

Evaluation of New Zealand 'P' Pull

July 2019



Matua Raki
National Addiction Workforce Development

Te Pou o te
Whakaaro Nui

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Executive Summary

This report presents the findings of an evaluation of the New Zealand (NZ) 'P' Pull committee, the Porirua network and the wider NZ 'P' Pull movement.

Background

In September 2016, a community-based peer support initiative called NZ 'P' Pull was established in Porirua by Lizzie McMillan-Makalio, a manager at Wesley Community Action Waitangirua. It emerged in response to the lack of timely access to local addiction services for people and whānau effected by methamphetamine use issues and the need for 'real talk' with others who have been and are affected by methamphetamine use. The first walk-in peer support group was held at the Wesley Waitangirua Centre, and at the same time the NZ 'P' Pull movement was born. The movement's vision is to empower individuals, whānau and communities across Aotearoa to better understand and respond to issues related to use of methamphetamine and the 'P' Pull.

Interest in the movement has grown nationwide and there are currently 11 community networks¹ in addition to Porirua (Appendix A). Interviewees often referred to the Porirua network and the NZ 'P' Pull movement together. The movement is managed by a committee, mostly comprised of leaders from the Porirua network and including representatives from other networks around New Zealand. The committee provides operational and social support for their local and other networks.

The movements main services are the private (closed) NZ 'P' Pull Facebook page and a local walk-in support group in each network location. In addition, each network may provide local health practitioner (eg Addiction Practitioner) support if available, one-on-one peer support visits, community education sessions and access to educational resources about methamphetamine (Figure 1). The walk-ins are a free of charge, self-referral non-clinical service, where people from all walks of life come together to exchange their experiences of the impact of methamphetamine use. Awareness of and education about the impact of methamphetamine use are promoted, and social connections and support are established through shared experiences and understandings. The Facebook page is run like the walk-in and provides 24/7 support through the NZ 'P' Pull committee which also moderates the page.

¹ A geographical community with an established walk-in service and local committee.

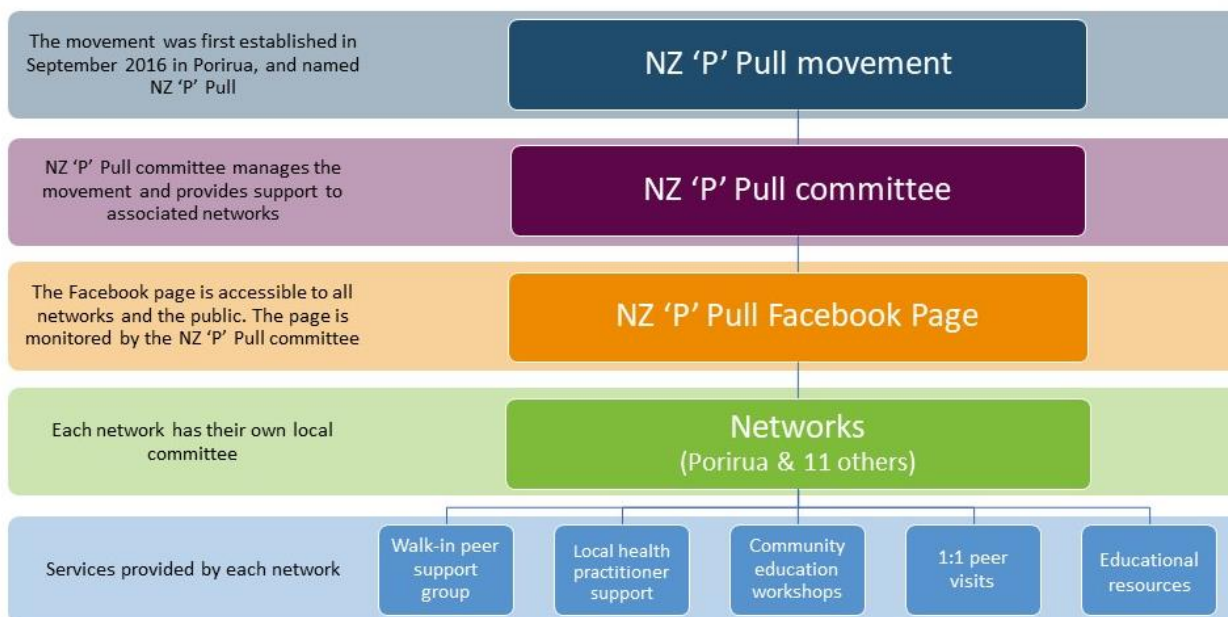


Figure 1. NZ 'P' Pull diagram

The NZ 'P' Pull committee and the movement have received no external funding to date and are reliant on volunteers donating their time, and money generated from selling promotional materials. Sustaining the walk-ins has been challenging, and as a result in mid-2018 the Porirua network walk-in sessions changed from weekly to monthly.

No formal evaluation of the movement was conducted prior to mid-2018, when the committee approached Matua Rāki within Te Pou o te Whakaaro Nui (Te Pou). The committee asked for support to evaluate the movement's model by examining the Porirua network's impact to ensure its work is sustainable, safe and effective for tāngata whai ora (service users or people seeking wellness) and other participants.

Evaluation aim and objectives

The primary purpose of this evaluation was to identify the critical factors in the development of the NZ 'P' Pull movement and the effectiveness of the Porirua network. This will inform the future direction of NZ 'P' Pull and its implementation in other networks.

The objectives of this evaluation are to:

1. describe the development journey and characteristics of the NZ 'P' Pull movement
2. examine the impact of the Porirua NZ 'P' Pull network
3. identify factors critical for the ongoing sustainability of the NZ 'P' Pull committee and movement.

Methods

This process and outcome evaluation utilised data from:

- interviews with NZ 'P' Pull committee members (primary source)
- key NZ 'P' Pull documents
- Porirua walk-in attendance sheets

- Porirua walk-in Partners for Change Outcome Management System (PCOMS) – Group Session Rating Scale (GSRS) forms.

Key findings

NZ 'P' Pull is a grassroots movement set up to provide responsive and timely community-based access to peer-led addiction support for all tāngata whai ora. These services are people-centred through promotion of lived experience and a focus on methamphetamine-related education and prevention. The peer support walk-in and Facebook page provide a safe, accessible and non-judgemental space for 'real talk' about methamphetamine. It places tāngata whai ora wellbeing at the centre by providing educational and pastoral care as well as access to appropriate clinical support when required.

The emerging impact of the Porirua network work includes:

- positive participant feedback on the tone and climate of the walk-in sessions
- increased awareness of local government and support from community groups for the network.

Potential impact of NZ 'P' Pull movement work includes:

- raised awareness of the movement as a result of increased media (national and international) attention
- interest and support from certain government agencies (eg Corrections) and the addiction sector
- an apparent demand for NZ 'P' Pull services, with the establishment of a further 11 networks outside of Porirua and more than 6,000 members on the NZ 'P' Pull Facebook page. This demand suggests an increase in the need for responses to the impact of methamphetamine use on individuals, whānau and communities
- the potential of community-based initiatives with a predominantly non-health workforce to adequately meet people's needs associated with problematic methamphetamine use.

Recommendations

Factors critical for the ongoing sustainability of the NZ 'P' Pull committee and movement are aligned with *He Ara Oranga*, the report of the New Zealand Government Inquiry into Mental Health and Addiction (2018).

The recommendations are:

- a need for sustainable funding through potential government, non-government organisation (NGO) and community grant pathways
- the establishment and paid employment of NZ 'P' Pull coordinator/s to support the set-up and management of all networks, and to establish and nurture networking opportunities across government and community stakeholders
- development of an introductory orientation package which provides templates and user-friendly educational resources for current and new networks
- sustainable training and support for committee members and facilitators with regards to supervision and upskilling
- increased marketing and education efforts about the impact of methamphetamine use for specific population groups such as adolescents, children and expecting parents.

NZ 'P' Pull background

NZ 'P' Pull is a community-based peer support initiative created in Porirua in September 2016, made up of a group walk-in ('walk-in') and a dedicated Facebook page. The movement aims to support those experiencing problematic methamphetamine use and their whānau by improving access to peer support services. There is a strong focus on education and prevention to increase awareness and understanding of the impact of methamphetamine use on individuals, whānau and communities. The Porirua walk-in sessions are held at Welsey Community Action Centre Waitangirua, where Lizze McMillan-Makalio works as a manager. The Centre is a local community hub providing a range of services across the life stages to help bring out the best in the communities they serve. Waitangirua activities include teen parenting support, youth mentoring and leadership development, social work, community family work and tenancy assistance.

The movement is managed by an 11-member NZ 'P' Pull committee with a wide variety of lived experience in the impact of methamphetamine use and accessing addiction services. The work of the committee involves monitoring the NZ 'P' Pull Facebook book page, supporting their affiliated local walk-in and organising and attending community hui to raise awareness about the impact of methamphetamine use. The committee is considered the 'mothership' of the NZ 'P' Pull movement and provides substantial operational guidance and mentoring support for all 'P' Pull networks.

Although NZ 'P' Pull has been supported with publications and promotional material (stickers, booklets) from Matua Rāki and the NZ Drug Foundation, it has not received any external funding. The initiative is largely based on volunteers donating their time.

Since January 2017 the Porirua walk-in sessions have used the validated Partners for Change Outcome Management System (PCOMS) tool, specifically the group session rating scale (GSRS) to evaluate the walk-in sessions (Duncan & Miller, 2007; Duncan & Reese, 2015).

The NZ 'P' Pull committee recognised the need for an evaluation, using available data and other sources, to ensure its work remained sustainable, safe and effective. In 2018 Matua Rāki, the addiction programme within Te Pou o te Whakaaro Nui (Te Pou), agreed to support NZ 'P' Pull by evaluating the overall model and examining the Porirua walk-in. The results of this evaluation are presented in this report.

Evaluation aim and objectives

The aim of this process and outcome evaluation is to establish the critical factors in the development and sustainability of the NZ 'P' Pull movement and the effectiveness of the Porirua network.

The objectives of this evaluation are to:

1. describe the development journey and characteristics of the NZ 'P' Pull movement
2. examine the impact of the Porirua NZ 'P' Pull network
3. identify factors critical for the ongoing sustainability of the NZ 'P' Pull committee and movement.

Method

This evaluation was underpinned by a utilisation approach, which is outlined in more detail in Appendix B.

Data collection

To achieve the evaluation objectives, several sources of information were used.

- Interviews with six NZ 'P' Pull committee members (primary source).
- NZ 'P' Pull vision statement and guiding principles, and other key documents.
- Porirua walk-in attendance information.
- Porirua walk-in Partners for Change Outcome Management System (PCOMS) data, specifically the group session rating scale (GSRS).

NZ 'P' Pull uses the GSRS by Duncan and Miller (2007) to assess group-therapy alliance. The GSRS is part of the PCOMS tool which asks participants to score their experience of the walk-in across four scale items, which they do by visually rating each scale out of a score of 10, ranging from low to high. The four scale items include: quality of the relationship between participants and the leader/group facilitator, whether the session covered the goals and topics sought by the participants, the appropriateness of the session's approach and methods for the participants, and the participants' overall rating of the session. GSRS scores are tallied out of a total possible score of 40 (Quirk, Miller, Duncan, & Owen, 2013). High scores reflect more positive ratings.

Data analysis

Interviews were audio recorded and transcribed verbatim with permission and informed consent. An inductive approach was used to systematically analyse interview data. This approach is a repetitive process that identifies the core meanings of the raw data relevant to the evaluation objectives. Following on from this, key emerging themes are identified and discussed extensively (Thomas, 2006).

Documents of significance were used to support evidence for the development, characteristics and committee function of NZ 'P' Pull. These included:

- the movement's vision statement
- guiding principles
- an account of major events organised and attended by the committee
- educational resources provided to attendees of the Porirua network walk-in.

A snapshot of the network's reach was created using data from the Porirua walk-in attendance sheets which provided the frequency of new participants to the walk-ins, areas of residence for all participants and sources of information/referrals to the walk-in, including the frequency with which referrals were provided. Anonymised information was used for the analysis.

Porirua GSRS data was only available for the 2017 walk-in sessions. As data was anonymised it was not possible to track individual progress in group session ratings. The committee also indicated attendance at walk-ins was irregular. The GSRS uses a four-item scale, where each item is visually rated out of a score of 10, with low ratings to the left and high to the right (Quirk et al., 2013). Average scores on the four scales from the GSRS data were examined to provide a snapshot of attendees' feedback on the tone and climate of the Porirua walk-in.

Ethics

The evaluation team adhered to standards of professional conduct and research ethics procedures. All interviewees received an information sheet about the nature of the evaluation and signed a consent form agreeing to participate. Evaluation information was securely stored and was only accessible to the evaluation and research team involved in this project.

The evaluation report does not identify any individual accessing the NZ 'P' Pull network. Due to the public prominence of the small leadership team, members of the NZ 'P' Pull committee may be identifiable. However, all efforts were made to protect the identity of individual participants.

Evaluation findings

This section includes a summary of the interview evidence regarding factors critical to the development of NZ 'P' Pull, and its associated impact and sustainability.

NZ 'P' Pull journey

Factors leading to the development of the NZ 'P' Pull movement, and characteristics of the walk-in and its Facebook page are presented below. The main activities of the NZ 'P' Pull committee and factors enabling its success are also discussed.

Development of the NZ 'P' Pull movement

NZ 'P' Pull emerged in response to the lack of access to services in Porirua for people using methamphetamine and their whānau. This community initiative grew out of Lizzie McMillan-Makalio's frustration at how difficult it was to get help for a young mother who was apparently experiencing a methamphetamine-related psychosis. Immediate help was not available following several attempts to contact the local hospital, the 0800-health line, and local addiction services. As a result, the mother was taken under the care of Lizzie and her partner and successfully supported as she went through withdrawal from methamphetamine over the weekend. Following this, more challenges and barriers to accessing addiction services left the mother, Lizzie and her whānau feeling discouraged and hopeless. The inadequacies experienced accessing help from the current health and addiction system prompted a discussion around the need for more accessible community-based addiction peer support for people using methamphetamine and their whānau.

A committee member shared a similar experience in which the delay in accessing immediate care for their addiction needs resulted in relapse.

I've seen the gap through my own journey of being addicted to methamphetamine and trying to get help. The feeling of hopelessness when the appointment was a month away... I just fell back into addiction again. (Participant 4)

The opportunity to increase and share knowledge about managing methamphetamine use disorders was a driving factor in the development of this movement. There is a focus on learnings associated with the signs and symptoms of addiction, and how to safely support someone through withdrawal and recovery when timely access to mainstream services are not available. For the founders of NZ 'P' Pull, helping the young mother through withdrawal was a significant learning process for them, which showed whānau or friends could support loved one's when equipped with the right information and knowledge.

A committee member who is also a registered addiction professional shared that their voluntary commitment towards the movement comes from a deep sense of responsibility to share their technical knowledge and experience with others.

We learned so much, and that's when I realised people can do this [withdraw] at home. If whānau know what they're up against and they're equipped with education, then they know what to do and they can manage a hell of a lot better. (Participant 5)

For one committee member, not having any experience or knowledge of anyone with an addiction issue was overwhelming when they discovered a close family member was experiencing a problem with methamphetamine. Not receiving the support they expected to get from health and addiction services and not knowing what to do or say to help their loved one left them feeling helpless. However, after attending the Porirua walk-in they regained a sense of hope and moved towards a positive purpose of their own. This was facilitated by an awareness and understanding of the 'P' Pull², and finding commonality with others with similar life experience. These benefits have motivated their ongoing commitment to the movement's vision.

Helping whānau and giving back to the community has been a major driver for committee members. Witnessing relatives go through the 'destruction', 'pain' and recovery, as well as their own personal struggles in dealing with methamphetamine use has been their motivation. For some participants, being a part of a solution is a more effective way of helping the community and creating a methamphetamine free community for future generations. One member's decision to be part and give service to the movement was their way of giving back what was freely given to them and paying society back for the damage and grief their own addiction issues caused.

The grassroots inclusion of lived experience is fundamental to this movement. Having people who have had problems related to methamphetamine use, their whānau, friends, community members and professionals together at the same table, exchanging stories, questions and concerns is powerful. Engaging in conversations about methamphetamine with others who have lived experience facilitates a shared understanding of the loss and changes to relationships and social wellbeing as a result of addiction. Such understanding and validation are important in addressing what was felt to be a service gap and the lack of genuine concern and understanding of what a person that uses methamphetamine and their whānau are going through.

I just went every single week and that to me, just engaging with other people who had been down the road that I was now travelling, I just found it so amazingly helpful and I felt as if I wasn't alone any more...I kept coming along week after week, and every week I felt stronger, and I learnt so much from these other people. I found it really empowering for me. (Participant 3)

NZ 'P' Pull committee

The rationale for a committee evolved after setting up the Facebook page and the unexpected growth in interest in the movement. At the time, a group of people who shared the same vision and passion for helping others were regularly helping with the movement's activities. A collaborative decision was made to establish an official governing body, or committee, to strengthen the movement.

An 11-member committee currently sustains the activities of the movement. The largest proportion of members are affiliated with the Porirua network who have been involved from inception, while the remaining members are leaders of other NZ 'P' Pull networks. The committee has mapped out the ethos of NZ 'P' Pull so networks are aware and focused on what the movement is about whilst ensuring their work reflects their local context.

Functions of the committee

Primary functions of the committee include:

- facilitating local walk-in sessions (some members assist across more than one network)
- 24/7 monitoring and responding to requests or comments through the Facebook page
- peer support visits
- organising and attending community hui/meetings about methamphetamine use
- selling NZ 'P' Pull promotional materials such as t-shirts and stickers
- providing support to all NZ 'P' Pull networks nationwide by:

² In the NZ 'P' Pull movement 'P' Pull is used to refer to the triggers and craving for methamphetamine use.

- establishing a network committee
- providing ongoing mentoring and supervision to the network committee and walk-in facilitator/s
- providing administrative and operational support on matters such as sourcing walk-in space, accessing educational resources and linking with appropriate local addiction practitioners
- co-designing context-appropriate methods of increasing community awareness and support for the local walk-in and NZ 'P' Pull movement.

These activities often require at least one committee member visiting the network in person (multiple visits), along with numerous phone and video calls to support the establishment process, mentoring, community hui, education sessions and public hikoi (march).

Mentoring support takes up a significant proportion of the committee's time. This includes committee selection criteria, and how to engage and work effectively with a person with an addiction problem, whānau and friends, the local community and addiction services. Committee criteria prioritises diversity in socioeconomic background, ethnicity, lived experience and a minimum of two years abstinence from methamphetamine. The minimum two years abstinent is important in protecting privacy, and ensuring people's safety when accessing the 'P' Pull walk-ins and Facebook page, as well as upholding the reputation of NZ 'P' Pull. Implementing these criteria across networks is a work in progress and the committee recognises they need more support to encourage consistency.

Volunteer time

These committee functions require a considerable amount of time which is currently entirely voluntary. It is estimated each of the 11 committee members spend, on average, 28 hours per week supporting the movement and their local network, totalling 308 unpaid hours per week. Limited profits from the sale of NZ 'P' Pull promotional material are not enough to cover minimum travel costs for committee members to visit networks, let alone their time.

We sort of see ourselves, they call us [NZ 'P' Pull committee] the mothership.... We help resource, we try and set them up...to give them an idea, an example, of how we want to run it.... Just a bit of organisation, a bit of structure to give them an idea so we have some uniformity there. It's raw, but we still want it to be purposeful...We wanted to make sure we do good and not harm, so there must be some sort of assembly and order. If there are any problems, they get hold of us. We send a committee member or talk to you, so they have support. (Participant 4)

Critical factors to the committee's success

The committee's diverse lived experiences, knowledge and skills have been and are vital to the movement's success and the services provided.

A lot of life experience. We have a mother on there [the committee] whose son is still on it and suffered.... We have a lot of different lenses into first-hand experience of the challenges of the system. So, through that experience alone there's power that I experience...How can we improve it? So, from our own real-life experiences. I think because of that it's so real and we're passionate about it. (Participant 5)

Sharing information within the committee through a private (closed) Facebook group is critical to getting the right advice and ensuring people with the right skills are matched to those seeking help. This requires committee members to be open and realistic about their strengths and limitations, so the best outcome is achieved for tāngata whai ora and whānau.

Regarding their own wellbeing, committee members have a strong commitment to promoting and monitoring self-care. The closed Facebook page facilitates this by providing immediate support in a safe space, assistance with managing NZ 'P' Pull workload or a gentle reminder to slow down and take the time to nurture themselves.

Since its development, the committee has established a relatively solid structure for the movement's work, with a vision statement, an established committee and regular meetings with an agenda and minutes. Furthermore, the committee regularly brainstorms ways to improve and progress the movement and resources required to create ongoing development and sustainability.

Development and characteristics of the walk-in

After Lizzie McMillan-Makalio and her partner were able to support the first young mother through withdrawal, they realised they had the knowledge to help others through addiction issues. With the support of Wesley Community Action, a free-of-charge walk-in was opened at the Wesley Centre Waitangirua. The Centre assists the Porirua network through the use of their facilities for the walk-in sessions and general support to Lizzie. A walk-in facilitator, who is either a Porirua committee member or local health practitioner, attends each session and is responsible for ensuring it runs smoothly. Initially, the Porirua walk-in was held on a weekly basis, however, due to the lack of sustainable funding it is now held once a month. Each network receives a copy of NZ 'P' Pull's vision, principles and walk-in guidelines. The guidelines include an information sheet on how to set up a walk-in service (what it is, what a safe team is, what is involved, what to expect, and what support is available).

The structure of a walk-in session (usually two hours long) includes:

- a sign-in sheet
- a prompt start time
- a group session facilitator, who introduces themselves and any other support people present at the walk-in
- a brief introduction and why a participant has come to the walk-in (optional)
- an overview of resources available to participants
- an open korero and discussions (say and ask anything)
- an option to use the questions kete (basket)³
- each participant completes a GSRS form
- a session close down
- a hot drink and light snacks
- an on-site addiction practitioner for one-on-one support during the walk-in session, if required (only if the network has access to this support).

The walk-in evolved organically in that attendees were supported to share whatever was on their mind. As a result, walk-in sessions are often raw and emotional. The reality of people's stories, although confronting, connects people and facilitates shared solutions and support. A critical component of a walk-in is that it is non-judgemental, and attendees are reminded to be considerate of each other's journey and concerns. Incorporating humour into the session makes the rawness of people's stories less draining emotionally and, importantly, provides hope to attendees that life will get better.

If we start blaming and shaming people, they're going to be too scared to walk-in here for help. That's for law and order. There's an 0800 number there for that. We don't want nothing to do with that.
(Participant 6)

The non-clinical nature of walk-ins is prioritised, with a greater focus on individual and whānau wellbeing and less on medical jargon common to the health sector. Attendees are provided with simple and easy to understand information to support individuals and communities to take control of the impact of methamphetamine on their wellbeing.

³ For those who don't want to speak or ask a question they can write a question/comment down and place it in the kete to be discussed by the group.

No referral is needed to attend a walk-in session; this opens walk-in sessions to whānau and the community, regardless of the degree of need, and whether they are directly or indirectly affected by methamphetamine use. Doing so acknowledges the unique role of whānau and friends in sharing responsibility for managing the impact of this substance use disorder, so communities are not reliant on mainstream services.

The location of the Porirua walk-in at a well-known community centre in town increases its visibility and accessibility for locals. Walk-ins are free-of-charge, making it accessible for all, particularly those from low socioeconomic backgrounds, young people and older people. Hot drinks, biscuits, sandwiches and whatever food is available is provided at the end of each walk-in.

Having access to addiction practitioners is important in providing accurate and safe information. There are times when a practitioner may sit in on the Porirua walk-in session as a facilitator or group member. Wesley Waitangirua does not have access to an onsite addiction practitioner and therefore relies on its working relationship with local community addiction practitioners to assist when needed. The committee encourages all networks to establish and strengthen relationships with addiction and other health practitioners to help ensure the needs of tāngata whai ora are effectively addressed. These practitioners also play an important role in informing resource development and mentoring committee members. Walk-ins are an opportunity to increase knowledge about and direct participants to effective services known to the Porirua network and NZ 'P' Pull committee.

Having walk-in facilitators with lived experience of addiction and recovery reflects the essence of peer support. Each person comes from a different socio-economic and cultural background with varied experiential knowledge and training that brings their unique journey and set of skills to the group. It is lived experience that fosters mutuality with others through their common experience.

...people [attendees] from very low socio-economic [areas]. It's nothing to have one or two mobsters sitting at the table and it's those people we need to hit. They need help too. They're humans as well...there's different people [facilitators/committee members] at the table [walk-in]. Sometimes you've got a respected patch mobster sitting there. You've got me sitting there. You have mothers sitting there, with people that are still using [methamphetamine]... (Participant 1)

Te Whare Tapa Whā (Durie, 1994), a Māori wellbeing model, is used to inform the movement's structure and ensure its work is culturally relevant and engaging for people most affected by methamphetamine use. According to the committee, Māori and Pasifika people make up a significant proportion of tāngata whai ora who attend the Porirua walk-ins. The model's holistic approach to wellbeing is reflected at the walk-in and includes the four realms of: taha tinana (physical), taha hinengaro (mental and emotional), taha whānau (family and social) and taha wairua (spiritual).

Development and characteristics of the NZ 'P' Pull Facebook page

The closed group (private) Facebook page evolved shortly after the first Porirua walk-in. This online platform was set up by the founders to serve a similar purpose to the walk-in service. It is promoted and made available to all NZ 'P' Pull networks and the wider public. Page administrators and moderators are the 11-member committee.

The Facebook page was designed to provide help 24/7. The Facebook page caters to those who require immediate help in several ways including:

- having someone to listen and respond to their problem/s
- support those who do not access services to reduce and stop methamphetamine use
- positive affirmations to support harm minimisation and recovery (eg sobriety celebration)
- professional and/or lived experience advice
- directing people to appropriate services before problems escalate.

For some, the use of methamphetamine is stigmatising and isolating, and attending a local group walk-in is not the preferred choice. Online communication removes the need for face-to-face contact, and, for some, it allows a more open method of communication. The ease of being able to access the page from anywhere with an internet connection in the comfort and privacy of their own home, is another advantage.

The Facebook page also improves access to support and help for those living in remote and rural areas who are restricted by their location from attending a walk-in.

...the fact that people are in the comfort of their own home, people have accessibility to computers. When you get into a position when you're isolating through your addiction, you're quite comfortable to get on a laptop and you can access help. So that immediacy of getting positive help, whether it's affirmations or inspirations, is huge...that connection with like-minded people and learning from their experiences and getting awhi [affirmation] and just that recognition of your journey.... It's not I get a referral that will take three weeks and then there's the process of going to the next person and you've already probably got social anxiety... (Participant 4)

The diversity provided by the page administrators and their depth and breadth of knowledge and life experience enables a tailored response to member's requests for help. It also makes it easier to connect people to the right person for help, or a person may reach out for help directly to another with whom they share a similar story. Furthermore, responses are often reviewed and validated by administrators to ensure different perspectives are considered and the most useful support given.

The privacy feature of the Facebook page caters to those who are not yet ready to publicly share their story. Members have the option of privately messaging administrators for support. In addition, the Facebook page is private (a closed group), and everyone who requests to join the group is screened before being accepted to the group. Regular monitoring by the committee maintains the integrity of content. Content provided by the committee and page members must be simple, evidence-based and honest with no scare tactics. Administrators approve every post before it is shared on the page.

We [page administrators] all get targeted. For some reason, I seem to get a lot of the young Island girls... [another administrator] might get a lot of gang members that will reach out to him. (Participant 5)

Basically, it takes care of itself because we screen everybody who wants to come on the page. We also have to approve the posts. As far as the comments, a lot of our members know to contact us to let us know if something's not right in the comments. The whole committee moderates. (Participant 2)

Impact of Porirua NZ 'P' Pull network

The extent of reach of the Porirua walk-in

From September 2016 to August 2018, an average of 80 people per year attended at least one walk-in session, as shown by completed attendance sheets. Most participants heard about the Porirua walk-in via friends, family, word of mouth or other people. Others heard about the walk-in from Porirua committee members, Facebook or the internet, Wesley Centre, media, Lizzie McMillan-Makalio, addiction services (eg Narcotics Anonymous, Red Door Recovery), and other community organisations (eg Pomare Community House).

Most participants were from the local Porirua area, or the wider Wellington region (Figure 2), with one person from Opotiki and another from Queenstown (Figure 3).

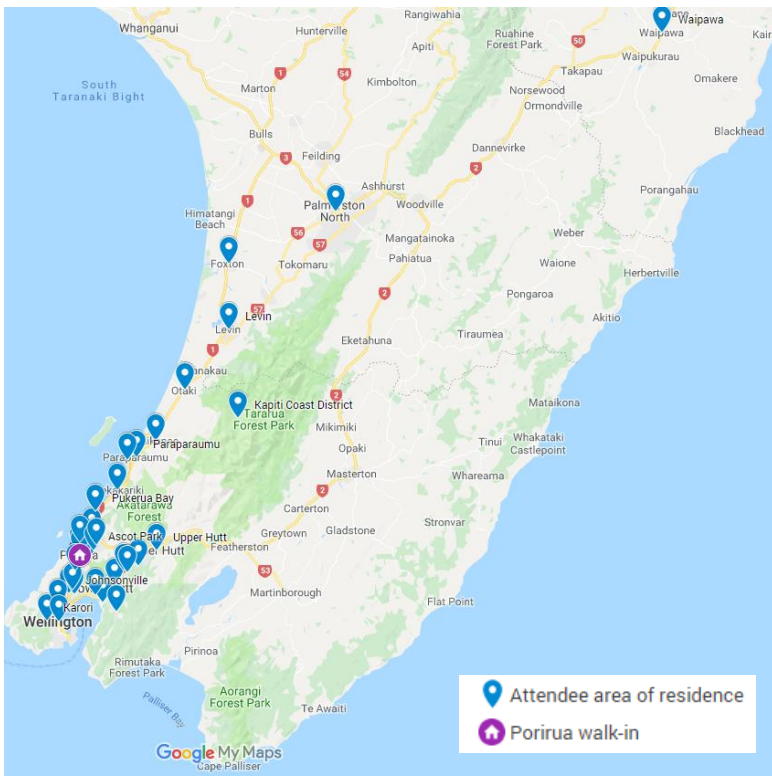


Figure 2. Map of Porirua walk-in participants’ residence within the Wellington region.



Figure 3. Map of Porirua walk-in participants’ residence across New Zealand.

Participants feedback on the tone and climate of the Porirua walk-in sessions

Participants are asked to complete a brief GSRs form at the end of each walk-in. GSRs data available for the 2017 Porirua walk-in sessions showed participants were very satisfied with the overall session (Table 1). All four scales were rated highly.

Table 1. Porirua Walk-in GSRS Average Scores

Scale	Interpretation of the scale	Number of respondents	Average score out of 10
Relationship	Participants felt understood, respected and accepted by the leader/facilitator and the group.	148	9.5
Goals and topics	The session covered and addressed the participants' goals and needs.	147	9.2
Approach or method	The leader/facilitator and the group's approach were a good fit for the participant.	146	9.5
Overall	The walk-in session was right for the participant. They felt part of the group.	147	9.6

Impact on the local community

Porirua local council and mayor are aware of the movement and its goal to raise awareness of the impact of problematic methamphetamine use and promote community action in addressing this. Interviewees indicated the Porirua community, including Māori and youth groups, have shown support for the movement.

Interview evidence suggests the NZ 'P' Pull movement within Porirua has helped normalise talk about problematic methamphetamine use. The movement provides a platform to start the conversation and bring this issue to the surface for many people and whānau. In Porirua, the movement's efforts and progress has supported more community collaboration and commitment to tackle this issue. Over time, the Porirua network has seen greater involvement of youth sharing their experiences of living with a parent(s) and/or sibling(s) who are using methamphetamine or have given it up.

...I think because we've actually opened it up so people in Porirua can now talk about it. I truly believe that we have done that because before nobody wanted to talk about it, it was all top-secret stuff. Now, everyone's talking about it, and it's opened a conversation. That's where everything starts from, a conversation. (Participant 5)

Wider potential impact of the NZ 'P' Pull movement

Due to limited resources, the evaluation questions did not intend to assess the impact of the NZ 'P' Pull movement. Despite this, a wealth of information on the impact of the movement was revealed in interviews. Because the impact across more than one network or leaders from across networks was not measured, these findings may not be generalisable. For this reason, this section is presented as the 'wider potential' impact to acknowledge the potential effect of the movement's work, as reported by interviewees.

In an effort to increase the NZ 'P' Pull profile, the committee has been involved in several media appearances across a range of channels including: TV1 news, The AM Show on TV3, Dominion Post, Mana magazine, Al Jazeera and local newspapers. This media attention and coverage has increased its local, national and international reach.

According to interview participants, Corrections and Probation services have supported the movement's work. These services have acknowledged the prevalence and impact of problematic methamphetamine use as a health and social problem rather than a criminal one, and community-based education and support services are a potential effective long-term solution. The Porirua network-affiliated NZ 'P' Pull committee members have

delivered education sessions to community probation officers at their request, to improve knowledge and understanding on methamphetamine use issues and how to better respond to people affected by its impact.

...it's the [community] demand for walk-ins and education... last month we did two presentations to two different probation sites, one in Levin, one in Palmerston North. That was 40 people, probation officers, and we educated them. (Participant 5)

Support from non-government organisations (NGOs) and addiction agencies have been instrumental to the growth and success of the movement. Matua Rāki, the Addiction Practitioners' Association of Aotearoa-New Zealand (dapaanz), the NZ Drug Foundation and other sector groups have assisted the committee where they can, such as providing educational resources. There has been interest from NGO addiction services in replicating and incorporating the NZ 'P' Pull model within their work.

There has been unexpected demand on the committee from communities to set up their own NZ 'P' Pull networks, with the emergence of 11 active networks across Aotearoa. This demand highlights methamphetamine is a problem across New Zealand affecting all groups in society.

Due to increased demand for NZ 'P' Pull, the committee's feedback indicated an increase in awareness and understanding of the impact of problematic methamphetamine use. Increased awareness and understanding suggests a greater appreciation for what tāngata whai ora and their whānau experience, potentially leading to less judgement and stigmatisation. One participant spoke about how meeting with people experiencing addiction issues opened her into seeing addiction, and the people who experienced it, very differently.

Future directions of NZ 'P' Pull

This section identifies the interviewees' future goals for the movement, and factors critical to the achievement and sustainability of these goals.

Sustainable roles of the NZ 'P' Pull committee

The committee members have invested a tremendous amount of time, energy and their own finances into their affiliated network and the wider movement. More importantly, all this investment has been on a voluntary basis. Their support over the past two years has helped get the initiative off the ground and to where it is today. This commitment has been difficult to sustain over a long period and has compromised the primary founder's ability to carry out their full-time job and personal responsibilities.

At the moment it's just barely hanging in there by its teeth and it [Porirua walk-in] is now on a Tuesday evening once a month...I cannot keep doing that [supporting other walk-ins]. Then there's everybody who reaches out to you for help for every little thing that goes on in their walk-in. Right now, I'm feeling totally burnt out... I'm behind in my work [full-time job] because all my energy has just gone into the demand for NZ 'P' Pull. (Participant 5)

NZ 'P' Pull coordinator

One of the most commonly reported factors considered critical to the ongoing sustainability of NZ 'P' Pull is the establishment of one or more funded coordinator positions. Through more support, interviewees anticipated there would be less demand on the founders and other committee members, with regards to managing day-to-day activities.

We need two people who can actually be national coordinators. We need a person [with lived experience of problematic methamphetamine use] and a whānau member. Every time someone wants to open a walk-in, they [coordinators] will fly to help open it and sustain it, look at the resources, check in. I could just walk away and get on with my job and be happy to work the Facebook page. We need someone who can actually do that because more [network walk-in] are opening up... I would just love to see somebody take some interest in funding two coordinators who could run this well across the nation. (Participant 5)

Sustainable and appropriate funding

Accessing sustainable funding is the minimum requirement to continue the movement's current work and activities. Four walk-ins around the country have closed due to lack of funding. Right now, most funding for each network comes from the network's associated committee members. These networks and the NZ 'P' Pull committee generally fund the walk-in space (ideally free of charge), provide drinks and food for people who walk-in, and travel costs to attend community hui or provide support to other networks. The minimal profits from selling merchandise (t-shirts and stickers) are used to assist with sustaining the movement's work, primarily to support other networks by covering travel costs to visit each site.

From the interviews, opportunities within existing social or health service contracts with central government and NGOs were identified as potential pathways to access sustainable funds for NZ 'P' Pull. It was explained by interviewees that a lot of the movement's work overlaps with priority areas for these social and health contracts, which are a potential source of funding the movement could tap into.

I think what's really important is a lot of these different contracts can fall into helping different people, especially when it comes to parenting programmes. My contract at the moment is what works and what doesn't work with gang members. Why aren't they [gang members] accessing health [services]? We [NZ 'P' Pull] do a lot of this stuff and...when I'm out there working, I can address this for a lot of them.
(Participant 6)

Improved monitoring

To ensure walk-ins and networks nationwide maintain the essence of NZ 'P' Pull requires an investment in long-term monitoring. Having consistency in the information shared, as well as the expectations of these networks, raises the movement's profile and credibility, and ensures communities are receiving quality help that is safe and evidence based. At the same time, the founders of NZ 'P' Pull are desperate for help to sustain all the walk-ins and, although monitoring walk-ins is a priority for the committee, there is clearly a lack of resources to conduct monitoring.

Their [two NZ 'P' Pull committee members'] mission over a month is going to be to visit all the walk-ins and that's very important. I can't stress that enough, how important that is, we need to have our thumb on the dial, and it needs to be [monitored] by us and it needs to be uniform. We have to make sure the right information is going out. (Participant 1)

Introductory package, templates and a variety of educational materials

The Porirua network has developed a package of resources that includes:

- NZ 'P' Pull vision statement and guiding principles
- guidelines on setting up a walk-in service
- walk-in GSRS and attendance forms
- 'P' Pull information booklet for people.

A few participants suggested expanding the introductory package to include a template to guide the establishment and operation of a walk-in service. This package would be available to new and existing networks to enable a more formal structure and maintain consistency in operating guidelines across the movement.

Due to high demand for educational work by the network, greater investment in developing a variety of user-friendly and effective educational resources is necessary. Several interviewees suggested creating an educational video to capture recovery journeys of individuals and their whānau and friends. Another suggestion was for part of the video to be about the walk-ins, explaining what they are, how to set them up, what to expect and how best to respond. Essentially, turning the current written information and committee knowledge into video format. To build on this, another person suggested developing educational resources in different languages, which would reduce the language barrier for some, such as Māori and Pasifika people.

The right people with the right qualities

To champion the movement across the country requires leaders with the right values, skills and attitudes, and a genuine passion for the cause. Interviewees suggested this because having walk-in facilitators with lived experience and from different backgrounds was a strength of the movement that ought to be sustained. Furthermore, having committee members who are open, adaptable to changing how the movement operates, and available on demand have been important characteristics.

...to be able to bottle people like Lizzie. It's people that get to their wit's end really, and they've decided right, I'm going to stand up here and do something about it. That's all it takes, just one person to start it up and that person doesn't necessarily have to have a qualification in addiction services or a social worker, it's just a person with passion that's walked that journey. They need wisdom and maturity and a considered approach. You've got to be a special person to sort of take on that sort of part of the community...I know that Lizzie is getting very tired of being that sort of matriarch if you like of the whole movement, so she's starting to wear out. So, we do need other people to engage and be inspired to take it on. (Participant 3)

Sustainable training and support for facilitators

The need for facilitators to receive greater support particularly in regard to appropriate peer support training opportunities was highlighted in the interviews. Participants emphasised using structured training workshops to increase facilitators' knowledge and understanding of the wider aspects of addiction and peer support competencies. In addition, concerns for facilitators' wellbeing and potential risk of burnout was raised. It was suggested that facilitators' personal wellbeing can be promoted through better resourcing including mentoring and supervision, education, training and financial support.

Expanding the movement's work and services

Going forward, several committee members highlighted the need to invest more time and resources into their 'P' Pull education and prevention work. There is clear demand for education across the country, with many communities requesting education sessions and presentations about methamphetamine from the NZ 'P' Pull committee.

According to some interviewees more efforts are needed to keep the momentum in normalising the 'P' talk. It was suggested the movement should target marketing efforts towards vulnerable populations such as children and adolescents. Currently, Porirua schools have been reluctant for the movement to present to their students and staff. The lack of membership to a professional organisational body was cited as a possible reason. A common suggestion was to broaden the settings in which methamphetamine education sessions are presented such as prenatal classes, Plunket and schools.

The movement has received requests for support from other towns in New Zealand, suggesting there is a need for this type of help across the country. A commonly held desire among the committee was to see an increase in the number of 'P' Pull networks nationwide. However, it was stressed that each network needs to be set up and run in a way that best suits that local community.

Discussion

This section of the report draws together the main evaluation findings and relates them to relevant conclusions and recommendations in *He Ara Oranga*, the report on the Government Inquiry into Mental Health and Addiction (2018).

Development of the movement

Interviewees were clear; the development of NZ 'P' Pull resulted from frustration around a lack of timely access to addiction services. Several shared their experiences of having to wait up to a month to access treatment, due

to low or non-urgent thresholds and overwhelmed addiction treatment services. The delay left them feeling hopeless and, at times, resulted in a return to substance use. This is consistent with much of the literature indicating long wait-times for treatment are a significant barrier to treatment entry. A longer wait for treatment is associated with decreased functioning, diminished interest to link and engage in treatment services, increased risk of criminal activity and continued substance use (Appel, Ellison, Jansky, & Oldak, 2004; Brown, Hickey, Chung, Craig, & Jaffe, 1989; Redko, Rapp, & Carlson, 2006). Issues related to the thresholds for accessing mental health and addiction services have created the current system which is geared towards helping those with the most severe needs requiring specialist care, while people in the middle-ground⁴ often miss out, as highlighted by the Inquiry.

NZ 'P' Pull helps address these access issues by providing 'support on demand', with no need for referral and no waiting list. Anyone, irrespective of the degree of need, can attend a free-of-charge walk-in session, which functions as a peer support group, or ask for help via the Facebook page (internet support group). Additionally, the Facebook page improves access to immediate help for people in remote areas and for people wanting a private and anonymous option (non-face-to-face contact).

Characteristics of the movement

NZ 'P' Pull is a true grassroots initiative, designed and led by people from its local community. The non-health workforce delivers support services close to the people and relevant to their needs. Such characteristics are aligned with the Inquiry's recommendation for primary health and community care providers to have a greater role in the delivery of government-funded mental health and addiction services.

NZ 'P' Pull is a peer run and delivered support group. The definition of peer support has evolved to reflect the progress and support the concept has gained from tāngata whai ora. Te Pou developed the following definition based on discussions at a national peer support forum in 2009.

Peer support is person-centred and underpinned by recovery and strength-based philosophies. The life experience of the worker creates common ground from which the trust relationship with the person is formed. Empowerment, empathy, hope and choice along with mutuality are the main drivers in purposeful peer support work (Te Pou, 2009).

The value of the lived experience of the NZ 'P' Pull workforce (committee members and walk-in facilitators) was emphasised by several interviewees. At its core, the peer support approach assumes those who share similar experiences can more readily relate and connect, which in turn promotes genuine empathy and validation (Mead & MacNeil, 2004; Solomon, 2004). An advantage of having people with shared experiential knowledge has seen tāngata whai ora and the NZ 'P' Pull peer workforce work together on solutions to minimise the impact of, and prevent, problematic methamphetamine use. This can involve offering practical advice and suggestions for strategies that professionals may not give or even know about (Solomon, 2004). The personal experiences of NZ 'P' Pull peer leaders with regards to barriers to accessing mainstream addiction and health services have enabled them to know how to effectively direct people to appropriate services. Their experience navigating the health care system has enhanced their skills and relationships with important partners in order to provide access to trusted and quality care for their peers (Solomon, 2004).

The walk-in sessions and Facebook page promote critical learning among tāngata whai ora. NZ 'P' Pull does not tell or coerce people to think or act a specific way, rather it facilitates self-learning through personal stories, sharing perspectives and lived experience. These approaches open people up to explore different ways of thinking about their experiences. Sharing different perspectives, and the process of changing the way a person has looked at their experience, reveals critical learning progress. There is potential for the person listening to consider other ways of thinking about what has happened and therefore consider other options that may not have been previously available (Mead & MacNeil, 2004).

⁴ Middle-ground are people with 'mild' to 'moderate' mental health and addiction disorders.

The people-centred approach of NZ 'P' Pull is reflected in its respectful, empathetic and mana enhancing care and services. The walk-in sessions provide a non-medical/health approach, ensuring a safe and informal space, free of judgement or discrimination where participants are encouraged to share whatever is on their mind. Use of respectful, simple and strengths-based language that is free of jargon, is an important aspect of NZ 'P' Pull. Talk is focused on experiences instead of the negative impact and symptoms of addiction issues. This is important for opening up conversations about the constructs of addiction to support tāngata whai ora to live and create a meaningful and contributing life, with or without the presence of addiction issues (Mead & MacNeil, 2004).

Furthermore, a people-centred approach to the walk-ins promotes and protects the mental health and wellbeing of families and whānau of people experiencing problematic methamphetamine use. The free light meal or snack and drinks at walk-ins highlights the role of kai in facilitating social connectedness and cohesion within a group or community (Dunbar, 2017). The coming together over kai, particularly after an emotionally demanding walk-in session supports a culturally accepted informal de-briefing process that provides the opportunity for connections and social support systems to be established and strengthened.

The apparent struggle whānau experience in accessing advice and support was clearly articulated during public consultation for the Government Inquiry into Mental Health and Addiction; this is a barrier addressed by NZ 'P' Pull. Its model of engagement and focus on wellbeing through recovery is supportive of the Inquiry's recommendation to enhance access, affordability and options to support families and whānau of people with addiction needs (Government Inquiry into Mental Health and Addiction, 2018).

NZ 'P' Pull's highly education-oriented strategies are aligned with its overarching goal to equip tāngata whai ora with the knowledge and capability to manage methamphetamine use disorders. This is achieved through its community-based methamphetamine education workshops, user-friendly educational resources, ongoing peer support for participants and direction to appropriate mainstream services. All this is intended to increase participants' own understanding and capabilities which may mitigate the risks of underlying cause/s (eg stress and trauma) of methamphetamine use.

Te Whare Tapa Whā model (Durie, 1994), which is linked with Māori and Pacific communities' holistic approaches to wellbeing, is another key characteristic of the movement. NZ 'P' Pull activities encompass and support the four realms of wellbeing, encouraging whānau to actively engage in walk-in sessions and the recovery process. Having a holistic approach to helping tāngata whai ora highlights the interconnectedness of the underlying external and internal influences affecting a person. Doing so facilitates an increase in awareness and support for tāngata whai ora to strive for wholeness and healthier living.

Networks are encouraged to design and deliver walk-in and other activities in a way that best suits their community's needs. Considering the interaction of the network's approach and activities between and with various contextual factors and connections including individual, community, cultural and political are important for effectiveness (Redman, Milat, Bauman, & King, 2012). This approach also increases acceptability of the network and wider movement by local communities and improves efficiency of running the network through better access to resourcing and support. Whilst tailoring network activities encourages community ownership of the work, adherence to NZ 'P' Pull guidelines is prioritised to ensure consistency and safety for tāngata whai ora. Guideline compliance increases high-quality services across networks, which is essential to maintaining and growing the reputation of NZ 'P' Pull. However, monitoring adherence is the responsibility of the NZ 'P' Pull committee which is struggling to sustain the required level of support to networks due to already stretched and inadequate resources.

Characteristics and functions of the NZ 'P' Pull committee

The 11-member committee has been critical to the movement's development with round-the-clock unpaid commitment. Several factors have enabled the committee to successfully carry out a wide range of activities. Their commitment to helping others, diverse socioeconomic backgrounds, lived experience of accessing addiction services and coping with the impact of addiction is a driving force that has been important in shaping the movement's governance and service delivery and co-designing resources. This also aligns with the Inquiry report's recommendations (20-22) in strengthening the voices of those with lived experience and experience in addiction services throughout planning, implementation and practice levels (Government Inquiry into Mental

Health and Addiction, 2018). Furthermore, the committee's commitment to promoting personal mental health and wellbeing by sharing information and expertise helps share the workload and nurtures a collegial and respectful culture.

Since its establishment, roles and responsibilities of the committee have, and continue to, evolve. The committee supports a wide range of activities including:

- facilitating its local walk-in (frequency varies across networks from weekly to month)
- monitoring and responding to requests for information through the movement's Facebook page
- peer support visits (one-on-one)
- organising and presenting at community hui regarding methamphetamine
- providing educational workshops to government (eg Probation) and community organisations
- supporting new and existing networks to set-up walk-ins (through physical visits, video calls, community hui), and with operational matters, monitoring adherence guidelines and, at times, assisting financially
- mentoring support to other networks by providing committee selection criteria, peer support values, technical knowledge and appropriate referral to addiction services.

Emerging impact of the Porirua network

Walk-in attendance records showed friends, family and word-of-mouth were the most common sources of information about the Porirua walk-in. This method has proven to be an effective marketing tool for the network and, possibly, wider movement.

GSRS feedback on the peer support nature of the Porirua walk-ins shows participants are highly satisfied with the overall relationship and approach of the sessions. Because participants reported some walk-in sessions did not cover topics or address their goals as well as they would have liked, an opportunity exists for a more structured agenda at the beginning of each session without compromising the openness of conversations.

The awareness of the mayor and council of the Porirua network, that was reported, is a positive sign in terms of visibility. The next strategic step for the Porirua network could be to establish a relationship with local government to seek some agreement on formal support to potentially assist with resourcing the network. In addition, the active engagement of marae and community youth groups to support the Porirua network would help capture stories about the impact of methamphetamine use on some of the most marginalised and vulnerable populations. These stories and perspectives can then be embraced and promoted within the Porirua network and across other networks to ensure all groups are given the opportunity to speak and be heard. Engaging local government and community groups is critical to the network staying close to people and communities and is also a step towards meaningful support from NGOs and central government agencies.

Potential impact of the NZ 'P' Pull movement

High media attention and publicity about the movement has raised the profile of NZ 'P' Pull nationally and, possibly, internationally. Gaining consistent and positive media coverage has a tremendous impact on the movement's work. It helps spread the NZ 'P' Pull message and story to a wider audience, increases its profile in local communities and with decision-makers and the general public, as well as establishing the movement as legitimate and important. All media efforts and coverage are building blocks towards the normalisation of conversations about problematic substance use and addiction, and greater recognition of the need to treat addiction as a health issue and reduce the stigma and discrimination associated with addiction.

Enhancing awareness of the issues related to problematic methamphetamine use among different social classes with diverse influence and power is likely to increase the profile of and support for the movement from the general public. Several different communities around NZ (11 active networks) currently have access to walk-in services. The NZ 'P' Pull Facebook page reach and rise in the number of networks since 2016 suggests there is a need for this type of service. Furthermore, requests for education from a variety of audiences outside the walk-

ins, including Corrections, probation officers and local community groups, demonstrates a need for enhanced knowledge and understanding about the impact of methamphetamine use and coping strategies.

The NGO addiction sector has also been a valuable contributor to the movement's growth. Resource and mentoring support from national addiction providers and addiction sector's professional association has enabled NZ 'P' Pull networks to provide accurate information and quality care for tāngata whai ora. Moving forward, strengthening and forming new partnerships within the addiction and wider health sector is vital to long-term sustainability of the movement.

The emerging impact of NZ 'P' Pull is positive and demonstrates the potential of a grassroots approach to manage substance use problems primarily in the community. The design and delivery of its services by a non-health workforce with lived experience nurtures compassion, trust and connectedness. Improved understanding of the unique structure, strategies and outcomes of grassroots approaches may help align them with appropriate health services. This alignment can lead to more effective care for communities affected by the impact of problematic substance use.

A comprehensive and accurate account of the effectiveness and impact of the NZ 'P' Pull movement would require a combined assessment of all affiliated networks. However, this was outside the scope of this evaluation. Furthermore, an in-depth outcome (short and long-term) evaluation from the perspective of tāngata whai ora is essential to assess service quality and ensure participants benefit. Research shows people who utilised support groups while waiting for access to formal care sustained a strong commitment to accessing treatment and recovery (Redko et al., 2006; Tracy & Wallace, 2016). Other benefits have been reported for those who attended peer support groups before and during formal treatment. These include higher rates of abstinence, greater reduction in relapse rates, and better engagement in treatment among difficult-to-reach population groups, for example those involved in the criminal justice system (Tracy & Wallace, 2016). If resources allow, the movement could prioritise assessing the impact of all networks for attendees. Appropriate models or methods used to evaluate the impact of similar peer support programmes would be useful.

Future directions of NZ 'P' Pull

NZ 'P' Pull is about reducing the harm associated with problematic methamphetamine use and is aligned with the Inquiry's call for New Zealand to take stronger action to lessen the impact and prevalence of problematic substance use. The Inquiry acknowledged a significant injection of funds into the addiction sector is needed to increase access and choice of services across a spectrum of need (Government Inquiry into Mental Health and Addiction, 2018). NZ 'P' Pull has the potential to be a worthwhile beneficiary of this investment as its work demonstrates improved access to services, is centred around people and wellbeing, and promotes methamphetamine awareness and education.

Creating a sustainable NZ 'P' Pull Committee

As outlined, the committee has been critical to the development of NZ 'P' Pull. However, the current model of volunteer work is not sustainable. To support sustainability, the overworked nature of the committee, specifically the roles and responsibilities, needs to be examined. It would help to discuss this within the committee before expanding the scope of current services or applying for funding.

The committee as the workforce

Committee members collectively and voluntarily commit more than 300 hours per week to the movement. For the founders, maintaining the initial level of commitment has been a struggle, as seen in the reduction of Porirua walk-in sessions from once a week to monthly. The overwhelming demand of the movement coupled with full-time work and personal commitments has resulted in burnout.

While there are several benefits to using volunteers for assistance, risks are high when relying on volunteers as the entire workforce for a programme. Stress and burnout among volunteers is a common occurrence and a major concern for organisations (Dollard, Winefield, & Winefield, 2003; Paradis, Miller, & Runnion, 1987). Major

sources of volunteer-stress include high work load, role ambiguity, status ambiguity (position within the organisation, and lack of power or control over the work), stress related to tāngata whai ora and families (lack of the knowledge and skills to provide required care) and stress related to personal commitments (for example financial pressures, paid work and lack of time) (Paradis et al., 1987; Volunteering New Zealand, 2017). A combination of these stressors is likely to lead to burnout, a reduction in the retention of volunteers and, ultimately, a cut-back in services provided.

Many of these stressors were evident in the interviews. In particular, the lack of funding and resources were major contributing factors to the committee's heavy workload. The stress of using what little funds are available from merchandise profits and constantly searching for financial alternatives to support the work has been significant. Sustainability of NZ 'P' Pull is at risk if these issues are not addressed. Community Organisation Grant Schemes are one potential funding pathway to help alleviate financial pressure on the committee.

As outlined in the Inquiry report, increasing access and choice of services will rely heavily on funding for appropriate workforce planning (for example increasing the diversity of roles and ethnicity of the workforce) and development (for example upskilling, professional support and supervision) (Government Inquiry into Mental Health and Addiction, 2018). NZ 'P' Pull already demonstrates this diversity in its workforce. In order to retain this diversity and manage the movement's operations, paid roles will need to be created. This could occur through paying existing committee members, recognising their expertise, or establishing full-time paid coordinator positions, as suggested by the interviewees. Additionally, these paid roles would reduce the workload and associated stress for the committee and retain volunteer efforts within the movement. Before paid coordinator positions are developed, a review of the NZ 'P' Pull committee and coordinator roles and responsibilities is recommended. This review process may require resources and support for the committee to identify and develop technical knowledge, capability and capacity.

Sustainability goals of the NZ 'P' Pull committee

The committee's future goals for the Porirua network and the wider movement are focussed on achieving greater support for its current work and expanding on specific areas of work. These goals reflect the immediate concerns of the committee and can be used to create both short and long-term sustainability strategies to support applications for funding.

Committee members highlighted the following contributors to sustainability:

1. greater focus and prioritisation of resources into education and prevention work
2. providing education services across a wider range of settings, including schools and early life services (for example Plunket)
3. more support for regular monitoring of all walk-ins to ensure consistency in guidelines and information shared
4. better linkage and relationships with the addiction, mental health and wider health sector
5. an increase in the number of NZ 'P' Pull networks – each to reflect their local community's needs
6. a review of the NZ 'P' Pull committee's role, to reduce reliance on the founders and focus on utilising them for advice and guidance on high level issues. This could potentially involve opportunities to collaborate and access local and regional support from organisations across sectors who may be interested in assisting.

The mainstream addiction sector can respond more effectively to the needs of communities by drawing on the knowledge and skills of groups like NZ 'P' Pull. Strengthening relationships and better linkage of NZ 'P' Pull with health and addiction services may grow sector support and increase the awareness and visibility of the movement. Investing in these relationships can build knowledge and capability across the movement, enable access to a wide range of resources and provide more opportunities for appropriate referrals.

A strong focus of submissions to the Inquiry was that prevention approaches must engage more fully with a life-course approach. Child-centred, early intervention service delivery is insufficiently embedded into current mental health and addiction services (Government Inquiry into Mental Health and Addiction, 2018). NZ 'P' Pull has begun reaching out to schools to raise awareness around methamphetamine use issues, although with limited success to date. Supporting the committee's goal to increase its awareness raising initiatives, such as

within pregnancy spaces, may facilitate the education of the next generation of parents about the short and long-term risks associated with methamphetamine use. Providing this type of drug education and prevention programme across the life course could offer significant opportunities to promote wellbeing, with the associated potential to reduce the risk of future substance use problems.

Limitations

Limitations of this report include non-random selection of the participating NZ 'P' Pull committee members as all were affiliated with the Porirua network. Therefore, the views reported may not be representative of all committee members nationwide.

It would have been ideal to measure tāngata whai ora engagement in terms of the number of people who attended a Porirua walk-in session more than once. However, due to incomplete personal information in attendance records and anonymised GSRS forms, an accurate assessment of this engagement was not possible. Furthermore, multiple measures of engagement would be needed to confidently assess effectiveness of the walk-in service and identify reasons for high or low engagement.

Evidence on the effectiveness and impact of the Porirua network was robust in terms of anecdotal committee and GSRS evidence. However, the information on the effectiveness of 'P' Pull from tāngata whai ora perspectives is limited. Evidence of effectiveness is largely anecdotal from participating committee members, only one of whom was involved as a group member. Evaluation of the movement's impact from tāngata whai ora viewpoints was outside the current scope.

The evaluation scope was limited to assessing the impact of the Porirua network. Therefore, findings associated with effectiveness and impact cannot be generalised across networks. It would be useful to conduct a comprehensive evaluation into the impact of the NZ 'P' Pull movement (across all networks) nationally.

Although the interview schedule included specific questions relating to the impact of the Porirua network (as per the evaluation plan), responses were not as clear as anticipated. Instead, interviewees often talked about the impact of the Porirua network and the NZ 'P' Pull movement interchangeably. All efforts were made to distinguish between responses relating to the Porirua network and to the movement. As a result, minor changes were made to the initial evaluation objectives to reflect the breadth and depth of the unexpected findings and, more importantly, accurately depict the voices of participants.

Conclusions and recommendations

The grassroots approach of NZ 'P' Pull is part of a fundamental shift in the way services and society respond to those affected by the impact of problematic methamphetamine use. The need for timely access and a greater choice of addiction services, missing from current health systems, prompted the development of the NZ 'P' Pull movement. A people-centred approach is central to the movement's services and activities. This involves promoting lived experience throughout the design and delivery of services and enhancing wellbeing through methamphetamine-related education and prevention. The provision of a safe, confidential, respectful and non-judgemental space, with easy to understand information and education, and the opportunity for establishing and strengthening social support networks is achieved through the walk-ins and Facebook page.

Evaluation evidence shows NZ 'P' Pull's Facebook page and the Porirua walk-in have reached many people. The movement is at the forefront of national conversations about the impact of methamphetamine use. This can contribute to reducing stigma and discrimination surrounding people who experience addiction needs. There is evidence of the emerging impact of the Porirua network through recognition and increased support from local government and community youth groups. With regards to the potential impact of the movement, there is a suggestion the addiction sector, government agencies (eg Corrections), and community groups are actively supportive of its vision, indicating a wide need for the type of services provided by the movement. More work is

required to establish the impact of NZ 'P' Pull services from the perspectives of tāngata whai ora, to better understand the strengths and limitations.

The future of the Porirua network and wider NZ 'P' Pull movement is dependent on funding, as relying totally on unpaid volunteer time, in which is the current model, is not sustainable. Greater investment in resourcing the movement's sustainability is essential to ensure services continue to adequately respond to the needs of communities. There is an opportunity for NZ 'P' Pull network committees to approach local councils or organisations that may be interested and able to assist in resourcing. Working closely with local agencies already receiving social or health funding can help the network tap into these funds.

With projected growth in the demand for addiction and mental health support, future models of care and the associated changes to workforce composition are required to successfully meet population needs. Community initiatives with a focus on an alternative or non-health workforce have an increasing role in helping health services meet this need. NZ 'P' Pull offers a broad menu of comprehensive community-based acceptable and likely effective responses for diverse and vulnerable populations. The ability of NZ 'P' Pull and similar initiatives to meet communities' needs would reduce reliance on the health sector and improve accessibility.

Recommendations to safeguard sustainability include:

- review and clarify the NZ 'P' Pull committee's function, which may help define the role and responsibility of the coordinator/s
- establishing the NZ 'P' Pull coordinator/s role/s to support the set-up and management of all NZ 'P' Pull networks
- collaborating with funders, government and NGO agencies and community groups to sustain and build relationships
- creating sustainable funding by partnering and contracting with health and social service providers for broad-based and targeted technical assistance grants as well as community grant schemes
- creating an introductory package, templates and more accessible educational materials for new and existing networks
- investing in people who embody the essence of NZ 'P' Pull to be committee members and facilitators
- ensuring facilitators and committee members have access to sustainable and appropriate development opportunities (for example keeping up to date with current knowledge, upskilling and supervision)
- strengthening NZ 'P' Pull's education focus and increasing marketing about the impact of problematic methamphetamine use, including targeted communication to early life services.

NZ 'P' Pull has an established vision, principles, educational resources and a clear organisational structure, with the Porirua network seen as the parent hub. Although this is the first evaluation of the movement's work to date, the evidence demonstrates both the Porirua network and movement are providing community-driven solutions to methamphetamine use problems. The committee's aspirations for the future of NZ 'P' Pull are bold and plausible. Recommendations outlined in this report can be used to inform a strategic action plan for the movement to affect real change and ensure responsiveness to the needs of people and communities.

Appendix A: NZ 'P' Pull networks

Porirua – NZ 'P' Pull walk-in

Wesley Waitangirua – Back entrance to Waitangirua Mall, Porirua East

Last Tuesday of every month 6pm to 8pm

Waiuku – TuWhera open door

Hamilton Estate Community Hall

4 Hamilton Drive, Waiuku

Wednesdays 6.30 to 8.30pm- fortnightly

Taupo – NZ 'P' Pull walk-in

35a Baths Ave (Maori wardens office)

Monday evenings 6pm to 8pm

Dannevirke – Dannevirke walk in

Alternate between Dannevirke Copenhagen Square),

Woodville (Salvation Army hall, McLean St, and Pahiatua 98 Main St.

All on Friday's between 11am and 1pm.

Palmerston North – NZ 'P' Pull walk-in

142 Grey St, Palmerston (Maori wardens office)

Thursdays 11.30am to 1.30pm

Levin – NZ 'P' Pull walk-in

Hinemoa House 63-69 Hinemoa St.

Mondays (fortnightly) 10am-12pm

Otaki – NZ 'P' Pull walk-in

Taringaroa, Mill Rd Otaki (Opposite Countdown)

Thursday's 6pm to 8pm- fortnightly

Naenae – Aotearoa saving our souls walk in (A.S.O.S)

St Davids Anglican church, lounge room

Last Wednesday of every month 7pm to 9pm

Pomare Taita – Pomare walk in

Pomare Taita Community House- 55 Framers Crescent

Wednesdays 10am to 12pm

Gisborne – Whānau tautoko around methamphetamine

Kapai Kaiti Hub (in the Kaiti mall)

Tuesday 5.30pm

Murupara – NZ 'P' Pull walk-in

Murupara counselling rooms

First Thursday of each Month at 6pm

Appendix B: Evaluation approach and method

Process evaluation

Process evaluation assesses how a programme or intervention is working during the execution of a programme. It looks at how the programme is being formed or how its processes are coming together. This information can be used to feed back into the programme, make changes and ensure it is working to best effect (Brophy, Snooks, & Griffiths, 2008).

Outcome evaluation

Outcome evaluation examines whether or not any programme changes have been caused by the intervention being evaluated. It focuses on identifying what, if any, changes have occurred and whether or not these can be linked to programme activities. The evaluation plan, data analysis and reporting has been informed by both a process and outcome approach (Davidson, 2005).

GSRS

PCOMS includes two, four-item scales. These include the outcome rating scale (ORS) and session rating scale (SRS) (Duncan & Reese, 2015). The ORS tracks individual outcome by examining their individual, interpersonal, social and overall wellbeing to give a specific representation of the person's experience and need for service. The SRS examines the quality of therapeutic alliance by assessing the relationship between person and therapist, the degree of agreement about goals and topics, suitability of the approach or method, and an overall rating of the current session (Duncan, 2012). The GSRS uses the same four-item scale as the SRS, where each item is visually rated on a 10-point scale, with low ratings to the left and high to the right. GSRS scores are summed out of a total possible score of 40 (Quirk et al., 2013).

Utilisation evaluation methodology

Utilisation focused evaluation (UFE) is based on the principle that evaluation should be judged on usefulness to the intended users (Patton, 2008). UFE is a guiding framework and does not prescribe to any specific content method or theory; it can include a wide variety of methods and paradigms (Ramirez & Brodhead, 2013). UFE facilitates an evaluation and learning process in which evaluation findings are applicable to the real world and the stakeholders involved in the programme. Those that benefit from the evaluation, or the intended users, are important to the process and must be identified and involved in the decision-making process of the evaluation (Patton, 2008; Ramirez et al., 2013).

This evaluation applied UFE by collaborating with the founding partner of the programme and how they might benefit from the evaluation. Te Pou and NZ 'P' Pull committee provided input and feedback on the evaluation goals and objectives.

Appendix C: Interview schedule

Background
<ul style="list-style-type: none">▪ How did you first hear about 'P' Pull?▪ What (why and how) led you to getting involved?▪ (1) in the movement and (2) in the Committee▪ What did you hope to get out of being a part of the Committee?
Current picture
<p>The movement (Lizzie described NZ 'P' Pull as a movement due to strong interest in the model)</p> <ul style="list-style-type: none">▪ How would you describe the current state? (eg Facebook page, general character of NZ 'P' Pull)▪ What makes the FB page work?▪ Why do you think other communities want to create local 'P' Pull networks? What role, if any, has Porirua taken to support these? <p>The Porirua 'walk-ins'</p> <ul style="list-style-type: none">▪ How would you describe them?▪ What makes them work? (ie shared experiences, openness, cultural factors given local population high #s of Māori and Pasifika peoples)▪ Anything that could be done differently to make them work better? <p>The Committee's activities</p> <ul style="list-style-type: none">▪ How would you describe them?▪ What things make it work (eg people, clarity of purpose, lived experience, local knowledge and/or networks)?
Effectiveness
<p>Briefly revisit "what makes things work", particularly for walk-ins.</p> <ul style="list-style-type: none">▪ Which of these factors are most important? Why? (could be top 3-5 things)▪ Have there been any other changes/impact as a result of 'P' Pull? (eg community, individuals, local service sectors)<ul style="list-style-type: none">○ Can you describe how these have happened? (critical activities/mechanisms)
Sustainability
<ul style="list-style-type: none">▪ Thinking about the future, what are your hopes for the Porirua 'P' Pull network?<ul style="list-style-type: none">○ What do you think would be critical for that to happen?▪ Any hopes for NZ 'P' Pull as a movement?<ul style="list-style-type: none">○ Anything you think will need to happen for this vision to come about?

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