

OUR FIRST ATTEMPT AT MEASURING OUTCOMES

INTRODUCTION

By publishing this document, we are not wanting to imply that we have mastered “measuring outcomes”. We have however made a start and we are committed going forward to measuring outcomes in a meaningful way with increasingly robust processes.

We have completed satisfaction surveys since we opened in 2013 and all guests submit a survey as they leave us after 30 days.

In this document, we have summarised the number of guests we have had through since we started, along with the results of the satisfaction survey.

For the first time in 2021, we have attempted an outcome survey (different to the satisfaction survey). We anecdotally knew that we had a good rate of success but we had no proof. This is our first attempt and we know that there are limitations to the results and the process. The point we want to make is that we have made a start.

We chose twelve months clean and sober as our measure of success, and we also surveyed changes in other areas of our ex-guests lives. There were responses received from 77 former guests (520 surveys were sent out) equating to a ~15% response rate.

Our intention is to take this “starting point” and improve it. We welcome feedback and suggestions. We know it is courageous to put ourselves out there like this.

If you wish to provide feedback, please do not hesitate to contact us:

Janet Thompson, CEO
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ABOUT US

VISION

That recovery will be available for all New Zealanders who look for it and the stigma of addiction will be overcome.

MISSION

We will help individuals and families sustain on-going recovery from addiction to alcohol and drugs through a commitment to treatment, education, public advocacy and interfacing with other organisations to share our experience.

VALUES

- Treat the whole person, as well as the illness
- Treat every person with dignity and respect
- A strong commitment to the Twelve Step Fellowships
- Attitude of Gratitude
- Remain Open to Innovation

The Retreat NZ is a charity and has represented a non-clinical community based approach to the problem of alcohol and drug addiction. All our staff and volunteers have personal lived experience of addiction and recovery. As a result, we quickly build a rapport with guests and their families.

Our commitment is to help individuals and families sustain on-going recovery from addiction to alcohol and drugs.

Through awareness and education the person sees the need for change and The Retreat NZ shows them precisely the steps to take. Firmly grounded in the 12 Steps of Alcoholics Anonymous (AA), our programme fosters honesty, integrity, accountability and change.

RECOVERY
STARTS
HERE



DEMOGRAPHICS

For all guests up to 30 June 2021

	TOTAL	PERCENTAGE
GENDER PROFILE		
Male	475	59%
Female	335	41%
Total	810	

AGE PROFILE		
20 and under	10	1%
21 – 30 years old	164	20%
31 - 40 years old	235	29%
41 - 50 years old	223	28%
51 - 60 years old	122	15%
60 plus years old	56	7%
Total	810	

ETHNICITY		
NZ European	646	79%
Maori	42	5%
Australia	10	1%
Pacific Islands	14	2%
Asian	18	2%
Other/Not stated	80	11%
Total	810	

LOCATION		
Auckland/Northland	485	60%
Waikato/Bay of Plenty	130	16%
Hawkes Bay/ Manawatu/Taranaki	63	8%
Wellington	40	5%
South Island	75	9%
Overseas	17	2%
Total	810	

SUMMARY OF SATISFACTION SURVEY

Completed when guests leave

1 = Very great extent; 5 = Very little extent

The problems that brought me to the Retreat NZ have been resolved	1.6
The assistance I received at The Retreat NZ was helpful	1.4
Do I feel I have gained a good understanding of the 12 Step programme and how the fellowship works?	1.5
The staff were concerned about me	1.4
The grounds around the facility were well maintained	2.4
The facility was well maintained	2.6
The facility was comfortable	1.8
My room and accommodation were satisfactory	1.8
The food services were satisfactory	1.3
The recreation services were appropriate	2.2
I would recommend the Retreat NZ to others in need of help	1.25

The guest satisfaction survey is completed as guests leave The Retreat NZ after their 30 day residential stay. The results are regularly reviewed and any suggestions for improvement are investigated and change initiated if the suggestion has merit.

The main areas for improvement are around the facility and the recreation services. We are acutely aware that our facility has limitations and we are careful to let potential guests know that while we are clean and comfortable and serve amazing food we are not "flash".

It is pleasing to note that we scored an average of 1.25 where people would recommend us to others in need of help.

**THE OPPOSITE OF
ADDICTION
IS CONNECTION.**



ABOUT THE OUTCOME SURVEY

An on-line survey was sent to ~520 former guests who had been through our programme since 2013 (up until 2020). A follow up phone call was made where it was possible to remind them to complete the survey. Some completed the survey during the follow up phone call.

We had 77 responses which equated to ~15% response rate. The former guests self-reported their progress in their recovery journey. Around 20% had invalid contact information. We know that 14 former guests had died and we estimate about 20 former guests are in prison and unable to be contacted.

We wondered if that was a good enough response rate to draw any conclusions and we have decided that it is good enough based on:

- We sent the survey to everyone, not a random sample.
- It seems that for this type of survey, the response rate of 15% is an average response. CustomInsight, a US company that designs and administers surveys offered the following comments regarding the link between response rates and survey types: "Response rates vary widely for different types of surveys. Customer satisfaction surveys and market research surveys often have response rates in the 10% – 30% range."
- We also wondered if it meant that everyone who did not respond had relapsed. We know that to be a false assumption as we know from our personal experience that some of the non-respondents have remained sober as we see them at different recovery events

MEASURE OF SUCCESS

We determined that 12 months clean and sober should be the measure of success.

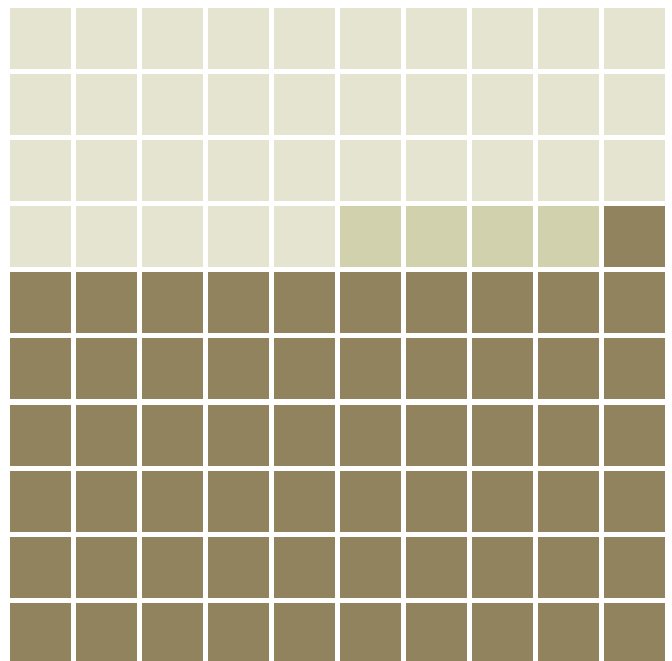
As well as that measure, we explored changes in their lives since being at The Retreat NZ.

THE SURVEY RESULTS

SUCCESS RATE

The percentage of those who stayed sober from the moment they left The Retreat NZ is 49%. There was an additional 12% that relapsed but then stopped and remained abstinent.

Our experience is that there are those who find the residential programme helpful but they leave thinking that they are different...that they are the exception and that they might be able to drink or drug socially without all of the problems that come along with addiction. When that does not work for them, we have set them up with strategies and tools and they know what to do—they can come back to us for a two week refresher, or they can just reconnect with their local AA and/or NA fellowship.



From 2013-2020

61.04%

of respondents have remained clean and sober for 12 months or more.

THE SURVEY RESULTS

BY GENDER

32% female

56%
SUCCESS RATE
FOR FEMALE
PARTICIPANTS



68% male

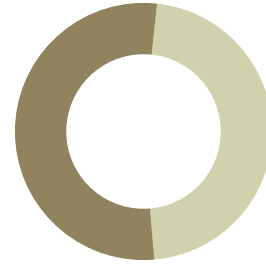
63%
SUCCESS RATE
FOR MALE
PARTICIPANTS

Male respondents have a higher success rate (63%) than females.

HAVE YOU USED ALCOHOL/DRUGS SINCE YOU LEFT THE RETREAT?

53%

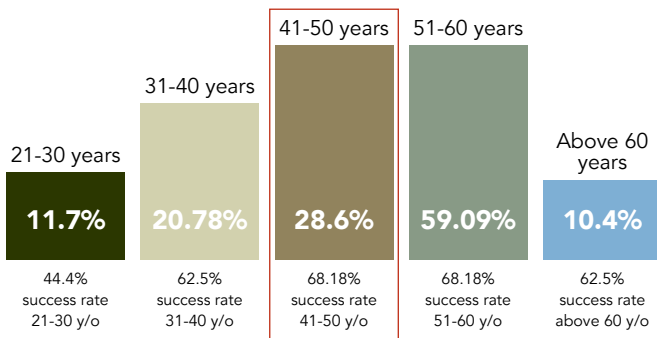
YES I HAVE



47%

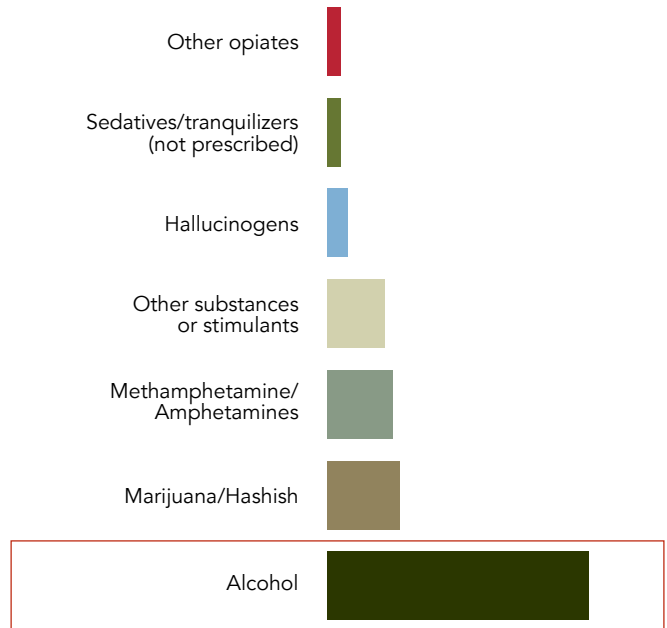
NO I HAVEN'T

BY AGE



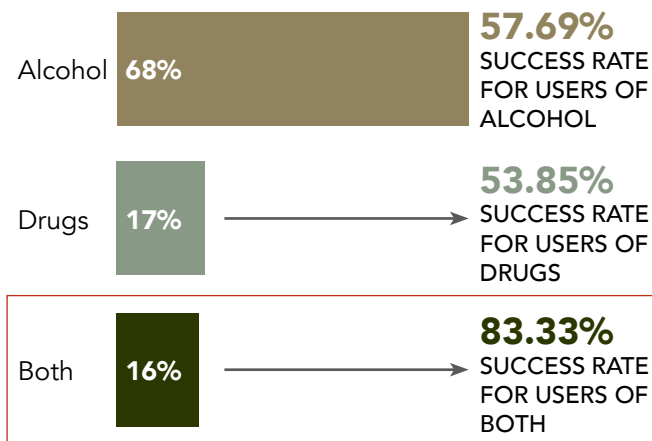
There is a higher success rate for the middle ages groups versus the younger and older groups.

SUBSTANCES CONSUMED



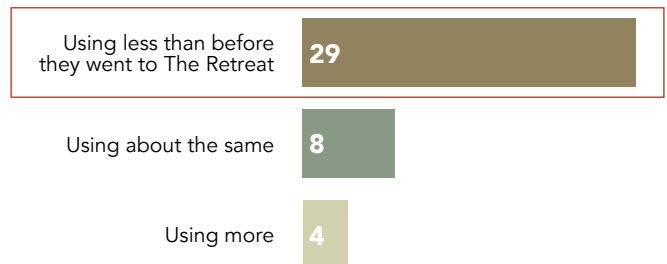
Alcohol is the most consumed substance by the respondents.

BY PRIMARY PROBLEM



We note the very high success rate for those that identify both alcohol and drugs as a primary problem. The assumption would be that these people have what we call "the gift of desperation" – they have reached that jumping off point where they can't live with alcohol and drugs but they can't live without them.

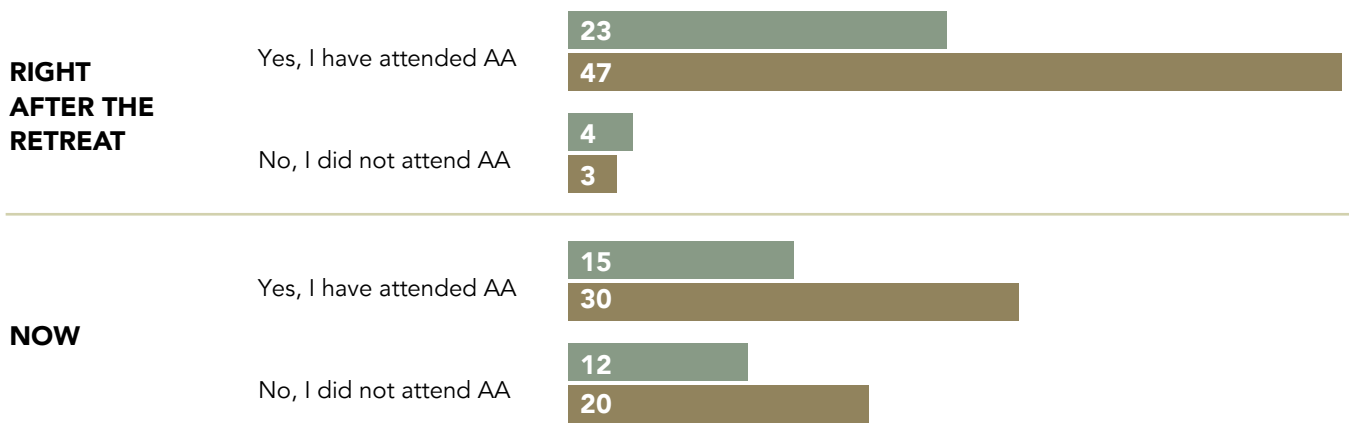
OF THOSE WHO USED DRUGS/ALCOHOL WHAT BEST DESCRIBES THEIR CURRENT CONSUMPTION?



Of the 41 people who have left The Retreat NZ and drank or used again, 29 (or 71%) are using less than before they came to the The Retreat NZ.

AA (or other 12 step fellowship meetings) ATTENDANCE

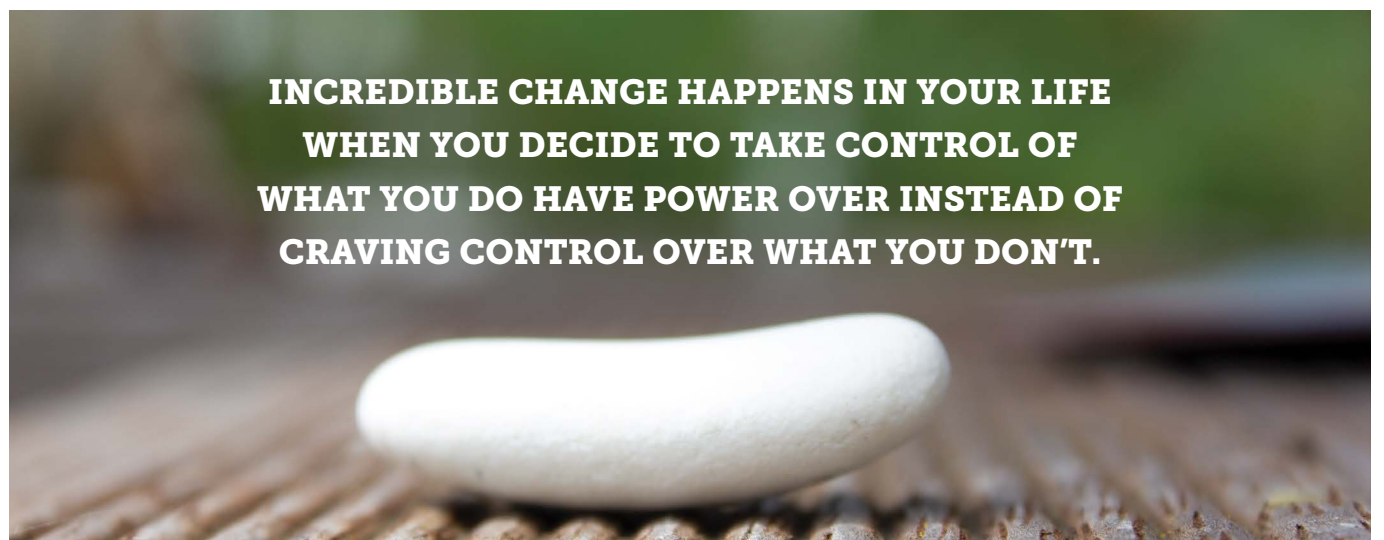
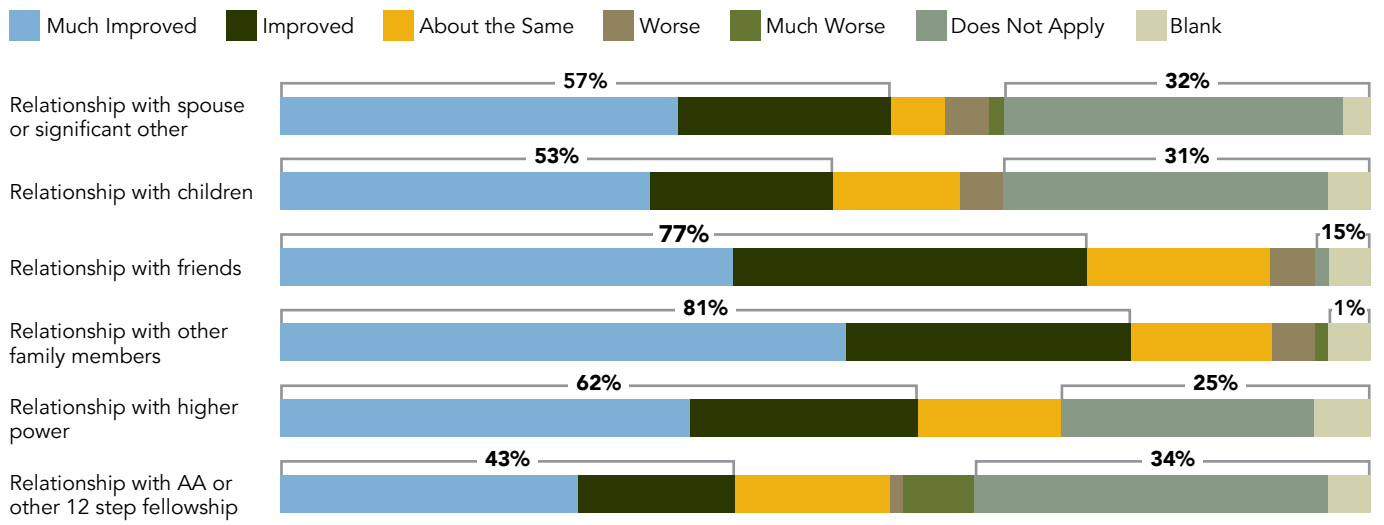
- Yes, I have consumed alcohol/drugs in the past 12 months
- No, I have not consumed substances in the past 12 months/since the retreat



There is a higher number of people who attended AA right after The Retreat NZ who have not consumed alcohol/drugs in the past 12 months. This finding remains the same for their AA attendance at present.

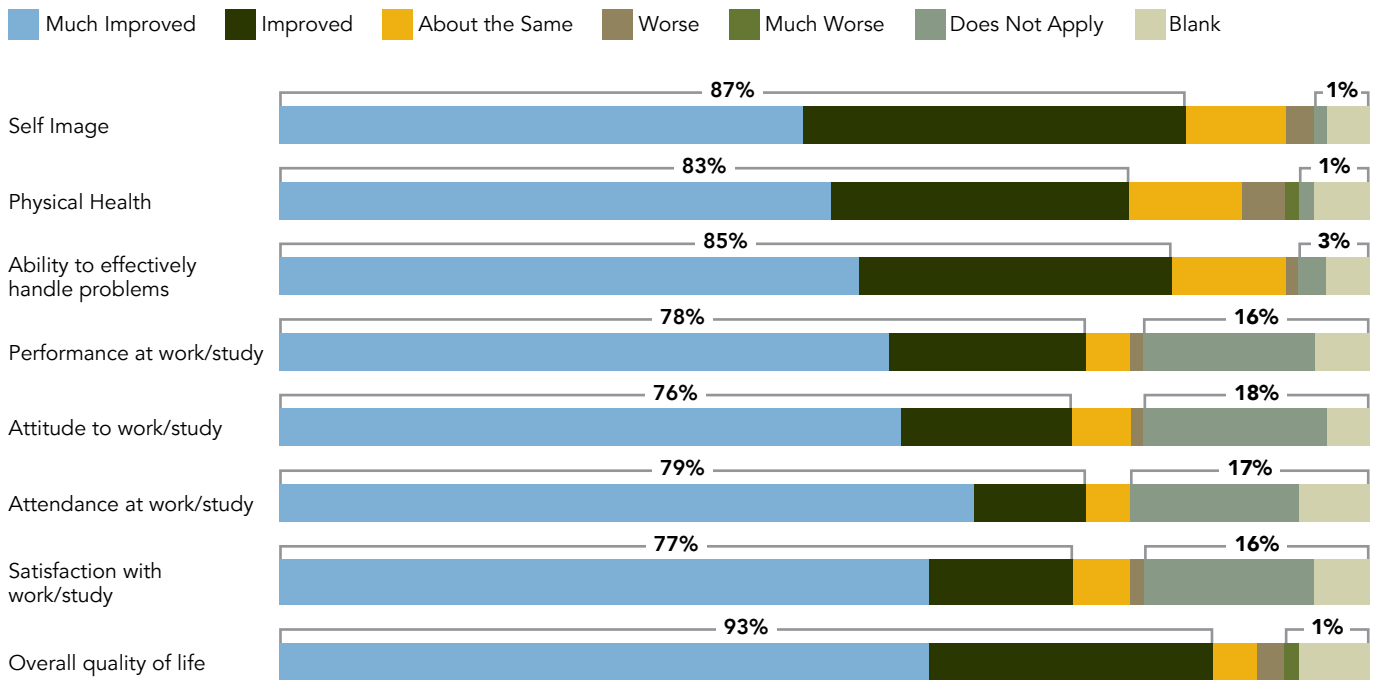
LIFE IMPROVEMENT SINCE LEAVING THE RETREAT

Improvement is evident in relationships with others after The Retreat NZ, this shows that The Retreat NZ has **lasting positive effects** on one's life.



LIFE IMPROVEMENT SINCE LEAVING THE RETREAT

Compared to relationships with others, there is **greater improvement interpersonally**. This shows that The Retreat NZ **encourages personal growth** and can boost one's self-esteem and outlook in life.



WHAT WORKS

*"The Retreat is a **fantastic facility**. Along with the staff, the beds are great and the **food outstanding**. I found that equally as important as the programme."*

*"I have been clean from drugs for the past 10 months, I did this with my background **help from The Retreat and my own self will**."*

"Body, mind, spirit as key elements to focus on wellness."

"Really happy with the support I received at The Retreat. I was impressed with the programme."

*"The Retreat **saved my life**."*

"The group was awesome and I loved going to the Auckland meetings"

"It planted the foundation to make a good start and provided me with some amazing friends and tools."

"Going to The Retreat 5 years ago and not touching alcohol since was probably the best thing I did back in 2016 - it certainly changed my life even though it didn't solve them my problems became manageable."

In contrast, we received comments about the length of stay at the retreat and four weeks not being long enough, comments critical of the link to AA, the need for more NA sessions, a lack of follow up after guests leave, and one guest said that they did not think we could organise a piss up in a brewery!!!!



In closing, we are pleased, and a bit nervous, to publish these results. We hope that they give some insight into the results we achieve. We remain passionate about helping those who are still sick and suffering from the disease of alcoholism/addiction.

It is our privilege to walk this journey with those who join us, and we continue to make improvements to our offering as we can.

If you or someone you love is having problems with alcohol or drugs, then we have a programme that will work if they are willing to start living in the solution, rather than living in the problem.