

Annual General Report
2011 - 2012





VisionWest Community Trust has been offering community based services to people in West Auckland since the 1980's. The Trust now provides a range of community services to over 11,500 individuals every year, with a wonderful staff and volunteer base of over 375 people. The Trust is still based out of Glen Eden Baptist Church and continues to grow and respond to needs in the West, with a mission of Building Hope Together.

As a faith-based organisation, we believe in the value of holistic care and support and offer an integrated range of wrap around services and supports that care for all people physically, emotionally, spiritually and intellectually. As a community development based organisation, our vision is to build a place of trust and openness where people feel valued and loved.

Proverbs says: "Without a vision the people perish" (Prov 29:18) and "Hope deferred makes the heart sick" (Prov 13:12). At VisionWest, we believe that we all need to have a vision and a hope for the future. Here communities of hope and transformation flourish and grow; lives are transformed, and this transformation ultimately affects the health of the communities that we live in – Transformed Lives, Healthy Communities.

Transformed Lives, Healthy Communities

Hauoratanga mo nga iwi Whanu

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Trust Board Annual Report

2011 - 2012

Chairman's Review

As the late Peter Drucker (influential Writer, Management Consultant, and self-described Social Ecologist) once said *"The non-profit organization exists to bring about change in individuals and in society."* That is certainly our desire at VisionWest Community Trust and as we review another year we can confidently say that we have been successful.

As you will see in the reports from the various services on the following pages, VisionWest has continued to impact the lives of over 11,500 people within our community for the better.

This year we were delighted to have the work of VisionWest recognised at the West Auckland Business awards. The Board was very pleased that the hard work of our dedicated staff and volunteers and the difference that their efforts are making in our community was acknowledged along with other successful businesses in the west.

As well as the on-going governance of the Trust, the Board has been involved in a strategic review of our services and how to manage the growth today and in the future. One of the areas we have had to look at this year is our Campus and how to retain the friendly community atmosphere that we have while providing an excellent work environment for our staff using the space that we have more efficiently. Housing, Home Healthcare and Community Services have also provided us with plenty of opportunities to explore new ideas as we look to the future as the need for these services continues to grow rapidly.

We are very pleased to report that VisionWest continues to remain in a healthy financial position. While our net surplus for the year was down relative to last year our balance sheet remains strong. To have achieved this result in the face of a very challenging economy is a testament to the excellent work and dedication of the Management team and staff.

It is a real privilege to be part of the incredible work that God is doing through the humble obedience of so many people. As you read through this report you will get a sense of the scale of the work being done and the number of dedicated staff and volunteers that work tirelessly to **Build Hope Together** and to **Transform Lives**.

I would like to thank my fellow Trustees for the many nights and weekends spent reading reports, debating policies and seeking God's guidance when making decisions that will affect many people in our community. A special thank you to Allan Hunter as he completes his six year term on the Board; Allan has provided excellent input to the discussions and decisions made by the Board through this period of growth.

On behalf of the Board I would also like to thank all staff and volunteers of VisionWest and especially the Management team which is very capably led by our CEO, Lisa Woolley. Without this dedicated team of people working day in and day out to serve our community one person at a time, we would have nothing. We thank you all for the time, effort and compassion you put into the work that you do.

In the year to come, we have many more challenges ahead as well as exciting opportunities and as we continue to work together and seek God for guidance, we will succeed in building a **Healthier Community** through **Transformed Lives**.

God Bless

Andrew Fraser
Trust Board Chairman



(Top left to right) Allan Hunter (Secretary), Glenn Melville, Trevor Parsons, Andrew Fraser (Chairman), John Bloemendal
(Bottom Row) Nettie Burton (Treasurer), Lisa Woolley (CEO), Suzy Aislabie



The Year

Keeping our Vision and Mission central in all we do

Keeping the values, mission and vision central in all we do is critical for any organisation especially when going through significant growth phases. This has been a key area of focus at VisionWest over the last few years and we have continued to keep this at the forefront of all of our decision making and strategic thinking this year as we work together towards bringing hope and transformation to our community.

We are incredibly blessed at VisionWest by the people who choose to work and volunteer here at the Trust. These people all have hope and transformation at the heart of everything they do. Through their compassion and dedication, they walk alongside people and we see real transformations occur. Our staff and volunteers are part of the life blood of VisionWest and I salute them all.

This year I have been working on my thesis towards a Master in Social Practice degree. The thesis looks at the outcomes for families and individuals who have been homeless and are now living in long term supported housing. Through this process I have had the absolute privilege of interviewing some of VisionWest's supported housing tenants. I have been so amazed at the huge life changes that have occurred for people who were previously facing multiple social issues and now have the opportunity to have stable and affordable accommodation with support from our Housing Social Worker and the wrap around services of the Trust. Their lives have had such a major turn around and they are now able to look to their future and their children's future with a sense of purpose and hope.



This is what VisionWest is all about. Our vision is **Transformed Lives, Healthy Communities** and our mission is **Building Hope Together**. It is evident through these amazing stories that as we walk alongside people, **Hope** is being created. As people start to see that hope become a reality, lives are **Transformed**, which translate to **Healthier Communities**. I acknowledge all the people that we journey with, you also are part of the life blood of VisionWest.

Other Key Areas of Focus:

Housing

This continues to be a key strategic area for VisionWest as the demand for secure, affordable accommodation increases in Auckland. VisionWest is committed to increase the availability of affordable social houses while also providing the support services that work alongside the families we are housing. We were very pleased this year to receive further funding from the Government to build another six houses in the community for people who are in need of safe, secure and affordable accommodation.

Training and Employment

We are continually looking at ways to assist people through training and employment opportunities and are working at developing new training courses through the Training Centre that will give people further education or work opportunities. The team at the Training Centre are currently working towards starting a new hospitality course that will run out of our refurbished training café.

Home Healthcare

As demand for our Home Healthcare service grows we have reviewed our staff structure to ensure we are well placed to meet the increasing demand for this outstanding service which enables older people and people with disabilities to live independently in their own home.

Community Services

A major focus within our community services has been working with our Foodbank team to explore moving towards a 'free store' concept. People get to choose the food they need off our free store shelves rather than being given a bag of groceries. This is more empowering for the person as they can choose the food that will actually be helpful for their family.

It has also been exciting to watch the Curtain Bank team come together, working towards expanding the service and establishing key partnerships with other organisations.

Campus Developments

The campus development team have been meeting throughout the year and have engaged Stachan Group Architects (SGA) to develop concept plans for our campus to accommodate the growing services of the Church and Trust. We have had some great focus group sessions with the architects and are excited to see how this will shape up.

We have been especially grateful to the Vodafone Foundation who has sponsored James Widgery to work alongside our Youth and Alternative Education (AE) programmes at the Training Centre. One of James' projects has been to develop a training café for our young students to gain valuable life and work related skills, which will help with future employment opportunities.

As the café develops, our goal is to start producing a surplus that can be used to further resource the AE programme. We are looking forward to launching the café in July with a Business Breakfast Event.

West Auckland Business Awards

We were thrilled to be winners in three categories of the West Auckland Business Awards in 2011, including the Unitec Excellence in Not for Profit; People's Choice – Most Inspirational Business Award; and Young Business Person of the Year Award that went to our Marketing and Communications Manager, Stephanie Yost.



Community Projects and Forums

Key community projects this year have included our continued involvement with the Greater Glen Eden project, Waitakere Housing 'Call to Action' and partnership with a number of agencies to establish the new Fair Food organisation to develop a "Free Store" initiative.

I have been involved with a number of national groups such as: the New Zealand Christian Council of Social Services; Community Housing Aotearoa; and the Housing Ministerial Advisory Panel.

We also have the privilege of working alongside a number of church groups as they seek to provide community services in their communities.

Staffing

Key management appointments this year included a number of staff moving into new areas of responsibility within the Trust as follows:

- Christine Dyson to Home Healthcare General Manager
- Philip Ayers to Operations Manager
- Anna Fraser to HR Manager
- Andrea Galecki to Community Services Manager

New management appointments included:

- Miles Hennighan as Housing General Manager
- Tina Jamieson as PR and Communications Manager
- Shirley Motupalli as the Kindergarten Manager
- Ron Maddox as the Finance Manager

"We are incredibly blessed at VisionWest by the people who choose to work and volunteer here at the Trust. These people all have hope and transformation at the heart of everything they do".

A special thank you to Ian Yost and Stephanie Yost for their contributions to the Trust over the last few years.

I am incredibly grateful to work with such a skilled and passionate team of people at VisionWest. Thank you for your hard work, dedication and passion.

The year Ahead

Key areas of focus will include:

- A continued focus on our vision and mission
- Staff engagement
- Housing; training and employment; Home Healthcare; addressing issues of poverty
- Community engagement
- Campus development
- A celebration event for the Trust's 25th anniversary.

Thank You

VisionWest can only continue the work we do in the community through the support of everyone who partners with us including our staff; volunteers; philanthropic trusts; businesses; local and central Government and of course the Church family at Glen Eden Baptist Church. We are extremely grateful for all your contributions as we work together to bring transformation to West Auckland.

I would like to pay a special tribute to all our Trustees who work so hard behind the scenes to ensure that the Trust has excellent governance practices in place and that sound decisions are being made for the future of the Trust as well as key areas of need are being addressed in our community. A special thank you to Allan Hunter, who will be standing down as Trustee as he completes his six year term.

Again, Thank you everyone for your very meaningful contributions. We look forward to another year of **building hope together** in our community.

God Bless

Lisa Woolley
CEO



The Year

Providing safe, healthy, quality affordable housing for low income families to enhance and benefit the individual and wider community is the key aim of VisionWest Community Housing. Being actively involved with our tenants, taking on-board their concerns and giving them a voice will produce settled homes and wider community benefit. The wrap around services of VisionWest fully embrace a pro-active approach to tenancy, resulting in better homes, better lives, better communities and affordable quality places to live.

Over the past year we have seen growth in the services that we have delivered and also an increase in our housing stock. However, the demand for housing outstrips the availability and is often difficult to address. The demand for housing continues to rise with evidence of many households in overcrowded and/or unsuitable accommodation. Affordability and availability remain the two key factors which prevent many families we assist from accessing suitable housing. Enquiries and requests for housing assistance have seen significant increases:

A total of 26 low income families were assisted into long-term and short-term accommodation. 12 of these households were successfully transitioned into VisionWest's long term housing program. VisionWest has continued to increase its housing stock to 34 properties. 7 new builds were successfully completed with funding contribution from the Housing Innovation Fund.



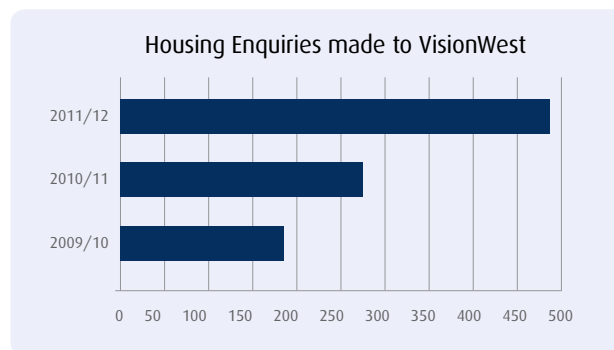
The Team

This year the housing team has shown continued dedication and commitment in offering an accessible and empathetic service for all our clients. Regrettably at the end of the year we have had to announce the end of our pilot program with the disestablishment of the Property Care Service, however we celebrate the successes which had included ongoing and permanent employment for 3 trainees, and a newly engaged maintenance worker. The employment and training model has now been incorporated into VisionWest Training Centre and we look forward to an effective workplace training scheme. We extend our thanks and gratitude to the commitment and professionalism the Property Care Team showed throughout their time with us.

Opportunities for Growth

With increasing market prices, competition for land and development sites it is important that continued specialist

knowledge is developed and that our resources are targeted effectively. Our emergency short term housing is congested with severe vacancy delays due to the lack of viable housing alternatives. Within our own stock there is little movement and some families have spent up to 12 months in emergency housing before a suitable alternative can be found. In order to alleviate this immediate problem we will continue to develop strong local and central government partnerships, particularly with the Social Housing Unit (SHU) and private sector organisations to increase third sector housing.



The Year Ahead

VisionWest has shown that it can deliver wide and varied wrap around services and housing programmes that meet the fundamental requirements of those in our region. The Government has demonstrated resolve to enable community housing growth through funding partnerships and this will continue to play an integral role for the delivery of third sector housing into the future.

For the year ahead, we look forward to

- Consolidating our housing delivery model and tenancy & property service functions.
- Strengthening partnerships across the region.
- Working across the housing sector to empower and enable further community sector growth through resource and knowledge sharing.
- Completing a further 8 properties with funding secured from SHU Niche Fund 2011, including 2 new eco-friendly homes designed and built by 3rd and 4th year students of Unitec School of Architecture. It is envisaged that the concepts of the Unitec housing model will enable further delivery of housing stock at a much quicker and affordable rate than normal construction techniques.

VisionWest is a recognised growth provider in the housing sector with a productive working partnership with the Government. We continue to actively seek for opportunities to make a positive difference in our community in the area of community housing.



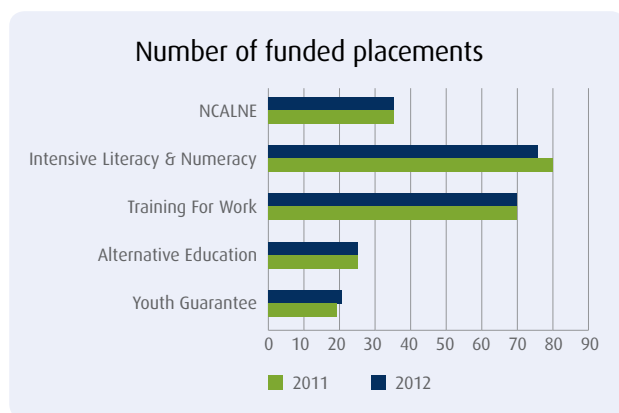


The Year

The Tertiary Education Commission (TEC) and the Ministry of Social Development fund the majority of the Training Centre's programmes. Enrolments are filled through social and community agencies such as Youth Horizons, Work and Income NZ, other providers and schools. The Ministry of Education funds the Alternative Education (AE) programme through Green Bay High School.

2011/2012 has been a year of stability for the Training Centre; maintaining the momentum of delivering our varied programmes to youth and adults with the aim of transforming lives. The youth continued with their education, either returning to main-stream high schools or engaging with the Youth Guarantee initiative to achieve NCEA level 2. The adults have an employment focus through the Training for Work programme or up-skilling in adult literacy and numeracy education.

There has been great synergy between the Horticulture department of the Training Centre and VisionWest Community Housing, whereby students landscaped two Trust properties as part of their practical learning experience. More projects are expected going forward as VisionWest increases our housing stock.



The Team

The unified team approach to our mission has seen great achievement. We met the majority of the Government-set key performance indicators (KPI) and were granted similar funding for the 2012 calendar year as we had for 2011. At the end of 2011, we farewelled our youth tutor who returned to teach in a main-stream high school, and in early 2012, our AE support tutor left to continue further tertiary education. We welcomed a new youth tutor Yvonne Ohlson at the beginning of this year who is doing an awesome job with the NCEA students.

Opportunities for Growth

Meeting prescribed Government-set KPIs which then determine the amount of funding allocated have been a

constant challenge. While we were able to improve the attendance of the AE students from 'very low' in main-stream schools to 50% with us, it was still under the expected set KPI of 80%. However, every effort is made to engage the students throughout our programmes, whilst making a meaningful difference in their lives emotionally and socially, tapping on the holistic, wrap-around support of the wider Trust.

With limited funds allocated, compounded with the high needs nature of our students requiring significant human and physical resources, it makes meeting the financial bottom line extremely trying.

Recruitment for the replacement AE support tutor has been difficult. It is essential to find someone who relates well to students and aligns themselves with the vision and values of the Trust. Attracting volunteers from the church or wider community to be part of the Training Centre has also been a hurdle. However we are hopeful that the right AE support tutor and volunteers will join our team.

Year Ahead

Our focus for the year ahead is to re-engage and re-integrate our young students into education, with the aim of returning them to main-stream schooling or tertiary education. We are partnering with James Widgey (Vodafone Foundation World of Difference Grant 2012 recipient) to research into best practice for AE. We aim to design and deliver a programme that transforms lives, builds healthy communities as well as sets the benchmark in NZ for programmes of choice for disengaged students.

In line with meeting TEC's expectations of education providers, the Training Centre plans to:

- Foster better student engagement
- Monitor students' progress more closely
- Develop vocational pathways
- Embed language, literacy and numeracy in our programs and lesson plans
- Benchmark against other providers, especially those who have success with Maori and Pacific learners.

The Training Centre is excited about the launch of the Campus Café. Not only does the cafe provide a central meeting place for on-site staff and visitors, it will also be a training facility to give students the transferrable skills needed for retail and customer service jobs. The training provided in the café offers an alternative and practical route for students to gain literacy and numeracy credits, increase their confidence in dealing with people and teach life skills such as personal presentation, time management and good work ethics.



Christine Dyson
General Manager Home Healthcare

Home Healthcare

This Year

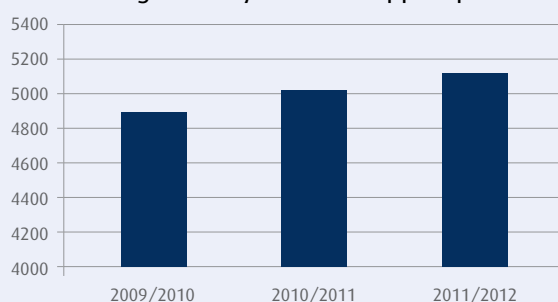
VisionWest Home Healthcare has had a successful year of growth and achievement of goals in key strategic areas. These achievements have included growth in hours of support provided which have reached beyond the targets set for the year. Individualised Funding (IF) has remained a focus this year and significant changes have taken place in the IF team at Homecare. These changes have taken place as a result of us becoming more experienced and knowledgeable of the specific needs of our IF clients.

A particular feature this year has been the building of new relationships and partnerships to enhance service delivery and build upon our scope of reach into the community, one example of this is the new relationships formed to partner for the recent ACC tender with a successful outcome being attained.

As in previous years we continue to boast success in the area of training of support workers to achieve level 2 and level 3 qualifications. Goals have been met and we have ended the year seeing an increase of support workers seeking to engage in training. We congratulate our support workers on their dedication to learning and we have celebrated this in a number of graduation ceremonies throughout the year.

This year has seen the Clinical team provided with a car fully sign written with VisionWest Home Healthcare, and laptops with live remote access. These developments provide marketing of our services and a more streamlined process for communication and information gathering, gaining improved efficiency in time management for the team.

Average weekly hours of support provided



The Team

The team at Home Healthcare are professional and committed to excellence and efficiency in the quality of care provided. All members of the team possess a unique willingness to go the extra mile when required. The Management team have demonstrated outstanding performance in their day to day management of their functional areas. Human Resource has diligently given attention to detail of all aspects of our

workforce, setting Homecare up to be a preferred employer amongst both in-house and support worker staff. The Coordination and Clinical teams have successfully made quality care a key focus in their day to day management.

During the year we have undertaken a re-structure of the team. This was required for VisionWest Home Healthcare to be positioned well to fit into the changing Home Healthcare service environment.

Opportunities for Growth

There is an increase in older people desiring to keep their independence and choosing Homecare so they can stay in their homes longer. In addition many older people are presenting with the need for increasingly complex care. This means that funders and providers need to work together to ensure that strategies to support older people living at home are safe and sustainable. We need to be efficient and make smart use of our resources, ensuring we have a well-trained and committed workforce. It is imperative that we attract qualified clinical staff to ensure a high standard of quality care to our clients. In addition, we need to be an organisation that is flexible to change and responsive to requirements from within the sector. During the last 12 months we have reviewed strategies to ensure that they are compatible and well aligned with the current changes. The future will require us to be innovative and have strong relationships with other organisations who provide services to older people.

The Year Ahead

We are excited about the year ahead. Our key focus will include:

- Consolidating the new staff structure
- Implementation of project work to build up our private client base
- Further expansion of IF services
- Delivery of new ACC services
- Building new relationships and partnerships
- Opportunity to use skype to enhance service and relationships
- Review of rural service provision in the Norwest area
- Reducing support worker turnover and increasing the retention of trained Level 2 and Level 3 staff.

Success in these areas will require the team to continue to be cohesive with a strong commitment to the Vision and Mission of VisionWest Home Healthcare.



The Year

It has been a year for lots of changes and new opportunities for Community Services. I was excited to take over the role of Community Services Manager from Christine Dyson in September 2011. It is my desired mission to listen to our community, grow our community service leaders and work together to achieve the best for our community.

At the end of October 2011, 331,000 working-age people were receiving a benefit, accordingly the need for our services continues to grow. Achieving positive social outcomes is important to our community's long-term prosperity. A healthy population, public safety, good education and a well-functioning social safety net underpin a thriving economy and community. We will achieve this by supporting a culture of continuous improvement, innovation and service excellence. We were pleased to receive a clear audit of our funded services by Child, Youth and Family and a good report from the Education Review Office for our Kindergarten.

"As well as being a social service provider, we are constantly looking at new ways of supporting our local community to strengthen links and meet local needs".

Earlier this year the Government launched a discussion paper (The Green Paper for Vulnerable Children) to give people and communities a say on how New Zealand can better protect abused, neglected and disadvantaged children. It is important that we all have our say in these matters and our team got together to make a submission. We have also made regular contributions to the New Zealand Council of Christian Social Services (NZCCSS) Vulnerability Reports which actively monitors the level of economic and social hardship experienced by a growing number of New Zealanders.

As well as being a social service provider, we are constantly looking at new ways of supporting our local community to strengthen links and meet local needs. This year we have continued to participate in the Greater Glen Eden community group, working towards a community visioning project. We are also excited to be collaborating with other community organisations in the "Fair Food" project, which is a Auckland City Council initiative to redistribute surplus food from suppliers to organisations and individuals who are in need. Other partnerships continue to be developed with local and national businesses. At Christmas we were invited to partner with The Trust's Stadium in the 'Christmas Stars' project. Foodbank benefited from the generosity of local businesses and the Curtain Bank has been kindly supported by a national power company.

The Team

The Community Services Team comprising of Counselling, FoodBank & Op Shop, Community Care, Budgeting and Kindergarten each bring different strengths and knowledge, not only to their services but to the families they work alongside. Further professional development of our staff is encouraged and supported by the Trust. We would like to take this opportunity to thank our staff and managers for their willingness to grow and develop and for their achievements this year. They are a great team to be working with.

I would also like to mention the significant investment of time and passion given by our volunteers and students. Our amazing Foodbank & Op Shop team are all volunteers and I am always overwhelmed at the commitment given to deliver a very valuable service to our community.

Opportunities for Growth

We are constantly challenged with adapting to increasing demand for our services when space on our campus is at a premium. However, somehow our team always find a solution.

As our client base increases, the importance of having robust systems in place to cope with increasing need for reporting to funders becomes more urgent. A client database will more effectively enable us to keep track of the outcomes reached by the families/whanau using our services or participating in our programs, as more and more government and other funders require outcome based results.

The Year Ahead

As demand for our services increase and change we need to adapt and be prepared to look at new ways of doing what we do. In the next year we are looking at changing the way we operate our Foodbank service and we will be remodeling the service to better meet the needs of our clients.

As part of our community development we will also be working together with the Greater Glen Eden Group planning for a Community Treasure Hunt later in 2012.



Finally, we thank the families who have allowed us to be part of their lives this year and who have taught us so much.





The Year

This year, as usual, we have had many new families join our Kindergarten. Most of the enrolments have been recommendations from families within the kindergarten and our waiting list has remained consistently high throughout the year. We have always been appreciated for the Christian values we uphold.

Kindergarten has had an extra blessing with VisionWest Foodbank providing fruit and vegetables every now and then which has enabled us to offer assistance for our families in need of extra support.

Our families have enjoyed the Christmas and Easter productions, this was a great opportunity to showcase the children's confidence and talent and also share our values and beliefs with the extended families of our children.

Starting school is always an anxious time for parents and children and we are constantly looking for ways to support and equip them with the skills needed for a smooth transition into school. These children were able to visit a farm as well as make a trip to the Glen Eden Library to be part of the Matariki story time.



Focussing on the children's interest and providing an excellent learning environment is key to the Centre. As part of our self-review on Biculturalism we had a Marae visit to Unitec to experience a Powhiri.

Our team believes in the holistic development of a child, with healthy living as part of it. We have started working with our families towards achieving a healthy heart award for the centre and hopefully the children will be encouraged to make healthy choices in the future.

In May, the Education Review Office reviewed our Centre. It was great they recognised the children's sense of wellbeing and belonging to the environment, with trustful and respectful relationships being evident between adults and children. It was also commented that there is a supportive and inclusive environment that develops cooperation and social skills within the Centre.

Overall we have had a successful year with great opportunities to grow as a team and to serve in our community.

The Team

We had a few changes to our team. Joanne Clarke joined us in October as an Office Administrator and is settling well in her role. In February, I accepted the position of Centre Manager and am enjoying getting to know people and my responsibilities. The most recent addition to our team is Elizabeth Middleton, a qualified teacher with vast experience in early childhood.

Consequently, we farewelled a few key people; Kelly Melville, Anna Fraser and Sharon Crick, all of whom we wish well in their new endeavours.

For our team professional development, we participated in the 'Incredible years', a behavioural management programme funded by Ministry of Education. In May, three teachers had the opportunity to attend the Christian Early Childhood conference in Wellington.

We would like to acknowledge the students who volunteered as part of their study in Early Childhood education for their support and input towards our Kindergarten children.

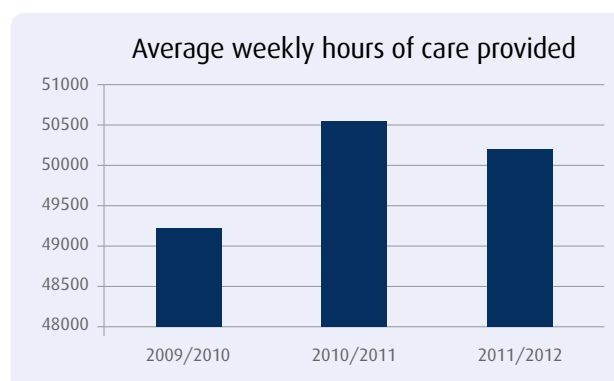
Opportunities for Growth

We are still working on the final few things for the upgrade of the outdoor area. By the end of August we are optimistic that everything will be completed and the children will have a great time exploring the outdoor area.

The Year Ahead

For the year ahead, we plan to:

- Build relationships with our local schools to make the transition from kindergarten to school smoother.
- Work on our healthy eating policy with the help of health organisations.
- Promote and implement partnership with Maori in our Centre, and make it a focus of our programme planning which will strengthen our bicultural partnership with tangata whenua.





Leanne Frost
Counselling Centre Manager

Counselling Centre

The Year

This year has been an exciting one as we have consolidated our new location and the more visible profile this affords us in our community. We have continued to notice an increase in our profile both with clients and referral agencies. We have been delighted to notice an increase in both age range and cultural diversity of clients accessing our service. We have extended our services into offering Professional Supervision for Counsellors and have been invited to partner with two Counsellor Training Institutes in training their students.

Additionally we have secured an EAP contract enabling us to provide Employee Assistance Counselling as required. Our contract with the Primary Healthcare Organisations (PHOs) has proven invaluable for our clients as many people are receiving assistance through their GPs.

314 Clients joined us this year for counselling. Among these is a high representation of youth referrals coming either individually or for relationship support within their families. Couples seeking relationship assistance stand out this past year as well as individual children and adults of all ages.



2073 counselling sessions have been held by our counsellors both within the Centre and at times the Training Centre, also additional budgeting sessions have been held by the Budgeting team as we seek to work together to assist our clients through our multi-disciplinary focus.

The Team

Charles Graty, Ali Andrew, Steve Peach, Lesley McKibbin, and I farewelled Mandy Korff this year. We welcomed Ruthie Heywood-Jones to the team to work with our families and youth. We have also been joined by two intern Counsellors for part of the year. Frances Lagi has worked with our students in the Training Centre while Susan Fuhrer has worked with our clients in the Centre. These new additions to our team have been a delight. We have all undertaken professional development both within the team and individually to continue to be relevant and current in our training.

Opportunities for Growth

A challenge for clients applying for funding for counselling is the required visit to the doctor first. There are currently no ways around this. Clients often don't have the funds to pay the doctor which then delays the funding application. For situations of emergency we have been able to offer free counselling sessions with our Intern Counsellor.

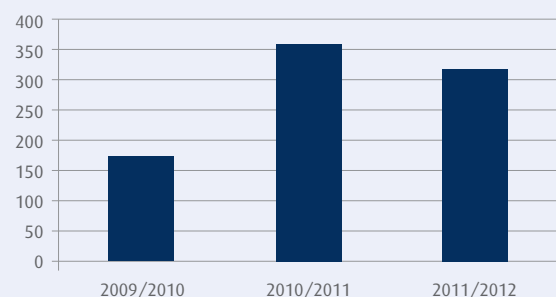
Financial pressure for people has meant many have needed to move their desired weekly sessions to fortnightly and in some cases monthly. This has been distressing for some clients and we worked to support them through the necessary transition.

The Year Ahead

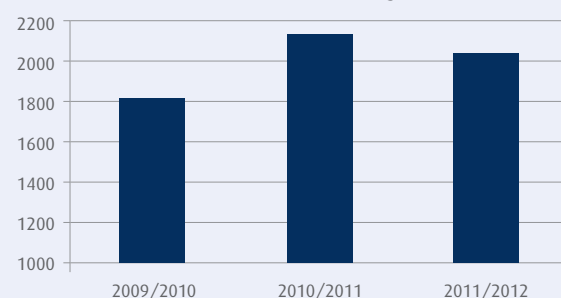
The year ahead has us looking at developing a parenting programme in response to the changes in the youth welfare reforms and the increasing requests we get from parents to support pressures they face in their roles within families. Additionally we are exploring delivery of home-based services particularly for elderly clients or clients with disabilities.

We are grateful to our clients for their trust in us first and foremost! We are honoured and thankful to work within a high functioning multi-disciplinary team across VisionWest Campus. Our work is made possible with special thanks to our community supporters such as Child Youth & Family, Work and Income NZ, Waitemata DHB, PHOs and Your Choice. We are also grateful to all our community partners who refer their valued clients to us: local agencies, churches, schools, doctors and private referrers – Thank you.

Number of clients



Number of counselling sessions





The Year

Over the past year VisionWest Budgeting Service has provided a total of 709 client sessions and serving a total of 473 individuals facing varying financial situations. We have had to work with clients with more complex financial issues; therefore more session time was spent with each client to work out a sustainable spending plan. This has resulted in the slight drop in number of new clients seen this year.

Highlights for our Budgeting service this past year have been networking with other community services and agencies, and assisting clients amongst welfare reform and policy changes. The relationship we have with VisionWest Community Housing, Foodbank & Op Shop, Uniform, Furniture & Curtain Bank, Counselling Centre, Community Care, The Hub, and GEBC Church, offer a unique wrap around package. Budgeting clients referred to these services express a deep gratitude and appreciation for the generosity given in difficult times.

The Team

Our Budgeting team consists of 3 part-time Advisors, Melanie Kind, Vikki Derham and I. Collectively we provide 52 hours of service a week. We are extremely fortunate to have on going staff development which enables us to carry out first rate client support and assistance. I would like to mention the exceptional standard Melanie and Vikki bring to our service and commend them for the work they do.

Opportunities for Growth

Life on Struggle Street - Contributing Factors:

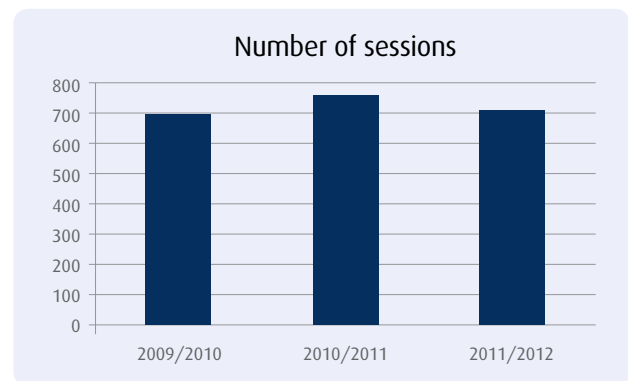
- Increased living costs, household debt, education and schooling costs
- Housing availability and affordability
- Absence of local employment and trade training opportunities. Jobs are hard to come by especially for young people
- Wages and salaries have not grown or adjusted with inflation for the last 2 years
- Child poverty

It is easy to assume people are careless for ending up in debt with out of control spending habits; however debt can happen



to anyone. Unforeseen changes in circumstances such as a marriage breakdown, illness or losing a job can lead to financial crisis.

Our Budgeting service is focused on finding solutions to meet our clients' needs by offering continued advice, education, advocacy and support. Our motivation is to guide clients to become free of debt and grow financially self-sufficient with a sustainable spending plan. Reinforcing employment and study opportunities is another aspect we promote within our service.



As a Christian based organisation we have a holistic approach where we see God's grace at work in the lives of our clients, bringing hope and transformation through the work that we do.

The Year Ahead

Our focus for the year ahead:

- Development and delivery of affordable Financial Literacy and Budgeting Workshops
- Continual staff training, leadership and personal development
- Developing essential reporting and statistical collating tools.
- Updating service policies & procedures
- Staff induction and performance appraisals

"Our motivation is to guide clients to become free of debt and grow financially self-sufficient with a sustainable spending plan".



Jean Abraham
Foodbank Manager

Foodbank & Op Shop

The Year

Providing food and clothing/household goods for those facing crisis situations in our community is our priority.

With a continued increase in living expenses, individuals and families are finding it harder to meet even the basic needs. The relief on their faces when the food is given to them is very apparent.

We gave out 2364 food parcels, feeding 7977 people in genuine hardship. At Christmas, we gave out 180 food hampers, supplying everything needed to make a complete Christmas meal.

The "Fair Food" initiative from local council is gaining momentum and we would like to thank them for providing fresh fruit and vegetables for our clients. In addition, we would like to extend our appreciation to all our suppliers and donors. We would not be able to do what we do without their help.

The Team

The Foodbank & Op Shop is run solely by dedicated volunteers. Our team has grown to 15 volunteers over the past year. However, we have farewelled a couple of significant members of the team whom we would like to acknowledge for their faithfulness to this service.

- Peter Wright had been with Foodbank for 8 1/2 years. We thank Peter for his commitment and hard work over the years and wish him all the best.
- Donna Fountain passed away in June after a long battle with cancer. She was dearly loved. Donna was the Coordinator of the Op Shop for more than 10 years. She made all volunteers feel welcomed as part of the Foodbank and Op Shop family. She was a very valued member of the team and will be sadly missed.

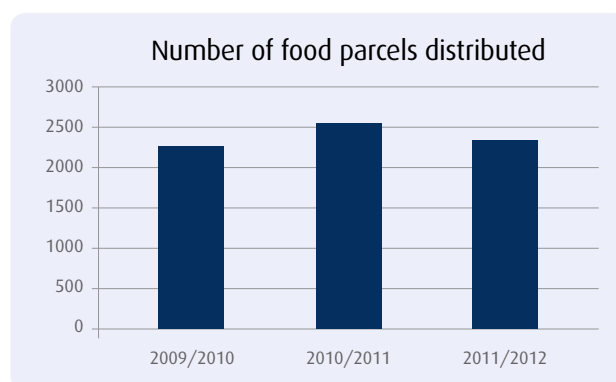
"We gave out 2364 food parcels, feeding 7977 people in genuine hardship".

Opportunities for Growth

Food supply continues to be our biggest challenge and space is an issue as the demand for food parcels continues to be high.

The Year Ahead

We look forward to the year ahead and the continued opportunities to work alongside the community and other agencies. We will be reviewing our Foodbank model of service and focusing on development for our wonderful team.





The Year

The Community Care service is dedicated to offering support, resources and services for people within the community who are struggling with issues such as abuse, addiction, isolation, illness, grief and relationship difficulties.

The Community Care Team run various community development projects such as 'The Hub' and 'Hub Cap', which is a regular meeting place where people can find friendship, support and share a meal together; The Uniform & Curtain Banks offer practical support for families in need; and most recently the Furniture Bank initiative. There is always great demand for these services and The Hub specifically has seen a significant increase in attendance this year.

The Team

Without the commitment of our two Community Care workers and volunteer staff we would not be able to achieve the amazing outcomes for our community. Thank you, Team, for all your support and hard work.

This year we have also had student placements from the Bachelor of Social Practice at Unitec and it has been a pleasure working with them.



Opportunities for Growth

It has been great to see the numbers increase for The Hub community group meal, with numbers sometimes reaching over 100. It has been great to get support from donors, but this does continue to be a challenge for us to ensure we have enough resources.

We are continually looking for ways to increase supplies for our Uniform and Curtain Banks. As demand increases it is important to ensure there is enough stock to avoid the need to turn away any families who come to us for help. We are grateful to all who have supported these programs this year.

Year Ahead

We look forward to another year in Community Care of sharing the journeys of the families we work with and would like to take this opportunity to thank them for the privilege.

“...offering practical support for families in need”.

Financial Headlines

The Year

The 2011/2012 financial year has seen steady growth for the Trust. Operating income increased from nearly \$9 million in the previous financial year to \$9.6 million this year due mainly to continued growth in the Home Healthcare services, continued increase in rental income (which reflects our increased housing stock) and an increase in grants and donations.

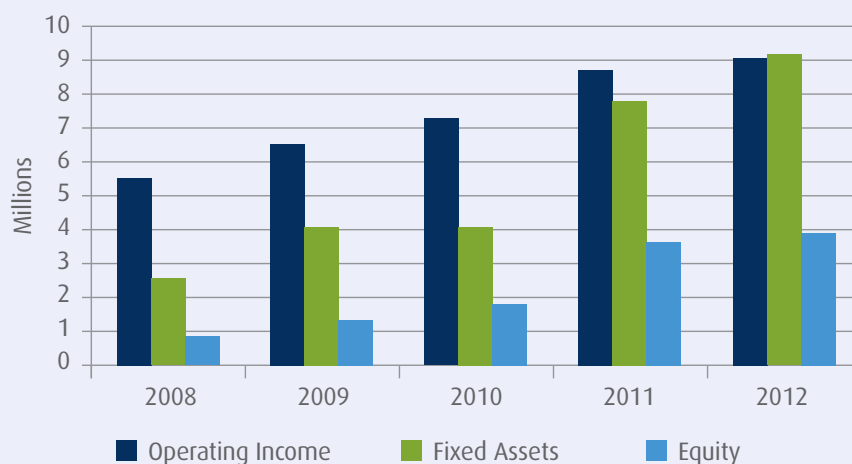
Our operating surplus has reduced from \$217,000 last year to \$95,000 this year. With the growth experienced by the Trust, it presented the need to invest in staffing, new approaches to our services and in updating systems and processes to maintain the effectiveness of the Trust.

The Year Ahead

For the 2012/2013 financial year, we look forward to the following:

- A new Community Housing project in partnership with Social Housing Unit to build 6 houses
- Further our partnership with Social Housing Unit and Housing New Zealand to provide more community housing
- Reviewing operational models of community services to ensure room for growth, changes in need and efficiency of service
- Enhancement of systems and processes
- On-going development of partnerships with funders and corporates, working towards sustainable community development

Financial Overview



Statement of Financial Position

As at 30 June 2012

	2012	2011
ACCUMULATED FUND		
Opening Balance	1,797,675	1,037,640
Net Surplus	252,308	760,035
Friendship Centre Trust Equity	1,262,393	1,262,393
GENERAL EQUITY	3,312,375	3,060,068
SPECIFIED FUNDS		
Building & Capital repayments	505,000	505,000
Redundancy	60,000	60,000
TOTAL EQUITY	3,877,375	3,625,068
REPRESENTED BY :		
CURRENT ASSETS		
Cash on hand & Bank Balances	970,622	1,025,948
Accounts Receivable	636,828	521,762
Other Current Assets	17,525	29,466
TOTAL CURRENT ASSETS	1,624,975	1,577,176
LESS CURRENT LIABILITIES		
Accounts Payable	72,744	196,079
Designated Funds	223,287	150,475
Accrued Expenses	819,774	813,044
TOTAL CURRENT LIABILITIES	1,115,806	1,159,598
WORKING CAPITAL	509,169	417,578
FIXED ASSETS		
At Net Book Value	9,110,715	7,864,355
LESS TERM LIABILITIES		
Term Loans	5,742,509	4,656,865
NET ASSETS OVER LIABILITIES	3,877,375	3,625,068

Combined Statement of Financial Performance

For the year ended 30 June 2012

	2012	2011
INCOME FROM :		
Income from Services	8,515,527	8,173,274
Income from MSD/CYF Contract	91,917	91,917
Grants & Donations	483,122	298,610
Fundraising	-	887
Interest	44,836	42,661
Rental Income	392,231	277,810
Sundry Income	43,444	61,882
TOTAL INCOME	9,571,077	8,947,042
STAFF COSTS :		
Wages & Salaries	7,653,193	7,056,254
Other Expenses	224,314	180,825
Travel Reimbursement	431,521	422,094
TOTAL STAFF EXPENSES	8,309,029	7,659,173
OVERHEAD EXPENSES :		
Other Expenses	759,964	732,451
Depreciation	178,690	155,541
Grants & Donations	1,815	10,000
Audit Fees	6,600	6,008
Rent and Rates	215,040	166,514
Loss on Sale of Fixed Assets	4,825	-
TOTAL OVERHEAD EXPENSES	1,166,934	1,070,514
TOTAL EXPENDITURE	9,475,963	8,729,687
NET OPERATING SURPLUS	95,114	217,355
Community Housing Grants Received	157,194	542,680
NET SURPLUS (LOSS)	252,308	760,035

Being Total Recognised Income less Expenses



Independent Auditor's Report to the trustees of the **VisionWest Community Trust**

We have audited the financial statements on pages 1 to 4, being the statements of financial performance, movements in equity, financial position and notes to the accounts. These financial statements provide information about the past financial performance of the VisionWest Community Trust, and its financial position as at 30 June 2012. This information is stated in accordance with the accounting policies set out on pages 3-4.

Trust Board's Responsibilities

The trustees are responsible for the preparation of financial statements, which give a true and fair view of the financial position of the VisionWest Community Trust, and of the results of its operations for the year ended 30 June 2012.

Auditor's Responsibilities

It is our responsibility to express an independent opinion on the financial statements presented by the governance, and to report our opinion to you.

We conducted our audit in accordance with generally accepted international auditing standards in New Zealand. On this basis, an audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatements in the financial statements, whether due to fraud or error. In making the risk assessments, the auditor considers internal controls, relevant to the organisations preparation of the financial statements, in order to design audit procedures, which are appropriate for the circumstances, but not specifically for the purpose of expressing an opinion on the entity's internal control. Based on the audit assessment of risk,

an appropriate level of sample testing, has been used to gain the evidence relevant to the amounts and disclosures in the financial statements.

Basis of an Unqualified Opinion

We obtained sufficient and adequate audit evidence, to give reasonable assurance that the financial statements are free from material misstatements. In forming our opinion, we also evaluated the overall adequacy of the presentation of information in these general purpose financial statements.

Other than in our capacity as auditors, we have no other relationship with or interests in the VisionWest Community Trust.

Opinion

We have obtained all the information and explanations we have required.

In our opinion:

The financial statements on pages 1 to 4 give a true and fair view of the financial position of the VisionWest Community Trust as at 30 June 2012, and of the results of its operations for the year ended on that date.

Our audit was completed on 10th October 2012, and our unqualified opinion is expressed as at that date.

A handwritten signature in blue ink, appearing to read "P. Conaglen".

Peter Conaglen CA PP
Manukau

Supporter Thank You

Thank You

VisionWest would like to thank all who have played a part in making our community support services possible. Your contribution has made a real difference in the lives of families and is evident in the results; as we continue to see lives transformed and the development of healthier communities.

Community

Thank you to the Glen Eden Baptist Church families and wider community for your generous donations of money, time, or goods during the year. This has enabled VisionWest to support more than 11,500 people in West Auckland.

Businesses

Thank you to the local and national businesses for partnering with VisionWest. Your support and donations have helped to build hope for families in West Auckland. Some of these partnerships have assisted VisionWest in reducing its administrative costs so the maximum amount of money could go to our community-based support services.

Philanthropic Trusts

The generous financial support from many Trusts and Foundations has helped to ensure that our community services continue throughout the year. This funding also enables VisionWest to develop and grow its support services to meet the changing needs of West Auckland communities. VisionWest is very grateful for the financial support we receive.

Thank you to the following funders who have provided financial support:

ASB Community Trust	\$331,346
Ministry of Social Development	\$70,000
Portage Licensing Trust	\$60,000
Vodafone New Zealand Foundation	\$45,525
Glen Eden Baptist Church Partnership	\$3,500
Te Pou Training Grant Scheme	\$42,522
NZ Lotteries Grant	\$20,000
Lion Foundation	\$10,000
Mercury Energy	\$1,000
Auckland City Council	\$5,282
Other Grants and Donations	\$51,141



VisionWest at a glance :

11,500

People supported by VisionWest

375

Employees & Volunteers work at VisionWest

83

People supported through short term and long term housing

709

Budgeting sessions provided

2,364

Food parcels given out feeding 7977 people in need

373

Curtains given out to 77 low income families to keep their homes warmer and healthier

180

Christmas Hampers given out to families in need

751

People served a community meal through The Hub

2073

Counselling sessions provided

370,000+

Hours of support provided by VisionWest

Building Hope Together
Hikoi Tumanako-tahi

