

GBF July and August

Summary of service user feedback including:

- Number of people seen
 - 1,643 (Jul) + 1,734 (Aug) = 3,377 people seen
- Number of people exiting with more than two sessions
 - 359 (Jul) + 320 (Aug) = 679 exiting (with extended inactivity*)
- Average number of sessions per person
 - 1.55 (Jul) & 1.62 (Aug) = 1.585 sessions monthly
- Number of new people seen by ethnic group (Māori; Pasifika; NZ European; Asian; another ethnicity)**
 - Māori: 209 (Jul) + 223 (Aug) = 432
 - Pasifika: 50 (Jul) + 54 (Aug) = 104
 - NZ European: 1,069 (Jul) + 1,132 (Aug) = 2,201
 - Asian: 119 (Jul) + 124 (Aug) = 243
 - Another Ethnicity: 196 (Jul) + 201 (Aug) = 397
- Number of new people seen by age group (5-11; 12-17; 18-25)**
 - 5-11: 421 (Jul) + 476 (Aug) = 897
 - 12-17: 539 (Jul) + 546 (Aug) = 1,085
 - 18-25: 683 (Jul) + 712 (Aug) = 1,395
- Average wait time
 - 7.78 (Jul) & 6.91 (Aug) = 7.3 days average (via help site***)
- Number of people waiting more than five days
 - 123 (Jul) + 113 (Aug) = 236 (via help site***)
- Number of service exits
 - 917 (Jul) + 874 (Aug) = 1,791 exiting (with extended inactivity*)

Summary of:

- Engagement with local communities
 - We have begun discussions with a local community provider in Waitako, and will be engaging with more community stakeholders soon.

- Quality initiatives
 - Multiple policies have been drafted, including Performance Management and a refreshed complaints policy. Work on the required Quality Plan is underway. Coordinating with Jeoff Short to ensure fulfillment.
- Risk management issues including mitigation strategies
 - See above. Additionally, Platform update highlights any atypical platform use which is promptly acted on.
- Linkages with other services including other primary and secondary mental health and addiction services
 - Had a discussion with Asian Family Services regarding giving GBF practitioners a referral pathway for Asian clients who require additional support.
- Any other issues
 - N/A

Footnotes:

* *Service exits* are defined as clients who have not had any sessions for a continuous period of **four weeks** (28 days). This is calculated based on a gap of four weeks or more between their last session and the current date.

** The counts for *number of people by ethnic group* and *age group* are based on **all clients** who had at least one session during the target month, regardless of whether it was their first session.

*** The *average wait time* and the *number of people waiting over five days* are calculated only for clients who had their **first-ever session** during the target month and originate via the **help website**. Clients who come directly to practitioners are not included in the wait time calculation, as there is no initial outreach event to measure from.

Bi-monthly Reporting Gumboot Friday Funding

Name	I am Hope
Period	Sept- Oct 2024
Lead Contact Name	
Outputs	Data and Narrative
Number of people seen	3339
Number of people exiting with more than two sessions	700 Multi-session Service Exits*
Average number of sessions per person	1.55
Number of new people seen by ethnic group (Māori; Pasifika; NZ European; Asian; another ethnicity)	447 Māori* 86 Pasifika* 2214 NZ European* 221 Asian* 371 Another Ethnicity*
Number of new people seen by age group (5-11; 12-17; 18-25)	861 5-11 1128 12-17 1350 18-25
Average wait time	6.53
Number of people waiting more than five days	214
Number of service exits	1943 Service Exits*
Narrative Summary – high level narrative reporting	
Engagement with local communities	Engaging with Te Rau Ora on how we can work together in particular in relation to Treaty Principles.
Quality initiatives	<p>We have partnered with CVCheck to conduct our Children’s Worker Safety Checks for oncoming providers. This now allows us to safety and quickly onboard providers.</p> <p>Multiple policies have been drafted:</p> <ol style="list-style-type: none"> 1. Clinical Auditing Policy 2. Decline of Services Policy 3. Planned Discharge Policy 4. Consent Policy 5. Performance Management Policy <p>We are coordinating with our lawyers to turn these into a practitioner policy handbook, alongside developing a new</p>

	practitioner agreement that aligns with our contractual obligations.
Risk management issues including mitigation strategies	As above, working with lawyers to create new agreement and policy handbook that ensures practitioners understand and act towards expectations along with quality plan.
Linkages with other services including other primary and secondary mental health and addiction services	Had a discussion with Asian Family Services regarding giving GBF practitioners a referral pathway for Asian clients who require additional support. Additionally, connected with HELP Auckland regarding their trauma and crisis services. Another potential pathway for GBF clients to receive additional care.
Any other issues	<p><u>ACC Issue</u></p> <p>We had a situation where a complex ACC client reached out for support on the Gumboot Friday platform. Gumboot Friday is dedicated to providing accessible mental health support for young people; however, the platform is not currently equipped to handle the specialised needs of ACC Sensitive Claims clients seeking psychologist services. Sensitive Claims often require a higher level of clinical expertise, including trauma-focused therapies and complex care coordination, which fall outside the scope of the general counselling and therapy services we offer.</p> <p>To ensure these clients receive the appropriate care, we would like to establish a clear referral pathway to ACC-accredited psychologists or other suitable services, ensuring these individuals are not left without the critical support they need.</p> <p><u>Positive Feedback</u></p> <p>We wanted to take the opportunity to a couple of the positive messages we have received from practitioners recently as a result of our platform updates:</p> <p>“Mōrena Gumboot Friday crew</p> <p>I am emailing to say thank you for the recent changes to your website.</p> <p>I particularly find the ‘sessions needing updating’ and the ‘upcoming sessions’ sections helpful for me to know where things are at with my GBF clients. I appreciate the work that has gone into updating the website and value the time and effort behind the scenes that goes into making the GBF platform flow so well.”</p> <p>- Practitioner, 18th September</p>

	<p>“Hi I want to say how fantastic the new updates to the therapist page are. It is very clear and easy to follow. It has made today super easy to work with.</p> <p>Thank you so much” - Practitioner, 3rd September 2024</p>
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Footnotes:

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PROACTIVELY RELEASED

Bi-monthly Reporting

Gumboot Friday Funding

Name	I am Hope
Period	Nov-Dec 2024
Lead Contact Name	
Outputs	Data and Narrative
Number of people seen	3045
Number of people exiting with more than two sessions	567 Multi-session Service Exits*
Average number of sessions per person	1.53
Number of new people seen by ethnic group (Māori; Pasifika; NZ European; Asian; another ethnicity)	414 Māori* 53 Pasifika* 2076 NZ European* 209 Asian* 293 Another Ethnicity*
Number of new people seen by age group (5-11; 12-17; 18-25)	779 5-11 973 12-17 1293 18-25
Average wait time	5.78
Number of people waiting more than five days	185
Number of service exits	1810 Service Exits*
Narrative Summary – high level narrative reporting	
Engagement with local communities	Continuing to engaging with Te Rau Ora on how we can work together in particular in relation to Treaty Principles.
Quality initiatives	<p>CV Check (NZ) Ltd is currently conducting our Children's Worker Safety Checks for oncoming providers.</p> <p>The policies we have drafted are currently with our legal team. The policies are as follows:</p> <ol style="list-style-type: none"> 1. Clinical Auditing Policy 2. Decline of Services Policy 3. Planned Discharge Policy 4. Consent Policy 5. Performance Management Policy

Risk management issues including mitigation strategies	Nothing to note.
Linkages with other services including other primary and secondary mental health and addiction services	Currently working on a better system to advise on this.
Any other issues	Nothing to note

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Bi-monthly Reporting

Gumboot Friday Funding

Name	I Am Hope
Period	Jan-Feb 2025
Lead Contact Name	
Outputs	Data and Narrative
Number of people seen	2,559 (3,896 sessions)
Number of people exiting with more than two sessions*	435
Average number of sessions per person	1.52
Number of new people seen by ethnic group (Māori; Pasifika; NZ European; Asian; another ethnicity)**	<p>281 Māori</p> <p>54 Pasifika</p> <p>1,746 NZ European</p> <p>192 Asian</p> <p>286 Another ethnicity</p>
Number of new people seen by age group (5-11; 12-17; 18-25)**	<p>601 5-11</p> <p>745 12-17</p> <p>1,213 18-25</p>
Average wait time***	9.04
Number of people waiting more than five days***	186
Number of service exits*	1,387
Narrative Summary – high level narrative reporting	
Engagement with local communities	Currently, there are no significant updates to report regarding engagement with local communities for this period.
Quality initiatives	We have enhanced our vetting process to now include mandatory Police checks for all practitioners registered prior to October 2024. To support this initiative, we've implemented a secure data management system, developed in collaboration with our technology partner, ensuring all vetting information is securely stored and managed.

	On 13 March 2025, we updated our Practitioner's Terms and Privacy Agreement to clearly reflect these new Police check requirements. Concurrently, all practitioners—both approved and awaiting approval—received the updated Practitioner (Policies) Handbook, outlining relevant policies and expectations.
Risk management issues including mitigation strategies	We observed an increase in the average waiting time for service access, reaching an average of 9.04 days, with 186 individuals waiting more than five days. While seasonal factors such as January holidays partially account for this delay, elevated wait times persisted into February. As a mitigation measure, we proactively reminded practitioners via email and through notifications on their dashboards about the importance of responding promptly to service requests to manage client expectations effectively.
Linkages with other services including other primary and secondary mental health and addiction services	Collaboration and coordination with primary and secondary mental health services remain a focus area. Our Practitioner Handbook already addresses aspects of these collaborations. We continue to refine our operational processes to ensure seamless integration with services such as the national mental health helpline 1737, promoting effective and complementary support for clients.
Any other issues	There are currently no additional issues to report for this period.

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MINISTRY OF HEALTH REPORT

MARCH 2025 TO APRIL 2025

1.53

Avg. Sessions Per Person

5.29

Avg. Wait Time In Days***

3,198

Total Clients Seen

~4911

Total Sessions Held†

178

People Waiting more than 5 days***

549

Multi Session Service Exits*

1,759

Service Exits

People by Age Group**

937

5-11

964

12-17

1,297

18-25

People by Ethnic Group**

439

Māori

80

Pasifika

2,079

NZ European

228

Asian

372

Another Ethnicity

Footnotes:

† *Total Sessions Held* is still volatile, usually due to a fortnightly batch payment to be completed. This projected number is based on the current status of sessions. To date, the number of batch processed sessions is **4584**, which is **327** fewer than the projected total of **4911**.

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