



Visionwest
Waka Whakakitenga

Building hope together

Whakapūmau Ngātahi i te Manawa Ora



Journeying Towards a
Brighter Tomorrow
Rerenga ki te ao paerangi

2020
ANNUAL REPORT

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Whakapūmau Ngātahi i te Manawa Ora

Chairperson Report

Colossians 3:12 NIV

Therefore, as God's chosen people, holy and dearly loved, clothe yourselves with compassion, kindness, humility, gentleness and patience.

As a faith-based organisation, Visionwest is clothed with compassion, kindness, humility, patience and love—this is in our DNA and is what drives us to serve our community and our nation with commitment and passion.

The great work over last 30 years continues to flourish and grow within the wraparound supports provided by Visionwest and underpinned by our Matapuna Whānau Centre and our kaupapa Māori approach to serving our community.

Events throughout the 2019/2020 Financial Year will always be overshadowed by COVID-19 which made the start of 2020 extremely challenging, not only for Visionwest, but for New Zealand as a whole.

Given the unknown effects of this virus, Visionwest Executives and Board needed to rapidly assess the impact and exposure on our operation and react accordingly if we were to continue with effective service delivery. Our Pandemic Management Group swung into action immediately, promptly preparing and enacting a robust action plan. This ensured that we not only survived the event but continued to provide effective support services to our whānau and communities. I want to focus on two words to express the way the staff, volunteers and Board of Visionwest rose to the COVID challenge: response and resilience.

Thank you to every staff member and volunteer who responded so quickly and positively, and with a resilience that enabled Visionwest's services to continue our much-needed community support.

As a Trust, we are confronted with new challenges within our communities with more complex cases such as trauma, addiction, and family violence. We have therefore set out to invest in staff with expertise who can work in these areas to guide our whānau to a place of hope and transformation.

As we seek to meet our objectives and purposes, the Visionwest Trust Board continues to fulfil its governance role, in line with our strategic goals. We continue to invest in resourcing to streamline our processes and systems in Finance, IT systems, Health and Safety, Infrastructure and other areas. This will enable us to function better today, and to prepare for future growth.

One of the key areas of our strategic plan and focus is the development of the Glen Eden campus. We are excited for this challenging project because we see the campus as being a community hub for Visionwest whānau.

I'm very proud to acknowledge a significant chapter in the history of Visionwest that took place when Lisa Woolley, our CEO, was awarded the New Zealand Order of Merit. It was a special time of celebration and acknowledgment for Lisa and Mark Woolley, and our staff and volunteers, who work tirelessly to bring about transformational change.

I'd like to thank Lisa for her exceptional leadership in steering Visionwest and its staff and volunteers through another 12 months of transformational growth. I also want to extend my appreciation for Board member Alex Penk who will be stepping down in October 2020 to serve as chairman of a new organisation. Lastly, I want to express my deepest appreciation for our Board of Trustees who serve well and continue to keep Visionwest on course.

Arvind Dayal
Board Chair



CEO Report

2020 is a year New Zealanders will always remember. As I write this report, I feel incredibly grateful to our Visionwest team, to our supporters and partners, to our community collaborators, to our funders, and to the amazing people in the community who we have had the privilege to walk alongside this year. Together, we have been able to achieve what we would perhaps have thought impossible a year ago and for that I am so grateful. Thank you.

Five Year Strategic Plan

As we started the 2019/2020 financial year, we were in the planning phase of our 2020 – 2025 five-year strategic plan. Key themes had already emerged from staff workshops. These included trauma, domestic violence, mental health and addictions; the growing complexity of needs experienced by people coming to our Whānau Centre; training for employment; housing for older adults; youth training, housing and employment; food insecurity; homelessness and the continued lack of housing.

COVID-19 not only meant we were unable to have our Strategic Planning Retreat, it accentuated these identified key themes with an increased number of people needing employment and support from our services; an increased food insecurity issue with people living on less income following job losses or reductions in household incomes; and an increased need for long-term permanent housing solutions.



The Need is Greater Than Ever

More than ever, the supports and services offered by Visionwest are needed in our community and our team of over 1,700 staff and volunteers have been outstanding as they tirelessly served and supported those who were most vulnerable to the effects of COVID. You will be able to read about these efforts in our COVID Report publication. It's inspiring to read of how thousands of people were fed, housed and supported through this period. Thank you to all of those involved in this community effort.

Building Hope Together – Thirty Years Publication

One celebration that was postponed this year, was the launch of our 30th anniversary publication, Building Hope Together. Due to be launched earlier in 2020, COVID lockdown meant the event has been postponed twice. The launch is set for November 2020 through a different forum. We are, however, still very excited to have this beautiful publication ready to be released to our partners and others who may be interested in hearing about the first thirty years of our journey.



I would like to say a special big thanks to Steve Parker who did so much research for this project and to our writer Greg Knowles for telling our story so well. Also, to Brook Turner for some amazing photography and to Brook, Rogan Miller and Julie Wadman for putting this publication together in a way that honours the people and the journey. Thank you!

Our Kaupapa Māori Journey

Our Kaupapa Māori journey, has continued to be at the forefront of how we grow and develop as an organisation. I'm so grateful to Fred Astle and the team who are leading us in this journey. Also, to Board of Trustees member, Brad Haami, who has added leadership into this area from a governance perspective. We are incredibly grateful for the investment of Foundation North over these past six years as we have embarked on this journey, and to other partners who are looking to support this mahi.

This Kaupapa Māori approach enriches us as a community organisation and enhances the depth of support provided as we engage with an increasing number of Māori in our community.

Ending Homelessness

We are thankful to our amazing housing teams, both in Auckland and Christchurch, that work to place people into housing and support them on their journey. Housing will continue to be a key area of growth for Visionwest because we know that, when people have safe, secure and affordable housing with the right supports, they can begin to look to their future with hope. Our collective response through Housing First has meant, since 2017 when we commenced this mahi, over 730 households, including 516 children, have been housed in Auckland.

We are grateful for our partnership with the Government through the COVID lockdown. Through this partnership, we were able to use hotels to house

many people who were previously homeless. We also added 20 new homes to our housing stock with the November 2019 opening of the second part of the Moire Road development.

We now look to work towards solutions to find permanent housing for whānau and continue to work with the Government to look at new opportunities for further housing developments.

We had lots of fun during our Sleepless in September campaign raising funds for the My Whare project which continues to gain momentum as an innovative response to ending youth homelessness. Thank you to all who have been so supportive of this new area of work for Visionwest.

Food Insecurity

Even before COVID, the need for food support was high. Through lockdown this grew exponentially. We know this issue will be with us, at scale, for some time to come and we are grateful for the support of Glen Eden Baptist Church, our community, funders and partners. Together we have been able to ensure people in our community have had food and support through this time.

Visionwest has been pleased to support the collaborative effort of Kore Hiakai Zero Hunger (a collective of social service agencies focused on eliminating food poverty in New Zealand) to ensure that the issue of food insecurity is being addressed at a national level.

We were also grateful to be able to celebrate Christmas 2019 with our community, in partnership with Auckland City Mission, through the Meri Kirihimete Eight Days of Christmas project.

Glen Eden Baptist Church Partnership

Our partnership with Glen Eden Baptist remains stronger than ever and we are so grateful to have

been able to use the Church auditorium as a food response hub through both the Eight Days of Christmas and through the first Lockdown. Thank you to our wonderful whānau at GEBC, for your generosity and support.

A Year of Change

One surprise during the pandemic was that we were able to purchase 93b Glendale Rd, the house that sits in the middle of our campus. The purchase of this property has allowed us to open the campus up adding to the connected community feel of the Glen Eden site. We are excited about looking at new developments for our facilities to ensure our staff have a great work environment and whānau have a place where they can feel at home.

Through this year of constant change, with our Transform20 conference being cancelled, strategic planning put on hold, our book launch reimaged and our response to serving our community pivoting to support whānau who were most in need in a COVID environment, we have learned what can be achieved when we work collaboratively, and with flexibility and a readiness to adapt. The 2019/2020 year might not look like the one we had planned but we have achieved far more than we could have ever imagined. It has been a massive effort, achievable through everyone playing to their strengths and being prepared to do whatever was required to meet community needs.

So, I finish as I started, with great gratitude in my heart for all our staff, volunteers, trustees, whānau, partners and funders. This year we can certainly say that we have been able to be part of Building Hope Together in our Community.

Lisa Woolley
CEO





Transitioning our Brand

Throughout the life of Visionwest Community Trust, one constant has been our continued growth. During each period of growth, we have recognised the importance of developing branding that unites the growing number of services and reflects not just what we do, but who we are and how we connect with our community.

Having recognised that the current brand—launched in 2010—no longer fully encapsulated who we are as an organisation and where we are strategising to be in the next decade, we began the process of transitioning our branding. In particular, we noted the significant growth in Visionwest's reach and impact, and the intentional focus on delivery of services within a kaupapa Māori framework.

The Brand

As this new brand leads us from the past and into the future, the koru remains the central symbol. Visionwest is, however, now multi-regional, with a national focus that extends beyond West Auckland. In recognition of this, the name VisionWest transitions to Visionwest with a lowercase W to become one word with one national focus.

The new brand encapsulates:

- **Our Community** – our Visionwest whānau; the staff of Visionwest and the people we serve.
- **Our Values** – Manaakitanga, Whanaungatanga, Mana and Aroha.
- **Kaupapa Māori** – reflecting the way we deliver our services to whānau.
- **Our Services** – each one symbolically represented and foundationally connected.
- **Trust and Church** – our founding partnership between Visionwest and Glen Eden Baptist Church.

Waka Whakakitenga

Within the new branding, the te reo Māori name for Visionwest is waka whakakitenga. “Waka” reflects the idea of an organisation moving forward on a journey. “Whakakitenga” speaks to the notion of God-given vision.

So, in the case of Visionwest, Waka Whakakitenga speaks of a canoe or a body of faith-led people on a specific mission that is empowered by the vision and insight that reveals itself to the leaders of the waka.

The Koru - Key Themes

The koru design is intricate and symbolic with each icon and pattern adding to the brand's overarching meaning. The koru's inner curve contains representations of the values that form the foundation of Visionwest. The woven pattern between these symbols shows that our values are connected to form one overriding ethos that steers us as an organisation.

The outer curve of the koru contains symbols representing community and community services. These are built on the foundation of our values, and the faith-led footing which is represented in a cross at the koru's base. The cross also represents our roots and connection to Glen Eden Baptist Church because it's here that our story begins.

At the top of the koru is the waharoa (gateway) representing the Matapuna Whānau Centre where a whānau's journey to life transformation begins. From here a pathway moves through the centre of the koru linking all the associated services and values.

Transformed Lives, Healthy Communities

This new branding is designed to provide a richer and more complete picture of who we are as a trust. In particular, it represents the connectedness of all we do and how this enables the fulfilment of our vision to see Transformed Lives, Healthy Communities.

Annual Insights

Our response to homelessness

Tā mātou whakautu ki te āhuatanga kāinga kore



Our response to food insecurity

Tā mātou whakautu ki te āhuatanga kai pōharatanga



Our response to education and employment needs

Tā mātou whakautu ki te mātauranga me te kimi mahi



Our response to financial hardship

Tā mātou whakautu ki te āhuatanga rawakore



Our response to the needs of older people and people with disabilities

Tā mātou whakautu ki ngā hiahiatanga o te hunga kaumatua me te hunga hauā



Our culturally informed response

Tā mātou whakautu ki te āhuatanga ahurea



Eden Cottage

Te iti kahurangi



Our response to emotional and mental health needs

Tā mātou whakautu ki te āhuatanga o te taha hinengaro





Community Housing

At Visionwest Community Housing, our dream is not just to find homes for people, but to put an end to homelessness.

Having long advocated for a more permanent supportive solution to homelessness, this year we have been pleased to incorporate a housing strategy to address homelessness for people who have been transitionally homeless. This programme is called **Rapid Rehousing** and sits under our Housing First contract with the Government.

The Rapid Rehousing programme is well suited to Visionwest's wraparound service approach and has seen 22 households housed in the past 12 months (this does not include the many whānau housed as part of the COVID-19 lockdown). Each whānau in the Rapid Rehousing programme is supported in a way that meets their future needs and goals. This includes regular visits from a support navigator to ensure they are being supported in an appropriate way and, because most these whānau carry significant debt, the offer of a money mentoring session with our Budgeting Service. Close to 100% of whānau return for ongoing financial advice and mentoring, which is a great support for their future.

Our Housing First work for those who have been **chronically homeless** continues. This has housed a further 28 households. These are whānau who have been homeless for at least 12 months and have complex needs. Each whānau has an assigned support navigator who works closely with them to support their future





hopes and goals. We continue to see life changing, transformational outcomes for whānau engaging with our Housing First programmes.

Our **Transitional Housing** programme also continues to run well. We currently have 20 houses in Luke Street, South Auckland, nine houses in Great North Road, and another 25 scattered throughout Auckland—in all, 150 people are housed under this programme. The premise behind Transitional Housing is that whānau are placed into a home for three months while longer term accommodation is found for them. During this time, and for three months after relocating to longer term housing, the whānau receives support from a support navigator.

A challenge this past year has been the Auckland housing market where rental properties, particularly one and two-bedroom houses, have been exceptionally difficult to find. This has meant some whānau have spent considerable time in our transitional houses; one family of seven took 12 months to find a suitable home.

Long-term Supportive Housing continues to run well with the 2019/2020 year ending with 70 houses under active tenancies. Each whānau is offered the support of a designated Support Navigator. Currently, thirty (almost half), have chosen this option.

In November 2019, we added 20 houses to our long-term housing stock with the opening of the second half of the Moire Road development.

Sustaining Tenancies works with whānau who may be at risk of losing their tenancies due to issues that landlords consider disagreeable. We provide support to these whānau to help them work through these issues and prevent them falling into homelessness. The programme has been running successfully in Christchurch for some time and has now commenced in Auckland. It involves working with both Kainga Ora and private landlords. In

Our response to homelessness

Tā mātou whakautu ki te āhuatanga kāinga kore

11

282 
PEOPLE HOUSED

 113
ADULTS HOUSED

169 
CHILDREN HOUSED

 74
FAMILIES HOUSED

Christchurch, an encouraging 95% of tenants who entered this programme of support have maintained their tenancies.

In the past few years, the continued increase in our number of contracts and housing stock means we have had to add to our staff numbers to ensure adequate whānau support. With a caseload of over 300 across all contracts, we now have 22 Support Navigators whereas, three years ago, we had only four. In all, over this past year we added 12 staff to our Auckland Team covering various roles.

Over the past twelve months, our staff has included two **Health Support Navigators**—support navigators who can address issues that tenants may have with mental health or wider health issues. One of these Health Support Navigators, Lisa Marshall, literally saved the lives of two men on separate occasions—one by intervention with a medical professional and one by advocacy with the hospital.

Our current Health Support Navigator specialises in mental health and addictions. It's our dream to have a suite of specialists who can support the wider Community Housing Team.

Alongside our multi-disciplinary Housing Team, is our Trauma Specialist, Faye Pouesi, who works with high-complex and high-risk whānau using a kaupapa Māori model to guide them through some of the most challenging times of their lives. 90% of Faye's work is with whānau from our housing programmes.

Melissa's Story

In October 2017, Melissa and her four children came to New Zealand from Australia after a fire destroyed their home, her marriage broke down, and her mother passed away. The substandard condition of the family's rental property was such that she contacted Visionwest. Emergency housing was found and, before long, the family was transferred to Visionwest transitional housing in Kelston.

Throughout this time, Melissa was involved in a difficult relationship which compromised her safety. After a trespass order was put in place, Melissa was able to become more proactive about her future. She established boundaries for herself and her family and attended counselling. She also had the support of a friend who provided active encouragement.

When Melissa and her children moved to long-term housing within a Visionwest housing community in Massey, Melissa felt this was a fresh start for them all, but it wasn't to last. While Melissa and her children received support when they moved into their new home, the abusive relationship returned, and there were periods of disengagement with her Support Navigator which impacted Melissa's ability to hold the tenancy.

It was at the commencement of the COVID-19 lockdown that Melissa next made contact. At this time, Visionwest had just announced the establishment of Mātanga Oranga Whānau, a support group for women living with experiences of trauma and abuse was established ready to begin at the end of lockdown.

When Melissa and her Support Navigator finally met for their first home visit in six months, they went for a drive to view a local community garden and



the venue for the Women's Support Group. Melissa was enthusiastic and open to participating; she felt that this was her moment to connect to the wider community. When she eventually attended the group, she discovered a new sense of belonging and established friendships that have made a huge impact on her ability to move ahead and push aside the stumbling blocks that had previously blocked her pathway to a positive future.

Melissa has come a long way since beginning her journey with Visionwest Housing.

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Whakapūmau Ngātahi i te Manawa Ora

My Whare

With youth homelessness being a growing issue in New Zealand, Visionwest has developed a youth housing programme called 'My Whare.'

At the time of the 2013 census:

- More than 51% of New Zealand's homeless population was younger than 25.
- Of this number, a quarter were between the age of 15 and 24.

My Whare is an innovative youth homelessness initiative that harnesses the potential of tiny home technology to create a new, scattered site housing solution for New Zealand young people.

My Whare places young people in one-bedroom studios on residential property owned by supportive hosts who are interested in helping rangatahi thrive. The young person is also connected to a mentor who guides them to design a tailored set of personal goals. The mentor will then support the young person as they work to reach those agreed goals.

This year has seen the completion of three one-bedroom units, one complete with showering and bathroom facilities. These were constructed during the first COVID lockdown. While these are now ready for habitation, the next step of the programme was delayed because the onset of COVID-19 prevented the recruitment of host families and the assigning of young people to inhabit the whare. This will now take place in early 2021.

In September 2019, the Sleepless in September silent auction and quiz night raised \$24,000 to go towards the My Whare project.

A huge thanks to SGA and our other generous funders and suppliers for their help to end youth homelessness by making the My Whare project possible. In particular, Visionwest would like to thank the Ted Manson Foundation for their gift of \$120,000 towards this project and the Vodafone Foundation who are an ongoing supporter of My Whare having contributed \$100,000 so far. Without the generosity of these supporters we could not have achieved what we have so far.



Housing First

Visionwest is one of five organisations working together and using the Housing First approach to end homelessness.

Visionwest is a key part of the Housing First Auckland Collective made up of Visionwest, Auckland City Mission, LifeWise, Kahui Tu Kaha and Link People.

For the past three years, Housing First has been providing transitional housing for chronically homeless whānau of all ages with multiple and complex needs. In the past year, Housing First has extended from chronic housing into a “rapid rehousing” approach. This is a significant change in focus.

Rapid rehousing is an intervention to support transitionally homeless individuals and whānau to quickly exit homelessness. The Housing First rapid rehousing approach seeks to provide stable housing to people experiencing homelessness, while surrounding them with a support system that enables them to address issues underpinning their homelessness.

The following story demonstrates the value of the Housing First rapid rehousing approach.





Housing First Collective stats 1 March 2017 - 31 July 2020

742
HOUSEHOLDS



518
CHILDREN HOUSED



1259
ADULTS & FAMILIES
WITH CHILDREN



Hola's story

"After a breakdown in relationship with my family, I was homeless and living at a caravan park. I heard about Visionwest and that they help to support families into homes.

"Since then, Visionwest has played a huge part of my life. When I first came into Visionwest, I had two young children and was pregnant with my third. I think it was because of that pregnancy that I was immediately placed in my own home.

"I went through a tough time in the last two years when my children were uplifted from my care. It was one of the hardest times in my life. Rachael, my Support Navigator, has been a great support for me. I was supported through every step; every Oranga Tamariki meeting and review, through finding a

solicitor, and through encouraging me to engage with services that supported me with parenting, trauma counselling and everyday life skills.

"Around April, my children came back home to me. They are so happy to be back with mum and dad. They enjoy going to school and spending time at home, especially our family day outs on Sundays.

"I love my life now. I see Rachael every week and enjoy our check ins. I'm also engaged with Faye in the Mātanga Oranga Whānau programme. Life is just great for me and my whānau and I speak for myself and all my family when I say that we are so grateful and thankful for the support given to us by Visionwest. The hope given to us has seen our lives transformed."

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Canterbury Housing

Visionwest Canterbury continues to grow as the need for housing trends upwards throughout the region.

On May 22nd 2020, the team were welcomed into new premises at Oxford Terrace Baptist Church (OTBC) with a blessing led by Matua Doug McNeal and Senior Pastor Chris Chamberlain. Plans for ongoing collaboration and partnership began with ten one-bedroom properties in Thames Street being transferred from City Council ownership to OTBC ownership under Visionwest Management. The transfer included a five-month full renovation programme commencing in May 2020.

The provision of three disability units was a first for Visionwest. This initiative arose from conversations about the growing need of those injured in the March 2019 Christchurch mosque attacks. 21 families were impacted with disability issues resulting in an immediate shortage of suitable units. Some whānau now living in these homes had been living in motels an hour outside of the city.

Our Sustaining Tenancies Service has supported 40 whānau to sustain their tenancies, and address issues impacting their rental agreements and their ability to live with dignity. This now includes whānau from the private rental market. Of those receiving support, 95% have sustained their tenancy as a result.

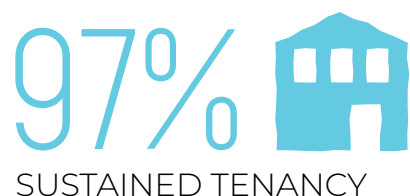
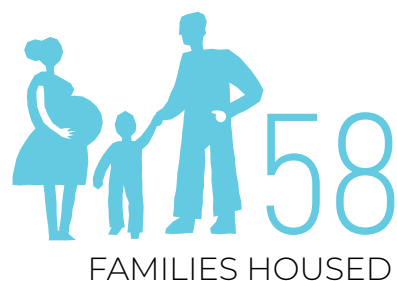
COVID-19 lockdown impacted our communities and the Housing Team, just as it did the rest of New Zealand.



Gwenda and Robin, tenants of VisionWest Canterbury's Long-term Housing programme.

During lockdown the team worked from home, continuing to engage with whānau in creative ways including meeting on doorsteps and holding assessment interviews in the Christchurch office carpark.

Over COVID-time, we were aware that some whānau were isolated and had no means of communication. Cellphones were provided by Visionwest (thanks to donations from 2degrees) to alleviate this loneliness and, in some cases, daily calls were made to keep in touch.



Nigel's story

"I came to the Visionwest Housing Service feeling desperate. It was during the early stages of COVID lockdown and I was unable to find accommodation for me and my two primary school aged sons. Having always had my boys 50/50 shared care, I'd only just become the main caregiver after a mutual decision with my ex-partner. The house I'd been living in with a flatmate was no longer available and we were given 90 days to move. Unfortunately, the end of the tenancy coincided with the lockdown.

"Visionwest have been totally supportive of me and my boys, and not just with a place to live. We've received mental and emotional support, food when times have been tough, and an understanding listening ear when needed. Honestly, I have never felt so supported in all my days as a parent."

Visionwest, one of the few housing providers in Christchurch to continue to offer tenancies during COVID Alert Level 4, met Nigel and his sons and quickly assessed their housing needs and where their support networks were established.

A suitable place became available at a long-term Visionwest property and the whānau was able to move in at the start of Alert Level 3. The boys have settled into their new school. One, who has learning difficulties, has been able to access adequate support and his recent school report was the best he's ever had.

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Home HealthCare

Visionwest's Home HealthCare service is the lifeline that enables elderly and disabled whānau to remain living in their homes, retaining their independence and connection to whānau, friends and community.

Our Home HealthCare service cares for over 7,000 clients at any one time and employs over 1,300 trained and skilled Support Workers.

Murray Penman was appointed to the role of National General Manager of Home HealthCare in September 2019 and immediately threw himself into leading the team in initiating and improving various policies and administration procedures. This included the successful completion of collective bargaining for Support Workers, a two-year process that was concluded in June 2020.

COVID-19 had a significant impact on Visionwest Home HealthCare—the full details are included in the Visionwest COVID Report. In brief, COVID resulted in the need to rewrite many existing policies and to adjust to new ways of working and communicating. For the safety of staff and clients, we had to ensure PPE procedures were understood and adhered to and, with each change in Alert Level, much time was spent contacting clients and Support Workers, and adjusting rosters.





Our response to the needs of older people and people with disabilities

Tā mātou whakautu ki ngā hiahiatanga o te hunga kaumatua me te hunga hauā

Home HealthCare Across all branches

1,340,690

HOURS OF CARE



7,173

CLIENTS



1,416

SUPPORT WORKERS



New Learning and development programmes continued for our Support Workers while refresher training was also provided in areas such as medication oversight, manual handling and other practical tasks.

Through the representation of several staff members, Visionwest Home HealthCare continues to have an active presence in a number of national working groups. These groups meet to determine the future of the homecare industry through determining policy on matters such as employment models, financial sustainability, and new industry specifications. Murray Penman represents us in many of these groups and is Deputy Chair on the Board of the Home and Community Health Association (HCHA).

Congratulations to our 185 Support Workers who graduated with Level 2, 3 or 4 NZQA qualifications at the end of 2019.

COVID made it a challenging great year for us but those challenges also proved once again what a great staff we have—committed and flexible people who are always willing to go the extra mile for the whānau we support, and one another.

Home HealthCare

AUCKLAND

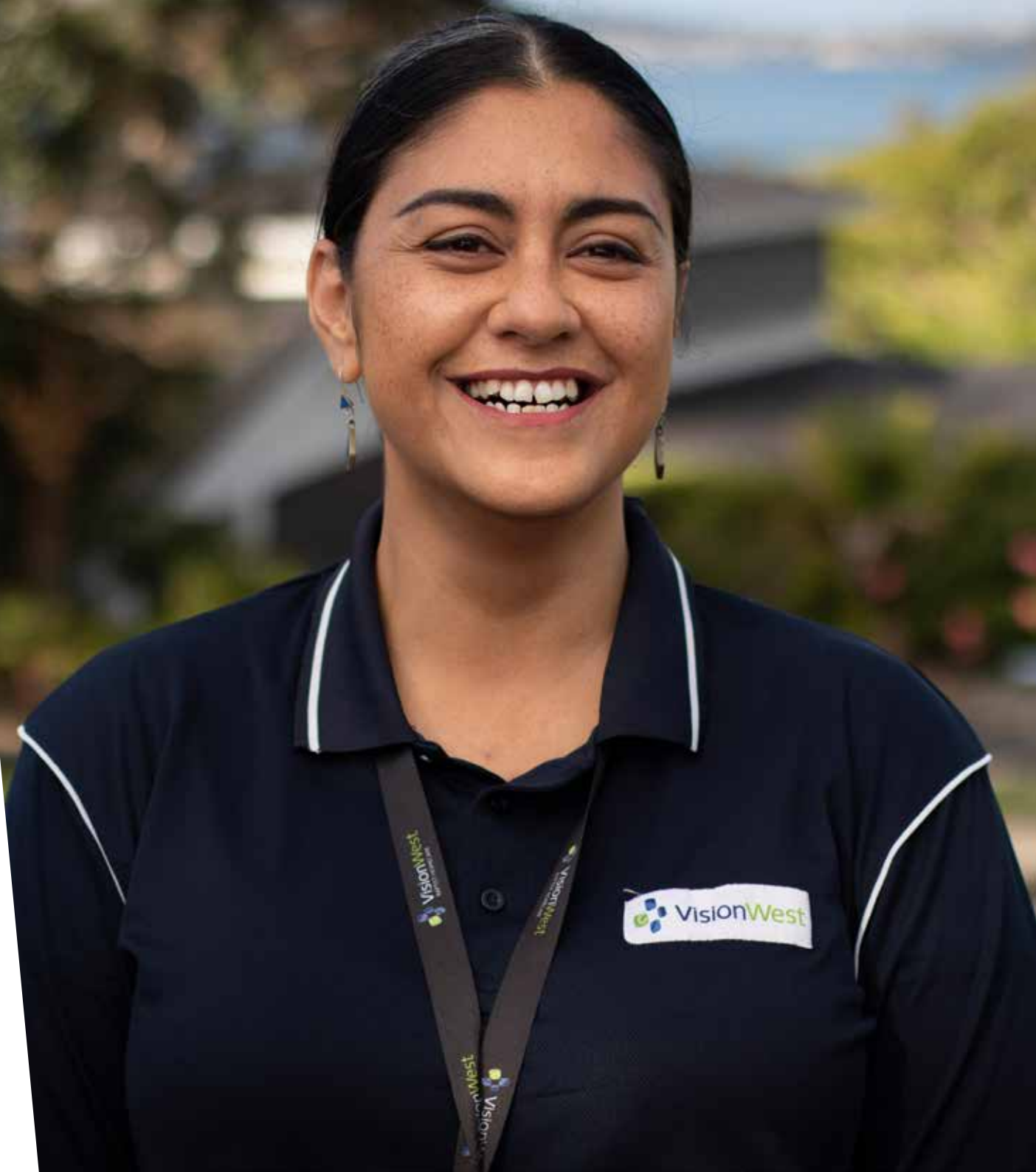
The Auckland region Home HealthCare service provides support to clients in the Waitematā catchment area that spans from Orewa, Hibiscus Coast, North Shore, Albany, The Bays and across West Auckland.

The region's Home HealthCare service continues to grow with over 3,000 clients supported by almost 700 trained and skilled Support Workers.

The intrusion of the COVID-19 pandemic meant we had to radically alter the way our services were delivered (a full report of Visionwest Home HealthCare's response to COVID-19 is contained in the Visionwest COVID Report). Aside from this, the past year was very much business as usual for Auckland Home HealthCare.

The year began with the introduction of a new programme of annual refresher training for all our Support Workers. This training has now been rolled out throughout the regions.

We also trained a group of Support Workers to be Moving and Handling Champions. After completing the DHB manual training course, these staff members trained the rest of the team, especially in the use of hoists. It's our intention to continue our focus on the ongoing training and upskilling of all Support Worker staff.



Auckland's Home HealthCare response

Home HealthCare
West Auckland



346,960

HOURS OF CARE



1,214

CLIENTS



347

SUPPORT WORKERS

Home HealthCare
North Shore

324,536

HOURS OF CARE

2,167

CLIENTS

331

SUPPORT WORKERS

Following on from the Glen Eden Long Service celebration, held early in 2019, Albany had their own evening to acknowledge and honour staff who had served their clients for long periods of time, some over 20 years.

Over 50 staff members from Albany and Glen Eden graduated with Levels 2, 3 and 4 in New Zealand Certificates in Health & Wellbeing. The two graduation events provided significant milestones for the graduates and the opportunity to celebrate their 2019 training achievements in front of friends, families and colleagues.

At each event, General Manager Murray Penman addressed the graduates and expressed his gratitude to all the staff involved, particularly in the way they demonstrated perseverance and dedication to their jobs and to their personal development.

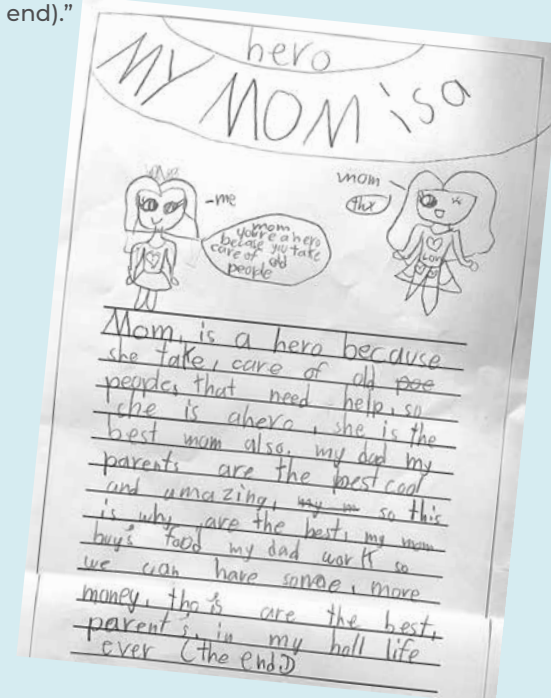
Maribel's Story

21

Maribel, one of our Support Workers shared this story during the COVID lockdown.

"My daughter, Unnah, came home from school and handed me this letter! I almost cried when I saw her message. It never occurred to me how she might notice and appreciate the work I do. I often tell her about the nature of work and I'm amazed that, at her young age, she understands how vulnerable the old people we take care of are. I have no other words, just teary eyes. Well done all Support Workers like me who take care of and love our clients. We are all heroes!"

Unnah's letter is below. In case you can't read it, it says; "Mom is a hero because she takes care of old people that need help, so she is a hero. She is the best mom also. My dad, my parents are the best cool and amazing. So, this is why they are the best, my mom buys food, my dad works so we can have some more money. They are the best parents in my whole life, ever! (The end)."



Home HealthCare

WAIKATO

With a catchment area that reaches from Te Kauwhata in the North to Taumaranui in the South, we support 1,810 clients.

This year, throughout the Waikato region, our 346 Support Workers delivered 259,724 hours of care to 1,810 clients.

In January 2020, the Waikato DHB indicated that they would be moving to a Restorative Model of care. COVID-19 delayed these plans, but our branch has been working in collaboration with the DHB and other local providers to implement this significant piece of work.

This transition will allow us to work with our clients in a 'doing with' approach rather than a 'doing for' one. It will restore function where possible and allow clients to live independently and safely in their own homes for longer periods. The transition to this new model will begin on October 1, 2020. We look forward to embracing this new way of working.

Despite the unprecedented challenges posed by COVID-19 (outlined in the COVID Report), the Hamilton Team worked tirelessly to ensure a seamless service was delivered to our clients. When Alert Levels allowed, we continued to engage with our Support Workers via various forums. Those Support Workers who were working towards their NZQA Qualifications were



Support Workers (L to R):
Marlene Fisher, Naomi Higginson,
May Silvester and RN Lois Fisher

Thank you Story

The following letter was received from the son of a client of Home HealthCare Waikato.

Thank you.

As you know, my father has been unwell since December 2012. Your support staff assisted my mother to care for him at home for the last three years. We were with him when he passed away peacefully.

On visits to my parents, I met Marleen Fisher, Naomi Higginson, and May Silvester. I was always impressed and appreciative of how they cared for my dad. Also, how much my mother was supported so that my dad could stay at home.

While I spent time with Dad and Mum over his last days, I reflected on how your team made a profound difference to Dad and our family. We'd like to acknowledge May, Naomi, and Marleen for their dedication to making our journey easier. They've shown so much compassion and professionalism. Always going an extra step and being there for a chat and a good laugh when Mum needed one.

It was nice to see how your staff interact with each other. The way they supported each other in their day-to-day work showed our family that we were fortunate to have found Visionwest to look after us. In the early days after Dad has passed, Marleen, May, and Naomi continued supporting our family which made these difficult days more manageable.

Again, thank you for being there for our family and my father on his journey.

*Kind regards,
CF and DF*

supported to complete these courses online. We learned the value of effective communication with our Support Workers over lockdown and continued to celebrate their successes with our Employee of the Month awards.

Our Weekend Team continued to manage the emergency calls for all Home HealthCare branches on weekends and public holidays and have worked hard to develop effective working relationships with the branches and Support Workers who work tirelessly outside of our normal office hours.



Waikato Admin team, pictured from left: Kate, Gayle, Frouke and Julia

Waikato's Home HealthCare response


259,724
HOURS OF CARE


1,810
CLIENTS


346
SUPPORT WORKERS

Home HealthCare

BAY OF PLENTY / LAKES

Visionwest Home Healthcare, Bay of Plenty/Lakes district is the largest provider of home support services in the region.

Visionwest Home Healthcare in the Bay of Plenty/Lakes district is now the largest provider of home support services in the region with almost 2,000 Clients and 400 Support Workers.

Tauranga Branch has been involved in the Keeping Me Well trial which involves a multidisciplinary team of health professionals working together to provide a supportive package of holistic support to enable a client to remain at home rather than being admitted to hospital.

In the past six months, we have seen increased sized packages of support. These can reach up to 30 hours of support per week and teams of up to six Support Workers can be responsible for supporting one client.

COVID lockdown was a challenging time. Our Support Worker workforce reduced dramatically, clients self-isolated, Ministry of Health regulations and guidelines were being adjusted daily in all areas of community support needs. During the Alert Level 4 lockdown, Visionwest was approached by the Bay of Plenty DHB to set up a Flying Squad of Support Workers. That is, a team of Support Workers who would be on standby to move into regional rest homes if needed.



DHB's were very supportive to providers with Zoom meetings being held daily. This meant all staff were kept well informed.

Training of Support Workers has continued. Towards the end of the year, approximately 70 graduated with Level 2 and Level 3 NZQA qualifications.

We have an amazing team. We have faced many challenges and are proud of the support we provide to our community.

Bay of Plenty / Lake's response

Home
HealthCare
Bay of Plenty



324,536
HOURS OF CARE



1,785
CLIENTS



345
SUPPORT WORKERS

Home
HealthCare
Lakes

46,574
HOURS OF CARE

196
CLIENTS

47
SUPPORT WORKERS

June's Story

In 2013, June (not her real name) became a client of the Home HealthCare service receiving household management. She lived with her daughter, Maia (not her real name), who was her primary carer.

Moving forward to 2019, Maia was experiencing complications with her diabetes requiring her right leg to be amputated below the knee. During Maia's hospitalisation, June went into respite care.

Maia was allocated home healthcare hours to assist with both personal cares and household management. Household management included assistance with clearing space at home so she could move around in her wheelchair and preparation for June's return from respite care. Visionwest Support Workers helped her

with this and have provided care for both mother and daughter ever since.

Today, June and Maia have a team of six Visionwest Support Workers rostered to provide 49 hours of support each week as Maia battles with her own health issues and looking after her mother in the last days of life. June is under Hospice for Palliative Care and Maia cannot speak too highly of the team of Support Workers, including the office coordinators who provide quality client-centred care for her and especially for her mother.

(Postscript – June passed away on September 16, 2020 having fulfilled her wish of spending her final days at home. It was touching that the whānau reserved a front row at the funeral for all the Support Workers who had helped June).



Education and Training Centre

The past 12 months were a time of development and change for the Visionwest Education and Training Centre (ETC).

A continuing focus on training processes and the bigger picture has provided a clearer pathway into employment. This means, the aim for anyone entering training with Visionwest is that they find employment and, for 12 months, are mentored into the workforce. This process has seen us make a significant number of placements into employment over the past year.

The COVID-19 pandemic and subsequent lockdown meant we pivoted to an online teaching platform for parts of the year. This worked well but was no substitute for face to face teaching and both students and tutors were pleased to be back in the classroom as soon as we were allowed.

We have appreciated being able to support the families of students through helping them engage with other Visionwest services as required. This was especially so during lockdown when Pātaka Kai food was supplied to many whānau.

It's been a real privilege to be able to help resource Pātaka Kai, with staff and students spending time sorting food and packing food boxes. One student even





fulfilled their community work requirements there. We have also given Pātaka Kai a loan of ETC vans and the Building and Construction Workshop.


The Mentor Vocational Programme (MVP), which commenced at the start of the financial year, has proven to be a success. Funded by the Ministry of Social Development through Work & Income, our MVP contract allows funding for 120 young people (18 – 24-years) over a two- year period. Current roll is at the maximum 60 students of which 36 had been employed by the end of the year.

The programme involves 13 weeks of intensive employment coaching which includes interview skills, CV preparation, job-search skills, employer interaction skills, confidence building, self-management, an individualised development plan, communication skills and work experience. Once placed in employment, each mentee receives one full year of mentoring.

Milestones are celebrated at 56, 182 and 365 days of continuous employment and participants are predominantly from Waitakere, although MVP is

Our response to education and employment needs

Tā mātou whakautu ki te mātauranga me te kimi mahi


229 STUDENTS ENROLLED IN PROGRAMMES

66 STUDENTS FOUND EMPLOYMENT


5,860 HOURS OF INTENSIVE LITERACY AND NUMERACY DELIVERED

72 HOURS OF MVP DELIVERED

open to the entire Auckland region. The programme is ably led by a team of three, Sid Tuaoi (Employment Lead/Work Broker), Mark Liuliu-afua (Workplace Mentor) and Nora Harriman (Employment Service Facilitator).

During the year, we were successful in our application to be a part of the Pae Aronui youth employment programme. This landmark programme for Visionwest aims at improving education, training and employment outcomes for rangatahi Māori aged 15 to 24 years who are not in education, employment or training (NEET) or are at risk of becoming NEET.

In April 2020, Visionwest began a new Youth Service initiative supporting young people with educational and vocational services. This was aimed at young people on a benefit, young parents on a benefit, and NEET young people. This programme has doubled the size of ETC and will engage with 140 young people over the next year.

Pae Aronui commences at Visionwest on 1 July 2020 with a contract that allows us to enrol students on the year-long course up until 30 June 2021. Within weeks of commencing, Pae Aronui already had six enrolments with three of those placed in employment.

Reluctantly, the Building and Construction programme was suspended in early February 2020 because of the ongoing challenge to recruit and maintain qualified staff.



Steph's Story

Last year, Steph was registered with WINZ and looking for a job. Today, she's employed in a role she loves.

"I was registered with Work and Income but needed help with all the things I needed to apply for jobs, so they suggested I go to Visionwest. I turned up and was introduced to Ricky. We clicked straightaway."

"On the MVP programme, Ricky supported me in getting my CV and other things I needed up to date. I came in two or three times a week to check in or update my CV depending on what job I was applying for. Ricky also helped me get my restricted and then my full driver's license, which was awesome."

"I was looking for a job in machine operating and received a call from a construction company about that, but they ended up offering me an administration job. At the time, I didn't know much about admin, but I went for the interview and was offered the role. I took it and I just love it."

"The MVP course was so good for me. I have a job, which is so great. I started in basic admin then moved to payroll. Now, I'm getting an interest in the HR side. I'm learning so much. I feel like I'm adding to my skills every day and I know I have a lot more confidence than I once had."

Building hope together

Whakapūmau Ngātahi i te Manawa Ora

Budgeting and Financial Literacy

For Visionwest's Budgeting Service, the keywords for the past twelve months are, Whānau, Financial Capability, Networking, Kahukura – Intensive support, and Team.

Whānau

It's a privilege to be able to journey with Visionwest whānau as we assist them to reduce debt, plan for their future, and regain control of their finances. Over this past year, we have seen an increase in demand for our services, particularly since COVID-19 lockdown and the new financial challenges that many whānau now face.

Financial Capability

These financial challenges have resulted in an increase in the number of KiwiSaver hardship applications and the amount of debt carried by many of our whānau. The average household debt averages \$27,000 and, as Financial Mentors, we spend a lot of time in advocacy, negotiating with creditors and guiding whānau to develop a financial plan of action.

Our aim is to move beyond crisis counselling and provide more strength-based financial training to prevent whānau falling further into these debt traps. We have



made a small start on this by adding a hints and tips for life section to our webpage.

Networking

As always, it's been good to collaborate with other Visionwest Services. This included processing around 50 budgeting reports as pre-housing assessments for our Community Housing Service and giving out 40 – 45 food boxes each week during COVID lockdown. We find the provision of food is a positive way to help our clients beat debt because it frees up money that can be put into debt repayment. We also ran the Money Mates course at our Luke Street housing complex.

Outside of Visionwest, we have fed into a FinCap submission on responsible lending, and, as a collective, made submissions to government on salaries paid to financial support workers. We have also had a presence on several boards that work to effect change in the financial capability space. This includes Debbie Griffiths' place on the Executive Board of Christian Budgeters NZ, where she is involved in training by webinar.

Kahukura

Ministry of Social Development (MSD) funding received last year has been extended through to July 2022 to support Debbie in the Kahukura Programme. Kahukura is about supporting whānau, first with their personal finances, but then examining their deeper needs and providing support for those. It's an approach that fits well with the Visionwest wraparound support approach. In the past twelve months, we have held over 1,000 Kahukura sessions in West Auckland.

Alongside her mentoring role, Debbie's involvement has included leading the quarterly Northwest Cluster Hui, and leading monthly meetings with Kahukura leaders throughout New Zealand.

The team

In June 2020, we said goodbye to Sandra Maslen, one of our Financial Mentors. In July, we welcomed Angelo Rhoda to the team Jo Wolferstan assists Lead Budgeting with Debbie and we recently welcomed Tracey O'Connor as our volunteer administrator.

The year ahead

This year, in response to the surge in local demand, we made the decision to pull back servicing Central Auckland. As a team we have prioritised upskilling to better support and advise those whānau who are dual income families or who operate small businesses and have fallen target to income loss due to COVID.

Our goals


- To position a WINZ representative to work on campus to assist our whānau, Financial Mentors and Support Workers.
- To secure a Financial Literacy Facilitator to run Money Mates programmes internally, in collaboration with other service providers and local business staff.
- To expand an interactive, streamlined database to enhance reporting.
- To develop and enhance an online resource toolbox via our webpage.

Our response to financial hardship

Tā mātou whakautu
ki te āhuatanga
rawakore

1178 
FINANCIAL
MENTORING SESSIONS

 423 CLIENTS

1453 
HOURS OF BUDGETING

 \$27,000
AVERAGE DEBT PER CLIENT

Carl's Story

Prior to lockdown, I received a phone call from a Waitakere Hospital Social Worker. She was phoning because of her concern for gentleman she's looking after and asked if I could meet with him.

Carl is wheelchair and house-bound due to a brain injury. His injury has affected his speech so extensively that he struggles to communicate and relies on full-time care and help. He was in a situation of genuine financial hardship.

Visiting Carl at home, he told me he needed assistance in renewing a hardship application to a long-term debtor, something the debtor was reluctant to grant, this being his second round.

I contacted the debtor and painted a clear picture of Carl's actual existence. The person listened and said she would approve a second round to Carl's hardship application. I thanked her very much but had to explain that, even with what she was proposing, repayments weren't going to be sustainable based on Carl's meagre income – he receives the Supported Living Benefit.

I went on to explain to the woman that, in the past two years, Carl had had to use the debt facility to service basic living costs, such as clothes and food. Carl didn't know, and only learnt recently, that he could approach Work and Income for such assistance. I said to the woman, "I'd like to submit a proposal for a write-off of this debt on the grounds of compassion." I provided all necessary supporting evidence and gathered support letters from Carl's caregivers and hospital workers.



It took a number of follow-up phone calls and emails, but the effort was worth it when I received correspondence that the debt write-off had been approved.

Making the phone call to Carl to tell him the wonderful news made my week and reinforced how much I love my mahi and value in batting for the disadvantaged.

Carl's need for other support services means I have continued to meet with him in my Kahukura mentoring role. This has involved the provision of food parcels and a trip to Eden Park for a Blues game. Carl

leaves his home very rarely and this was the first time for many years that he'd been on a train or to such an event.

My current support with Carl is helping him walk with a stand-up frame. I assist Carl on a weekly basis to walk to the end of his street with our goal being to complete a full lap around Parris Park.

Building hope together

Whakapūmau Ngātahi i te Manawa Ora

Counselling Centre

We are seeing a rise in the number of people seeking counselling—many for the first time.

For the Counselling Team the 2019 / 2020 year was very much a year of two halves; pre-COVID-19 and post-COVID-19. This is because of the profound affect the pandemic had on so many people and on the delivery of our services. While our full COVID story is told in the Visionwest COVID Report, we cannot report on our year without mentioning it here also.

The Counselling Team offers support and tools for coping with challenging and painful times in life. At Visionwest Counselling, having a diverse range of counsellors offering different modalities means we can respond to a diverse range of client needs as they arise. Psychotherapy, counselling and psychology, talk therapy to play therapy, and other creative methods means we have something for everybody.

Over the past year, we offered mental health treatment, well-being advice and guidance and, where life had become difficult, support and encouragement to a total of 445 clients, across 2,481 sessions.

The support we offer is usually provided face to face. While we were deemed an essential service throughout the COVID event, social distancing restrictions meant we had to adjust our service delivery to online or telephone support only. Post-COVID some clients have opted to continue this arrangement. While, for some, this is a



matter of convenience, for many it's indicative of a heightened sense of anxiety within our communities—some people simply don't feel safe venturing out or are uncertain whether they may be a risk to others.

Post-COVID lockdown we continue to see an increase in the number of clients, many seeking counselling support for the first time, as individuals and couples grapple with issues arising from COVID-related situations, including relational issues and anxiety. At the time of writing, some counsellors have a six to eight week waiting list.

We continue to liaise with multiple organisations both within and outside of Visionwest. Our aim is always to offer the best possible wraparound support for our whānau.

Positive feedback

"I feel very appreciative of the support, insight and tools counselling has provided."

"I've been given effective strategies around self-care, dealing with social challenges and an addiction problem. I'm much happier as a result and life is less stressful for me."

"I felt really good being able to offload my feelings and emotions without offending anyone and without judgement—very successful!"

"I've regularly been provided with resources to enable me to follow up on matters and to practice new responses between sessions. These enabled me to not only make constant progress, but to identify new questions for the next meeting."


"My counsellor has an amazing ability to set the tone and the environment for our sessions, creating a security blanket that makes me feel safe to open up and explore all emotions..."

Our response to emotional and mental health needs

Tā mātou whakautu ki te āhuatanga o te taha hinengaro

 2,481
SESSIONS

 23,817
HOURS SUPPORTING CLIENTS

445 
CLIENTS SUPPORTED

109 
CHILDREN AGED 0-19 SUPPORTED

121 
MALES SUPPORTED

323 
FEMALES SUPPORTED

Eden Cottage

TE ITI KAHURANGI

Eden Cottage is in a great place right now, but the past 12 months haven't been easy.

There has been a lot happening at Eden Cottage over the past 12 months. Having completed our external makeover, we had the building and playground looking great. Our next task was to add to the number of children attending.

At the start of the 2019/2020 financial year, because of the number of graduating students, the roll had dropped considerably. Using avenues such as Google Ads and signage around our local community, we countered this drop with heavy promotion of our new branding and renovated facilities. We used the annual Light Party as a promotional tool also, talking with young families and showing them around Eden Cottage. It took a while and some hard work for numbers to improve and it was tough for a while but, by the end of the 2019/2020 year we had full classes and a waiting list. Trust in the service by the community has strengthened with families and we have seen siblings, cousins and family friends enrolling.

During the year we adopted the government's 30 Hours Free subsidy whereby children attending can be subsidised for up to six hours per day, five days a week. Being attractive to working parents, this brought several new enrolments.

It has been good to have a stable team of qualified teachers including Crystal Lynch, Rochie Deocares and



Michelle Huang who have supported the growth of Eden Cottage. In March 2020, we said farewell to Janice Fitzsimmons our Administrative Manager. Head Teacher, Katrina Carr continues to lead the Eden Cottage team and combines a teaching role with that of Centre Manager. Moira Krishna joined as Administrator in March 2020 and has been a great addition.

Another positive has been a greater engagement with the other Visionwest services. We have worked on being more proactive about recommending whānau with needs to other supports offered by Visionwest.

17,439 
HOURS OF CHILDCARE

 63
CHILDREN

54 
FAMILIES



Positive feedback

"Eden Cottage is awesome. With its amazing family environment, my girls both felt at home right away, as did I. The love and support are evident in everything they do for the children and their families; from Father's Day gifts, to being part of the light party each year or the Christmas concert, and daily updates and stories about the kids. We love it so much and would recommend it to anyone who loves that family vibe and community spirit." – R. McLindon

"Our son loves talking about his teachers and friends at kindy when he gets home. Our daughter has recently started kindy also and struggled in the beginning. Every Eden Cottage staff member has gone above and beyond to give her comfort while she settles in. Thank you, Eden Cottage staff. We sincerely appreciate all you do." – F. Seumalii

"Louis started his schooling at Eden Cottage in October 2019 when we moved from South Africa. He had a hard time at first because he could speak and understand Afrikaans only. With the help and support from Katrina and Crystal, Louis started to learn and understand English. We as parents observe daily improvement with his communication and engagement with other kids. He really loves Eden Cottage and shares his excitement with us. Making sure of Louis' happiness seemed to be the hardest part of relocating from another country but it has become the easiest part. Thank you for your kindness and being part of Louis's development." – A. Botha

Building hope together

Whakapūmau Ngātahi i te Manawa Ora

Matapuna Whānau Centre

Whakatauki - Proverb

Mahia i runga i te rangimārie me te ngākau māhaki

***With a peaceful mind and respectful heart,
we will always get the best results.***

The 2019/2020 year will be forever overshadowed by COVID-19 because everything in the latter part of this period centred on working our way through this historic time. It was a sense of staying calm, or in a state of rangimarie (peace), that meant we were able to work effectively and achieve the best results during this time. It also highlights why Visionwest is driven to have Kaupapa Māori underpin who we are and how we organise ourselves.

According to our latest data, Māori are now the highest users of our services. This is also confirmed by the following data where Māori whānau make up:

- In Housing, 85% of those in chronic need, while just over 50% of medium to low need are also Māori.
- 85% of referrals from the Waitakere Police Family Harm Unit into the Whānau Centre.
- All our Trauma-Informed Care Service clients.
- Over 50% of whānau needing food relief.
- Over 85% of whānau who walk through our Whānau Centre doors.



- There has been an increase of Special Needs whānau Māori needing support in Home HealthCare including a steady increase of whānau Māori needing Palliative Care support.

The level of increase in our exposure of whānau Māori needs means the answer to, “Why is Kaupapa Māori important to Visionwest?” becomes obvious. It’s because it enables us to achieve Māori health outcomes. The next question then becomes, “How do we do achieve this?”

That question leads me to the development of our Kaupapa Māori Framework and new Treaty of Waitangi policy as the foundational blocks to achieving our ‘why.’

He Whānau Ratonga – Matapuna Whānau Centre – Highlights:

1. Mate Karauna - COVID-19

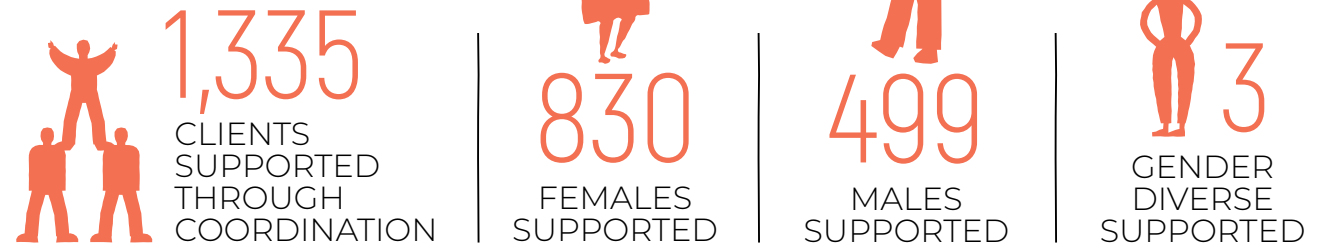
The year’s highlight was seeing our awesome Whānau Centre team pivot into a support role for our Pātaka Kai team through the time of COVID. Our role was to provide phone support for whānau and service providers in need of food relief, and support for Hoani Waititi Marae kaumatua and kuia who found themselves isolated from their wider whānau.

2. Kaupapa Māori Trauma-Informed Care

This unique care is totally wairua based. Whether in one on one sessions, group sessions at Visionwest, or a weekly waiata session in Massey, our Mātanga Oranga Whānau Trauma Specialist, Faye Pouesi, is able to manage high-complex and high-risk whānau through some of the most challenging times of their lives. Faye manages up to 40 whānau regularly and is constantly being asked by external service providers to take on more.

Our culturally informed response Tā mātou whakautu ki te āhuatanga ahurea

Matapuna Whānau Centre



Mātanga Oranga Whānau



3. Safety Assessment Meeting – Family Harm Unit Waitakere Police

The increase in the number of whānau with a need for support with domestic issues and our continual partnership with the Family Harm Unit Waitakere Police has enabled the Whānau Centre to provide quality support and led to us considering the development of our own Family Harm Unit to provide ongoing specialised support.

4. Te Puni Kokiri Pae Aronui

In May 2020, we were chosen by Te Puni Kokiri as one of the Service Providers to manage Pae Aronui, a Māori youth employment pilot project to place rangatahi Māori youth from 15 to 24-years old, not only into employment, but to provide Kaupapa Māori pastoral care. We look forward to reporting on in next year’s Annual Report.

Marie's Story

Ngā kaumātua me ngā Kuia: Culturally, our elders play an important role in mentoring younger generations. In an urban context, however, many of our elders have become isolated and detached from the nucleus of whānau. COVID added to this isolation. Those most vulnerable include kaumātua kuia, and those with underlying health conditions. During COVID, we made this cohort a focus of attention, first communicating with our local Marae and other relevant organisations to see how we could help.

I had the privilege of looking after these elders and, working with our Pātaka Kai, would specifically pack their boxes of kai (with aroha), knowing that there were limited types of food that they could eat. Delivering the food was unlike any other delivery; it was the most precious time of my day.

Here's what it was like visiting the kaumātua flats at the Marae: "Kia ora, kia ora, kei kōnei te UberEats!" (accompanied by a frantic parping of the car horn). The Visionwest vehicle would be packed with kai.

Delivering kai boxes to each unit, gave me the opportunity to engage in purposeful kōrero, to check each person's āhua, demeanor, and wairua. We also shared karakia, mihi and waiata, before returning to base.

Knowing that their own whānau were unable to contact them, because of lockdown, it was up to us, as an essential service, to be their connection to the outside world. There would be tears falling from some of our Kuia, "awwww tēnā koe kōtiro, mō tou koutou aroha ki a mātou (thank you for your love to us)."

Building hope together

Whakapūmau Ngātahi i te Manawa Ora



Kaupapa Māori Framework

Whanake Māori – Māori Development – Highlights

1. Whetū Paerangi COVID-19 Māori responsiveness

Developing our Visionwest Kaupapa Māori COVID-19 framework enabled us to develop clear parameters or whetū (stars) to focus on how we navigate our responsiveness for whānau Māori during this period. One highlight was being involved in and learning from everyone in the Pandemic Management team. Another was being part of the new Waitakere Māori Leadership Collective which meets fortnightly online.

2. Visionwest Kaupapa Māori Framework

After much research, interviews, drafts and peer reviews, it was exciting to introduce the framework to the Board, GEBC Elders, and Senior Management Team followed by discussion on how this could be embedded across the entire organisation. The framework consists of four key pou (posts):

- i. Wairua (Spiritual).
- ii. Hauora (Health/Wellness).
- iii. Mātauranga (Indigenous Knowledge).
- iv. Tikanga (Traditional Customs/Indigenous Process).

3. New Treaty of Waitangi Policy

The Visionwest Treaty Policy reflects our purpose or 'why,' our organisational history, our commitment to the principles of the Treaty and, more importantly,



the 'wairua' (spirit) of the Treaty. With help from our Quality and Evaluation team and our Māori board member, Brad Haami, we have refined the layout and are prepared for comprehensive training for every staff member and volunteer.

4. Tikanga Māori

Tiaki Leathers, one of our Housing staff and Kāhui Whakaruruhau member in Christchurch, leads tikanga for the Canterbury team. In Auckland, we continue to provide our Housing Service with

support in facilitating tangihanga for whānau Māori tenants, as well as whare whakawātea (blessing of homes). We also provide management and staff with tikanga advisory support when required.

With the addition of the new Whānau Centre team, I've been able to facilitate tikanga, particularly in Auckland, with additional Māori support. I have lost count of how many powhiri, mihi whakatau we have completed—an indication of how tikanga Māori is now embedded across Visionwest.

Pātaka Kai

The past 12 months have seen a significant increase in the amount of food given to our community whānau, driven, in large, by the COVID crisis.

In recent years, Pātaka Kai has operated as a free store model where whānau have been able to select the food they need, much like shopping in a supermarket. Food provided was exclusively rescued and donated items. This format was empowering to vulnerable whānau and meant no one received items they wouldn't use. However, COVID-19 forced a change to this service model.

Once in lockdown, with the need to curtail entry to the Visionwest campus, we pivoted to a system where we delivered pre-packed food boxes to the homes of whānau. The increased quantity required also meant there was a need to purchase food. This was helped greatly by donations from a number of funders, including a \$100,000 donation from The Trusts.

A significant change during the pandemic lockdown was the Pātaka Kai's shift from being a food service for local whānau to becoming a West Auckland food hub, providing large quantities of food to other local groups and agencies, e.g. the Police and Waipareira Trust. By the end of lockdown, 75% of food boxes given out were going to groups such as these. This raises questions about what Pātaka Kai may look like in the future.

In the past year, within Pātaka Kai, we saw some personnel changes with Ivoga Lousiale being appointed



our food manager and Marie Leef as our store-person and food transportation driver—a vital position now that we are both collecting and distributing food. On 1 June 2020, Sam Bogusz took over as General Manager of Community Services, with Pātaka Kai being one service now under her oversight.

Moving ahead we see a couple of challenges. One is for an increased number of volunteers and the need to coordinate those workers. With several corporate groups approaching us with offers of team volunteer days, we will need a Volunteer Manager to oversee this.

With the stock component growing we will also need a supply chain coordinator to manage the quantity and quality of goods brought in, held and distributed.

A second ongoing challenge will be that of funding. Now that the demand on food is such that we will need to supplement rescued and donated food with purchased stocks, we must be more active with fundraising for the Pātaka Kai. A review of the food model is taking place which will inform the strategy of how the service operates going forward.

Curtain Bank and Uniform Bank

The demand on the Curtain Bank and Uniform Bank has dropped off in recent years and thought is now being given to aligning them to new service models.

Due to there now being many curtain providers in West Auckland, we are looking to donate our small remaining curtain stock to other curtain banks. This would mean we can make better use of our people resource and will not need to provide any stock holding facility on site.

Our response to food insecurity Tā mātou whakautu ki te āhuatanga kai pōharatanga



\$2,121,300

APPROX. VALUE OF
FOOD DISTRIBUTED



4,899

PARCELS SENT
TO INDIVIDUALS



6,863

CLIENTS
SUPPORTED



9,243

PARCELS SENT
TO FAMILIES



14,142

PARCELS DISTRIBUTED



46,478

INDIVIDUALS FED



Shannon's Story

Shannon (not her real name) had, for a little while, been receiving food parcels from the Visionwest Pātaka Kai. One day she contacted the Whānau Centre to advise that she no longer needed them because she was returning to work. She asked the Whānau Centre staff to let the entire team know of her gratitude for the support she'd received through a difficult time in her life.

Shannon calls the food parcels she and her daughter received a "lifeline." It was difficult for her to put into words how humbled she felt by what Visionwest had done for her and said it was incredibly comforting for her to know that, as a single parent, there was someone out there she could reach out to in her time of need. Shannon also mentioned the respectful way she has been treated, describing the food delivery drivers as, "absolutely lovely."

Building hope together

Whakapūmau Ngātahi i te Manawa Ora

Dinah Pili was our nominee for National Volunteer Week 2020.

For over seven years, Dinah has volunteered every weekday at our Pātaka Kai. When asked why she volunteers, Dinah answered, "Because it's what I want to do. Many years ago, I was homeless and lived at the Visionwest emergency house. When I had a need, they gave me hope. Now I want to give back and help others just like I was helped."

Dinah's selfless volunteering alongside others shows the benefit of working together as thousands of people in the community have been supported with food through our Pātaka Kai.



Chaplaincy

Ko te Atua tō tātou piringa, me tō tātou kaha: he kaiāwhina e tino tata ana i ngā wā o te hē.

God is our refuge and strength: a very present help in trouble. – Psalm 46:1

My role as Community Chaplain sees me providing spiritual, emotional and practical support to whānau across all Visionwest services. As a result, my time is spent in hospitals, hospices, on home visits, accompanying whānau on stressful appointments (such as court appearances), spending time connecting with and feeding people outside Pātaka Kai, encouraging others, and sitting with those who are vulnerable.

Highlights this year have included:

- Hearing whānau share how they are overcoming significant life challenges and watching hope flow into their lives again.
- Involvement with our housing hotel; blessing homes when requested, spending time with whānau, providing each resident with a welcome pack.
- Grandmas in Layard; visiting our hotel with a group of older women to meet with whānau and offer a listening ear.
- 8 Days of Christmas, and Easter post-outs and poems in food parcels during lockdown.
- Praying with people and seeing God at work; sometimes physical needs, sometimes spiritual impact, sometimes imparting of a deep sense of peace.
- Having older caring people join in with prayer and care for whānau and the Tuesday Prayer Group—the backbone of Visionwest.

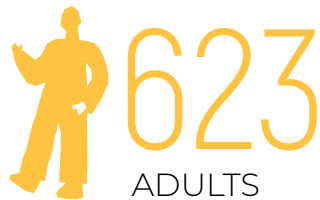
Our response to spiritual needs

Tā mātou whakautu ki te āhuatanga o te taha wairua



- Having summer barbeques with families. Each whānau was given a donated picnic blanket and chiller bag as a reminder to keep spending valuable time together.
- Bibles donated to give to whānau and presenting a paipera tapu to a wāhine who had never had her own paipera and was exploring faith in God as Māori woman.

Meaningful connections



Good News Story

A young person contacted me to say she had some gifts she would like to donate to homeless people. She had researched and saved up to purchase quality items that would last (including a waterproof Macpac bag each). She had put together four bags for males and one bag for a female. Her challenge was, she had no idea of how to go about giving these gifts away.

I wanted her to experience the joy of giving and so, having explained the pitfalls of homeless tourism, we drove to Henderson. On the way, we prayed together, spoke about the possible reactions, and discussed how to approach people with respect as we enter their space.

Under the first bridge where there were people living, there were four males and one female—exactly the number she had prepared for. It was awesome to chat with those living there and for this young woman to see the expressions of delight on the faces of the recipients as they took things one by one out of their bags.

Building hope together

Whakapūmau Ngātahi i te Manawa Ora

COVID Days

Visionwest's full COVID story is told in a separate publication, *Our COVID Story – Tā mātou mate karauna kōrero*. This article is a brief summary.

When difficult times arise, the vulnerable in our society often face the greatest challenges. While many local businesses were temporarily closing over COVID-time, the draw on Visionwest's services increased significantly, which called for some creative thinking.

Of the services provided by Visionwest, four were deemed to be essential according to government criteria; Pātaka Kai, Housing, Home HealthCare, and Counselling. Other services continued to support clients and whānau using various online interfaces.

From the beginning of the COVID event, through lockdown and into the post-COVID phase, all Visionwest services and teams were presented with continuing challenges as services pivoted from what had been the norm to a situation where, not only was the demand on services escalating rapidly, but the ability to meet whānau and other staff face-to-face was curtailed.

For some, this meant working from home, keeping in touch through emails and meetings using video conferencing. For others, it meant volunteering for secondment to newly created roles which became vital to ensure ongoing efficiency amidst the new, and constantly modified, way of doing things. For others, it meant radical changes to existing processes as issues relating to PPE and social distancing became important matters to consider.



Photo: Alex Wallace Photography

The willingness of staff to adapt to these changing conditions—some even taking on new or unfamiliar roles—needs to be acknowledged and applauded.

We could not have continued to provide our services at the level we maintained throughout COVID without the enthusiasm and commitment of our staff, many of who were involved in roles that were vital but often unseen by others, or staff members who willingly worked face-to-face with whānau, despite the potential health risks.

It wasn't always easy, but by working together we not only managed our way through it, we continued to provide a level of service that met the support needs of the vulnerable in our community, and that's what it's all about.



8 Days of Christmas

1,600 gifts of food, presents and Christmas joy distributed to whānau from all over Auckland in just eight days – that's the 2019 8 Days of Christmas.

In New Zealand today, 100,000 children live in food insecure homes while 40,000 New Zealanders find themselves in homeless circumstances. An increasing number of Kiwis are feeling the financial challenge of the rising cost of living. For many, gifts and roast dinners are out of their financial reach making Christmas just another day.

But, for many families, Christmas 2019 was different. Visionwest was one of four groups to partner with the Auckland City Mission to provide Christmas gifts and food for struggling families. From December 11 to December 18, using the Glen Eden Baptist Church grounds and auditorium, food and gifts were collected, packaged and distributed during what we called, 8 Days of Christmas. The aim was to provide 200 parcels a day from each of the four sites involved, Visionwest (Glen Eden), Papakura Marae (Papakura), Ngā Whare Waatea Marae (Mangere), and Eden Park (Central Auckland).

Day 0: By 4pm on the day before the 8 Days of Christmas was due to begin, families were arriving and preparing to spend the night to be certain of receiving a much-needed parcel. They were welcomed into the church building and provided hot chocolate and snacks. The children joined in with Christmas colouring-in and made Christmas decorations for the next day.



DAY 1: When staff arrived at midnight to begin setting up, 25 families were waiting for the time of opening. When the gates opened at 8:30am, whānau came onto the church grounds to a garden party atmosphere. Food and hot drinks were warmly received while Christmas carols played in the background and various activities were provided for the children.

DAY 2: Even before the gates opened, a queue stretched 200 metres down Glendale Road. Some families had driven long distances having first weighed up the petrol cost with the benefit of traveling to Visionwest and figuring it was worth it. Food and drinks were given to those who had waited overnight.

DAY 4: 8 Days of Christmas was possible only because of the large number of volunteers who wrapped and packaged goods, met with whānau, entertained children, cooked food and created an atmosphere that oozed aroha. Volunteers came from Visionwest Trust, Glen Eden Baptist Church, and various organisations and corporate groups. Individuals and businesses were also generous in gifting money, food and presents.

DAY 5: At the halfway point of the campaign, it became obvious that we would run out of gifts for the tamariki. An urgent call-out to the community for gift donations saw hundreds of gifts delivered to the church within hours.

DAY 6: While it bucketed with rain throughout the day, whānau continued to turn up, as did our committed contingent of volunteers. Local police gave out food, modelling a positive relationship between police and community.

DAY 8: The final day was as busy as the seven days leading up to it. 8 Days of Christmas was exhausting

for those involved, many of whom had turned up every day. It was, however, well worth it. Many whānau connections were made and people were put in touch with Visionwest services or other organisations that could help them with various issues they were facing, including the need for budgeting help, counselling and ongoing education. As the last whānau were given their goods, staff, volunteers, and whānau danced on the deck as a celebratory waiata to all that had been achieved.

Thank you to all our volunteers, sponsors and donors who made this such a worthwhile event. For many it meant Christmas became a reality.



 1,666
CLIENTS SUPPORTED

1,362 
FAMILIES REPRESENTED

 2,643
ADULTS SUPPORTED

3,593 
CHILDREN SUPPORTED

Sleepless in September

The “Sold Out” signs were out for Visionwest’s 2019 Sleepless in September Annual Quiz Night and Silent Auction.

Held on 20 September at the Titirangi Golf Club, this year’s event was in support of the My Whare youth housing initiative.

For the first time, the silent auction was held live online where people could bid on the range of goods and services from artwork to restaurant vouchers. The dress-up theme for the evening was “Westie.”

Sponsored by Face and Body, Titirangi, the evening was hosted by Bjorn Brickell from Life FM and featured live music with a short inspirational interview with Tyson, a young man who had been through tough times but was now a part of Visionwest’s Education and Training youth employment Mentoring Vocational Programme. The quiz was won by team Brainstorm.

\$24,000 was raised for My Whare, an innovative programme responding to youth homelessness by placing one-bedroom studios on residential properties to give youth who have had a rough start in life the opportunity for a brighter future. The programme centres on the holistic development of young people offering mentor supports for life-skills, education and employment.

Thank you to the local individuals and businesses who supported Visionwest and My Whare by donating goods and services to the auction.



Lisa Woolley ONZM

Lisa Woolley, Visionwest Community Trust CEO, was made an Officer of the New Zealand Order of Merit (ONZM) in the 2020 Queen's Birthday Honours, for her services to the community and governance. This is an acknowledgement of the ongoing involvement in, and commitment to Visionwest that Lisa and her husband, Mark, have shown since its inception.

Lisa was one of the ten members of Glen Eden Baptist Church who, in 1982, began to dream about what the church could do to transform the lives of the vulnerable in the surrounding community. From these meetings came a drop-in centre providing various services out of the Glen Eden Railway Station. In November 1988, the Friendship Centre Trust—later to become the Visionwest Community Trust—was formed as an umbrella to the services being run out of the railway station.

In 1998, Lisa was appointed to the role of Manager of the Home Care Service (now Visionwest Home HealthCare). In February 2001, she moved to the position of Community Ministries Leader, a role which has since grown to that of CEO, the position she still holds.

In the 19 years Lisa has been CEO, Visionwest Community Trust has grown significantly to an organisation with around 1,700 employees providing a wide range of support services throughout West Auckland and other regions within New Zealand.



More important, however, are the thousands of lives that have been touched and transformed by these services.

In her time with the Trust, Lisa has worked tirelessly to build the Trust and its people into an organisation that serves and supports the vulnerable in the community. 22 years later, she remains passionate about the mahi of Visionwest and the doing something to alleviate the plight of those facing challenging life circumstances.

On hearing that she had been awarded the ONZM, Lisa was typically humble, "I am very humbled and honoured to receive this award and feel incredibly privileged to have been able to serve, together with my wonderful husband Mark, alongside such amazing people as the Visionwest whānau as together we all seek to show love, generosity, compassion and support for whānau in our community. For me, this award acknowledges the commitment, dedication and passion of all the incredible people that make up our Visionwest team."

A couple of weeks after the announcement, the Glen Eden campus gathered for a special celebration service and morning tea to celebrate Lisa's award where acknowledgement was also made of Mark's contribution to Visionwest. As a gift from the Visionwest whānau, Lisa was presented with a specially carved waka huia representing the treasure she has placed into the lives of others.

The celebration included separate items from both Māori and Pacifica members of Visionwest staff. Formal speeches included Mark and Sarah Woolley, Lisa's husband and daughter. They described Lisa as a superwoman, the consummate multitasker who lives with the same level of aroha and compassion at home as she does at work.



Thank You

FUNDING PARTNERS

ACC
Auckland Baptist Tabernacle Trust Board
Auckland City Council
Baptist Community Ministries
Bay of Plenty District Health Board
Christian Savings
Disability Support Link
Foundation North
FinCap
Gumboot Up
Health West
Hoani Waititi Marae Social Services
Kainga Ora (Housing NZ)
Lakes District Health Board
Lakes NASC
Lottery Grants Board
Ministry of Education
Ministry of Business, Innovation and Employment
Ministry of Health
Ministry of Housing and Urban Development
Ministry of Social Development
Ministry of Youth Development
Oranga Tamariki
Rotary Club of New Lynn
SkyCity Auckland Community Trust
Solara Healthcare and Rehabilitation
SupportNet
Taikura Trust
Te Puni Kōkiri
Tertiary Education Commission
Te Whānau o Waipareira Trust
The Ted Manson Foundation
The Trusts Community Foundation
Waikato District Health Board

Waitemata District Health Board
Waitemata NASC
Waitakere Ranges Local Board
Walsh Trust
WestNet Tax Accounting Ltd
WINZ
Your Choice – Te Puna Manawa

COMMUNITY PARTNERS

0800 Hungry Ministries Trust
2Degrees
AAAP
Adventure Specialties Trust
AAD Consultants
Alcohol and other drug treatment courts
Auckland City Mission
Auckland Community Housing Provider Network
Auckland District Health Board
Baker's Delight
Baptist Union of New Zealand
Bible Society of New Zealand
Big Save Furniture
BL Stringer & Co Ltd
Christian Savings
Christians Against Poverty
Career Force
Child Variety
Christian Budgeting of New Zealand
Citizens Advice Bureau
Columbus Coffee, Glen Eden
Community Housing Aotearoa
Community Law Waitakere
Community Post
Community Waitakere
Compassion Trust
Counties Manukau District Health Board
CNBZ
Daily Bread Bakery

Dayspring
De Paul House
DebtWorks
Disputes Resolution Services
Elder Support Services
EcoMatters Environment Trust
Education Review Office
Emerge
ERANZ
Face and Body
Fair Food Trust
Fisher & Paykel Appliances
Fresh and More
Glen Eden Baptist Church
Glen Eden Intermediate School
Glen Eden Public Library
Grant Thornton
Greater Glen Eden Network
Green Bay High School
Home & Community
Health Association
Hoani Waititi Marae
Home Interaction Programme for Parents and Youngsters
Hope Community Trust
IRD
James Blond Truck Rentals
Kahui Kaumatua Roopu
Kahui tu Kaha
Kaiapoi Baptist Church
Kingdom Resources
Kiwi Harvest
Konini School
KPMG
Lifewise
Lincoln Bakery
LinkPeople
Linwood Baptist Church
Little India
Marinoto
MBIE

Mental Health Foundation
MetlifeCare Limited
Modica
Monte Cecelia Trust
My Food Bag
New Zealand Council of Christian Social Services
New Zealand Insolvency and Trustee Service
New Zealand Police
New Zealand Police - Youth Aid
New Zealand Qualifications Authority
Nga Mataapuna Oranga
North West Managers Hui
Ohana Teen Parenting Unit
Orange Sky - free laundry and showers
Oxford Terrace Baptist Church
Person 2 Person Help Trust
Pete's Packaging
Pirirakau Hauora
Presbyterian Support
Probation Services
Rangiora Baptist Church
Ready Press Print
Renaissance Group
Revive Café
Revolution Church, Christchurch
Rhema Media
Rotary Club of Henderson
Salvation Army
Salvation Army, Glen Eden
SGA (Strachan Group Architects)
Skills Update Training Institute
Solomon Group
Sozo Coffee House
Sport Waitakere
Te Pou
Tertiary Education Commission
Te Wai Ora Social Services
Te Wananga O Aotearoa

TechOne
Tenants Protection Christchurch
The Fono
The Kelston Early Learning Project
The Parenting Place
The Salvation Army New Zealand Trust
Thomas Consulting
Titirangi Public Library
Tony's Restaurant
Tuilaepa Youth Mentoring Services
TYMS Youth Mentoring
Ultimate Care Rosedale
University of Auckland Faculty of Medical and Health Sciences
UNITEC Institute of Technology
University of Auckland
University of Auckland Social Work Department
Vinci Law
Vodafone Foundation
Waitakere Alternative Education Consortium
Waitematā Community Law Centre
Waitematā District Health Board
Waitakere Ranges Local Board, Auckland Council
Wallace Construction
West Auckland Pasifika Forum
Wise Group
Work and Income Advocates Group
Work and Income New Zealand
Youthwest Health Hub
Youth Services West
Youth Horizons

And all the many individuals who generously give of their time and finances.

Are you able to respond?

You can be a part of the Visionwest story as we work together to build hope and transform lives within our community.

Donations

One-Off Donation

Direct credit to the Visionwest Fundraising Account:
12-3252-0048346-52

In reference fields, please include your name and preferred area of funding.

Automatic Payment

Ongoing donations can be made by automatic payment to the Visionwest Fundraising Account:
12-3252-0048346-52

In reference fields, please include your name and preferred area of funding.

Credit Card

Online at our website, www.visionwest.org.nz

Donor Information

- For more information about donorship, please email partnerships@visionwest.org.nz or phone 09 818 0700.
- All monetary donations to Visionwest are eligible for the charitable donation tax rebate.
- Visionwest Community Trust financials for 2019/2020 are available on the Charities Service website from December 2020.



Let's Build Hope Together

We invite you to join us in the life-transformation of the vulnerable in our communities by becoming a Hope Builder.

As a **Hope Builder**, you have the power to help whānau live transformed lives. Through regular news updates, you will hear stories, and receive statistics and videos showing the life-transformation that you have made possible by joining us as we **Build Hope Together**.

To find out more about being a Hope Builder, use the QR code or visit:

visionwest.org.nz/buildhope



Building Hope Together – 30 Years of VisionWest

Be inspired and encouraged by the story of VisionWest Community Trust's journey from being a drop-in centre at the Glen Eden Railway Station, to a multi-service trust with branches throughout New Zealand.

For details of how you can purchase your copy of Building Hope Together – 30 Years of VisionWest Community Trust, email partnerships@visionwest.org.nz or purchase online at 30years.visionwest.org.nz

Building hope together

Whakapūmau Ngātahi i te Manawa Ora



Summary of Financial Statements

FOR THE YEAR ENDED
30 JUNE 2020

BASIS OF PRESENTATION

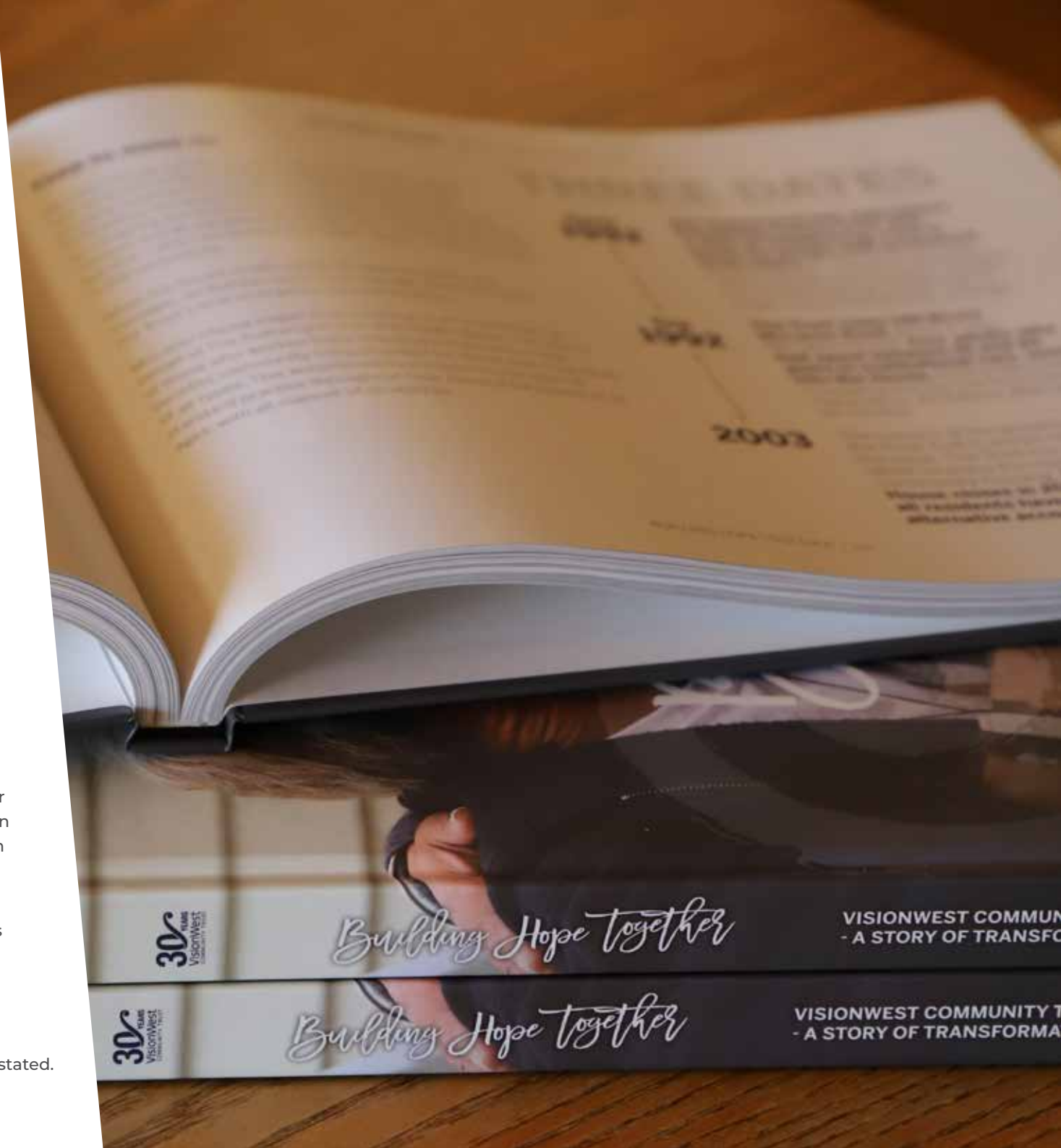
The Summary Financial Statements presented are those of Visionwest Community Trust, a public benefit entity. These financial statements have been prepared in accordance with Public Benefit Entity Financial Reporting Standard 43, Summary Financial Statements.

The financial statements have been extracted from the full financial statements that comply with Generally Accepted Accounting Practices in New Zealand (NZ GAAP). They comply with Public Benefit Entity International Public Sector Accounting Standards and other applicable Financial Reporting Standards (collectively "PBE Standards"), as appropriate for Tier 1 not-for-profit public benefit entities.

The full financial statements signed on 28th October 2020 have been audited by Grant Thornton and given an unmodified opinion. The full Financial Statements for the year ended 30 June 2020 were authorised for issue in accordance with a resolution of the Trustees on the 28th October 2020.

The Summary Financial Statements do not include all the disclosures provided in the full Financial Statements and cannot be expected to provide as complete an understanding of the financial affairs of Visionwest Community Trust as the full financial statements.

The presentation currency is New Zealand dollars. All amounts are stated in nearest dollars, unless otherwise stated.



	2020 \$	2019 \$
Revenue from non-exchange transactions		
Income from Health Care Services	58,257,942	54,518,075
Income from Education Services	1,373,548	892,150
Income from Emergency Housing Contract	4,076,632	3,138,539
Income from Other Services	391,426	259,430
Rental Income	9,027,033	7,116,240
Capital Government and other grants	-	2,383,774
Operational Government and other grants	564,823	531,062
Donations-in-Kind and Services-in-Kind	2,187,112	602,606
Donations and Fundraising	89,258	41,773
	75,967,774	69,483,649
Revenue from exchange transactions		
Interest income	4,267	20,992
	4,267	20,992
Total revenue	75,972,041	69,504,641
Expenses		
Employee related costs	55,426,674	53,433,089
Donations	1,904	4,896
Donations-in-Kind and Services-in-Kind	2,187,112	602,606
Interest expense	621,858	478,549
Depreciation, amortisation and write-off expenses	271,461	216,293
Amortisation	499,832	499,832
Other expenses	15,079,523	11,558,192
Total expenses	74,088,364	66,793,457
Total surplus for the year	1,883,677	2,711,184
Other comprehensive revenue and expense		
Revaluation of Land and Buildings	60,000	-
Total comprehensive revenue and expense for the year	1,943,677	2,711,184

Statement of Comprehensive Revenue and Expenses

FOR THE YEAR ENDED
30 JUNE 2020

These Summary Financial Statements cannot be expected to provide as complete an understanding as can be provided by the full Financial Statements. If you wish to view a full set of the Financial Statements, please visit our web page www.visionwest.org.nz/about-us/about-vision-west-annual-reports, or email office@visionwest.org.nz.

Statement of Financial Position

AS AT 30 JUNE 2020

	2020 \$	2019 \$
ASSETS		
Current		
Cash and cash equivalents	9,222,853	3,075,009
Receivables from non-exchange transactions	3,356,198	7,022,279
Prepayments	502,845	248,621
Total current assets	13,081,896	10,345,909
Non-current		
Intangibles	499,833	999,665
Property, plant and equipment	47,944,334	45,269,071
Total non-current assets	48,444,167	46,268,736
Other		
Other assets	158,417	648,216
TOTAL ASSETS	61,684,480	57,262,861
LIABILITIES		
Current		
Trade and other creditors	4,673,222	4,520,271
Employee entitlements	6,098,217	5,138,654
Income in advance	2,407,043	2,473,348
Loans and borrowings	1,219,272	1,842,207
Total current liabilities	14,397,754	13,974,480
Non-current		
Loans and borrowings	13,951,699	12,131,188
Provisions	559,437	325,280
Total current liabilities	14,511,136	12,456,468
TOTAL LIABILITIES	28,908,890	26,430,948
NET ASSETS	32,775,590	30,831,913
NET ASSETS		
Retained Surplus	22,680,095	20,796,418
Asset Revaluation Reserve	10,095,495	10,035,495
Accumulated comprehensive revenue and expense	32,775,590	30,831,913

	Asset Revaluation Reserve	Retained Surplus	Total Net Assets
Opening balance at 1 July 2018	10,035,495	18,085,234	28,120,729
Surplus for the year		2,711,184	2,711,184
Other comprehensive revenue and expense			
Closing balance at 30 June 2019	10,035,495	20,796,418	30,831,913
Surplus for the year		1,883,677	1,883,677
Other comprehensive revenue and expense	60,000		60,000
Closing balance at 30 June 2020	10,095,495	22,680,095	32,775,590

Statement of Changes in Net Assets/Equity

FOR THE YEAR ENDED
30 JUNE 2020

Signed for and on behalf of the Visionwest Community Trust



Arvind Dayal
Chairman



Stephen Parker
Deputy Chairman

Statement of Cash Flows

FOR THE YEAR ENDED
30 JUNE 2020

	2020 \$	2019 \$
Cash flows from operating activities		
Receipts from trading activities	63,333,342	52,445,330
Receipts from rental properties	12,274,500	11,706,291
Receipts from government grants	609,042	531,062
Receipts from other grants & donations	394,037	1,885,743
Interest received	4,267	20,992
Payments to suppliers and employees	(68,751,338)	(60,382,616)
<i>Net cash flows from operating activities</i>	7,863,850	6,206,802
Cash flows from investing activities		
Purchase of property, plant & equipment	(2,291,724)	(9,990,827)
<i>Net cash flows from investing activities</i>	(2,291,724)	(9,990,827)
Cash flows from financing activities		
Proceeds from borrowings	1,910,888	13,242,993
Repayment of borrowings	(713,312)	(9,229,823)
Interest paid	(621,858)	(478,549)
<i>Net cash flows from financing activities</i>	575,718	3,534,621
Net increase / (decrease) in cash and cash equivalents	6,147,844	(249,404)
Cash and cash equivalents at the beginning of the year	3,075,009	3,324,413
Cash and cash equivalents at the end of the year	9,222,853	3,075,009



Report of the Independent Auditor on the summary financial statements

Grant Thornton New Zealand
Audit Limited

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www.grantthornton.co.nz

To the Trustees of Vision West Community Trust

Opinion:

The summary financial statements, which comprise the statement of financial position as at 30 June 2020, the statement of comprehensive revenue and expense, statement of changes in net assets/equity and cash flow statement for the year then ended, and related notes, are derived from the audited financial statements of Vision West Community Trust for the year ended 30 June 2020. In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial statements.

Summary financial statements

The summary financial statements do not contain all the disclosures required by Public Benefit Entity International Public Sector Accounting Standard (Not-for-Profit) ("PBE IPSAS NFP"). Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements and the auditor's report thereon.

The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated 28 October 2020.

Other Information than the Summary Financial Statements and Auditor's Report Thereon

The Trustees are responsible for the other information. The other information comprises the information presented on pages 4 to 55 of the annual report but does not include the summary financial statements and our auditor's report thereon.

Our opinion on the summary financial statements does not cover the other information and we do not and will not express any form of audit opinion or assurance conclusion thereon.

In connection with our audit of the summary financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the summary financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Trustees' Responsibility for the Summary Financial Statements

The Trustees are responsible for the preparation of the summary financial statements of Vision West Community Trust in accordance with PBE FRS-43: *Summary Financial Statements*.

Chartered Accountants and Business Advisors
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Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with the audited financial statements based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810 (Revised), *Engagements to Report on Summary Financial Statements*.

The firm is currently carrying out other assignments for the Trust in the area of GST advisory. The firm has no other interest in the Trust.

Restricted Use

This report is made solely to the Trustees, as a body. Our audit work has been undertaken so that we might state to the Trustees, as a body, those matters which we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than Vision West Community Trust and the Trustees, as a body, for our audit work, for this report or for the opinion we have formed.

Grant Thornton New Zealand Audit Limited

Grant Thornton

Auckland, New Zealand

28 October 2020

Chartered Accountants and Business Advisors
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Building hope together

Whakapūmau Ngātahi i te Manawa Ora





Vision

Transformed Lives, Healthy Communities

He Oranga Tangata, He Oranga Hapori

Mission

Building Hope Together

Whakapūmau Ngātahi i te Manawa Ora

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*Visionwest
Waka Whakakitenga
authentic relationships
whanaungatanga
compassion aroha
dignity mana holistic
care manaakitanga
building hope together*