



A unique initiative in Aotearoa and a better future for social service support



Our Collaboration

More than just co-location, The Loft is a collaboration of social, community, and health services dedicated to enhancing the wellbeing of individuals, children, youth, families, and whānau.

We offer:

- ☐ Manaakitanga
 - ☐ Little to no wait for support
 - ☐ Broad wellbeing focus
 - ☐ Customised wellbeing plans
 - ☐ Mahi tahi
 - ☐ Community events
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Our Whakataukī

Poipoia tautokotia kia ekea te
tihi o oranga

*Through nurture and support you will
reach the summit of wellbeing*

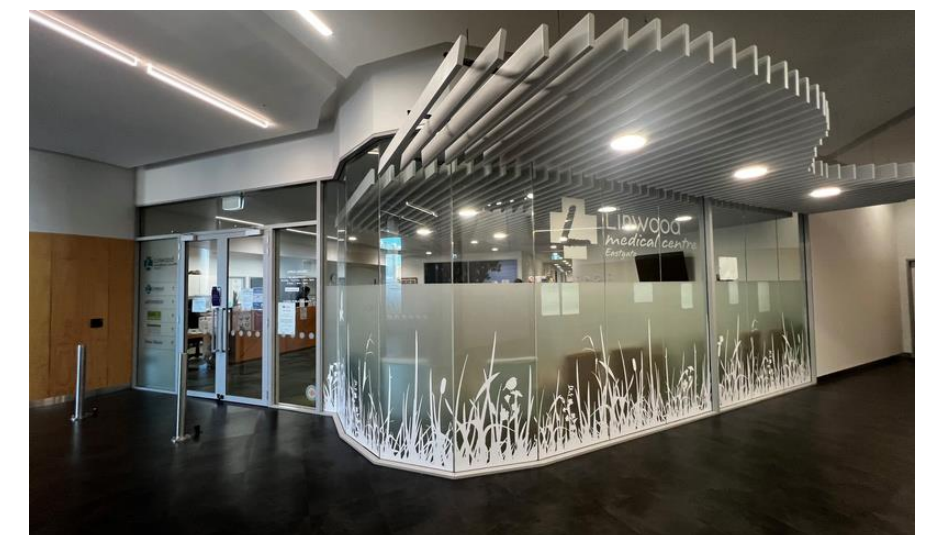


Our Location

The Loft is strategically situated between Tend Linwood Medical Centre and Linwood Library & Christchurch City Council Service Centre in Eastgate Shopping Centre.

The mall setting allows for anonymity, easy access via public transport, and ample parking.

More than just neighbours, we often collaborate with Tend and the library to achieve best outcomes for our clients.



Our Onsite Partners



Enabling Good Lives



Our Clinic Partners



Our Mahi: A Social Emergency Response Service (SERS)

Our **brief intervention** SERS team assists tāngata whai ora/clients in crisis and those with wellbeing concerns who don't know where to begin



The Difference We Make



Crisis ~ Collaboration ~ Connection

How does our SERS work?



Clients or referrers contact us by phone, email, Web, or drop in. SERS is open 9am and 4pm Monday to Friday. Centre closes at 5pm regularly.



Community Connector/Kaitūhono Hapori completes a Wellbeing Needs Assessment and co-creates an action plan with the whai ora.



Kaitūhono will (try to) meet **crisis** needs; **collaborate** with Loft agencies, as needed; and **connect** client to ongoing supports at The Loft or externally.

Clinical Frameworks

**Psychological First
Aid (PSA)**

**Six-Step Crisis
Intervention Model**

Te Whare Tapa Whā

Within these frameworks, The Loft's Connectors are trained to support clients across a broad spectrum of needs — from assisting with basic tasks such as completing government documents, to more complex interventions like developing safety plans for whai ora at risk of suicide or family harm, and many areas in between.

Clinical Frameworks

PSA	Six-Step
<ul style="list-style-type: none">❑ Comfortable setting❑ Client-led conversation❑ Comprehensive assessment❑ Provision of basic needs❑ Listen❑ Inform❑ Plan	<p>Listening</p> <ol style="list-style-type: none">1. Define the problem2. Ensure safety3. Provide support <p>Action</p> <ol style="list-style-type: none">4. Consider alternatives5. Make a plan6. Obtain commitment
Te Whare Tapa Whā	
<ul style="list-style-type: none">❑ Taha hinengaro, tinana, and wairua: space to kōrero on mental, physical and spiritual health concerns and needs<ul style="list-style-type: none">❑ Taha whānau: space to assess past and current support network❑ Whenua: connection to culturally appropriate services, if desired	

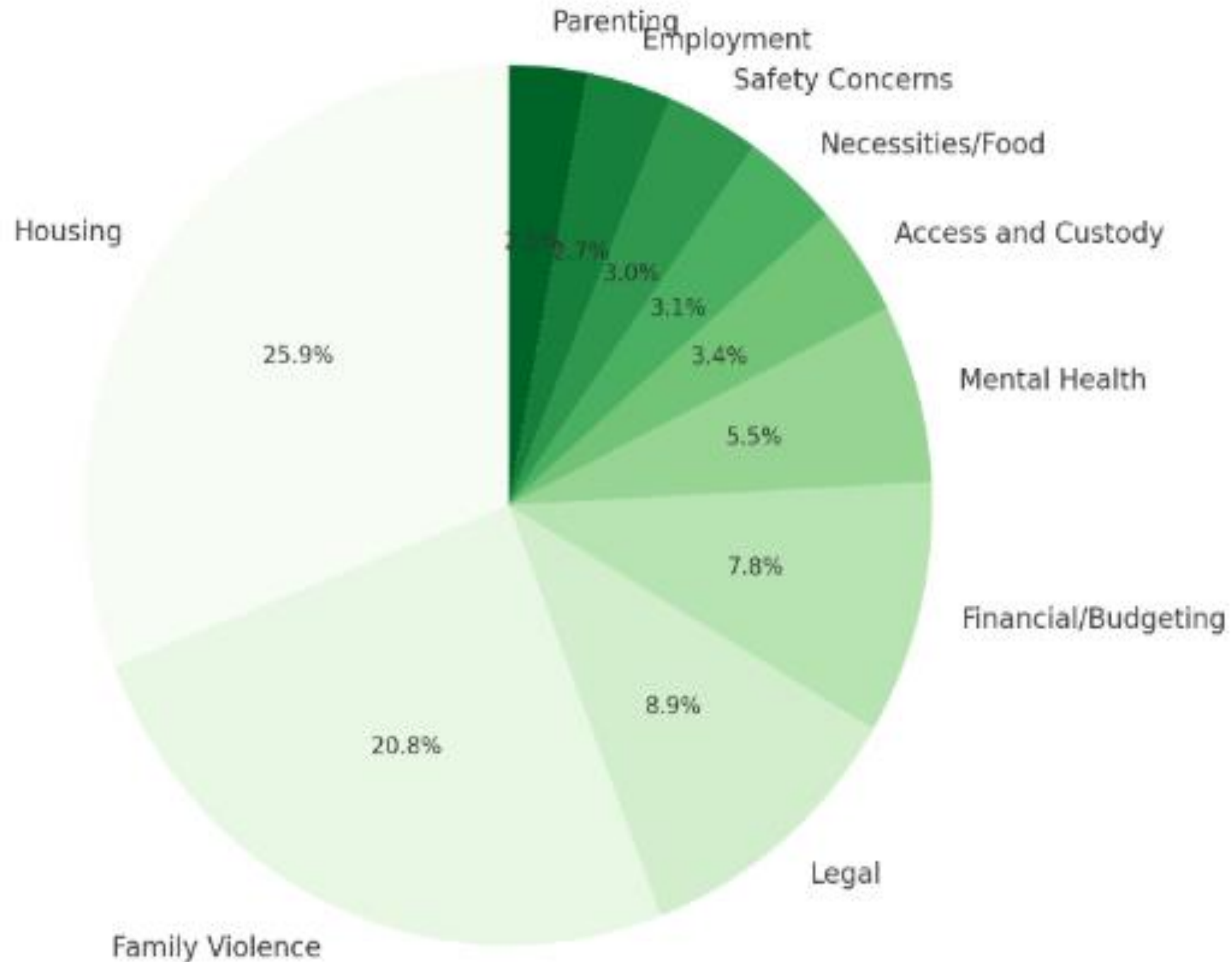
2024, in brief

☐ 768 assessments completed

☐ 91.5% of clients completed engagement within 2 weeks

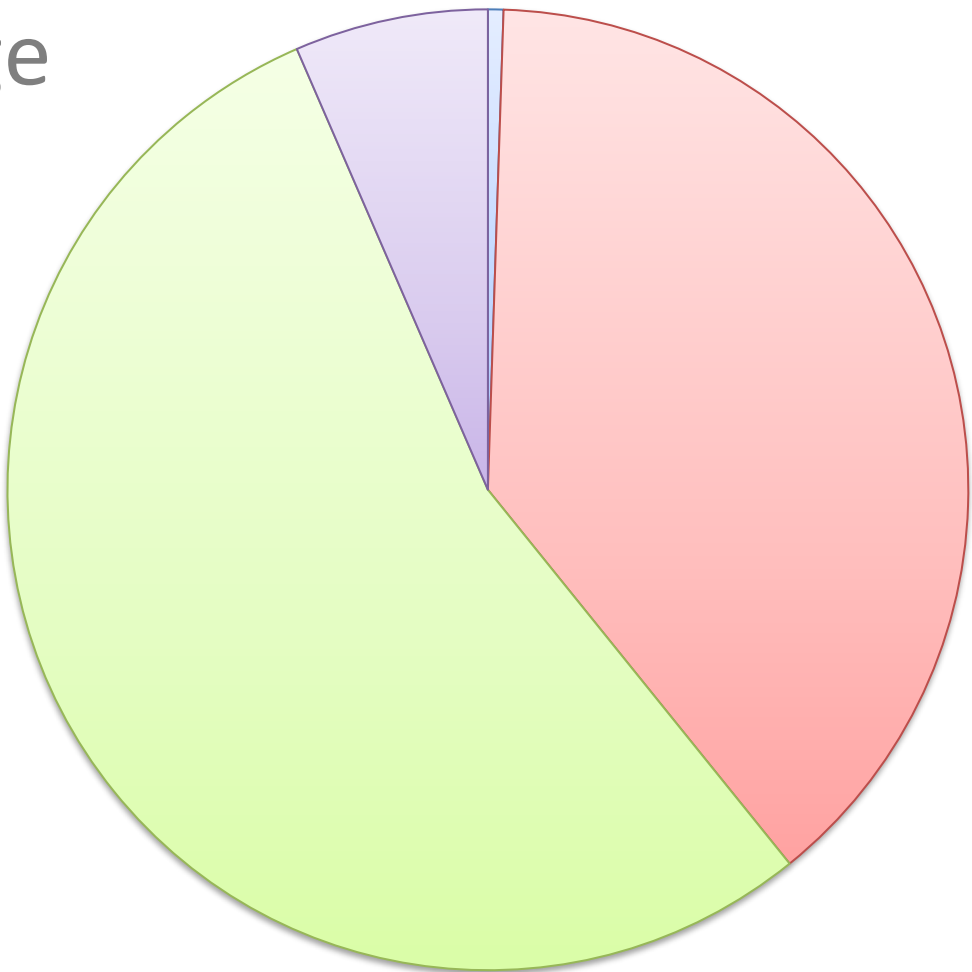
☐ **Most common issue overall: mental health at 40% of clients, 10% increase from 2023**

Primary Presenting Issues (top ten only)



2024, in brief

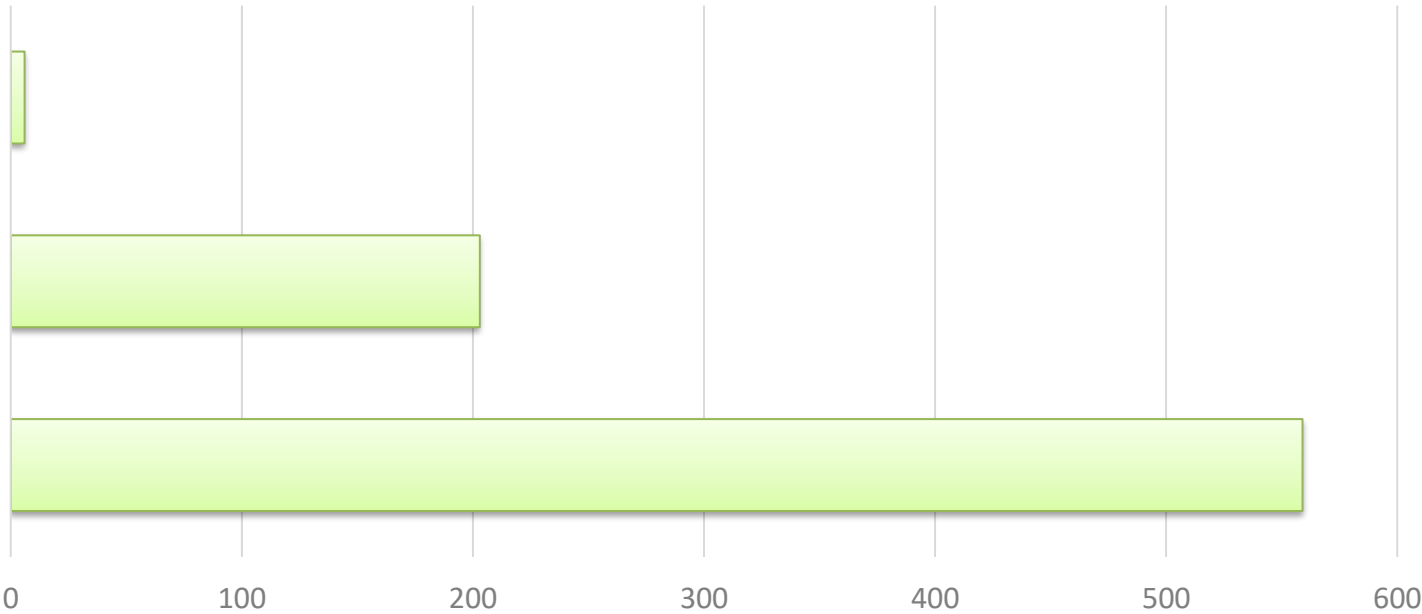
Age



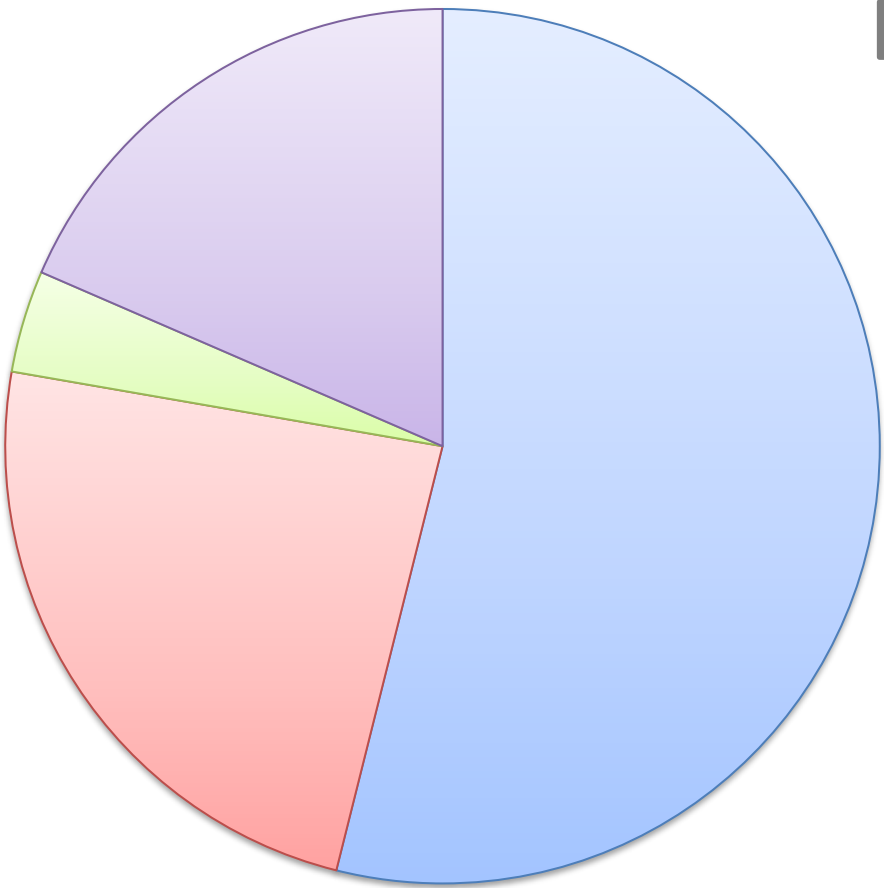
6 to 17 18 to 34 35 to 64 65 +

Gender

Non-binary
Male
Female



Ethnicity



NZE Māori Pasifika Other

Scenarios

Hone is struggling with cost of living and may lose his tenancy. He sometimes has thoughts of suicide but is okay today.



Crisis: Mental health safety plan; ASAP appointment with GP; arrange time to see or talk to him again soon

Collaboration: Referral to Kingdom Resources budgeting support and LinkPeople Sustaining Tenancies

Connection: Food parcel delivery and referral for Community Support Worker

Mary is with her daughter. They left home quickly after her husband assaulted her. He has taken her phone.



Crisis: Provide phone/SIM and necessities, Work & Income advocacy for security bracelet and financial assistance

Collaboration: Referral to Community Law and MOJ Kaiārahi for urgent Protection and Parenting Orders

Connection: Supported call to Women's Refuge for safe housing

Our Social Value

The Loft was independently evaluated by the ImpactLab, who were able to calculate the Social Value our brief intervention mahi offers when a tangata whai ora has been through SERS.



Social Return on Investment	Social Value Per Participant	Overall Social Value
\$1:\$3.80	\$2,792	\$2,289,901
Every \$1 invested creates an estimated \$3.80 in Social Value for NZ.	The Social Value each successful participant derives through the programme.	The estimated Social Value created for individuals, families, and communities across Aotearoa.

PĀTAI / QUESTIONS



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