variety of perspectives, skills and experience to the governance and mission of Vitae. The current Chair is Peter Barnett from Wellington and Board members include Rev Leo Te Kira, Andrew Nicholls, Johana Drayton, Mark Pickering, Jonny Wild, Rachel Afeaki Taumoepeau Henare Kani and Edward Grieg.

Our Management Team of six highly skilled and respected leaders share a strong commitment and passion for the mission and work of Vitae. Our team includes Glenda Schnell – CEO, Frances Robinson - Corporate Services Manager, Vivien Rodgers – National Training and Wellbeing Manager, Kitty Marshall –Early Response Manager and Kathy Green - National Onsite Services Manager. Our Clinical manager role is currently vacant after its long-time leader retired in January. With responsibility for specialist service areas, they support a national network of over 400 employees and contractors whose role is to provide effective solutions to meet specific needs identified by customers and their staff.

## **Bi- and Multi-Cultural focus**

Vitae always strives to be inclusive and respectful in its undertakings and partnerships with organisations and their people. We are committed to honouring our responsibilities under the Treaty of Waitangi through our bicultural kaupapa and operational practices. Vitae also seeks to be responsive to the needs of people from a wide range of cultures and ethnicities and is currently focussing on its recruitment of clinicians who are Māori and Pasifica. We have a well-established relationship with Interpreting NZ and are able to access interpreters to support people to speak with us in their first language when accessing our services. Being accessible and culturally inclusive is making a difference on the ground to us and the people and organisations we serve.

## **Relationships with Churches**

Vitae aims to practise workplace and community facing mission and be an expression of Christ in the world. We are proud of our whakapapa of industrial chaplaincy, and we value our relationships with member churches, drawing on their wisdom, skills and connections. We share a common commitment to serving others and to supporting social justice. We meet consistency with chaplaincy leaders from other industry areas in New Zealand.

## **The Future and opportunities**

Vitae continues to seek avenues to build and develop relationships with churches and the Not-for-Profit sector. We look for and take up opportunities to meet, talk, participate and share in exploring ways to further our common goals and values. In practical terms we have provided places in professional development workshops for church representatives with Vitae subsidising the cost of attendance.

Vitae is approved by the Ministry of Social Development as a Capability mentor and is able to offer support to community organisations in a wide range of areas such as adaptive leadership, workforce development and operational management.

## Vision - Moemoeā

*What Vitae wants to see is:*

**People realising their potential and engaged in healthy relationships at work, home and communities in Aotearoa New Zealand**

## Mission and Role - Whakatahanga

*Vitae sees its role in helping to achieve this vision as:*

**Working in partnership to build wellbeing in people's workplaces, family/whānau and communities**



## Values - Ngā Uara

*The values and behaviours that Vitae seeks to embody in its work and encourage in those it works with are:*

**Respect:** *Acting equitably with respect, honesty and fairness*  
 Unconditional positive regard  
 Safe 'held' place – welcoming/reception/hospitality/hosting  
 Understanding, acknowledgement and appreciation  
 Trusted, kind, concerned, confidential  
 Friendly, honest, reasonable and easy to approach  
 Feeling heard and not judged



**Integrity:** *Working in trustworthy, responsible and ethical ways*  
 Doing our best for people  
 What we ask of others we do ourselves  
 Doing what we say we will

**Responsiveness:** *Striving for excellence in serving people's needs*  
 Proactive stance when doing the work – go extra mile  
 Reassurance and follow through  
 Being there for one another and trust between team members  
 Letting people know where things are up to



**Diversity & Inclusion:** *Embracing difference and ensuring a valued place for all*  
 Openness at all levels - being receptive and objective to difference  
 Cultural awareness  
 Clients feel comfortable, safe, heard and valued



**Empowerment:** *Inspiring and nurturing hope and belief in self and others*  
 Giving positive feedback when people do well  
 Listening and supporting choice  
 Accepting everyone as being of value  
 Seeing us as a people moving forward, being realistic and giving hope  
 Because we start 'where they are', they feel heard

**Compassion:** *Listening and empathising in supporting those who seek help*  
 Staying there in the face of challenging behaviour  
 Warm heartedness



# Vitae Workplace Wellbeing Services – Rārangi Rātonga

## Psychological Services:

- **Counselling – Tari Whakapakairi Ngākau:**  
Short-term, solution focused counselling by trained and accredited clinicians who work within a range of modalities. Covers work and personal issues such as grief, loss, relationships, health issues, anger, violence etc. The service is individual and confidential.
- **Drug and Alcohol Assessment and Support- Ratonga Whakaora Tangata:**  
Assessment and report, education and counselling are offered by specialist clinicians. Clinical assessments include evaluation of D&A testing results and company information that ensures alignment to workplace policy.
- **Psychological Assessment:**  
Formal report by a registered clinical psychologist that provides diagnostic assessment report that identifies psychological issues and risk factors that may impact on the workplace environment.
- **Student Counselling:**  
Provides tertiary campuses access to Vitae's national network of clinicians offering national 24/7 support for students.

## Supporting Staff at Work:

- **Onsite Support - Rātonga Toroawhina:**  
A confidential, independent service meeting with employees in regular, ongoing, face to face contact kanohi ki te kanohi, or as an oncall short term support. From a relationship of trust, both personal and work related issues may be addressed. This is a proactive early intervention model which enables opportunity for discussion, encouragement, education and problem resolution.
- **Onsite Counselling:**  
A trained clinician visiting your site in response to a specific need (change announcement) or as a regular scheduled service to offer professional support to staff at work.
- **Trauma Services - Rātonga Tiakiwairua:**  
Vitae's specially trained Trauma Response Teams across the country will respond as soon as practical & possible (a plan is in place within 2 hours) to support staff/families & the organisation impacted by any critical incident whether the incident happens at work or outside of the organisation. Organisations who have high contact with difficult customers or routinely deal with traumatic events may also benefit from engaging our trauma team to provide a quarterly group diffuse.
- **One on one Nutrition Coaching, Health and Wellbeing Services - Rātonga Hau Ora**  
Provided by Registered Health Professionals, this service offers general and targeted services to support worker wellbeing. Services may be offered on a regular or as required basis. Services options include: Health and Nutrition Coaching, Pre-employment Screening, Health Monitoring, Wellbeing Programmes, Drug Testing, Workplace Rehabilitation, Flu Vaccinations, Ergonomic/Workstation Assessments.

### **Financial Coaching - Ratonga Tahua Āwhina:**

Priority access and support for employees regarding personal finances by budgeting specialists who offer unlimited support to plan, prioritise and manage finances.

### **Legal Assist - Ture Āwhina**

A manager initiated service offering up to 2 hours of legal advice by telephone. Helping staff clarify options and next steps when confronted with issues such as relationship breakdown, family, tenancy or property matters, making a will etc (excludes employment matters).

### **Professional Supervision – Rātonga Tikanga Tangata:**

A process designed to support those in work roles to reflect on and develop their professional competencies, foster self-review, provide objective feedback and identify solutions to issues. This service includes Professional Nursing Supervision for nurses by nurses.

### **People and Culture Services - Te Rato Whanake Tāngata:**

- **Career Coaching & Transition Services – Rātonga Umanga Tauwhirowhiro:**

- Career development and support to workers who want to progress their career.
- Outplacement Programmes are offered as discrete programmes for mid and senior level workers. Modularised programmes for general workers may be chosen to suit individual needs. Core offerings include CV critique/development, interview coaching, job search strategies and a potential assessment of skills and competencies.

- **Human Resource Support – Tari Pūmanawa Tangata:**

Vitae's human resource professionals help you support your team and offer procedural advice, help with practical support such as the development of your IEA's, and management of change and disciplinary processes including investigations.

- **Dispute Resolution – Mātanga Takawaenga:**

Vitae provides a range of options which include assessment and consultation, mediation with accredited mediators, facilitated conversations by skilled senior managers and conflict coaching.

- **Management/Leadership Coaching – Rātonga Pouako Matua:**

A one on one programme that offers ongoing learning and development options for team leaders and managers. Used to develop and enhance critical skills, set stretch goals and monitor changes, coaching is a focused approach designed to help individuals go in the direction they want to go and the business will benefit from.

### **Workshops & Training – Whakapumau Mahi:**

Vitae offers a wide range of workshops/training on issues such as mental wellness at work, building resilience and building a healthy workplace culture. Bespoke workshops can be tailored for you and facilitators deliver onsite to your team. Community workshops and CIMA approved trauma training also available.

### **Peer Mentoring – Ratonga Kaiārahi Kaimahi:**

This is an approach that recognises and brings together the skill and expertise of an experienced mentor with the needs and aspirations of a mentee. Working collaboratively this formal collegial relationship strengthens and builds capability and adds value.

### **Consultancy:**

Vitae's clinician led management team are available to provide consultancy services and professional advice to develop accurate policy and procedures in areas such as: Trauma management; Drug and Alcohol policy and procedure; mental health and workplace wellbeing.