

Do good, better.

HELP 

Preventing sexual abuse.
Supporting survivors.

HELP Auckland
Adult Therapy Services
ImpactLab GoodMeasure Report
March 2024

ACKNOWLEDGMENTS

We would like to thank Emily, Fiona, Nikhat, Karen and the HELP Auckland team who contributed to the preparation of this report by sharing their values, processes, evidence and experience.

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Simplifying social impact measurement

I had the privilege in public life to work with people who understood the need for positive change in the lives of those around them and worked hard to achieve it.

Our social services do a tremendous job of bringing positive change to our most deserving individuals and communities. These organisations are built by volunteers and community workers who dedicate their lives to helping others.

Social service workers can see the positive impact of their work. Children thriving, families united, jobseekers in new employment and people empowered to change their life course.

With more tools they could do more good. I want to help them by finding ways to make sure that effort is recognised, results are measurable and they can make decisions about how to do more good.

ImpactLab grew from a desire to make available to community organisations tools that use the power of public information and the latest technology, so these organisations can change more lives.

By measuring social change and positive outcomes, ImpactLab enables charities and social service providers to speak the language of funders, investors and governments.

It has been a pleasure to work with HELP Auckland to learn how this organisation changes lives throughout Auckland, New Zealand.

Calculating social value helps inform decision making and investment and enables you to do good, better.

Thank you for joining us on this journey.



Sir Bill English
ImpactLab Chairman

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GoodMeasure Summary

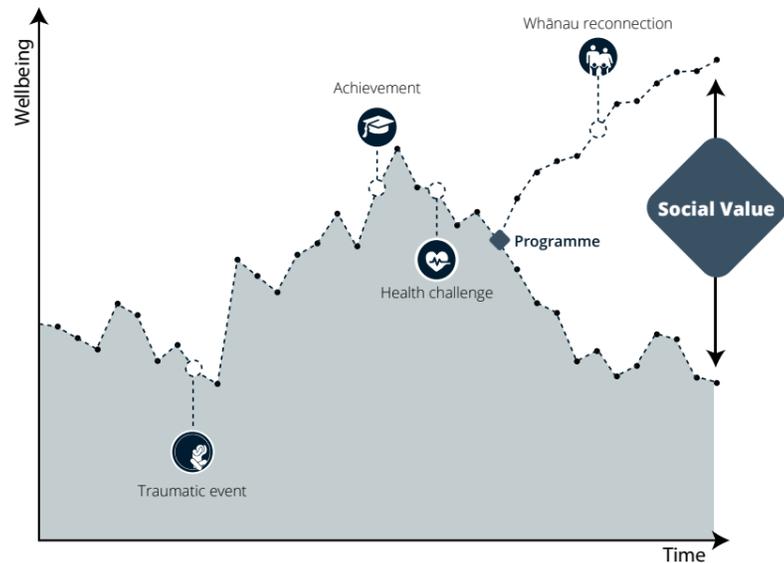
GoodMeasure connects decision makers with information they can act on to grow their social impact. It supports organisations to focus on investment that works for communities so that people can live the lives they choose.

Through the GoodMeasure journey ImpactLab supports our customers to understand their social value and empowers them to further understand their data, people and impact stories.

We use a standardised methodology that draws on publicly available data, academic research, and an organisation's own data, to estimate social value and a social return on investment (SROI).

Understanding social value

Social value is the social impact in dollar terms that a programme achieves for participants over their lifetime.



Throughout our lives, different events occur which impact our overall wellbeing trajectory. ImpactLab measures the impact on an individual's wellbeing across multiple domains when they're supported by a programme to make positive changes in their life.

We measure this impact in terms of both positive benefits (such as increased income) and avoided costs to government.

To calculate social value, we combine these impact values with

- ◆ Evidence from global literature about how effective a programme can be.
- ◆ The size of the opportunity for the people an organisation serves to achieve more positive outcomes.
- ◆ The number of people supported.

By combining these inputs, the social value calculation helps us understand how a programme or intervention helps change lives for the better. We combine the social value with cost information to calculate a programme's social return on investment.

GoodMeasure for Adult Therapy Services

HELP Auckland's Adult Therapy Team provides specialist support and therapeutic services to adult survivors of sexual violence in Auckland, New Zealand. Through specialised approaches like integrative talking therapy and Dialectical Behaviour Therapy (DBT), HELP Auckland empowers clients on their healing journey, fostering recovery from trauma, and working to prevent sexual violence in the community.

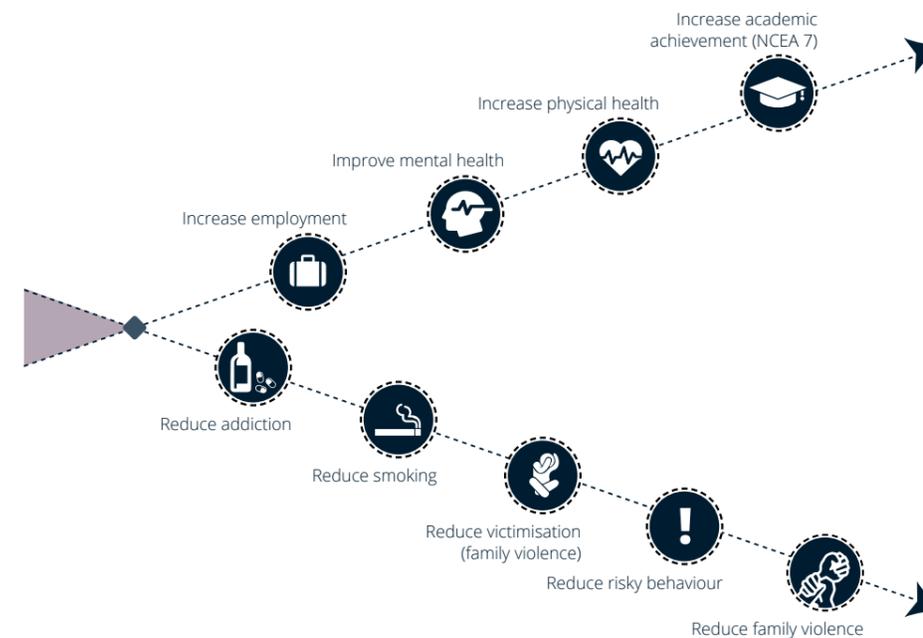
What does Adult Therapy Services do?

HELP Auckland is an organisation that is client-centred, and focused on creating a supportive and safe environment which is conducive to engaging in trauma therapy to assist in healing the harm caused by sexual violence.

Who does Adult Therapy Services serve?

During the period in scope, HELP Auckland supported 65 adult clients in their journey towards healing after sexual violence.

What outcomes does Adult Therapy Services aim to create?



GoodMeasure outcomes

These outcomes directly contribute to this year's social value calculations.

- Improve mental health
- Improve physical health
- Increase employment
- Increase academic achievement (NCEA L7)
- Reduce addiction
- Reduce risky behaviour
- Reduce family violence
- Reduce victimisation (family violence)
- Reduce smoking

Additional outcomes

These outcomes do not directly contribute to this year's social value calculations.

- Adult Clients**
- Improve communication and social skills
- Increase confidence
- Increase emotional regulation
- Increase emotional resilience
- Increase health engagement
- Reduce loneliness and isolation
- Reduce self-harm and suicide
- Children of clients**
- Improve mental health
- Increase academic achievement (NCEA L3)

Adult Therapy Services' impact

Social Value
\$763,470

Social value definition

Social value generated for each participant	\$18,621
Measurable benefits as proportion of programme cost	178%
Cost of the programme per participant	\$6,597

When we take into account the operating costs of Adult Therapy Services, we can calculate the social return on investment that is generated for every dollar in the programme.

Social Return on Investment

\$1:\$1.80

Every \$1 invested in Adult Therapy Services results in \$1.80 returned to NZ

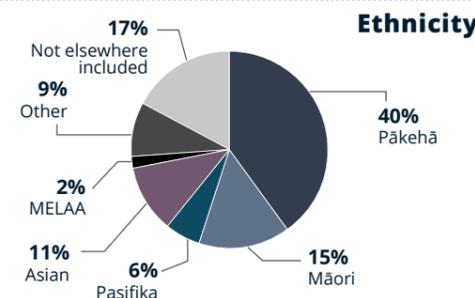
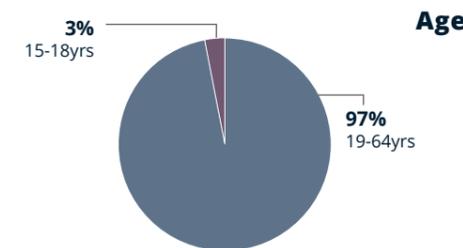
(1 Oct 2022-30 Sep 2023)



Period in scope
1 Oct 2022- 30 Sep 2023

Woman receiving support from HELP Auckland in the period in scope

	Trauma Therapy	DBT	TOTAL
Starting	40	25	65
Engaging	34	7	41
Engagement rate	85%	28%	63%

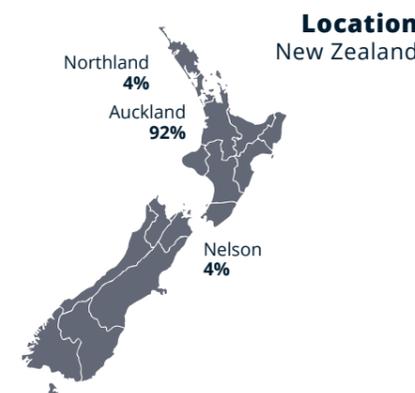


Gender

Female: 65 clients

Trauma Therapy clients who are mothers

Trauma Therapy clients who are mothers	Number of clients
Noted children upon referral	10
No children noted	-30



Adult Therapy Services' people

HELP Auckland is an organisation dedicated to supporting survivors of sexual violence in Auckland, New Zealand. Their mission is to provide crisis and ongoing therapeutic support to survivors of sexual violence, as well as working towards the prevention of sexual violence, contributing to the broader mission of creating a safer and more supportive community.

The clients supported by HELP Auckland's Adult Therapy Team are adult survivors of sexual violence, facing significant difficulties that can be deeply isolating and stigmatising. Trauma stemming from sexual violence can result in the survivor finding difficulty trusting people which effects relationships and connection to others, a deep sense of fear in their body and their environment, avoidance, and dysregulated emotional experiences. The response from the community can be stigmatising which increases the survivors' sense of isolation. These individuals often require specialised therapies to address the trauma they have experienced. HELP Auckland offers a unique intervention approach that emphasises tailored and holistic support through individualised trauma therapy as well as Dialectical Behaviour Therapy (DBT) skills groups when indicated.

HELP Auckland's intervention primarily involves integrative trauma therapy and DBT. Individualised trauma therapy provides a safe space for survivors to share their experiences and emotions, increasing their felt sense of safety and promoting healing. DBT is a therapeutic approach that utilises the group setting and peer support, alongside individualised therapy. It has a focus on emotion regulation, interpersonal communication and relationship building, equipping clients with skills that can enable them to regain a sense of power and control in their lives and a sense of hope for the future. A key principle underpinning HELP Auckland's approach is a client-centred care model, where clients have agency in their healing journey. HELP Auckland's emphasis on the survivor's voice creates a supportive environment that promotes a sense of empowerment.

The outcomes HELP Auckland strives to achieve through their provision of adult therapies are multifaceted. HELP Auckland's primary objective is to support clients in their journey towards healing from trauma, helping them regain a sense of control in their lives, to be able to make their own choices and strive towards their individual goals, through talking therapy and DBT. By offering these therapies and meeting the needs of clients in such an under-resourced space, HELP Auckland aims to reduce the incidence of sexual violence by empowering survivors with the tools to cope with their trauma and to prevent revictimisation.

The change journey

HELP Auckland provides comprehensive support, including crisis services, integrative trauma therapies, and Dialectical Behaviour Therapy (DBT), aiming to empower adult survivors of sexual violence while fostering a community culture that aims to prevent as well as support recovery from sexual violence.

Referral to Adult Therapy Services

Crisis Services

HELP Auckland's responsive and client-centric crisis services are the initial point of contact for survivors of sexual violence seeking support. Operating through a 24/7 helpline, the crisis team comprises female counsellors and social workers who ensure that clients receive immediate and essential assistance following a traumatic experience of sexual violence.

Client-centred care

The Crisis Services team empathetically stands alongside survivors during the aftermath of a traumatic event, providing emotional support, advocacy, and ensuring the individual's needs are prioritised. During critical moments such as medical procedures or evidential interviews with police, the crisis team worker remains by the client's side, offering grounding techniques and creating a safe space for the client to navigate the distressing situation.

Appropriate Referral

Once the immediate needs of a client have been addressed, the crisis team provides referrals to culturally appropriate therapy and justice services, ensuring survivors receive comprehensive and tailored support.

Adult Therapy Service Referral

The Adult Therapy Service receives referrals from the crisis services team that include a standardised referral form that has been filled out with the client to give a sense of their current situation and what they might hope to gain from engaging in therapy. Each week the Adult Therapy team meet to discuss and carefully triage referrals and assess for therapy readiness. This team evaluates the urgency, specific support requirements, the external resources accessible to the client, and matches clients to appropriate therapists. The team then prioritises clients, considering the recency of the assault, the type of support required, and the external supports that a woman has access to, assigning "urgent", "high", and "moderate" priority status.

Trauma Therapy

Relationship Building

From their first appointment, therapists work to build a trusting relationship with clients, making sure that they establish a safe space to meet with clients in their offices or online if required.

Tailored Therapeutic Approach

HELP Auckland's dedicated team of psychologists, psychotherapists, and counsellors deliver an eclectic range of therapies in an integrated therapeutic approach. Therapists offer tailored and responsive therapy, incorporating trauma-informed therapeutic modalities adjusted to each client's unique needs including Trauma-Informed Stabilization Treatment, Compassion Focused Therapy, narrative therapy, DBT-informed therapy, sand tray work and psychodynamic psychotherapy. This therapy is intricately woven around the survivor's needs, creating a holistic, supportive healing environment. In consultation with the therapist, clients develop individualised treatment goals for therapy. Therapy may conclude after a short number of sessions or may continue for several years. Trauma therapy is generally delivered on a weekly basis in one-hour sessions.

Professional Support and Reflection

The therapists continuously engage in self-reflection by regularly meeting with external supervisors to process their experiences, discuss client concerns, and enhance their therapeutic strategies. They pivot their techniques based on individual client responses, working to ensure a personalised and effective treatment plan. This ongoing introspection and professional support contribute to the therapists' adeptness in addressing the complex emotional and psychological needs of survivors of sexual violence and their whānau. External supervision additionally reduces the risk of therapist burn out and vicarious trauma.

Concluding Trauma Therapy

Therapy might be ended by the client, by the therapist or by both in consultation. It might be concluded because the individualised goals of therapy have been met, because referral to an alternative organisation is appropriate, or because the client wants to cease therapy.

Dialectical Behaviour Therapy (DBT)

Referral to DBT

For some clients referred to the adult therapy services team, upon reviewing the referral information, the team might identify the client as a good fit for DBT. Clients who are a good fit for the DBT skills group are clients experiencing chronic emotion dysregulation and who would benefit from group as well as individualised support.

DBT Principles and support

Clients engaged in DBT participate in sessions centring around four modules which focus on distress tolerance, emotion regulation, interpersonal effectiveness skills, and mindfulness. Throughout DBT, clients receive both group and individual therapy sessions, practicing skill application, problem-solving, and receiving validation of their experiences. HELP Auckland emphasizes long-term support, with clients typically engaging in DBT for a period of 12 months or more to facilitate sustained healing and skills acquisition.

Skills Group

The skills group meets weekly for structured two-hour sessions led by 2 highly trained facilitators. Group sessions begin with a mindfulness exercise which is different every week, followed by participants sharing back on the homework that they completed through the week. Participants share their homework so that they can explore any difficulties or successes, and to do some group problem solving. Each session incorporates interactive discussions where survivors share their experiences and problem-solve challenges, guided by both facilitators and peers. Once participants have shared about their homework experience, there is skills teaching based on the current module. The skills teaching forms the basis of the following weeks homework assignment. The subsequent week's homework builds upon the learned skills, enhancing the survivor's emotional and interpersonal toolkit. The skills group spends eight to ten weeks on each module.

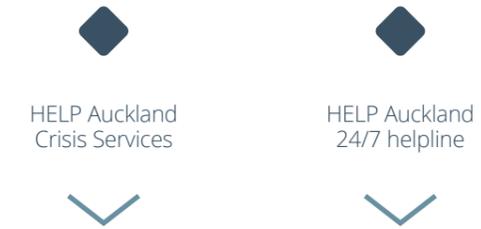
Individual Therapy

Alongside the skills group support, participants continue their individual therapy sessions (generally one hour per week). These sessions further reinforce the application of acquired skills and address individual needs. Emphasising the long-term nature of healing, clients typically engage in DBT for a duration of 12 months or more, ensuring sustained progress and skills practice throughout their journey to recovery.

Outcomes map

The outcomes that Adult Therapy Services aims to achieve and how these are reflected in the GoodMeasure calculation.

Referral channels



Client description

HELP Auckland supports survivors of sexual violence of all ages in Auckland, New Zealand, to heal from the effects of trauma.

Intervention structure



GoodMeasure outcomes

These outcomes directly contribute to this year's social value calculations.

- Improve mental health
- Improve physical health
- Increase employment
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Additional outcomes

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- Adult Clients**
 - Improve communication and social skills
 - Increase confidence
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 - Increase emotional resilience
 - Increase health engagement
 - Reduce loneliness and isolation
 - Reduce self-harm and suicide
- Children of clients**
 - Improve mental health
 - Increase academic achievement (NCEA L3)

GoodMeasure results summary

Every year, Adult Therapy Services delivers \$763,470 of measurable good to society in New Zealand.

Adult Therapy Services real-world value is even greater than this, as some outcomes such as increase emotional regulation cannot yet be directly quantified with available data.

When we consider the operating costs of Adult Therapy Services, we can estimate the social return on investment that is generated for every dollar that is invested in the programme.

Social value generated for each participant:	\$18,621
Measurable benefits as proportion of programme cost:	178%
Cost of the programme per participant:	\$6,597

The Living Standards Framework is a practical application of national and international research around measuring wellbeing.

It was designed drawing from the Organisation for Economic Co-operation and Development's (OECD) internationally recognised approach, in consultation with domestic and international experts, and the NZ public.

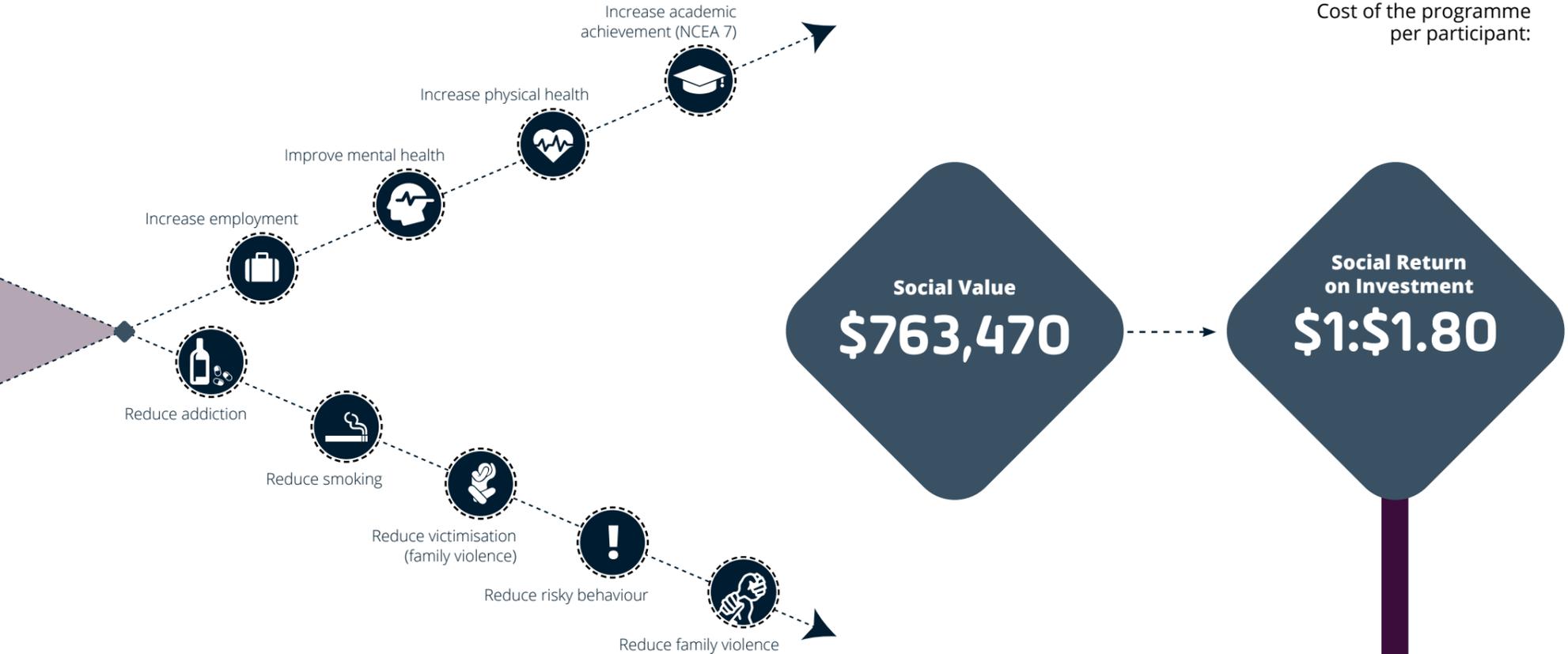
Definitions

Jobs and Earnings: Freedom from unemployment

Income and Consumption: People's disposable income

Health: People's mental and physical health

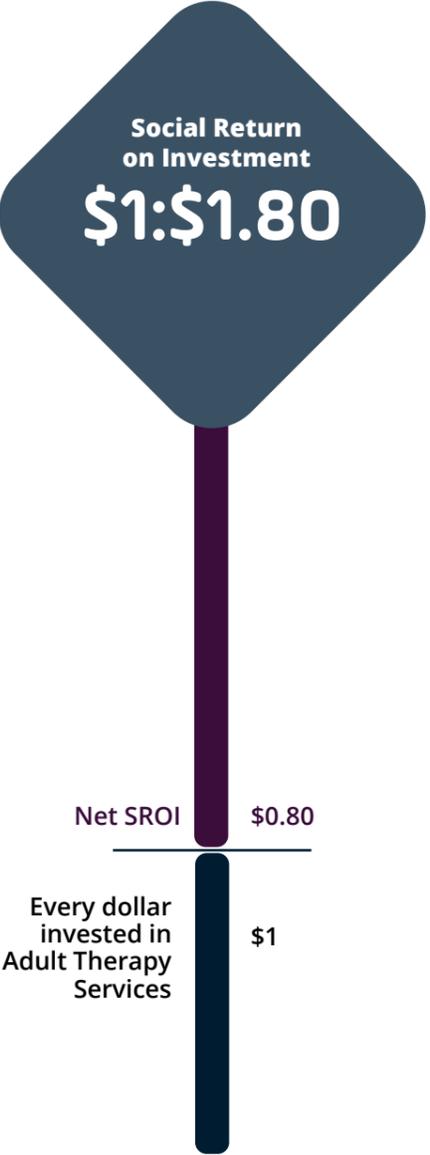
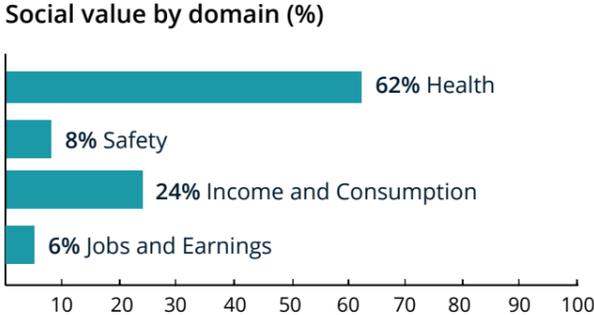
Safety: People's safety and security and freedom from risk of harm



Social value breakdown

Adult Therapy Services creates social value across different aspects of people's lives.

This chart shows the breakdown of social value created according to the Living Standards Framework. Each domain highlights a different aspect of wellbeing.



This means that every dollar invested in the Adult Therapy Services Programme delivers **\$1:80** of measurable good to New Zealand.

(1 Oct 2022- 30 Sep 2023)

GoodFeatures

GoodFeatures are actionable insights drawn from literature. Research has connected these actions with positive outcomes for participants.

Use GoodFeatures to prompt discussion about your programme and service delivery compared to examples of effective practice from international literature.

◆ Evidence-based programme delivery

- The programme utilises mental health professionals who are registered counsellors, psychotherapists and psychologists and have experience working with sexual violence survivors.
- The programme uses trauma-informed therapy modalities that align to the clients' therapeutic goals.
- The programme engages clients in a consistent therapeutic practice for at least one year.
- The programme is inclusive of all womxn who choose to engage in trauma-informed therapy.
- The programme ensures that mental health professionals delivering the service are diverse and matched to a client according to client preferences (i.e., culture, language, experience).

◆ Ethics of care

- The programme is underpinned by an ethics of care, whereby mental health professionals walk alongside clients providing direct support and referral to external support services, seamlessly integrating holistic care principles into adult therapy interventions to foster comprehensive well-being.
- The programme utilises a client-centred approach, whereby the psychologist and client work closely together to define goals and address their unique therapeutic needs.
- The programme recognises revictimization risks and actively works to minimise triggers while fostering a collaborative and empowering therapeutic relationship.
- The programme builds emotional resilience in clients to support breaking intergenerational cycles of trauma.
- The programme addresses the unique challenges clients face in their role as caregivers, helping them develop healthy communication strategies, set boundaries, build emotional resilience, and create a secure and supportive environment for their children.
- The programme refrains from using the method of 'psychological de-briefing' due to evidence/links to increases in the symptoms of PTSD of clients.

◆ Holistic and integrative approach

- The programme utilises effective trauma-informed therapeutic modalities, recognising the mind-body connection and incorporating interventions that address both psychological and physical aspects of trauma.
- The programme involves a collaborative approach where survivors actively participate in goal-setting and decision-making.
- The programme includes psychoeducation and skill-building to enhance clients understanding of trauma and its effects.

References and further reading

In compiling our reading lists we consider a wide variety of topics, focusing on specific aspects of service delivery or outcome attainment. Here are a selection of readings that may be of interest.

- Fávero, M., Moreira, D., Abreu, B., del Campo, A., Moreira, D. S. á., & Sousa-Gomes, V. (2022). Psychological intervention with adult victims of sexual abuse: A comprehensive review. *Clinical Psychology and Psychotherapy*, 29(1), 62–80. <https://doi.org/10.1002/cpp.2598>
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- McCall, D., Luu, X., Krogh, C., Phelan, L., Dempsey, A., Acosta, C., ... & Beres, M. A. (2023). A comparative account of institutional approaches to addressing campus-based sexual violence in Australia and Aotearoa New Zealand. *Violence against women*, 10778012231183654.

Appendix

Note:

Data and percentages throughout this report may have been rounded.

About ImpactLab

The team at ImpactLab share the goal of helping all organisations do good, better.

Our story

Our team at ImpactLab has seen the power of understanding social change. Our founders came together working in the public sector, where we led the development of new processes to link social value measurement with decision making. We believe that all organisations should be able to understand and improve their social impact. Our mission is to help impact creators and investors make decisions that change more lives.

Our team

To make better decisions, it's crucial to consider both the hard facts and the human stories that substantiate them. Our family of researchers, data scientists and statisticians are committed to combining powerful analytics with what you know works for your community.

Alongside expertise in data-driven decision making, our team brings a wealth of real-world experience. We are parents, teachers, volunteers and customers of social services.

Contact us



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Key Terms

Below is a list of definitions of key terms contained in this report.

Amount invested

The dollar amount that has been invested in a specific programme, in New Zealand dollars.

Cost per person

The dollar amount invested in the programme divided by the number of people supported by the programme (including those who did not successfully complete it).

Domain

A domain is a way of dividing or filtering the subject and outcome material in your ImpactLab results. ImpactLab refer to domains as per the New Zealand Treasury's Living Standards Framework domains.

Population

The group of people supported by the programme, in terms of age, gender, and ethnicity.

Programmes

The services delivered by the provider for the amount invested.

Social ROI

This is the Social Return on Investment. It is calculated by comparing the social value generated by the programme to the amount invested in it.

Social Value

The social impact in dollar terms that the amount invested achieves for participants over their lifetime. The social value is calculated by combining impact values with a service delivery quality score, the size of the opportunity to support a population, and the number of people supported.

Attribution

Some data and information used in the Social ROI calculations is licensed under a Creative Commons Attribution 4.0 International (CC BY 4.0) Licence. It is attributed to the NZ Treasury.

Disclaimer

This disclaimer sets out important information about the scope of our (ImpactLab Limited) services. It should be read in conjunction with the contract that we have entered into with you (or your company/organisation) for our services, including the applicable terms and conditions.

We have endeavoured to ensure that all material and information on GoodMeasure, including all ROI calculations and impact numbers (together the information) is accurate and reliable. However, the information is based on various sources, including information that you have provided to us, which we do not independently verify. Accordingly, we do not provide any representations or warranties in relation to any information, including any representations or warranties relating to the accuracy, adequacy, availability or completeness of the information or that it is suitable for your intended use. We do not provide advice or make any recommendations in relation to decisions, financial or otherwise, that you may make.

How we measure social value

Our consistent approach to measurement enables comparisons across wellbeing domains and over time.



Map programme dimensions

ImpactLab engages with providers to understand their people, their service and the outcomes they seek to achieve.

Clean and analyse data

ImpactLab uses the best of data about people's lives to understand what works, for whom, at what cost. We combine publicly available insights from the NZ Treasury, NZ Statistics and other sources. Impact values produced using Statistics NZ's Integrated Data Infrastructure are a particularly valuable resource. The IDI is a dataset containing information on every New Zealander about many areas of their lives – education, health, social welfare, employment and others. It's anonymised, so we can't identify anyone. This adds up to over 166 billion facts, for nine million New Zealanders (some have left the country, and some have passed on), for more than a generation of us.

Collect and synthesise literature

ImpactLab draws on the best academic impact literature from around the world. We access globally screened evidence from top universities and governments to estimate how impactful a programme can be. We also identify service delivery model features associated with the most effective programmes.

Calculate impact

Our algorithm combines New Zealanders' life experiences, with the wisdom about what works from the brightest minds across the world, with what we know about need in communities.

This combination of system level insights and grassroots know-how means we can consistently calculate the expected impact of a programme, and the social return on investment.

Map social value to frameworks

Because we start with individuals' experience, we can organise our insights into the relevant government and international frameworks. The New Zealand Treasury's Living Standards Framework (Living Standards Framework) is the Treasury's way of systematising wellbeing. It has four 'capitals' – social capital, financial and physical capital, human capital and natural capital. ImpactLab's GoodMeasure tool links the social value and return on investment created to domains within human capital.

We can also map social value and return on investment to the relevant OECD Sustainable Development Goals.

