



# A story of Transformation

*He Kōrero Whakahoutanga*

**ANNUAL REPORT** 2018/19

## VISION

**Transformed Lives, Healthy Communities**  
He Oranga Tangata, He Oranga Hapori

## MISSION

**Building Hope Together**  
Whakapūmau Ngātahi i te Manawa Ora

## VALUES



authentic  
relationships  
**whanaungatanga**  
compassion **aroha**  
dignity **mana**  
holistic care  
**manaakitanga**

## Executive Team

**Lisa Woolley**  
CEO

**Fred Astle**  
Head of Māori Service Development

**Mark Bogusz**  
Head of Finance

**Anna Fraser**  
Head of People and Culture

**Brook Turner**  
Head of Community Services Development

**Michelle Warner**  
Executive Assistant to CEO



## Board of Trustees

**Michael Taylor**  
Chairman

**Gary Grut**  
Secretary (from Oct 2018 to present)

**June Lamb**  
Treasurer (from Oct 2018 to present)

**Stephen Parker**  
Treasurer/Secretary (from July to Oct 2018)

**Sheryl Connell**  
Retired May 2019

**Arvind Dayal**

**Alex Penk**

**Martin Laycock**  
Retired Oct 2018





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# Annual Insights

## Our response to homelessness

*Tā mātou whakautu ki te āhuatanga kāinga kore*



**246**

adults and children housed

## 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*



**1,360,000**

hours of service delivered

## Our response to education and employment needs

*Tā mātou whakautu ki te mātauranga me te kimi mahi*



**140**

students enrolled in programmes

## Our response to financial hardship

*Tā mātou whakautu ki te āhuatanga rawakore*



**1032**

sessions held in West Auckland

## Our response to food insecurity

*Tā mātou whakautu ki te āhuatanga kai pōharatanga*



**3370**

food parcels distributed

## Our culturally informed response

*Tā mātou whakautu ki te āhuatanga ahurea*



**1519**

coordinations with whānau

## Eden Cottage

*Te iti kahurangi*



**27,458**

hours of childcare

## Our response to emotional and mental health needs

*Tā mātou whakautu ki te āhuatanga o te taha hinengaro*



**314**

clients receiving support

# Chairperson Report

*“And what does the Lord require of you? To act justly and to love mercy and to walk humbly with your God.” – Micah 6:8*

Justice, mercy and humility are essential attitudes to support people who need a helping hand in order for their lives to flourish. At VisionWest our vision of *‘Transformed Lives, Healthy Communities – He Oranga Tangata, He Oranga Hapori’* are guided by the values of Aroha | Compassion, Mana | Dignity, Manaakitanga | Holistic Care and Whanaungatanga | Authentic Relationships. We are passionate about reducing poverty, addressing homelessness, supporting the elderly and infirm, and ensuring young people have hope for their future. This means we journey with people, supporting them with physical, social, spiritual and emotional needs with the goal of achieving our vision. Some highlights and milestones of the past year include:

- Celebrating 30 years. From humble beginnings, VisionWest has grown into a leading service provider across a wide range of sectors.
- Hosting Prime Minister Jacinda Ardern and Minister of Housing and Urban Development Phil Twyford for a major Government announcement on increased funding and extension of the very successful Housing First programme.

- The launch of VisionWest’s Pātaka Kai Free Food Store which allows whānau to self-determine the food they need and want. I want to thank all the organisations who donate food to Pātaka Kai and also the many volunteers who donate their time to ensure this service is meeting the need.
- Continuity of VisionWest’s Kaupapa Māori journey under the capable leadership of Fred Astle (Head of Māori Services). The tikanga of the Matapuna Whānau Centre has been instrumental in improving our mana enhancing service for whānau and we expect to continue to grow in this important area.
- The development and implementation of the Education and Training Centre’s Mentoring Vocational Programme which specialises on post placement support from a mentor, to walk with the young person through their first twelve months of employment.
- The first ‘Walking Warriors’ coast-to-coast fundraising walk in May 2019 which raised over \$24,000 towards food and blankets for whānau over the winter.

Sadly we lost a faithful, passionate and well-loved senior leader this year. Ian Yost (GM Home HealthCare) will be sadly missed. His enthusiasm and caring attitude impacted many people both at VisionWest and in the communities we serve.

On a personal note, I will step down as Chair in October and pass the reins to Arvind Dayal and the Board of Trustees. I want to thank my fellow trustees who volunteer many hours every year to help steward and guide VisionWest with their wisdom and experience. I also want to thank Lisa Woolley who has been a wonderful leader and visionary over many years. VisionWest also has a talented and very capable senior leadership team and I want to thank all the staff and volunteers for their hard work and faithful service.



**Michael Taylor**  
Chair

# CEO Report

*At VisionWest we love to take time to reflect on all the hard work achieved by a devoted group of staff and volunteers.*



This year was a very special year of celebrations for us as we reached our 30th year as a Charitable Trust, planted from Glen Eden Baptist Church (GEBC) 30 years ago who also celebrated turning 60 this year. It has been a privilege to be a part of this community in West Auckland and to grow and serve in regions throughout Aotearoa.

Relationships continue to be a key strength in the work of VisionWest and we are so grateful for all of those who partner with us as we press on with our mission of Building Hope Together. Being part of the Housing First Collective is one such partnership where we work collaboratively to make a significant contribution to ending homelessness. It was an honour for VisionWest to host Prime Minister Jacinda Ardern in May this year as she announced the Government's increased investment into Housing First over the next four years nationally. This commitment is heartening as this funding recognises the ongoing investment required to meet the needs of many whānau who are currently without homes or support in our communities today. It also enables us to continue our supportive work with those we have already housed who now find themselves living free from homelessness.

GEBC remains a valued and key partner for VisionWest. Collaborations such as the Community

Dinner, led by our Community Chaplain Heather Penman, and the Light Party community family event are important events for bringing our communities together. In 2018 VisionWest provided sponsorship for the Light Party supporting it to be delivered at our Glen Eden campus. The Community Dinner ended the year with a fantastic Christmas dinner and lots of fun, gifts, entertainment and great food. Our Christmas Hamper Day is also a joint venture between GEBC and VisionWest which saw us double the number of whānau blessed with food and gifts in 2018. We are excited about Christmas in 2019 as we partner with both GEBC and Auckland City Mission to provide even more fun, food and celebration to the wider West Auckland community. We are also looking forward to our Transform20 conference in March of 2020 where we will launch our 30th year publication.

We are very thankful for those who have partnered with us on My Whare, an innovative new project to address youth homelessness. While still at the design phase, we have had great support for this project, which is featured in this report and we look forward to further partnerships as we bring My Whare to life. A special thanks to Brook Turner, James Widgery and George Gavet who are leading this project for us.





The past 12 months have seen further growth and development in our Home HealthCare service since it expanded into the Waikato and Bay of Plenty. However, we have also had to face the hard journey of suddenly losing our dear Ian Yost, who was not only our National General Manager of Home HealthCare, but a dear friend and mentor to many. Ian is greatly missed by us all and we have a special tribute page dedicated to Ian in this publication. Our love and support continues to go to his wife, Wendy, who is also part of the VisionWest team and of course to the whole Yost family.

Through our process of growth from a staff of 350 to 1500, VisionWest has adapted as an organisation, implementing the necessary staffing structures and leadership development that will see us well into the future. We are working to ensure our staff are well supported and equipped to provide the care and support that whānau need in their journey of transformation. Investment in our faith-led training programme with Carey Baptist College ensures we stay true to the values of who we are as we address issues of poverty and social justice in our community. And the ongoing development of our Kaupapa Māori Model of Care, led by our Head of Māori Development Fred Astle, ensures we are engaging with whānau in meaningful ways that advance self-determination.

As we start to look towards 2020, some big themes have emerged: mental health and domestic violence, youth at risk across housing, education and employment, housing for older people, training for employment, housing stock and food insecurity.

As a faith-led organisation, we remain committed to addressing issues of poverty and homelessness, and providing care and support for whānau, youth and older people and people with disabilities. Our new five year strategic plan will be presented next year as we seek to address these key areas.

I would like to finish with a special thanks to all our staff, volunteers and trustees who have been on this journey with us over the years. We look forward to successful partnerships and collaborations in the years to come as we work towards our vision of Transformed Lives, Healthy Communities.



**Lisa Woolley**  
CEO



# Our response to homelessness

*Tā mātou whakautu ki te āhuatanga kāinga kore*

*Our overall aim at VisionWest Community Housing is to see homelessness reduced to being rare, brief and non-recurring.*



The last 12 months has been a year of transformation towards this goal. We have just completed our second year of delivering the groundbreaking Housing First programme in Auckland, with further funding for this project announced at VisionWest in May by our Prime Minister.

112 whānau with long-term homeless histories have been housed by the programme and are now progressing their journeys of self-determination with support from our team members. The additional intensive support of tenancy management, combined with highly skilled social workers and other expert supports, have been instrumental in seeing our whānau grow and sustain their tenancies. We are incredibly grateful to over 100 landlords who have backed us in this programme.

As the demand for community housing in other areas continues to grow, we are talking with government ministers and working with churches and organisations across New Zealand to find innovative ways to meet the emerging needs.

Our model of long term supportive housing ensures that a key worker is always available to work with

those in need, enabling better outcomes for our whānau, yet this support remains unfunded by the Government outside of the Housing First programme.

Our team is the heart of our community housing approach. They are an outstanding group of individuals who have joined our mission to end homelessness alongside our sector partners. The tireless commitment and passion of our workers has seen many of our whānau offered support beyond the requirements of our programmes, with an attitude to do whatever it takes to see transformation. Take the time to read the stories in this report to realise how special this team and this work is to our community.



**James Widgery**  
General Manager,  
Community Housing





**246**  
adults and  
children  
housed

**63** houses owned in Auckland

**5** houses leased

**34** transitional housing  
properties in Auckland

VisionWest Community Housing wants to thank the following partners for their ongoing support:

- Fletcher Building for its turn-key house packages at Moire Road, Massey, providing 20 new houses for struggling whānau.
- The Ministry of Housing and Urban Development for the 50 percent capital funding of these 20 new houses.
- Christian Savings for being our primary lender.
- SGA (Strachan Group Architects) for their developmental work with the 'My Whare' designs.
- Wallace Construction for providing new leasehold housing stock for VisionWest (78 units over the next few years in Auckland and Tauranga).
- Our wonderful team of contractors and other NGOs who are committed to transformation.



## Paul's story

Paul\* is a 57 year old who has previously been chronically homeless and, at the time that we met him, was sleeping in his ute in a carpark. An alcoholic and repeat DUI offender under probationary supervision, Paul believed all hope was lost. With a very pessimistic outlook on life, he saw no possible future where his life would be good – he just expected that everyday would be miserable.

On the first day that our VisionWest Support Navigator met Paul, he promised that it would not be a matter of IF but rather of WHEN he would be housed. Five months later, this promise was kept and Paul moved into a one bedroom house. Since then, Paul has made enormous strides in restoring not just his circumstances, but also his state of mind. Almost two years later, Paul is no longer on probation and under supervision. He is working full time and is successfully maintaining his tenancy in a three bedroom house with a mate. Paul has exited the Housing First programme with a great outlook on life that is positive and has hope for better days in the future.

*\*not his real name*

# Housing First

VisionWest believes that permanent, secure, appropriate, safe housing is a basic human right for all. Housing First recognises that it is easier for people to address issues such as mental health and substance use, once they are housed. The goal of Housing First is to end homelessness - not to manage it.

Our Housing First services are for chronically homeless people of all ages with multiple and complex needs. Across West Auckland, we are reaching out to people

who need help in the communities and areas known for rough sleeping, those living in cars and in boarding houses.

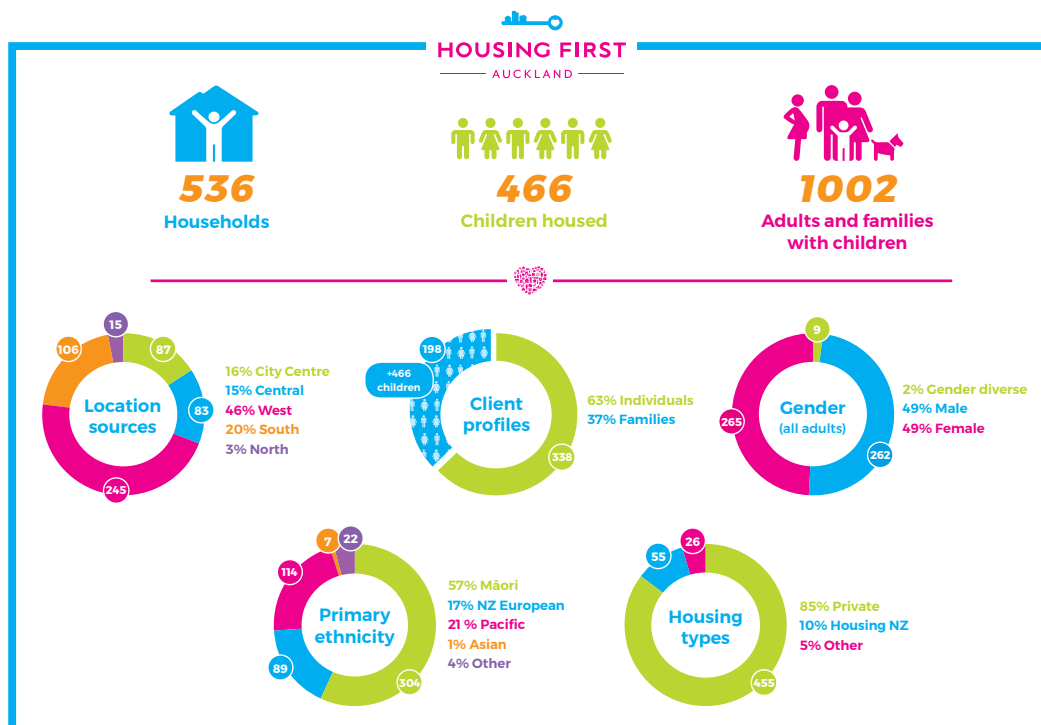
VisionWest is a key part of the Housing First Auckland Collective, working together with Auckland City Mission, LifeWise, Kahui Tu Kaha and Link People to make homelessness rare, brief and non-recurring. Take the time to read the stories which demonstrate the value of this breakthrough programme.

## Joe and Gloria's story

After a period of unstable housing that included staying with family members, being housed separately and a dangerous halfway house, Joe and Gloria headed out west to see what VisionWest could do for them. Here, they met Markly and Rachael and were eventually able to get a house.

A year later, Gloria describes life as having a lot more stability. Joe says it's "a lot more relaxing". Further to this, it has been great having Rachael, a VisionWest Support Navigator, to assist them with ongoing challenges. For example, Joe wound up in hospital for almost two weeks with heart problems and a couple of weeks later, Gloria ended up there also. "Rachael has been there for us, been cool, having that ride every time we can't walk around."

Joe and Gloria say that their experiences with VisionWest can be summed up by "positive". Gloria adds, "don't be shy to ask for help because no one will know anything unless you ask".



1 March 2017 - 31 May 2019



**147** children housed

**248** people housed  
**49%** māori  
**29%** pacific island

## Leanne's story

While living in a tent, hidden in the depths of Waikumete Cemetery, Leanne and her dog Ruby cooked with a gas cooker and washed with cold water from the public toilets. That is, until she discovered that she could use the shower at West Wave for \$1. "Yeah, it was horrible. Really, really horrible what I endured living in that tent."

Once she heard about VisionWest and the possibilities they might hold for a better way to live, Leanne first had to wrestle with her doubts and insecurities.

"I decided to talk to myself and say, 'I'm better than this, Lee'. I wasn't meant to be here and living like this. I know I can do it. I just need to pluck up the courage to reach out for help. The only way I can fix this situation is to get off my behind and do something about it."



"When they first gave me the great news, that I got a house, I was happy, stunned, surprised. I didn't know whether to cry, laugh, or jump for joy. I was just like, 'Huh?' I couldn't believe it."

"I've always wanted to be like everybody else that goes out, goes to work, makes a living and works hard, but I knew it was going to be a bit up and down for me because I didn't work for a long time. By not giving up, I just kept on doing it. All the times I got, 'Oh, no, sorry. No, no, no, no'. I just said, 'I'll go to the next one. I'll apply for the next one. I'll apply for the next one.' And I always believed that one day someone will accept

me to work in their business. I've always believed that, and someone did."

Leanne credits the transformation of her circumstances to VisionWest and Sonya, her Support Navigator, believing that if she hadn't gone to them, she'd still be at the cemetery.

"Everybody at VisionWest would love to help you, and that's what they're there for. It's an awesome organisation. They'll not only house you, they'll also provide support, ongoing support. They're not going to just house you and just say, 'Okay, bye'. They'll be always there if you need them. Yeah."



# Our response to homelessness

## Christchurch



*Over the past 12 months, the need for housing in Canterbury has continued to trend upwards, in line with other areas in our nation.*

Since 2014 when VisionWest began providing housing in Canterbury, we have seen the number of applicants on the Public Housing Register increase by 180 percent. In the last year alone homelessness increased by 150 percent. In response to this, VisionWest has provided an additional 10 transitional housing places.

To us, transitional housing is more than just putting a roof over your head. What it takes to keep the roof over your head is where the really great work happens. Over the past year we gave 54 adults and 72 children temporary housing and worked with them to address what led them to homelessness. We have transitioned 50 families into long term accommodation, 98 percent of whom have sustained their tenancies.

VisionWest has built a reputation and relationship with private landlords that has allowed 20 families to

access private rentals. We are confident that families leaving our service are more financially capable to pay their rent and are equipped to be good tenants.

A new partnership with Linwood Baptist Church that sees our team referring whānau to their Single Parent's Group, Sobriety Group and Tuesday Hui is a great avenue for community building. The church's Community Worker offers extra support through home visits and is able to support clients in ways that extend beyond the scope of our Support Navigators. The support continues long after whānau have exited from our programme as they remain embedded in the church and community.



## Gordon and Natasha's story

Gordon and Natasha came into transitional housing in 2017. Prior to this they had spent two years living in a tin shed and prior to that several years living in a car. Natasha was battling suicidal thoughts and anxiety that prevented her from engaging with services and others.

Once Gordon and Natasha were added to VisionWest's transitional housing programme, they were able to work closely with Support Navigators in addressing their challenges. For the first time ever Gordon and Natasha kept up with rent payments and managed to sustain their tenancy. Once a long-term tenancy became available in a VisionWest property, we knew they were the perfect tenants for it.

Fast forward to 2019, Gordon and Natasha are settled in their new home and community. They recently got married and invited the Christchurch staff to celebrate with them. They wanted to acknowledge all the love and support the team had poured into them while we journeyed and supported them through their darkest times. We wish them all the best for their whānau and their future as they continue to move from strength to strength.

# MY WHARE

VisionWest Youth Housing

*This year, as part of our fight to end homelessness, VisionWest has been developing a youth housing programme called 'My Whare'.*

My Whare is an innovative programme in response to youth homelessness, placing state of the art 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.

The 'My Whare' programme utilises tiny home technology, and a strengths based youth development approach to offer trans-permanent housing and intensive mentoring during the young person's journey into adulthood. VisionWest will offer the programme to young people who are transitioning out of care or homelessness.

The programme is designed to be tailored to individual needs with each participant co-designing the goals and key milestones for their journey. Each studio is designed to be located on a residential property of a host family who offer the young person connection to community through shared meals and experiences while giving the young person enough space to grow independently.

In our first year of operation beginning in 2020, we are hoping to support five young people and build five one bedroom studios.



# 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*

*The human spirit is one of ability, perseverance and courage that no disability can steal away.*

VisionWest's Home HealthCare service is the lifeline that enables elderly and disabled individuals to remain living in their homes, and retain their independence and connection to whānau, friends and the community. This consistency in their lives enhances their sense of wellbeing, the sense that they are still living the life they want, safely and on their own terms.

At any one time our Home HealthCare service cares for 7,000 clients. Some for short periods of 6-12 weeks where they have been discharged from hospital after an illness or operation or have had

an accident. Without access to care in the home, these individuals would be admitted to a facility while they recover. For others, care is over a longer term to ensure clients are able to maintain their independence.

## Individualised Funding

Individualised Funding (IF) offers individuals and whānau living with disability, an opportunity to take control of their lives, to exercise personal leadership, and to take responsibility for themselves. It is a mechanism that enables direct management of one's own disability supports.

The mana-enhancing aspect of Individualised Funding empowers whānau to remain connected with their values and dreams in being the very best that they can possibly be. It is a tool that creates solutions which are driven by whānau aspirations and supported by an IF coach to enable whānau more flexibility and autonomy in how people purchase and utilise supports to live the life of their choice, in their own homes and their own communities. Critically important is that the dignity and mana of whānau is kept intact.







# 1,360,000

hours of service  
delivered

## 11,000

homecare clients

## 1700

support workers  
employed



## Izayah's story

Izayah is an 8-year-old boy who is 'legally blind'. He lived his first five years in a plastic 'bubble' unable to interact with children because of his chronic immune system. I recall our first meeting... on entry to the house, I was asked to wear a face mask, handed anti-bacterial hand sanitiser and briefed as to the importance of this.

I am inspired by a mother's spirit and resolve to continue even when circumstances scream at her to 'give up!'... Izayah's disability does not get better it can only be better managed.

Here's her account:

I have learnt strengths I didn't know I had and learnt to face fears I didn't know existed. The impact of Individualised Funding has had a very positive impact on my life as a solo mother of two, and full-time carer of my son. It has allowed me to take regular breaks, to recharge myself, which is so important so I can continue to be the best mother and carer I can be.

Being the primary carer for my darling son is so special. But it can also be very challenging, stressful, difficult and full-on to say the least. Since Individualised Funding has started, having the personal care and respite hours available has made my role as the full-time carer that little bit easier by having someone to help me on a regular basis and be able to be paid for their time makes it a lot easier for me to ask for help.

Having Individualised Funding on board has positively influenced my whānau - this is mainly because I am taking care of myself, which allows me to be a better mother, carer, and person in general.

# Tribute to Ian Yost

## 1960 - 2019

Ian Yost was born on the Isle of Bute in 1960, a middle child in a family of nine children. He met Wendy in London when she was on her OE. They were both working on Baker Street at Abbey National Bank and they married in 1984. With baby Stephanie they came out to NZ in 1987, following which Christopher and David were born.

Ian started working with VisionWest in 2008 in the position of Homecare General Manager. He quickly took to the role and spent a very successful three years with us before spreading his wings and moving onto some other roles in the sector. VisionWest managed to draw him back in 2015 when he covered the Education and Training General Manager role while we recruited, and then assisted with projects. Once again he left to explore another role. However the call of VisionWest again drew him back in 2016, and he returned to take up the role of Head of Business Development. This was followed by a year as Head of HR before he took over the position of National General Manager of Home HealthCare in 2018.

Ian was a much loved member of the VisionWest family. He was a highly skilled manager and leader. He got excited about opportunities and possibilities and always had his eye out for a great deal. He loved to tell stories, and had an anecdote for every occasion, often expounded with a bit of dramatic flare. But most of all we remember how much Ian loved people. He loved to connect in with everybody. Ian was like a brother or an uncle to many staff and to some, like a father. Numerous staff can recall his encouraging words and sage advice.

A mighty kauri has fallen.

Our love goes out to Wendy, daughter Stephanie, her husband Ben and Ian's grandchildren Arthur and Gwenivere, and to sons Christopher and David.

Ian will not be forgotten at VisionWest. There will be a gap where that mighty kauri once stood. While there will be other trees to grow in its place in time, none will stand the same as that great tree.





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

## Auckland

**716,812**  
hours of care  
provided

*The Auckland region Home HealthCare service provides support to over 4,700 clients in the Waitemata catchment area that spans from Orewa, Hibiscus Coast, North Shore, Albany, The Bays and across West Auckland.*



The region has delivered over 700,000 hours of care in the last 12 months. These hours were delivered by our 850 trained and skilled Support Workers who are well supported by clinical, coordination, administration and learning and development teams, located at our Albany and Glen Eden service centres.

To enable us to continue to provide high quality service, we have implemented a number of quality assurance initiatives such as annual refresher training with a focus on essential competencies, enhanced medication training, and use of the Stop and Watch Early Warning tool, a tool for Support Workers to report early signs of deteriorations in their client's health that may prevent the need for hospitalisation. We have strengthened and actively promoted our Support Worker forums which have resulted in increased attendance.

Late last year we held a graduation to celebrate the accomplishments and hard work of 70 Support Workers who had made a commitment to gain qualifications in Health and Wellbeing levels 2, 3 and 4. We also have a monthly recognition programme for employee of the month, above and beyond awards to recognise our fantastic staff and a fun year end celebration.

## Client story

Mum has been moved into full time residential care following her last fall. I would like to take this opportunity after what has been a couple of very hectic weeks to thank you for all your assistance with mum over the last four years since we moved to the Rodney District.

In particular Jan and Robyn have played an enormous part in enabling us to keep mum at home for as long as we did and for that we will be forever grateful for their care and kindness towards her.

She always enjoyed her Saturday night visits from Pele and Mondays with Vicky also. Can you please pass along our heartfelt thanks to these staff plus we also thank you in the office for doing the best to accommodate our wishes.

Our association with VisionWest probably dates back at least another four years when mum was associated with another branch while living in Glendene.

Words simply cannot express our gratitude, however it is all we have so - THANK YOU!



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

Waikato

**299,600**  
hours of care provided

*The Waikato branch has provided nearly 300,000 hours of care to 2,920 clients in the last 12 months.*



This region spans an area that starts in Te Kauwhata, goes down to Taumaranui and across from Kawhia right up to the Coromandel Peninsula. Over the last year, the team has made an effort to engage with our communities across the region and have held regular Support Worker forums in our more remote locations. One of our registered nurses is now based remotely in the Thames area in an effort to better service our clients in this part of the country.

Last Christmas we delivered food hampers to clients in need across this area and look forward to the opportunity to do that again this year, with the support of the wider Trust.

We have celebrated with our Support Workers who have graduated with their level 2 and level 3 NZQA qualifications and recognised our Support Workers who go over and above to provide care to our clients with 'Employee of the Month Awards'.

Our weekend team has grown in the last 12 months to now be able to support all five Home HealthCare Branches with cover for their emergency calls on weekends and statutory holidays as the Home HealthCare service supports clients 7 days per week, 365 days per year.

## Linda's story

My husband's illness has gradually come on over the last 35 years, and in the last couple it's gotten much worse. He can feed himself, but that's about all. Our kids don't live nearby, and I have quite bad arthritis, so I just can't cope on my own.

We've got two carers from VisionWest who come by. How do the carers help? Admirably. My husband has been absolutely delighted with the care he's received. They make him feel totally safe and he really enjoys their visits.

The help from VisionWest Home HealthCare means I can go out – get my hair cut, do the shopping – and feel totally relaxed knowing he's got company and is being looked after. It means I can enjoy myself when I do have time out. I was even able to go to Australia to attend my son's wedding. I trust these women implicitly and we are very blessed to have their help.

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

*Tauranga and Rotorua/Lakes*



# 343,588

hours of care provided

*The Tauranga branch is now recognised as a leading Home HealthCare Provider, seen and known throughout the wider community.*



The past 12 months have been productive for the Tauranga and Rotorua/Lakes regions, resulting in many positive changes.

Both the Tauranga branch and Rotorua branch have been involved in the DHB Short Term Service referrals pilot where clients are discharged with a prescriptive support package. The purpose of the pilot is to see if hospital admissions could be reduced while enabling the client to return to independence in a supported home environment.

During the year we have developed a sustainable rostering system to address the increase in clients coming to us with more complex packages of care and ensure that they are covered by a pool of experienced Support Workers. We continue to develop our Support Workers through forums offering guest speakers able to provide insight into managing situations they may face in the course of their daily work.

Congratulations to our Support Workers who have graduated with level 2, 3 and 4 NZQA Health and Wellbeing qualifications.

## Kesson's story

When I first met with Kesson, a gentleman diagnosed with Parkinson's Disease, him and his wife Gaylene were unsure how VisionWest would be able to provide support for them. Kesson was able to be independent with personal cares, while Gaylene was managing the shopping and meal preparations. However, Gaylene was working and concerned that Kesson was home alone all day, not to mention becoming worn out herself.

Kesson's goals were to maintain mobility and his current level of daily activities. After some discussion we decided to send a Support Worker, from Monday to Friday to assist Kesson with associated personal care tasks and to support him with his exercise regime. This would also ensure a safety check each day while Gaylene was at work.

On review earlier this week Kesson informed me that he is now managing associated personal care tasks independently and that the Support Workers arrive each day to provide him with the motivation and support required to maintain his exercise regime, and ensure he is safe in doing so. He has no doubt that without VisionWest's Support Workers he would not have maintained his current level of commitment to regular exercise. This highlights how our support has been key in Kesson maintaining his goals.

# Our response to education and employment needs

*Tā mātou whakautu ki te mātauranga me te kimi mahi*

*Over the past 12 months, the Education and Training Centre (ETC) has modified its leadership and management methods, seeking to empower those who have the knowledge, expertise and capability to deliver results for our students.*



ETC has also focused its attention on building strong collaborative partnerships in the community by establishing:

- Te Ara Tika (the right path) leadership team to drive transformative practice.
- Industry Advisory Panel (IAP) to inform vocational programme development.
- Student Voice Panel (SVP) to provide feedback on student satisfaction.
- Māori and Pasifika partnership providing a model of co-leadership that is tikanga centred.


This past year has seen the emergence of the Mentoring Vocational Programme, a VisionWest programme based on a proven model of individualised development plans tailored to young people's needs with a wellbeing assessment factored into the young person's learning. Our dream of becoming a preferred employability skills development provider is coming to fruition.



**George Gavet**  
General Manager,  
Education and Training Centre







**140**  
students enrolled  
in programmes

**2880** hours Youth Guarantee  
Building, Construction  
and Hospitality

**7863** hours Intensive Literacy  
and Numeracy

**80-300** hours ranging per learner  
NZ Certificate Adult  
Literacy and Numeracy

**1440** hours of Alternative  
Education

**12,183** total hours of learning



## Rosemary's story

Rosemary arrived at VisionWest's Alternative Education programme after being expelled from school in early 2018. After a successful year, Rosemary transitioned into VisionWest's Youth Guarantee Hospitality programme in March 2019.

When asked about her experience at the programme, Rosemary's response was "The vibe is beautiful here. I've grown here and I think I've matured a lot. I think I've become a better person. Change is good and if I wasn't here, I don't think I would be doing anything. I hated school. I definitely feel like I belong here more than I ever did at school. There is no bullying, no dramas, no one thinks they're higher than you. I feel comfortable and safe here and I trust everyone. That's why I am talking to you.

When I leave VisionWest, I want to start up my own business in the hospitality industry.



# Our response to financial hardship

*Tā mātou whakautu ki te āhuatanga rawakore*

*VisionWest's Budgeting Service is helping individuals, couples and their whānau increase their financial literacy and capabilities to enhance their overall wellbeing.*



Financial Mentors do this by assisting our clients in regaining control of their finances, reducing debt and becoming financially independent while working towards both short and long term saving. This allows families to drive their own journey, learning and change. Advocating for our whānau at a personal level, with creditors and other finance agencies, affords them better access to help and stress reduction, leaving them more able to cope with unforeseen costs and change. Our team works with people one-on-one or in groups



across a large service delivery area that includes West Auckland, Auckland Central, and South Auckland.

The last twelve months have seen the budgeting team, as part of a collective, lobby submissions to the Government for law change and amendments to the Credit Contracts Bill targeting loan sharks. We proposed changes to cap limits on the amount of interest and fees that are charged on high-cost loans to prevent people from accumulating large debts, as well as tougher penalties for those who break the law, including irresponsible lending. These efforts proved successful, resulting in the introduction of an interest rate cap.

Early this year we were awarded the Building Financial Capabilities Plus contract comprising of three components: intensive one-on-one service assisting whānau with multiple and complex needs who are experiencing extreme financial hardship; taking the lead on navigation and coordination services; hosting four annual Cluster Hui for knowledge sharing and training opportunities. This takes effect in July of 2019.





**1032**  
sessions held in  
West Auckland

**42** average age of clients who  
engage with our service

**161** referrals to food bank  
to help assist with debt  
reduction plans

**99** sessions held in Central  
and South Auckland

**93%** of client engagement  
included historical debt,  
high-cost, short-term  
loans and payday loans.

**\$47,000** average debt level  
of each client

## Tai's story

Prior to approaching VisionWest I was homeless and had been living in my car for a year. I'd park up wherever I could find a place that felt safe – a reserve, carpark, or just the side of the road.

When I first came to VisionWest I was told about the foodbank and other services they offer but I actually declined their help. I said, "no thank you," and just left. Pride was a big thing. Two days later I came back to ask about housing.

It's not easy being homeless. What kept me going was my faith. I just kept believing that one day someone would help me. That's how it happened when I came to VisionWest. I wondered how I would be accepted with my moko and being homeless. But when I came in, the response was so caring. No judgement. People listened and put me in touch with others who could support me in the areas I needed help.

First, I was helped with transitional housing. It was awesome to have my own space. The biggest things were being able to shower – I didn't have to go to local swimming pools anymore – and having cooking facilities which meant I didn't have to live on cheap takeaways. It was great to be warm. And it was great to know there were people willing to help.

After four months, I was housed permanently. First time I've ever had a home. I'm paying my bills. In fact, I'm ahead of my bills. VisionWest has helped me to get on top of my finances through the budgeting service. I've had debt throughout my life but now I'm taking care of that.



I'm a carver and have dreams of helping my people. I'm taking up a voluntary peer-support role at VisionWest. I want to help others who come from a background like mine. Being Māori, we're a stubborn people, we don't like asking for help. I want to encourage others like me to know it's okay to ask for help, and that there are people who are willing to give it.



# Our response to emotional and mental health needs

*Tā mātou whakautu ki te āhuatanga o te taha hinengaro*

*The Counselling Service's key aim is to provide a wellbeing centre that focuses on providing a safe haven for people.*



When life is painful, the counselling team is available to offer support and tools for coping, while developing strategies for living whole and joy-filled lives.

Over this past year we have been privileged to meet with families, children, youth and individuals to provide support, mental health resources and psycho-education in a professional and ethical manner.

We have assisted in increasing communication and connection between couples, a sense of joy and freedom for children, and personal identity and esteem for individuals. We have heard clients share

what a difference it makes to be deeply heard and how helpful it is to have useful skills and strategies to navigate through life's hard times.

The team of counsellors, psychotherapists and psychologists in the centre are skilled and passionate about the role of meeting with clients seeking guidance and mental health support. We liaise with multiple other organisations to offer the best possible wrap around support options available. We are flexible in our use of therapies and service delivery models to suit client needs – sometimes this means phone and skype sessions to ensure clients can attend where they otherwise might not be able to.

A very special member of our team is Bennie - Leanne's therapy dog. Bennie assists with providing a warm welcome as clients arrive for sessions or a calming and soothing cuddle as they leave. It is well researched that dogs lower stress levels and offer a calming presence - Bennie certainly does this for our centre!



**Leanne Frost**  
Counselling Practice Manager



**314**  
clients  
receiving  
support

**31** clients received support, strategies and skills to help heal trauma (via the ACC contract)

**63** families received free counselling enabling strengthened relationships (via the MSD contract)

**193** 24 youth -12 Gumboot Up and 12 Your Choice, 23 WINZ, 146 self-paying clients found useful ways to cope with painful emotions, to have happier relationships and to build the life they want to live

**31** couples were supported equipping them with skills for communication and relationship

**32** of our 314 were children under 12 who received support in a specialised process enabling children to 'talk' in the ways most comfortable to them



## Client story

From the beginning, Leanne has demonstrated a caring focus on my issues, appropriately empathising with my worries but also gently and insistently challenging the things that need to be challenged. She has also regularly provided me with resources to enable me to follow up on matters and to practise new responses between sessions. I feel these enabled me, not only to make constant progress, but also to identify new questions for the next meeting.

Some time ago when I brought up the subject of Christianity with her, she listened to what I had to say and recommended related reading. She has always been ready to discuss issues I have encountered in this area when I have asked but has never proselytised.

I feel that Leanne has always responded sensitively to the stage I was at, in any matter. Now, to me it feels that I am frequently part of a discussion between equals but, in reality, I know that there is the guiding hand still steering invisibly. I sometimes imagine that I have made discoveries for myself but often later realised the ground was cleverly prepared for me to make them.

I am thrilled with the journey I have undertaken and truly feel I am a new person, much more content with life but still with further to go. Thank you from the bottom of my heart, Leanne.

# Eden Cottage

Te iti kahurangi



*Over the past 12 months, Eden Cottage has gone through a full transformation, both externally and internally.*

The centre has undergone a name change which now reflects a multitude of links to the past and present. It has been refreshed, rebranded and is now a beautiful cottage for children's learning.

The staff at Eden Cottage have focused on building strong relationships with parents and whānau through fun events to increase family participation and develop a sense of belonging. To date the events we have celebrated are Chinese New Year, Waitangi Day, Easter, Anzac Day, Mother's Day, Colour Day and Pink Shirt Day (to name a few).

The centre has also developed some new initiatives including a sustainability programme, which encourages our children to care for the environment and become a kaitiaki (guardian) in their world. Also, a new 'transition to school' programme provides fun interactive learning to stimulate a love for literacy and numeracy. It also gives children an opportunity to venture out into the community through excursions. Our offering of 20 hours free for 3 and 4 year olds, empowers whānau to more easily meet their childcare needs.

Thanks to our amazing teaching team Eden Cottage radiates love, warmth, respect, compassion and fun. Our new look and culture has made a huge difference in the lives of all our Eden Cottage whānau.



**Katrina Carr**  
Eden Cottage Head Teacher





**27,458**  
hours of  
childcare



"I have had two children go through Eden cottage. Katrina and the staff have made a loving, supportive, family atmosphere. They are always welcoming and provide so many fun and educational experiences for the children. My son is due to start school soon and he has really enjoyed being a part of Eden Cottage" – J. Preston

"The staff at Eden Cottage have always presented us with a warm welcome and a genuine interest in how we are. Taking time to talk through any concerns parents might have and provide continued feedback and communication. It is a safe, family friendly environment that I gladly drop my daughter off to and would recommend to anyone with pre-schoolers. Thank you Eden Cottage for being a home away from home and a fun, friendly environment for children to thrive in!" – S. Dawson

"I love the atmosphere of diversity here. It is very important for kids to understand and respect each other."  
– N. Hosada

# Our culturally informed response

*Tā mātou whakautu ki te āhuatanga ahurea*

*Mā te rongo ka mōhio  
Mā te mōhio ka mārama  
Mā te mārama ka mātau  
Mā te mātau ka ora!  
Through perception comes awareness  
Through awareness comes  
understanding  
Through understanding comes  
knowledge  
Through knowledge comes well-being.*



Over the past year, we have worked hard at creating a whānau friendly environment in our Matapuna Whānau Centre to support incoming whānau with food and shelter.

Our Matapuna Whānau Centre team includes Rayanna, our Whānau Centre Coordinator, Marie, our Housing Intake Coordinator, Maxine, our Social Worker and Billie-Jean, our Kaiārahi Whānau Team Leader to our whānau communities and the wider VisionWest services.

This fantastic team underpins our ability to provide a truly whānau centred and kaupapa Māori, wairua based service environment that walks with each precious whānau story that enters our doors. Capturing these stories is how we are able to provide ongoing advocacy support and connect our whānau to key services such as Housing, Pātaka Kai, Budgeting Financial Capabilities, Counselling Centre, Education and Training Centre and the Glen Eden Baptist Church.

We have seen an increase in whānau opening up about more complex issues they are confronted with. This has culminated in the development of

additional specialised support within Matapuna to adequately and appropriately assist whānau with these.

Therefore, two new service supports have already been planned which include a Specialised Family Harm Unit to support whānau in crisis situations either in housing or in our local communities as well as working with up to 240 residents in the Western Park Village (Ranui Caravan Park) supporting them with placement into permanent housing, greater coordination of services and crisis intervention support.



**Fred Astle**  
*Head of Māori Service Development*





**31%** māori

**15%** pacific island

**72** whānau receiving social  
work advocacy support



## Tina's story

When Tina\* arrived at Matapuna in a highly emotive state, she had been engaged in prostitution since she was a teenager and had felt for some time that she had 'had enough'. Tina heard about VisionWest and the services we offer from a friend and approached us despite experiencing anxiety and depression whenever she left her home. Under the support of a Matapuna social worker, Tina identified four goals: 1. Understanding and overcoming anxieties; 2. Refrain from prostitution; 3. Feel confident enough to pursue employment; 4. Establish a new healthy routine.

Tina is now receiving support from her GP, attending regular sessions at our Counselling Centre and meeting with one of our financial mentors to assist with her entitlements. She is managing a weekly wellbeing plan with a focus on regulating her wake/sleep pattern, and exercise and eating patterns. And Tina has finally quit prostitution. She hopes her story inspires others to get the help and support available at VisionWest to transform their lives.

*\*not her real name*



# Kaupapa Māori Framework

*Ki te kotahi te kaakaho, ka whati!  
Ki te kaapui, e kore e whati!  
When reeds stand alone, they  
break! But bound together, they  
are unbreakable! – Kingi Tawhiao*

This whakataukī (proverb) speaks clearly to the power of working collectively under one kaupapa and in the same direction, which strengthens the bond and purpose of the collective when woven together. With this sentiment, I acknowledge the many people who I have continually had the opportunity to work closely within our kaupapa Māori focuses at VisionWest. Being involved in kaupapa Māori has fast become second nature for VisionWest in both our support and front line services.

## Kaupapa Māori Framework

A tremendous amount of research, internal and external discussions, and understanding of who we are as an organisation, has assisted us in being fully aware of what kaupapa Māori looks like for our organisation. A soft launch of our new framework will include:

- a new name for the framework
- a comprehensive explanation of the framework and its context
- our new Treaty of Waitangi policy.



## He Ratonga Hou (New Services)

The major Housing First announcement made this last Mother's Day by Prime Minister Jacinda Ardern, the then Minister of HUD Phil Twyford and several Cabinet Ministers, allowed VisionWest and Glen Eden Baptist Church (GEBC) to not only host the announcement, but also facilitate the tikanga for this important event. As Head of Māori Development, it is great to see the development of new services that support whānau in their journey to wellness.



### **Tangihanga (Funeral)**

VisionWest have been involved in the tangihanga (funeral) of those close to us who have ‘i haere ki tua i te arai’ (moved beyond the veil). Tangihanga encompasses the spiritual and physical dimension for Māori as it affords us the opportunity to gather together as whānau and friends to acknowledge, celebrate and farewell our loved ones. It also enables us to acknowledge our support of the ‘te whānau pani’ (the bereaved family) during their time of loss.

### **Whare Whakawātea (Blessing of the House)**

An increase in the number of homes for our community housing service has provided opportunities to facilitate karakia (blessing) as we prepare a spiritual covering over each new home before whānau take their residence.

### **He Puna Waiata (Wellspring of Song)**

VisionWest have introduced ‘He Puna Waiata’ (A Wellspring of Song), which encompasses various forms and traditions of waiata and moteatea, aptly lead by our very own Home HealthCare Individualised Funding Coordinator Atawhai Morgan, and a ‘Kapa Paheko’ kapa haka group. These have

encouraged us all in strengthening te reo Māori and raised our level of waiata proficiency at VisionWest’s Glen Eden Campus and in the regions also.

### **Kāhui Whakaruruhau (Shelter Group)**

Our Kāhui Kaumatua (Elders Group) and our Kāhui Kaimahi Māori (Senior Māori Workforce) provide us with the shelter we need to add tremendous value and assistance to both our support and frontline staff. The group have been involved in all events including Matariki, Te Wiki o Te Reo Māori, Kapa Haka, the GEBC 60th Anniversary, powhiri/mihi whakatau of new staff and visitor and tangihanga. This year has also seen our Kāhui Whakaruruhau contributing to the development of our new VisionWest Kaupapa Māori Framework.



**Fred Astle**  
*Head of Māori Service Development*



## Our response to food insecurity

*Tā mātou whakautu ki te āhuatanga kai pōharatanga*

*Over the past year VisionWest's food support service, Pātaka Kai, has gone from strength to strength.*

With a new whānau empowerment model in place, families are now welcomed by fresh coffee and tea and friendly faces, before they self-select their food as they walk through the store. The empowering atmosphere has led to more whānau signing up to volunteer and we are now seeing recipients from the service giving back by taking ownership of key volunteer roles.

The Pātaka Kai is more than a food bank. It is a pathway service of support that begins with meeting the immediate need, before digging deeper to tap

into the potential of each of the whānau visiting. While this empowerment model is going well numbers attending the service continue to swell shedding light on an emerging hunger crisis facing New Zealand. We remain steadfast in our support for every individual and their future, knowing small steps every day can lead to a more enriching future tomorrow.

VisionWest currently supports in excess of 500 families who have low food security. Without this service, whānau could be going without food on a weekly basis. Many of the whānau begin their journey with VisionWest through Pātaka Kai. The next natural step is for them to be invited to the community meal, or supported to connect with one of our other services such as housing or financial mentoring.







**3370**  
food parcels  
distributed

**12,044** repeat visits by 1519  
vulnerable whānau

**530** people on average  
each month  
supported with food

**\$572,900** of donated food  
distributed



## Astrid's story

Astrid has been volunteering for the past five years in the VisionWest food service. Every Monday, Wednesday and Friday she faithfully serves at Pātaka Kai, often giving 20 hours of volunteer time each week.

She helps with food pick-ups, stock management and always gives more of her time when needed. Astrid loves to help people in need and sees volunteering as a gift and a way to give back. She says "I just love to help people out".

She says of VisionWest "It's like a second family to me". We certainly see Astrid as part of the VisionWest whānau and this place wouldn't be the same without her.

# Hamper Day

**521**  
children blessed  
on Hamper Day



*On December 19th, 2018  
VisionWest helped 1230 people  
experience Christmas in a  
special way.*

Unlike many well-off Kiwis, Christmas for some people is a time of stress, sorrow and despair. But NOT this year for these families. The donations from many supporters made an incredible difference. 521 children had smiles on their faces because of that generous support.

A family of four who were resolved to spending Christmas in an overcrowded house, confined to a single room, were delighted to receive their Hamper. It added to their recent joy of being housed by VisionWest, just as the Mum was due to give birth

to their third child. A house and carload of food and presents transformed their lives.

A man previously addicted to drugs with a long criminal history spoke of 'getting clean' this year after receiving support from VisionWest's counselling centre. He left our campus as a dad taking gifts and food home, restoring his pride as a father.

VisionWest would like to personally thank all our sponsors for making Christmas a time of miracles for our precious friends in need. After all, the story of Christmas is grounded in a miracle of hope, that tells the world all can be redeemed. We certainly saw this unfold during hamper week.

As one father said on the day "Without your Christmas Hamper, we wouldn't be having Christmas. We are now able to have Christmas dinner and enough food to last for a while. You have brought joy to our family and smiles on our kids' faces. We can't thank you and your sponsors enough. God bless."





## May I Help You

**\$24,772**  
total funds raised

*“Thank you so much for the help and support. My family very much appreciated the great love and your willingness to be a part of our journey throughout the hard times, by helping us keep warm throughout this winter.”*

*– blanket recipient*



Back in May this year, 27 VisionWest staff and board members walked the Auckland coast to coast from Princes Wharf to Onehunga as part of our May I Help You Walking Warriors fundraiser. In doing so, they raised funds through their personal networks that bought warmth and full tummies to whānau in West Auckland during cold winter months earlier this year.

Because of their efforts, 101 families now have enough warm blankets for everyone in the household to keep warm, enabling whānau to sleep better, stay well and in some cases reduce the cost of heating in order to afford food.

535 whānau have been able to access nutritious and delicious food to suit the needs of their household. Some all-time favourites are oats and milk for porridge, and tinned soup and hot-pots to have with fresh bread. The \$24,772 that was raised has netted a total \$212,700 (rescued food and new blankets) return on investment: the value of food and blankets distributed.





## Our response to spiritual needs

*Tā mātou whakautu ki te āhuatanga o te taha wairua*

*Ko te mea tuatahi, He honore, he kororia ki te Atua. Firstly, all honour and glory to God... the one who gives hope, life, and love so freely.*

*God is our refuge and strength, an ever present help in trouble. - Psalms 46:1*

In my role as Community Chaplain, I work closely with all of VisionWest's services to provide spiritual, emotional and practical support for individuals and whānau. My work involves journeying alongside those struggling with abuse, suicide, trauma, loneliness, health, finances, and housing. Much of my time is spent in hospitals and hospices, on home visits, accompanying people to stressful appointments (eg: court hearings), supervising youth community service hours, spending time connecting with and feeding people outside Pātaka Kai (our free food store), writing encouraging notes, and sitting with those who are homeless and/or hungry.

This year, I have been blessed to see people step away from abusive situations, take steps towards freedom from addiction, and reconnect with God and others. I truly believe that every person has inherent value and unique strengths. Unfortunately however, for many, their strength and purpose has been covered up by years of pain and trauma. It is

a joy for me to first let people feel heard, and to then encourage them as they rediscover their strengths, regain hope, and move forward in their lives.

Key to my role as Chaplain is daily and weekly prayer. VisionWest staff and Glen Eden Baptist Church (GEBC) members gather weekly to pray to our loving God who can do immeasurably more in people's lives than we can imagine. The way God facilitates blessings is so exciting sometimes. Recently, a person rang up to donate a cot without a mattress. Thirty minutes later I met a couple who were expecting a child and they had a mattress and needed a cot. Wow!

Another example is when a Support Navigator from the housing team let me know about a family needing carpet pieces to cover a cold, bare floor. That same evening I connected with a whānau needing to get rid of their carpet cut-offs. It's so awesome to know that God cares that a toddler's feet are protected and warm.

### **Many thanks to:**

GEBC staff and whānau - prayer, donating goods, connecting with people, bibles and crocheted blankets.

Little India - consistent support and donations.

Glen Eden Sallies - wool for the blankets.

Bible Society of New Zealand - Bible resources, Christmas and Easter children's books.

Baptist Union of New Zealand - Christmas calendars for Hamper Day.

Glen Eden and Titirangi public libraries - restocking the Whānau Centre free bookshelf.

Operation Christmas Child - donating umbrellas etc.

Community members and staff donating goods.



**Heather Penman**  
Community Chaplain

# Our response to community isolation

*Tā mātou whakautu ki te āhuatanga mokemoketanga*

*Ko te mea tuatahi, He honore,  
he kororia ki te Atua. Firstly,  
all honour and glory to God...  
the one who created us for  
connection with Himself and  
others, and who delights in our  
enjoyment of good things.*



Community Dinners are an important connection between Glen Eden Baptist Church (GEBC) and VisionWest Community Trust. It is here in this space that we create an environment for people to gather together to enjoy good food and connection with others and to hear a simple gospel message of hope.

Every fortnight, approximately 45 staff and volunteers from across VisionWest and GEBC come together with local whānau to enjoy a hearty meal. Attendance fluctuates from 50 to 150 plus people who mingle together while listening to a 'God spot' or a performance such as songs, kapa haka or a harmonica set, from one of the many talented and creative whānau who are present.

Thanks to the many donations and creative efforts from the kitchen team, we have been able to enjoy foods like roast lamb/veges, boil up, pasta/potato bakes, healthy salads, pizzas, fruit tarts, cakes, pavlova, trifle, ice-cream, and much more.

Community dinners bring together people from all walks of life. Here, students of the GEBC English Corner are able to practice their english, homeless friends can have a hot meal and children play together. Others come to serve, to combat loneliness, and even for a few hours respite from domestic violence.

For one woman, the Community Dinner is a place of peace. Battling anxiety, just leaving the house is generally a struggle whereas she sees the dinner as a safe-haven where she now feels comfortable enough to bring whānau and friends.

For many whānau, this space is their church.

*Whoever drinks the water that I (Jesus) shall give them, shall never thirst... the water that I give will become in them a fountain of water springing up into everlasting life. – John 4:14*

***With thanks to the many who make this happen, including:***

GEBC whānau and homegroups  
VisionWest staff and volunteers  
VisionWest Pātaka Kai  
Little India Glen Eden Restaurant  
Fresh and More, Glen Eden  
Orchard - 568 West Coast Road  
Revive Café, Auckland  
Lincoln Bakery, Henderson  
Daily Bread Bakery, Pt Chev  
Pete's Packaging  
Dominos (2018)

# Thank you *Ngā mihi*

## 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  
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  
Ministry for Pacific Peoples  
New Lynn Rotary Club  
Oranga Tamariki  
SkyCity Auckland Community Trust  
Solara Healthcare and Rehabilitation  
SupportNet  
Taikura Trust  
Teritary 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  
Welsh Trust  
WestNet Tax Accounting Ltd  
WINZ  
Your Choice – Te Puna Manawa

## Corporate Partners

Fletcher Buildings  
FreshChoice Glen Eden  
Genesis Energy  
SGA (Strachan Group Architects)  
Stanley Group

## Community Partners

AAAP  
Adventure Specialties Trust  
AAD Consultants  
Alcohol and other drug treatment courts  
Auckland City Mission  
Auckland Community Housing Provider Network  
Associated Budgeting Consultants  
Baker's Delight  
Baptist Union of New Zealand  
Bible Society of New Zealand  
Big Save Furniture  
BL Stringer & Co Ltd  
Christians Against Poverty  
Career Force  
Christian Budgeting of New Zealand  
Columbus Coffee Glen Eden  
Community Housing Aotearoa  
Community Law Waitakere  
Community Post  
Community Waitakere  
Counties Manukau District Health Board  
CNBZ

Daily Bread Bakery  
Dayspring  
De Paul House  
DebtWorks  
Disputes Resolution Services  
Dominos Glen Eden  
Dominos Onehunga  
Elder Support Services  
EcoMatters Environment Trust  
Education Review Office  
Emerge  
Face and Body  
FairFood Trust  
Fisher & Paykel Appliances  
Fresh and More  
Glen Eden Baptist Church  
Glen Eden Intermediate School  
Glen Eden Library  
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  
Kahui Kaumatua Roopu  
Kahui tu Kaha  
Kaipatiki Environment Trust  
Kaiapoi Baptist  
Kiwi Harvest  
Kiwi Trade Services  
Kaurilands Primary School  
Konini School  
La Rosa  
Lifewise  
Lincoln Bakery  
LinkPeople

Linwood Baptist  
Little India  
Marinoto  
MBIE  
Mental Health Foundation  
MetlifeCare Limited  
Monte Cecelia Trust  
My Food Bag  
NZ Council of Christian Social Services  
New Zealand Police  
New Zealand Police - Youth Aid  
New Zealand Qualifications Authority  
Nga Mataapuna Oranga  
North West Managers Hui  
Ohana Teen Parenting Unit  
Oratia Primary  
Oxford Terrace Baptist  
Person 2 Person Help Trust  
Pete's Packaging  
Pirirakau Hauora  
Probation Services  
Prospect Primary School  
Rangiora Baptist  
Ready Press Print  
Renaissance Group  
Revive Café  
Rhema Media  
Rydges Hotel Auckland  
Salvation Army  
Salvation Army Glen Eden  
Skills Update Training Institute  
Solomon Group  
Sozo Coffee House  
Sport Waitakere  
Tasti  
Te Pou  
Tertiary Education Commission

Te Wai Ora Social Services  
Te Wananga O Aotearoa  
Tenants Protection Christchurch  
The Fono  
The Kelston Early Learning Project  
The Parenting Place  
The Salvation Army New Zealand Trust  
Thomas Consulting  
Titirangi Library  
Travel Managers  
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  
Waitakere Alternative Education Consortium  
Waitemata Community Law Centre  
Waitakere Ranges Local Board, Auckland Council  
Wallace Construction  
West Auckland Pasifika Forum  
Western Heights Primary  
Wise Group  
Work and Income Advocates Group  
Work and Income New Zealand  
Youthwest Health Hub  
Youth Services West  
Youth Horizons  
And a wide number of individuals who contribute generously.



# Are you able to respond?

*We continue to see more and more whānau facing hardship. There are a number of ways that you can help to improve the lives of individuals and whānau.*



## One-Off Donations and Regular Giving

Direct Credit to VisionWest Fundraising Account:  
12-3252-0048346-52

Please include your name and your preferred area of funding in the reference fields. We'd also love to get your contact details so that we can keep you up to date on what we're doing with your support.

Let us know about you by emailing us at [partnerships@visionwest.org.nz](mailto:partnerships@visionwest.org.nz).

## Credit Card Donations

These can be made online at our website  
[www.visionwest.org.nz](http://www.visionwest.org.nz)

**For more information about donorship, please contact us on 09 818 0700 or email [partnerships@visionwest.org.nz](mailto:partnerships@visionwest.org.nz)**

## Gifts in Kind and Corporate Sponsorship

VisionWest is always looking for in-kind support and new partnerships for our key events.

If you believe you can help, please contact [partnerships@visionwest.org.nz](mailto:partnerships@visionwest.org.nz).





# Summary Financial Statements

*For the year ended 30 June 2019*





# Statement of Comprehensive Revenue and Expenses

*For the year ended  
30 June 2019*

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](http://www.visionwest.org.nz/about-us/about-vision-west-annual-reports), or email [office@visionwest.org.nz](mailto:office@visionwest.org.nz).

	2019 \$	2018 \$
<b>Revenue from non-exchange transactions</b>		
Income from Health Care Services	54,518,075	47,901,118
Income from Education Services	892,150	1,319,901
Income from Emergency Housing Contract	3,138,539	3,014,781
Income from Other Services	259,430	240,932
Rental Income	7,116,240	3,720,380
Capital Government and other grants	2,383,774	214,500
Operational Government and other grants	531,062	476,945
Donations-in-Kind and Services-in-Kind	602,606	593,211
Donations and Fundraising	41,773	41,372
	69,483,649	57,523,140
<b>Revenue from exchange transactions</b>		
Interest income	20,992	16,829
Gain on acquisition	-	1,313,079
	20,992	1,329,908
<b>Total revenue</b>	<b>69,504,641</b>	<b>58,853,048</b>
<b>Expenses</b>		
Employee related costs	53,433,089	47,685,723
Donations	4,896	52,105
Donations-in-Kind and Services-in-Kind	602,606	593,211
Interest expense	478,549	421,750
Depreciation, amortisation and write-off expenses	216,293	227,245
Amortisation	499,832	499,832
Impairment	-	2,078,785
Other expenses	11,558,192	7,770,896
<b>Total expenses</b>	<b>66,793,457</b>	<b>59,329,547</b>
<b>Total surplus / (deficit) for the year</b>	<b>2,711,184</b>	<b>(476,499)</b>
<b>Other comprehensive revenue and expense</b>		
Revaluation of Land and Buildings	-	10,035,495
<b>Total comprehensive revenue and expense for the year</b>	<b>2,711,184</b>	<b>9,558,996</b>



# Statement of Financial Position

*As at 30 June 2019*

	2019 \$	2018 \$
<b>ASSETS</b>		
<b>Current</b>		
Cash and cash equivalents	3,075,009	3,324,413
Receivables from non-exchange transactions	7,022,279	3,316,318
Prepayments	248,621	326,901
Total current assets	10,345,909	6,967,632
<b>Non-current</b>		
Intangibles	999,665	1,499,497
Property, plant and equipment	45,269,071	35,547,753
Total non-current assets	46,268,736	37,047,250
<b>Other</b>		
Other assets	648,216	2,975,000
<b>TOTAL ASSETS</b>	<b>57,262,861</b>	<b>46,989,882</b>
<b>LIABILITIES</b>		
<b>Current</b>		
Trade and other creditors	4,520,271	3,422,524
Employee entitlements	5,138,654	4,446,474
Income in advance	2,473,348	955,130
Loans and borrowings	1,842,207	61,532
Total current liabilities	13,974,480	8,885,660
<b>Non-current</b>		
Loans and borrowings	12,131,188	9,898,693
Provisions	325,280	84,800
Total non-current liabilities	12,456,468	9,983,493
<b>TOTAL LIABILITIES</b>	<b>26,430,948</b>	<b>18,869,153</b>
<b>NET ASSETS</b>	<b>30,831,913</b>	<b>28,120,729</b>
<b>NET ASSETS</b>		
Retained Surplus	20,796,418	18,085,234
Asset Revaluation Reserve	10,035,495	10,035,495
Accumulated comprehensive revenue and expense	30,831,913	28,120,729

# Statement of Changes in Net Assets/Equity

*For the year ended  
30 June 2019*

	Asset Revaluation Reserve	Retained Surplus	Total Net Assets
<b>Opening balance at 1 July 2017</b>	-	18,561,733	<b>18,561,733</b>
Surplus/(deficit) for the year	-	(476,499)	<b>(476,499)</b>
Other comprehensive revenue and expense	10,035,495	-	<b>10,035,495</b>
<b>Closing balance at 30 June 2018</b>	10,035,495	18,085,234	<b>28,120,729</b>
Surplus/(deficit) for the year	-	2,711,184	<b>2,711,184</b>
Other comprehensive revenue and expense	-	-	-
<b>Closing balance at 30 June 2019</b>	10,035,495	20,796,418	<b>30,831,913</b>

Signed for and on behalf of the VisionWest Community Trust



Arvind Dayal  
Deputy Chairman



Gary Grut  
Trustee

# Statement of Cash Flows

For the year ended  
30 June 2019

	2019 \$	2018 \$
<b>Cash flows from operating activities</b>		
Receipts from trading activities	52,445,330	50,672,424
Receipts from rental properties	11,706,291	3,689,922
Receipts from government grants	531,062	5,239
Receipts from other grants & donations	1,885,743	968,860
Interest received	20,992	16,829
Payments to suppliers and employees	(60,382,616)	(53,044,331)
<i>Net cash flows from operating activities</i>	6,206,802	2,308,943
<b>Cash flows from investing activities</b>		
Acquisition of business	-	(686,250)
Purchase of property, plant & equipment	(9,990,827)	(636,935)
<i>Net cash flows from investing activities</i>	(9,990,827)	(1,323,185)
<b>Cash flows from financing activities</b>		
Proceeds from borrowings	13,242,993	175,152
Repayment of borrowings	(9,229,823)	(154,339)
Interest paid	(478,549)	(421,750)
<i>Net cash flows from financing activities</i>	3,534,621	(400,937)
<b>Net increase / (decrease) in cash and cash equivalents</b>	(249,404)	584,821
<b>Cash and cash equivalents at the beginning of the year</b>	3,324,413	2,739,592
<b>Cash and cash equivalents at the end of the year</b>	<b>3,075,009</b>	<b>3,324,413</b>



## 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 18 December 2019 have been audited by Grant Thornton and given an unmodified opinion. The full Financial Statements for the year ended 30 June 2019 were authorised for issue in accordance with a resolution of the Trustees on the 18th December 2019.

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.



## Report of the Independent Auditor on the summary financial statements

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Audit Partnership

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### To the Trustees of Vision West Community Trust

#### Opinion

The summary financial statements, which comprise the statement of financial position as at 30 June 2019, 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 2019. 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 18 December 2019.

#### 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 39 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*.

#### 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 has no other interest in Vision West Community 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 Partnership



Auckland, New Zealand

14 January 2020







