

# our journey to tātou haerenga 2017/18



# contents

4	Chairperson report
5	CEO report
8	Community Housing
10	Whānau Services
	- Budgeting and Financial Literacy
	- Whānau Centre
	- Community Banks
	- Counselling
15	Kindergarten
16	Chaplaincy
17	Māori Service Development
18	Kaupapa Māori Framework
20	Education and Training Centre
22	Home HealthCare
24	Numbers at a glance
25	Thank you
26	Financials
29	Auditor's report





# annual report 2017/18

Whether it's been through images in the media, stories we have heard, the people we see pressed up against shop fronts at our local shopping centre, or those we notice curled up in a blanket on a bench or in a local bus stop, the plight of the homeless has confronted us all over this past year. With this as a backdrop, VisionWest has continued to focus its work on ensuring individuals and whānau have access to a safe secure home, and that the relationships within each whānau are positive and strengthened.

Ensuring families stay united and have a home is a thread that runs through each of our services. It may happen directly through our Housing Services, or it may be through one of our other services supporting financial capability, healthy relationships, the independence of older people, education leading to improved work opportunities, or supplying food so that money is freed up to pay rent. At the end of the day, all we do is focused on helping families thrive, stay together and have a house they can call home.

Over this past 12 months, VisionWest has had the privilege to journey with many people in the community. Each person is unique and valued. We invite you to join us on this journey as we continue the work of fulfilling our vision – a vision of Transformed Lives and Healthy Communities; of building hope and showing those who make up our communities that they have intrinsic worth; that they are valued and that they matter; and that there is support for them as they strive towards the future they desire for themselves and their whānau.

*Hutia te rito o te harakeke,  
Kei whea te kōmako e kō?  
Kī mai ki ahau;  
He aha te mea nui o te Ao?  
Māku e kī atu,  
**he tāngata, he tāngata, he tāngata***

If the heart of harakeke was removed,  
where will the bellbird sing?  
If I was asked, what was the most  
important thing in the world;  
I would be compelled to reply,  
**It is people, it is people, it is people!**

# chairperson report



*Jesus told them another parable: "The kingdom of heaven is like a mustard seed, which a man took and planted in his field. Though it is the smallest of all your seeds, yet when it grows, it is the largest of garden plants and becomes a tree, so that the birds of the air come and perch in its branches." Matthew 13:31-32 (NIV).*

VisionWest has enjoyed another year filled with inspiring stories of the transformation that has occurred in the lives of individuals and families we serve in the communities of Auckland, Waikato, Bay of Plenty, Rotorua and Christchurch. The Trust has continued to grow and extend its reach as it has worked to alleviate the effects of poverty and disadvantage that impact many people.

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*"Thousands of lives have  
been transformed... all from  
a \$1 investment"*

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## **VisionWest is turning 30**

Thirty years ago, the Glen Eden Train Station was leased for \$1 per year by a faithful group of people with a vision to establish a drop-in centre to serve the local community. This small and simple step represents the planting of the mustard seed that grew into the VisionWest Community Trust. The following thirty years has been a journey filled with faith, vision and passion



Mark and Lisa Woolley.

and today VisionWest has become a large 'tree' where people find help, refuge and transformation.

This year, VisionWest and Glen Eden Baptist Church partnered together to present the Transform18 conference where we shared many of the lessons we have learned over the past 30 years of working within our community. At the end of the conference, each attendee was given a card with a \$1 coin attached to it, symbolic of the amount paid for the yearly lease thirty years ago – a reminder that great things can indeed grow from something very small.

## **Investing for the future**

VisionWest has grown significantly in recent years. To sustain that growth, and to build a strong platform for the future, we have invested in implementing a new Enterprise Resource Planning (ERP) system. This is a large project and will enable the implementation of the systems necessary to help VisionWest run efficiently and effectively as we move into the future.

## **Thank you**

On behalf of the Board of VisionWest I would like to pay tribute to Lisa and Mark Woolley. This year, Lisa celebrated 20 years working at VisionWest, while Mark resigned after 19 years. Lisa has served VisionWest with wise leadership, and boundless passion and perseverance. Mark has served faithfully as Community Chaplain and in the Housing Team helping to transform the lives of many people.

I would also like to thank the 1,500 dedicated employees and faithful volunteers of VisionWest who continue to turn the vision of 'Transformed Lives, Healthy Communities' into reality.

This year we said farewell to two departing trustees, Mark Bridges and Paul Baird. Finishing off his second term shortly will be Steve Parker who has made a major contribution to the governance of VisionWest over 12 years of service. We have welcomed onto the board Gary Grut as the Glen Eden Baptist Church representative and in October, we will welcome June Lamb and Alex Penk to the Board. The Trustees volunteer large amounts of time to the oversight and governance of VisionWest and I would like to gratefully acknowledge their wisdom and commitment.

Finally, I would like to thank the many organisations and people who have generously supported VisionWest over the last year. Your support is invaluable.

Michael Taylor  
**Board Chair**



# chief executive report



## *Celebrating over 30 years of journeying with people – he tangata, he tangata, he tangata.*

### **Celebrating the past – inspired for the future**

The VisionWest story is an inspiring one proving that significant things can be achieved if we start small and persevere. The story began with a small group of people from a local church with a shared vision and passion to serve their community; they established a simple drop-in centre at the vacant Glen Eden Railway Station. That became the Friendship Centre Trust before evolving into the VisionWest Community Trust, a significant community development and social service organisation.

Much has changed over the years but what remains is the local church at the centre and that same vision, mission and call to journey with people, pushing back against issues of poverty, homelessness and injustice.

It is such a privilege to have been a part of this journey right from its inception and thinking of the past inspires me to think creatively as we move into the future.

As I think back, what stands out for me is people's stories. People who have felt called to work or volunteer with us; people who we have walked alongside in their journey out of homelessness and poverty; whānau who we have been able to support in their homes; children and young people who we have been able to support through crucial times; people who have joined us in partnership to help build hope in our communities; and, of course, those amazing stories of individuals and whānau who have found hope and transformation. This 30th Annual Report of VisionWest is a celebration of these people.

As I write this, I am also very excited about a 30th anniversary publication that we are in the midst of producing. This will capture the key events and stories of the last 30+ years and has caused me to think back to some of the fun times we have had over these years. I remember the playgroups at the railway station, and fundraising events to raise money to support the vision. I recall the early beginnings of the foodbank operating out of a cupboard at the church and the Homecare client Christmas parties. Later there were charity ball events to raise funding for our new housing programme and, five years ago, our village party celebrating 25 years.

Of course, there have been many other significant events over the last 30+ years. We will capture these in our 30th publication. Watch this space.

### **Looking back at the past year**

Like most years at VisionWest, this has been another year of significant growth. We are now three years into our five-year strategic plan and have made advances in all areas of our Big 4 Strategic Goals. Some of the key areas of growth and development are as follows:

#### **STRATEGIC PILLAR #1: VisionWest is a place where people feel they belong and are connected to their Whānau and their communities.**

- Fred Astle and team have been working with our teams to implement a Kaupapa Māori model throughout each of our services. As a result, through our Whānau Centre and Whānau Services, we are engaging with more Māori in our community and have been able to offer support as required.

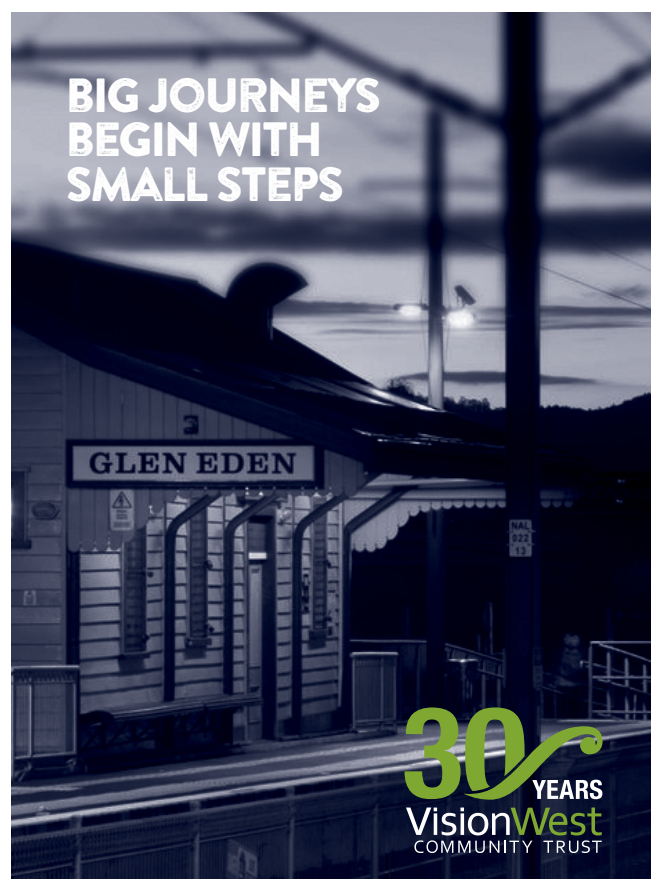


Photo: Julius Margen

*Work is underway to capture the journey of VisionWest over the past 30 years in one publication.*



*Nettie Burton and Lisa Woolley at Christmas Hamper Day 2017.*

- It has been great to welcome Brook Turner onto the Executive team this year – he has taken on the portfolio of Whānau Services. Brook, supported by Georgia Woodhouse and our GMs and Managers, is working to ensure the support we offer is welcoming and engaging, and that the people we come in contact with are linked to the appropriate help they require, whether it be for food, shelter, counselling, training, employment or just someone to sit and listen to them. You will hear more from Brook and his team throughout this report.
- We have been very excited to start our Community Dinner again this year. This is thanks to the efforts of our Community Chaplain, Tony Dye, and his team. The Community Dinner is a great place to get to know people in our community over a shared meal. Tony has moved from his role as Community Chaplain and we had a lovely farewell for him thanking him for all the work he has done in supporting our whānau.

#### **STRATEGIC PILLAR #2: Reduce homelessness in West Auckland and areas of severe housing need in New Zealand.**

- As mentioned in my report last year, we are pleased to say we have now changed our language to being part of the work to end homelessness rather than simply reducing it. This is possible because of the work we are involved in with the Housing First

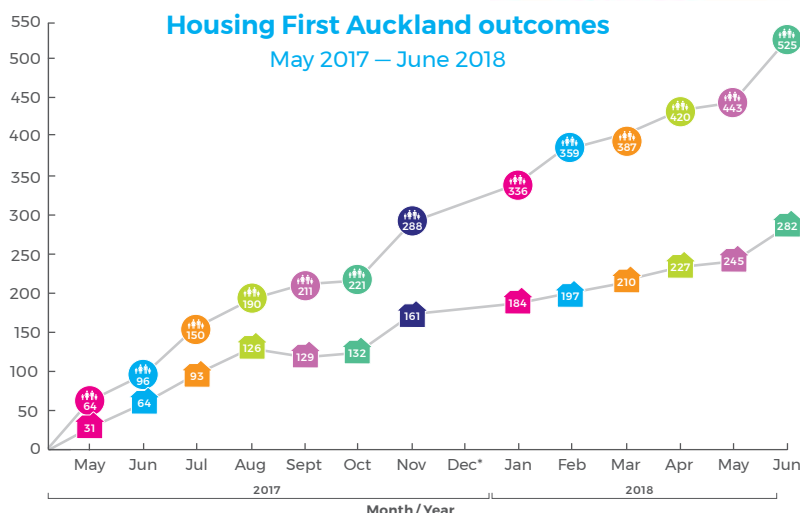
Auckland collective. Working in this collaborative way means we can make a significant difference towards the goal of ending homelessness in Auckland. Our housing work in Christchurch also continues to grow and we are exploring other areas of need throughout New Zealand where we have existing partnerships. You will be able to read more about this in James Widgery's Housing report.

#### **STRATEGIC PILLAR #3: Building a robust, responsive and innovative organisation that can deliver its strategic priorities in a constantly changing environment.**

- At the end of the last financial year, we completed the final part of our transaction with the Salvation Army. Since then we have been focussing on building a strong team, culture and quality for the service. We are grateful for the support of Ross Smith as we transitioned the HomeCare Service from the Salvation Army to VisionWest.
- Ian Yost has taken up the role as the National GM role for our Home Healthcare Service and continues to build a high quality, caring service for older people and people with disabilities who wish to live independently in their own home. We are pleased to have Ian in this role and he brings much passion and skill for this area of our mahi. Ian is also working closely with Fred Astle as we continue on our Kaupapa Māori journey.
- Brook Turner has been working with our Youth Services to help build our Youth Development supports and services, first alongside John Chapman and now with George Gavet, our new Education and Training Centre GM. We are grateful to the years of support that John gave to our young people, trainees and staff and look forward to the future developments with Brook and George working together to support our youth. James Widgery, Brook and George are also working on developing a new youth housing proposal.
- As the needs of our parents in the community change, we have been reviewing the model for our Kindergarten, wanting to ensure all parents can access the support of our centre during the hours that they need. This is a work in progress and there are more details in the Kindergarten report.



*Attendees at Transform18 were inspired and challenged by guest speakers including Gary Grut, Sheryl Connell and Bishop Justin Duckworth.*



**282**  
Households



**243**  
Children housed



**525**  
Adults and families with children

- Growing pains are a reality for any organisation that undergoes significant growth and we have certainly experienced these. Going from a \$33 million to a \$60 million operation certainly challenged us to build a robust, responsive and innovative organisation. Our Head of Operations, Richard Nauck, and our Head of Finance, Mark Bogusz, have done an exceptional job in introducing the necessary systems and protocols to support this growth. Equally Anna Fraser, our Head of People and Culture along with our HR Team are working well to support our 1,500 staff throughout the country.

**STRATEGIC PILLAR #4: Engage New Zealanders to partner with VisionWest, Building Hope Together for people in need and to see Transformed Lives, Healthy Communities in West Auckland and beyond.**

- We have continued to develop our donor programme over the past year and launched our Sleepless in September annual event to raise money for people who are without food and shelter in our community. We will continue to develop and promote this over the coming years. A huge thanks to everyone who supports the work of VisionWest.
- Jointly hosted by Glen Eden Baptist Church and VisionWest, Transform 18 was a conference aimed at helping other faith-based groups be a part of community transformation. Over 150 attendees, all at different stages of the journey, were inspired and challenged by some amazing speakers who gave encouragement and practical help.
- We are grateful to our partners who support us in our mission of hope and transformation and would especially like to thank our key philanthropic partners. This year is also Foundation North's 30th celebration. We congratulate them on their achievement and are grateful for their support over the years. As well as championing our support services, Foundation North helped us purchase our first houses which enabled us to become a Community Housing Provider; supported our vision for over ten years providing support for those who we are housing, leading to our Housing First

programme; over the past three years and the three years to come, Foundation North have supported our move to the Whānau Centre model, embracing a Kaupapa Māori approach to support whānau in need in our community.

It's the support of partners like Foundation North and others, alongside our Government partnerships, that means we are able to meet our vision of Transformed Lives, Healthy Communities and our mission of Building Hope together. Thank you to all our partners.

**Thank you**

I would like to thank our wonderful friends at Glen Eden Baptist Church. In 2019, the church will celebrate its 60th anniversary. Over those 60 years, there have been many community initiatives, including the genesis of the work of VisionWest. All these years on, the church continues to be highly supportive of the work of the Trust. We have been grateful for the support of Pastor Neil Baker over the last 17 years and are now blessed to have the support of Pastor Gary Grut.

Thank you to all of our amazing staff and volunteers who continue to serve with a sense of call, passion and compassion. Mark and I have been privileged to have been part of the Trust for many years – 19 years for Mark and 20 years for myself. We feel truly blessed by the honouring we have received from everyone. Thank you to our incredible Trustees who continue to serve with such skill and passion and a special thank you to Steve Parker who is currently our longest serving trustee, and who will be ending his term in October. I hope you get a good break, Steve; thanks for your support and your diligent and faithful service. I would also like to thank former trustee Mark Bridges who left the board during the year due to relocating out of Auckland.

It has been an amazing journey so far, made richer by the inspiring people we journey with every day. Thank you to everyone who has been on the journey with us over these last 30 years.

Lisa Woolley  
**CEO**



# community housing



## Our purpose

To ease the plight of families experiencing homelessness or severe housing deprivation.

## Helping the housing need

The topic of housing continues to be at the forefront of the minds of New Zealanders and a housing crisis has now been acknowledged by the Government. In the midst of this VisionWest continues to partner with Government to help as many whānau as possible. We continue to pilot innovative housing programmes to help transform lives and build healthy communities.

## Community Housing

This year's work has included:

- Continuing to establish Luke Street Transitional Housing – 40 houses in South Auckland split between VisionWest, Monte Cecilia and the Salvation Army with VisionWest overseeing the site. Families are supported for 12 weeks in the transitional homes, then supported for a further 12 weeks once a longer term house has been found for them, ensuring they are connected and settled into their new community.
- Establishing 20 new transitional houses in Christchurch.
- Continuing our work with the pilot project in Christchurch that assists Housing New Zealand

(HNZ) families sustain their tenancies rather than being evicted.

- Gathering momentum within the Housing First Collective.
- Purchase of our 23rd house in Christchurch.
- New long-term housing. Another 60 houses are in the pipeline to be delivered during 2018-2020. This area is getting harder with changes in Government and the subsidies provided. We continue to push forward as far as possible by engaging closely with Government on possible solutions to create new community housing as part of the housing continuum.

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*“Because everyone deserves shelter, warmth and safety”*

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VisionWest offers clients the opportunity to engage with support even where there is no Government funding for this service. Approximately 30% of our long-term whānau chose to engage with a Support Navigator to help them achieve their goals.

Housing First, Transitional Housing and Sustainable Tenancies all have support services as a core part of the housing programme.





VisionWest **HOUSING FIRST** data from the beginning of the programme in November 2016 through to end of financial year 2018

**103** in programme  
**74** households housed  
**100** adults housed  
**139** children housed

### Housing First Auckland

At VisionWest we believe alleviating major issues like chronic homelessness need a concerted effort from more than just a few people or organisations. That is why we have chosen to work with other like-minded organisations in Housing First. Over the past 14 months, VisionWest has worked with five other community housing providers in the Housing First Auckland Collective. The Collective's vision is to work together to end chronic homelessness in Auckland.

From May 2017 to July 2018, the Collective has seen 582 adults and children, who had been homeless for an extended period of time, housed. This has not been done by building new houses but by renting properties from private landlords who have provided 85% of the 304 homes. Of those housed, Māori and Pacifica people made up 79%, with 51% housed in West Auckland.

Over a two-year period, VisionWest is committed to helping 112 whānau who have been chronically or episodically homeless to access and sustain adequate housing. So far, over 95% of those housed have sustained their tenancy.

The pleasing aspect of the Housing First Programme is that we no longer talk about reducing homelessness – we now firmly believe it is possible to end homelessness.

### Our teams and their engagement

Across New Zealand, the team has grown 200% in the past 12 months. In order to provide a high level of responsiveness the two teams of Supportive Housing

## good news stories

The Christchurch team has started finding new ways to engage with their long-term clients and has commenced a bimonthly morning tea at Kaiapoi Baptist Church with the aim of helping them build relationships within the community and with community workers there.

Through the grief that followed the passing-away of three Housing First clients, the entire VisionWest and Glen Eden Baptist Church community demonstrated their full commitment to serving their whānau in a way that goes beyond any contract requirement or duty. Their compassionate actions truly embodied the VisionWest values.



VisionWest purchased it's 23rd house in Christchurch this year.

**172** houses provided nationwide  
**266** whānau housed

and Community Housing have had a focus on further development of their collaborative working relationship.

The advantages of this are increased responsiveness and higher service levels for whānau with a team of skilled housing locators, tenancy managers and support navigators all focused on helping each whānau achieve their goals of hope and transformation.

In addition to this we continue to look to serve other individuals and groups across the country who are wanting to meet their community's housing needs. This includes discussion with people from across from the top of the North Island, Auckland, Tauranga and further south.

### Thank you

I would like to conclude my report with a sincere thank you to all staff and volunteers involved in the housing services at VisionWest. So many people work tirelessly to bring hope and transformation to individuals and whānau within our community and throughout New Zealand.

James Widgery  
General Manager Community Housing

# whānau services



## Serving our community

At VisionWest I am often reminded of the Desmond Tutu quote, “We are made to tell the world that there are no outsiders.” No one person is worth less or more than any other. This belief in our common humanity and the valuing of each person’s unique identity is upheld in VisionWest’s approach to whānau. It is what drives our mission to build hope together and it is what fuels our vision for transformed lives and healthy communities.

VisionWest serves community through a village of services dedicated to the holistic development of disadvantaged whānau. We seek to be an ecosystem of support, giving practical assistance to whānau in need.

## Committed to meeting the growing need

In the past year, the needs within our community have grown significantly. This is evidenced in the growth in the number of whānau accessing our Whānau Centre point-of-entry Service, and the ballooning numbers of people accessing our Foodbank for weekly assistance with groceries.

We have also experienced an increase in our budgeting client numbers and have seen a steady increase in counselling sessions offered – further evidence of a rising level of income deprivation in our community and a growing number of whānau walking with various forms of trauma. These whānau desperately need safe, compassionate and consistent support – something VisionWest is committed to providing.

For VisionWest Whānau Services, our approach has continued to focus on ensuring that each whānau member has their story listened to, and their self-

identified needs met as often as possible. This rests on our organisational values of demonstrating Aroha, Manaakitanga, Whānaungatanga, and Mana to every person. Working this way has stretched the capacity of our team and indicated the need for further stakeholder support for emerging needs. But it has also shown the power of seeing the person, and being truly whānau centred in our approach.

## Into next year

In the next year, to respond to the emerging needs, VisionWest will be upscaling our Foodbank to become a five-day a week service with a Paataka Kai (free store) philosophy. This will enable us to collect and distribute both perishable and non-perishable goods every working-day of the week. It will extend our capacity to help meet the burgeoning need for food support in our community. Alongside this move, VisionWest will seek to grow the capacity of our Whānau Centre as a point of entry service for all whānau. The focus will be on extending our capacity both in terms of facilities and staff, and bringing new partners on board for early intervention support services.

We are on a journey towards a healthy and more equal New Zealand. This journey began some time ago and is not yet complete – but we rest in hope.

*Poipoia te kakano kia puawai*  
**Nurture the seed and it will blossom**

Brook Turner  
**Head of Community Service Development**



*“VisionWest serves community through a village of services dedicated to the holistic development of disadvantaged whānau”*



## whānau services

# budgeting and financial literacy

### Our purpose

We provide guidance and support for whānau to achieve their financial goals by helping them navigate their own financial journey at their own pace.

### A record year

Over this past year, VisionWest Financial Mentoring saw a record number of financial mentoring sessions delivered across West, Central and South Auckland and we have found increasing success working with a strength-based and client-centred approach.

We have worked hard to create a place of connection and belonging where our whānau can develop their financial capability within the context of self-determination and a desire to control their own finances for the benefit of their whānau. Only 3% of our whānau have previously sought assistance from a financial mentoring provider.

*“We create a place of connection and belonging where our whānau can develop their financial capability”*

The continued development of financial mentoring as a service has resulted in exceptional outcomes for our whānau through:

- Reduced household debt,
- Greater ability to meet basic needs, and
- An ability to plan financially for the future.

### Debt reduction success

This year, through our intervention and work with whānau who have bad household debt, we have seen the total amount of debt reduced by \$523,863 – this equates to 29% of the household debt of these whānau.

This total amount of debt reduction conveys the value of the service we provide because, for every dollar of funding we receive to deliver the service, bad household debt is reduced by \$3.42 – that’s a pretty good investment.

# 1196

sessions of financial mentoring delivered

# \$523,863

total amount of bad household debt reduction



## good news story

Karen\* (name changed) left a relationship where her partner was racking up debt, but found herself having to address the debt residue.

Debbie, one of our Financial Mentors, guided Karen to draft a debt-reduction plan and helped Karen contact and talk with her creditors about having some penalties reduced.

Buying from easy-to-use home shopping trucks was one of the biggest causes of Karen’s debt. She knew, if she was going to get on top of her debt, she would need to stop doing this.

Every week for 14 months Karen would call Debbie to tell her what she’d done towards her debt-reduction plan. It kept her accountable. Sometimes Debbie would talk her through a decision on whether to buy something. “She was serious and committed to overcoming her debt,” says Debbie. “She really didn’t want to use store cards or anything like that anymore.”

Because of the long-term support and encouragement given by VisionWest, Karen is no longer in debt. It wasn’t an easy journey and there were times Karen needed food parcels to make ends meet.

Karen is very grateful for all the help given and friendships made, now she wants to give back – she is in the initial stages of becoming a volunteer at a St John Opportunity Shop.

# whānau services

## whānau centre

### Our purpose

We exist to ensure that those who come into contact with VisionWest feel welcome and supported in a setting that respects their culture, while also receiving the appropriate type and level of assistance, whatever that might be.

### Continued growth and momentum

This year has been a time of continued growth and development of the Whānau Centre. Building on the great foundations that have been sown from the conception and development of the VisionWest Matapuna Whānau Centre we have spent the last year developing robust processes and methods of engaging positively with the whānau we work alongside. This has meant a solidifying of the Whānau Centre as our main point-of-entry to VisionWest.

By providing holistic whānau assessments we have enabled an increased number of both internal and external referrals for those accessing our services leading to a number of highlights.

### Highlights over the past year

In this past year, we have seen:

- Increased connections and partnerships to external support agencies through a growing number of referrals to support services each month.
- Focus on refining and sharpening our internal referral processes and methods. This has enabled us to see shorter turnaround times and higher levels of whānau engagement over the long-term.
- Continuing to develop our model of practise based on a strength-based, client-centred approach that acknowledges and develops the mana of each individual.
- Our whānau centred approach, grounded in our Kaupapa Māori values has seen the number of Māori accessing Whānau services increase by 10%.

### Thank you

VisionWest would like to especially thank Foundation North for their continued belief in and investment in our whānau-centred approach to engaging community. It has transformed our relationship with clients and has built a strong cultural foundation in our Kaupapa Māori journey.

### good news story

When Paul\* (name changed) came to the Whānau Centre, he and his whānau had no money to spend on food and were all sharing a one-bedroom space – they needed help with housing, budgeting, counselling and advocacy. With support from the Whānau Centre team Paul discovered he was eligible to receive a job-seeker benefit, the whānau reduced their household costs, and Paul applied to study in 2018. Paul and his whānau were also placed on the MSD housing register and were offered accommodation through VisionWest Community Housing where Paul, his wife and their four children live happily today.

**106** whānau supported through Social Work  
**94%** referred to other VisionWest services





# whānau services

## community banks

### Our purpose

Our purpose is to support those in the community who need assistance with food and school uniforms.

### Foodbank and the hunger crisis

The hunger crisis in West Auckland continues to grow, as evidenced by the record number of whānau accessing our Foodbank over the past year.

By continuing to create a place of belonging through our Whānau Services, in particular our Whānau Centre, people know the door to help is always open to them and they are connecting with us for more concise and intentional periods of engagement. This refining and honing of the processes around accessing our services, including the Foodbank, means many who would otherwise have found it difficult to engage with us have been able to come and receive support.

### Sourcing food

We have transitioned from purchasing food for the Foodbank to serving our whānau purely from donated goods. This has enabled us to experience faith in action through the continued provision of surplus food given to the community.

### Services are stretched

We have seen our volunteer base grow and diversify to meet the growing demand and need for food within our community whānau – grateful thanks to all our volunteers, we couldn't do it without you.

We are, however, stretched just as many other agencies are. The rising number of whānau seeking help means

**2582** food parcels provided  
**8931** people fed by the foodbank

our service is growing and under pressure for resources. VisionWest continues to connect and collaborate with other social service agencies for those times when our capacity to meet needs is stretched. In the next year, we will be meeting with groups across the city to examine the hunger crisis more closely and to consider a coordinated approach to resolving it.

### School uniform bank

Many whānau find the initial outlay on school uniforms for their children is a huge financial burden. The school uniform bank continues to be a help to these whānau.

## good news story

Over the past nine months, VisionWest Foodbank has supported approximately 70% of the whānau we work alongside at Hoani Waititi Marae, Whānau Ora. Our experience with the Foodbank team is always uplifting. All our whānau leave there with, not only good kai (vast variety of food groups), but with their mana (integrity) intact. – Hoani Waititi Marae Kaiarahi Navigator.

*"A record number of whānau accessed our Foodbank over this past year"*



# whānau services

## counselling

### Our purpose

Our desire is to facilitate healing, working with our clients to help them find a sense of wholeness and connection in life as they build satisfying relationships.

### The past year

The VisionWest Counselling Team is passionate about, and committed to, the personal improvement and wellbeing of all our clients.

### Highlights from the past year include:

- Working cohesively as a team; supporting each other, and growing our collective capacity as a clinical team.
- Welcoming new team members: Camilla Widgery as a child-focused psychotherapist – her support of children and young people aligns well with VisionWest's prioritisation of vulnerable children and families. Garey Clarke, who has a focus on couples counselling.
- Seeing a number of long-term clients make progress, despite significant barriers – for many of our clients, recovery is a long and challenging road.
- Working with women who are at risk of, or who have, postnatal depression. The recovery of these clients is vital because their wellbeing as mothers has a significant impact on the vulnerable children they are caring for.

*“Our counselling team is passionate about the personal improvement and wellbeing of all our clients”*

- Forming greater connections to other services within VisionWest, in particular with Budgeting to provide support for wider wellbeing.
- Learning about the lwi of Māori clients through liaison with Fred Astle (Head of VisionWest's Māori Service Development).
- Upskilling staff through courses which enhance our ability to work with clients.

### What we have achieved

The team at VisionWest Counselling has been kept busy throughout the past year. Here are some of our key statistics:

- We delivered a total of 1,329 sessions – up from the previous annual total of 1,262.
- Around 30% of our counselling work centres on vulnerable families and their children. This work often supports other VisionWest services such as Housing and Budgeting.



**1329** counselling sessions delivered

- We have a strong emphasis on young people – 15% of our clients in the past year being teenagers. We are able to offer in-house support for teens attending youth programmes offered by the Trust.
- Just over 10% of our work is with clients who have experienced some form of sexual trauma. This work is, understandably, incredibly sensitive and is a growing part of our mission for healing here at the Counselling Centre.
- The rest of our client base are usually people on lower incomes in need of counselling through a variety of situational crises.

### The year ahead

In the coming year we are looking forward to providing support to more individuals, couples and families in the community who are on the journey towards wholeness and connection.

## good news story

*Stories used with permission and in a way that prevents identification of clients.*

I have been seeing a client who was severely depressed and struggling to even leave her home. A few months on, she has some good coping tools in place and has even bought herself a scooter to get around on. She now goes out on her own and is starting to look after herself and her house. She progresses a little every week and we celebrate every small step forward – Andi.



# kindergarten

## Our purpose

We aim to provide our community with a fun and safe learning environment for local pre-school children. Our kindergarten is bicultural and welcoming to all whānau

## Kindergarten life

Some of our highlights this year include:

- Curriculum progress – we moved from small group curriculums based on children's interest into a centre-wide curriculum. Planning involved input from children, parents and teachers.
- An Education Review Office (ERO) audit with a pleasing result that reflects our team's dedication to the education and care of the children enrolled with us.
- Our own review of the centre, consulting with our whānau and taking time to consider how the kindergarten can best meet the needs of our community.

*“We work hard to keep whānau and community involvement at the heart of our kindergarten”*

- Successfully connecting to the surrounding primary schools, in particular Konini Primary School and Prospect Primary School. This included fortnightly visits from Prospect Primary School pupils who came to read with our four-year olds, other events with local primary schools which provide a taste of school life as well as an opportunity to meet new entrant teachers.

## Parent and community involvement

It is important to us that the kindergarten is embedded in our community. We seek to achieve this through the involvement of parents and caregivers, and various community groups and individuals. Over



## good news story

As Pasifika week came closer, we approached our Pasifika families to ask if they had any ideas on how to best celebrate it. One family replied to acknowledge how we had supported them in the past, and that they would like to give back through organising and facilitating activities and programmes. Family members came in every day to read stories surrounding Pasifika culture and history, demonstrate dances, and sing traditional songs. Other Pasifika families were encouraged to join in.

At the end of the week, we had all our Pasifika families join us for a feast. They brought traditional island food and the children enjoyed dressing up in Pasifika clothing and performing in the catwalk show.

We were so humbled by the family and the time and effort they dedicated to the kindergarten. It made Pasifika week enjoyable, fun and meaningful for all.

**33,987** hours of  
kindy care

the past year our family/whānau involvement grew substantially with parents being actively involved in many special events and cultural days including Chinese New Year, Matariki, Mother's Day, Pasifika week, and kindergarten trips and performances. A highlight was our Father's Day celebration where dads, grandads and uncles helped the children build a puppet theatre and stage to be used by the children.

## The team

Our teaching team have once again made an amazing contribution to the life of the kindergarten. This year we sadly bid farewell to some long-serving staff, and we thank them for the contribution they made in their time with us. We have also had the pleasure of welcoming in some new members of the team who have settled in well. A highlight has been celebrating the achievement of one of our teachers who gained her teaching degree with distinction and a senior scholar award.

## Thanks to our families

We want to warmly thank our families for their support over the past year and we look forward to welcoming in new families this coming year.

# chaplaincy



## Purpose

Chaplaincy provides pastoral and practical support for whānau, through a holistic approach as well as providing connections to other supports in the community.

## Comfort for the broken

The Bible tells us that God is a God from whom we receive compassion and comfort. Having received this, we can then offer that same compassion and comfort to those who find themselves in the midst of life's troubles.

Life's troubles may include food, finances, housing or education, and the effect of these can be compounded because of poverty or fractured relationships. It is in this place of brokenness that the work of VisionWest really comes into its own.

Over the past year, the Chaplaincy role has afforded me many opportunities to sit in solidarity with those precious people in our community who are broken and who come to VisionWest seeking comfort, support and hope for their future.

*“Giving whānau an opportunity to build healthy relationships and become a close-knit part of our community”*

## This year's highlights

Here are several Chaplaincy highlights from the past year:

- Connection with, and journeying alongside, whānau. Providing practical support such as delivering food or furniture, pastoral counselling and goalsetting.



*Community dinners are a great place of connection for whānau.*

## good news story

*Craig\* had been living in one room within a boarding house with four children – his nephews and nieces who he has had fulltime care of due to family issues.*

“I came into the Whānau Centre for assistance and met Tony. I was at rock bottom at the time. I had also been waiting for a Housing New Zealand (HNZ) house for well over a year. Tony encouraged me, telling me that life will get better; and since coming to VisionWest, it has.

“Tony prayed for me. I went home and HNZ phoned me to tell me I had a house. I am so grateful to God and how great he is for providing me with what I needed.”

*\*names changed*

- Leading our faithful Tuesday morning prayer group in praying for the needs of VisionWest and its frontline staff as well as supporting staff individually and praying for them in times of need. Throughout the past year, there have been some wonderful answers to prayer.
- The successful relaunch of the Community Dinner with great support from staff of VisionWest and the people of Glen Eden Baptist Church. Great meals and friendly company have produced a wonderful sense of family giving the wider whānau an opportunity to build healthy relationships and become a close-knit part of our community.
- Sharing good news stories from our community whānau at VisionWest meetings and on Sundays at Glen Eden Baptist Church, providing us with inspiration and an ongoing sense of thankfulness for what is being achieved through VisionWest.
- Ministering alongside Fred Astle, Head of Māori Services Development, and the amazing Housing and Glen Eden Baptist Church teams in unified support of the family and friends of one of our whānau.

## A privilege to serve

I feel very grateful to have been able to contribute to the wellbeing of individuals within our community and the VisionWest Team, working closely with a team of compassionate and caring people who know what it means to be comforted and how to pass that comfort on to our community whānau.

Tony Dye  
Community Chaplain



# māori service development



*Whaia te iti Kahurangi, ki te tuohu koe me he maunga teitei.*

*Seek the treasure you value most dearly, if you bow your head, let it be to a lofty mountain.*

*– Pātaka Kōrero o 2018 (Storehouse of stories)*

Nau mai, haere mai ki to mātou pātaka kōrero nei o ngā tutuki pai Māori mā ngā tira kaimahi, tira tūao o VisionWest me to mātou tira kaitautoko whanui me ngā hoa ora mā tēnei tau.

Welcome to our pātaka kōrero of Māori achievements from our teams of staff, volunteers and our team of community supporters and partners for this year. Our two primary vision statements are 'Transforming lives and building healthy communities' therefore in the context of kaupapa Māori, our commitment and vision for whānau coming into VisionWest is to play a small but significant part in their transformational story and develop communities of healthy whānau.

The phrase "Going from good to great" which is the premise for using the whakataukī 'Whaia te iti Kahurangi,' simply typifies our kaupapa Māori story across VisionWest for 2018.

It has been great supporting our various teams with the level of cultural support and expertise our clinicians and practitioners need as they work with whānau during which I am able to capture some extraordinary stories of whānau healing and wellness. Such stories include whānau members receiving culturally appropriate trauma counselling from our counselling team, to whānau reconnecting with their wider whānau support network, to taiohi (young people) Māori receiving pastoral care from our youth workers, to increase of



whānau receiving individualised funding to assist them in caring for their whānau member in their own home.

One whānau story that stands out this year is how we supported our Housing First team lead and facilitate a tangihanga (traditional Māori funeral process) for one of our young tenants. The evidence of our VisionWest values of aroha, manaakitanga, whanaungatanga and mana was displayed in how VisionWest and Glen Eden Baptist Church worked closely together served our whānau and their community friends during this time of grief and reinforced by the overwhelming generous comments of the wider whānau.

Another awesome whānau story is about one of our housing tenants who, along with her children have been supporting our fortnightly community dinners. It just so happens that she is fluent in te reo Māori and a competent Māori translator. Therefore, she is excited about volunteering her time in providing translation support and working closely with me.

*"Our values of aroha, manaakitanga, whānaungatanga and mana were displayed when teams worked closely together to serve our whānau"*

This year we have seen a greater uptake of 6% whānau Māori accessing our VisionWest services overall. One example is 3 of 5 whānau walking into our Whānau Centre are Māori. An important key is the ability to identify local Iwi affiliations of whānau identified as Māori which is very helpful in reconnecting whānau with their Iwi, Hapū and marae as well as sharing our story with local Iwi.

I would also like to acknowledge two key groups, firstly our VisionWest Taumata Kaitiaki Group which was established this year as staff representatives from our VisionWest Services take the lead to champion kaupapa Māori and support Māori service development within their respective services. Secondly, our Kahui Kaumatua Group who avail themselves to support us in tikanga throughout various events.

The absolute highlight is spending time with our fantastic VisionWest workforce whether it's through cultural supervision or training and hearing stories of transformation, healing and wellness amongst our many whānau.

Fred Astle  
Head of Māori Service Development

# māori service development

# kaupapa māori framework

## Māori Service Development for 2019

### – Key Focus Areas:

- VisionWest vision for Māori
- Developing VisionWest Kaupapa Māori Framework
- Developing Pou Oranga Whānau Māori Practice Framework
- Taumata Kaitiaki and Kahui Kaumatua Group

### 1. Our Vision for Māori

*Ki te kāhore he whakakitenga, ka ngaro te iwi*

*Where there is no vision, the people are lost*

*Kingi Tawhiao Potatau Te Wherowhero Te Tuarua*  
(Māori Proverbs, 2017)

Our vision to improve the health and wellbeing of Māori is to ensure 'whānau have the platform to build healthy sustainable futures holistically as Māori.' This encompasses our desire as VisionWest to embrace the mana of whānau seeking our support regardless of whether they are medium to high needs or whānau dealing with high complex situations. It is also reflective of our point of difference in working on behalf of whānau throughout our many communities.

The next crucial step is developing ways to executing our vision which leads us to the following key focus areas.

### 2. Developing VisionWest Kaupapa Māori Framework

We're excited to announce the development of our organisation wide Kaupapa Māori framework which will enable us to strengthen our responsiveness to meeting whānau health and social needs and strengthen our support for our workforce. Developing a health framework involves consultation, design or development, application and then review. This development will begin immediately and into 2019. All goals, markers and outcomes will be shared across VisionWest and services.

The term Kaupapa Māori can simply be described as giving meaning to the 'life of Māori' by which Te Ao Māori (Māori worldview) is based on (Walker, 1996). The term 'kaupapa' within a certain context is also referred to as the 'main body of a cloak' or korowai (Māori Dictionary). Reid (2002) describes kaupapa Māori as a firm foundational Māori base, ground or platform which encapsulates 'ground rules, customs, the right way of doing things'.

For VisionWest, a Kaupapa Māori framework approach can simply be described as providing a strong and sustainable traditional Māori based platform to being responsive to meeting Māori health and social needs. The development of our organisational framework will be workshopped throughout the organisation in the

New Year and will reflect key priority areas:

- Māori culture, values and aspirations.
- Treaty of Waitangi partnership, participation and protection.
- VisionWest values, history and aspirations.
- VisionWest key services.

### 3. Developing a Pou Oranga Whānau Māori Best Practice Framework

Working closely with our VisionWest services this year has also enabled us to identify the need for Whānau Māori best practice framework or model of care. This framework will be developed according to each of our VisionWest service mandates such as Homecare Support Service, Social Housing, Whānau Services and Education and Training Centre.

#### Definition of the terms Pou Oranga Whānau Māori Best Practice Framework

1. *Pou*: post, pillar, stalwart, landmark, metaphoric symbol of support from someone, a group, tribe, or something that strongly supports a cause. Traditionally, a 'pou' on a marae symbolises someone significant belonging to the marae itself.
2. *Oranga*: livelihood, welfare, health, living.
3. *Whānau*: extended family, family group, sometimes used in a modern context to include friends also.
4. *Models of Care*: implies structure and process elements that make up the form of the service provision. Otago University (2010).

For VisionWest the significance of a Service Pou will represent the mana and mandate of each service which includes the many whānau they represent, our service staff or workforce and their tremendous desire to grow in providing the best service possible for whānau.

The aim is for VisionWest Services to have its own distinctive Pou or pillar integrated into its service structure and processes reflecting how each service is caring for whānau Māori holistically in a manner that best reflects who they are as Māori as the primary focus of how and what we focus our priorities and energies.

### 4. Taumata Kaitiaki and Kahui Kaumatua Group

*He toa mau rākau he toka piringa, he toa mahi kai he rākau whakamarumaru.*

*The man who holds a weapon is a rock in defence but one who is expert at food production is a sheltering tree.*

(Mead, Grove, 2001, p. 126-127)







The whakataukī (Māori proverb) highlights the quality of the leader whose expertise is to serve and benefit the whānau, Hapū and Iwi whether it is in providing warfare defence or cultivating food to eat. The key here is the motivation behind using their expertise in serving the wider whānau regardless of gender and status.

In discussing the essence of traditional Māori leadership, Katene (2013, p. 11) delves into the spiritual or mythical example of Maui as a heroic figure who was on a “mission” to ensure people receive and enjoy the “benefits” of his exploits.

Katene describes contemporary Māori leaders as ‘organic leaders’ who epitomise distinctive features of leadership reflected in this proverb. Organic or contemporary leaders lead sacrificially or selflessly in serving the needs of others, and elevates them.

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*“Ki te kāhore he whakakitenga,  
ka ngaro te iwi – where there is  
no vision, the people are lost”*

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This contemporary leader according to Katene (2013, p. 113) and Ka'ai (2004, p. 96) exhibits similar traits expounded in the whakatauki-a-hainamana as a Māori leader who is hūmārie (humble), practices manaakitanga (genuine care for others), communicates the people's whāinga matua (vision), ka tohingia (persistent), and whose leadership is a role model for others, motivates and inspire others, and is able to critically reflect or self-assess their own performance in leadership. Ka'ai also raises the importance of Māori leaders being able to participate in te ao Māori or traditional events that are critically important to the Māori community such as tangihanga (funeral proceedings) and huinga (gatherings or meetings) (2004, p. 96). This last quality highlights the importance of Māori leaders being active in utilising Māori language and customs to ensure these are practiced, continuously fostered and adhered to (excerpts from Fred's Māori leadership thesis literature review).

The Taumata Kaitiaki (congress of guardians) acts as what Māori describe as the 'Kawau Mārō (procession of champions, advocates, promoters) of kaupapa Māori within VisionWest. Each service area from the Executive to the Board of Trustees, Homecare Support, Education and Training Centre, Social Housing and Whānau Services are all represented in the taumata.

The Taumata and Kahui Kaumatua are chosen for their passion and experience to serving and working with whānau and their desire to see VisionWest grow in



**Nāu te rourou, Nāku te rourou, ka ora ai te iwi**

With your basket and my basket the people will live.

*Referring to co-operation, collaboration together to benefit the people.*

kaupapa Māori. It was important for the Taumata to reflect male and female voice and we are blessed to have such quality people involved particularly in leading the charge for our Kaupapa Māori and Pou Oranga Whānau framework developments in the New Year.

### Conclusion

Seeing the passion and growth of kaupapa Māori in VisionWest is very encouraging and leads us all into the New Year with greater anticipation of kaupapa Māori expanding to new levels, embracing new challenges and growing our story in working on behalf of our many whānau and ourselves in VisionWest. On that note, I would like to offer my deep-felt thanks and appreciation for supporting our kaupapa this year and I look forward to us adding to our kaupapa Māori story in the New Year and upholding the mana and mandate of VisionWest.

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# education and training centre



## Our purpose

To provide our rangatahi (young people) with an opportunity to learn and build a foundation that will help them on their journey to become a positive contributor to society. And to support our adult students with literacy and numeracy skills to open up further opportunities in work and study, and connection into the community.

## This year's highlights

The Education and Training Centre has had several highlights in the last year including the placement of 65 young people into employment or further training, the success of strengths-based holiday programmes introduced for our Alternative Education students, and the design and implementation of a new mentoring approach for youth engagement.

We have seen the transformative power of a 'navigator role' who can co-design individual educational or employment pathways in partnership with the young person, personalised to their needs. To do this we have designed an individualised development framework and wellbeing assessment, to guide all our practices. This marks a significant shift in the approach to our work and is resulting in better outcomes for the young people we serve.

**245** *students enrolled in programmes*

We have continued to work on the development and refinement of current and new educational programmes delivered from our Education and Training Centre. This included the refocusing of our Numeracy and Literacy programme to support workers needing assistance in our Homecare service. We also began work on a workforce qualification for financial mentors working in the not-for-profit sector across New Zealand. We expect this to be up and running before the end of 2019.

The centre is focusing on developing more educational offerings in the community and health fields in the coming year, seeking partnerships with new stakeholders to create educational pathways to independence for those in need. We will be working closely with our Homecare service to develop these courses and specialise in workforce development for the community sector.

We currently have a number of programmes in start-up mode including a youth employment programme







James Gavet of Vodafone Warriors getting ready to speak to youth at the Education and Training Centre.

based on 'post-placement' support, a youth mentoring programme for 'at risk youth', and a youth housing pilot for youth transitioning out of care. We hope these three programmes will all be established within the next 12 months building on our suite of services for youth and strengthening our youth development acumen.

A key strategic goal for the Education and Training Centre for 2018 has been to prepare for the NZQA's External Evaluation Review (EER) in June 2019. That required setting up an EER project team to guide self-assessment. We formed the Te Ara Tika Leadership Group for immediate purpose with a future focus on successive developments towards 2021. We have aligned our actions with the Education and Training Centre Annual Plan (2018) with the aim for the first quarter (July to September 2018) to embed policies, processes and practice with a focus on quality and compliance. By focusing on these key elements of the annual plan and our Te Ara Tika project, we are working hard to transition from an NZQA category 2 to category 1 status provider.

***“Our Youth Employment Pilot (July to December) placed 48 young people into employment and 17 into further training”***

#### Other highlights to share, include:

- A very successful programme this past year - Youth Employment Pilot which ran from July to December and placed 48 young people into employment and 17 into further training.
- Targeted outcomes for all academic programmes achieved in terms of graduates for Youth Guarantee, Alternative Education, and the National Certificate in Adult Literacy and Numeracy Education. This is a significant achievement when considering the barriers to learning that many of our students have based on their prior educational journey.
- We transitioned to the new NZQA qualification structure. The Centre's consistency review, instigated by NZQA was also very successful.
- Our Alternative Education programme achieved over 100 credits and has now grown from 19 to 22 students.

## good news stories

*\*Permission has been gained to use stories, however, names have been changed.*

### Intensive Literacy and Numeracy

*Excerpt from Millie Grace, ILN student originally from the Philippines:*

“This was my first time studying in New Zealand and it was inspiring to attend classes every day. The VisionWest Community is truly help for migrants like me who have English as second language.

“I applaud the wisdom I learned from school and my teachers. By going to school, I gained more confidence in myself. Now, I would like to be of help to guide and assist other students and impart the learnings I gained.”

### Youth Guarantee, Hospitality

Prior to arriving at VisionWest Tori-Grace,\* was involved in the youth justice system and had community hours to serve for burglary and assault. Her literacy and numeracy skills were low requiring significant support and making this course difficult for her.

With support from the ETC's teaching staff, Tori-Grace fulfilled her literacy and numeracy achievement requirements which will allow her to complete her NCEA Level 2 course with the International Travel College. She dreams of being a flight attendant.

### Youth Employment Pilot

Zak,\* started with the Youth Employment Pilot in January 2018. Although having a Bachelor of Science degree, he could not find employment due to low social skills, lack of confidence, and little work experience. He has since started work at CSL and is being mentored by VisionWest and one of their Workplace Mentors. He has been commended for his attitude and work ethic, and has decided to build a career in civil engineering.

At Shard's\* VisionWest interview he was accompanied by his mother who showed signs of mental health issues. In response, our Youth Employment Navigators decided to focus solely on Shard's emotional wellbeing. A short while later, Shard and his mother were made homeless. Our navigators worked with them to secure accommodation. Shard has since started a building apprenticeship and is flourishing in this job.

- The January's school holiday programme, sponsored by Community Action Youth And Drugs, helped re-engage students post-Christmas, and set the platform for holiday programmes focused on strengths-based activities that build belonging, mastery and generosity.
- In April, a new General Manager was appointed bringing significant educational experience in the tertiary and compulsory school sectors.

George Gavet

**General Manager Education and Training Centre**

# home healthcare



## Our purpose

VisionWest Home Healthcare focuses on providing the quality support required to enable our elderly, those with disabilities or the chronically ill to continue living independently in their own homes.

## The year

2018 has been another year of outstanding performance by the Home Healthcare team. Every week we have an amazing team of Support Workers who provide care and support for thousands in the community. This truly makes such a difference for many who without our support would not be able to remain independent in the community.

This year we have continued to consolidate following the purchase of the final region of the Salvation Army's Homecare service in mid 2017. Included in this is further work on the integration of systems and processes while working towards a structure that will allow further growth. As part of this we have looked at the teams and management of the various regions as well as head office functions and made some adjustments to staffing to optimise our performance and the quality of the service.

*“Wonderful staff that frequently go above and beyond in the delivery of care”*

## An emphasis on quality

With our current emphasis on continuing to grow the quality of our service, we have reorganised our management team to provide two additional roles:

- Regional Managers to support each one of our regional service delivery teams, and
- Lead Care Managers (senior registered nurses) for specialist oversight of matters relating to quality, clinical issues and critical competencies of support workers in areas such as medication, infection control and manual handling techniques.

We have also worked on further implementation of the dedicated inbound call roles to increase the agility of our response to client and Support Worker queries and notifications.

Another positive initiative is the introduction of Quality Hubs. These hubs are overseeing the quality aspects of our Homecare Service, focussing on continual improvement, health and safety, and quality outcomes for both clients and staff.

**10,450** *homecare clients*  
**1,308,609**  
*hours of care delivered*

## Bay of Plenty

Towards the end of the last financial year we acquired the Bay of Plenty region Homecare Service of the Salvation Army. We are now 12 months into delivering the restorative model of care in that region. We do this in partnership with Nga Mataapuna Oranga – a primary health organisation specialising in whānau prosperity and wellbeing. This partnership is working well.

## National General Manager appointed

In March, we welcomed Ian Yost into the position of National General Manager for Home Healthcare. He brings to the service a wealth of knowledge and experience which includes District Health Board planning and funding, and various other roles within the Homecare sector.

Ian is involved at a national level with the Home and Community Support Joint Working Group. This body is made up of members of the health sector including senior management of District Health Boards and







the Ministry of Health. The group's focus is on the challenges facing the sector around pay equity, work force regularisation and future models of care.

### Navigating change

While our Home HealthCare Service continues to thrive, there needs to be careful management of requirements under pay equity provisions, and travel and associated time reimbursements. Managing our resources in a tight funding environment requires diligence and careful oversight.

In the year ahead, we will diligently continue our focus on quality systems, continuous improvement and growth.

We would like to acknowledge and thank the wonderful staff that frequently go above and beyond in the delivery of care. We would also like to thank the NASC (Needs Assessment and Service Coordination) agencies and funders for their ongoing support as we deliver care to thousands of people in the community each week.

Ian Yost

**National General Manager Home Healthcare**

## good news story

Independence is highly prized by us all. As we age it is something we want to maintain as long as possible. Our Home HealthCare service supports thousands of elderly, enabling them to remain in the home they love, in the community they know.

Fred, one of the people we support, expressed his thoughts on the value of this assistance through a delightful poem.

*Because of all my aches and pains  
and limbs that crack and creak  
the DHB have granted me  
three hours of help a week*

*Now VisionWest supplies the folk  
that come and care for me  
and they prepare the vegies  
and never charge a fee*

*For many months, perhaps a year  
the same ones cared for me  
helping with the cleaning  
and even making tea*

*While hard at work she'll sometimes sing  
and this will lift my spirits  
far better for me don't you think  
than psychiatric visits*

*Soon I'll have to leave this place  
and go into a home  
For I am getting older  
can't manage here alone*

*I'll soon make friends I'm sure of that  
but memories will pass  
But not of that young lady  
who used to make me laugh.*

# numbers at a glance

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**1196**

financial mentoring sessions



**33,987**

hours of kindergarten care



**2582**

food parcels feeding 8931 people



**245**

students enrolled in programmes



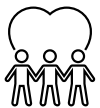
**10,450**

homecare clients, 1,308,609 hours of care delivered



**1329**

counselling sessions



**1965**

whānau centre coordination assessments



**172**

houses provided nationwide, 266 whānau housed

## **VISIONWEST HOUSING FIRST**

**103** in programme **74** households housed

**100** adults housed **139** children housed



# thank you

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## funding partners

ACC  
Auckland Baptist Tabernacle Trust Board  
Auckland City Council  
Baptist Community Ministries  
Bay of Plenty District Health Board  
Community Action Youth And Drugs (CAYAD)  
Foundation North  
Health Promotion Agency  
Health West  
Lakes District Health Board  
Lakes NASC  
Lottery Grants Board  
Ministry of Education

Ministry of Business, Innovation and Employment  
Ministry of Health  
Ministry of Social Development  
Ministry of Youth Development  
New Lynn Rotary Club  
Oranga Tamariki  
SkyCity Auckland Community Trust  
Solara Healthcare and Rehabilitation  
SupportNet  
Taikura Trust  
Tertiary Education Commission  
The Ted Manson Foundation  
The Trusts Community Foundation

The Trusts Million Dollar Mission  
Waikato District Health Board  
Waitemata District Health Board  
Waitakere Ranges Local Board  
Your Choice – Te Puna Manawa

## corporate partners

Fletchers  
FreshChoice Glen Eden  
Genesis Energy  
Mike Greer Homes  
SGA Architects  
Stanley Group

## community partners

Adventure Specialties Trust  
AAD Consultants  
All Heart NZ  
Auckland City Mission  
Auckland Community Housing Provider Network  
Associated Budgeting Consultants  
Baker's Delight  
Barclay Suites  
Barfoot and Thompson  
Big Save Furniture  
Biggest Little Local Cafe  
Career Force  
Christian Budgeting of New Zealand  
Clarks Organic Meats  
Columbus Coffee Glen Eden  
Community Housing Aotearoa  
Community Law Waitakere  
Community Fruit Harvesting  
Community Post  
Community Waitakere  
Coopers Tyres New Lynn  
Counties Manukau District Health Board  
Dayspring  
DBR Autocare  
DebtWorks  
Disability Support Link  
EcoMatters Environment Trust

Education Review Office  
Face and Body  
FairFood Trust  
Freyberg Community School  
Fumacare Limited  
Glen Eden Baptist Church  
Glen Eden Intermediate School  
Green Bay High School  
Home & Community Health Association  
Hoani Waititi Marae  
Home Interaction Programme for Parents and Youngsters  
Kahui Kaumatua Roopu  
Kahui tu Kaha  
Kaipatiki Environment Trust  
Kiwi Trade Services  
Kaurilands Primary School  
Konini School  
La Rosa  
Les Mills  
Life Church  
Lifewise  
LinkPeople  
Marinoto  
Mental Health Foundation  
Metlifecare Limited  
Monte Cecelia Trust  
My Food Bag  
NZ Council of Christian Social Services

New Zealand Police  
Nga Mataapuna Oranga  
Noel Leeming  
Ohana Teen Parenting Unit  
Oratia Primary  
Pirirakau Hauora  
Prospect Primary School  
Ready Press Print  
Rhema Media  
Rosebank Coffee & Kitchen  
Rydges Hotel Auckland  
Skills Update Training Institute  
Solomon Group  
Sport Waitakere  
Storage King New Lynn  
St Dominic's Catholic Primary School  
Te Pou  
Tertiary Education Commission  
Te Wai Ora Social Services  
The Fono  
The Kelston Early Learning Project  
The Parenting Place  
The Salvation Army New Zealand Trust  
The Trusts Arena  
Thomas Consulting  
Travel Managers  
Tuilaepa Youth Mentoring Services

TYMS Youth Mentoring  
Ultimate Care Rosedale  
University of Auckland Faculty of Medical and Health Sciences  
University of Auckland Social Work Department  
Vocus Communications  
Waitakere Alternative Education Consortium  
Waitemata Community Law Centre  
Waitemata NASC  
Wainui Golf Course  
Wallace Group  
West Auckland Hare Krishna Community  
Western Heights Primary  
Westview Pharmacy  
Wise Group  
Work and Income New Zealand  
Youthwest Health Hub  
Youth Services West  
Youth Horizons

*And a wide number of individuals who contribute generously.*

# finance



For our Finance team, FY18 has been about strengthening the back-bone of VisionWest.

Integration of our HomeCare businesses along with legislative changes in the home health sector continues to bring change; and with that comes the opportunities to look at things from a different perspective.

We started the year by bringing together the two former teams in to a more coherent reporting line. This has enabled us to bring about centres of excellence across our Auckland and Hamilton offices and embark on the journey of streamlining processes. The efficiencies achieved so far from this, have enabled us to take on the additional reporting requirements associated with Pay Equity and Guaranteed Hours, as well as support the Trust's growth in Housing First.

We have concentrated our efforts in the areas of:

- Cashflow – there's been greater focus on forecasting and information provision for better decision-making, which is enabling the Trust to increase our commitment to debt repayment; as well as invest in our next generation of infrastructure through an overhaul of our finance and payroll systems; and
- Increasing our value to the Services through partnering.

Improvements in underlying performance of our services has returned us to a small operating surplus (net of the effects of capital grants; and adjustments made to the value of our intangible fixed assets).

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*“We remain focused on delivering value to our Services, so they can stay focused on our whānau”*

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We also undertook a revaluation of our Housing portfolio to ensure we're representing our assets and liabilities in equal measure. This added \$10m to the Trust's reported value from FY17.

As we head in to FY19, it's important we remain focused on delivering value to our Services, so they can stay focused on our whānau. This means we'll be landing our systems overhaul, off the back of which we will enhance our information provision and reporting cycles, while continuing with our commitment to debt repayment and improved working capital.

Last but not least, I wish to pay tribute to my team of whom I am very proud. They put in an incredible effort to facilitate the significant adjustments required as roles and services constantly change and evolve. Their monumental efforts mean project work has occurred in parallel to maintaining the delivery of the all-important key processes; and all of the above is only possible because we have a team who want the Trust to succeed.

Mark Bogusz  
**Head of Finance**





**VISIONWEST COMMUNITY TRUST**  
**STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSES**  
**FOR THE YEAR ENDED 30 JUNE 2018**

	<b>2018</b>	<b>2017</b>
	<b>\$</b>	<b>\$</b>
<b>Revenue from non-exchange transactions</b>		
Income from Health Care Services	47,901,118	24,136,285
Income from Education Services	1,319,901	1,291,728
Income from Emergency Housing Contract	329,008	304,150
Income from Other Services	240,932	211,244
Income from MSD/CYF Contract	2,685,773	974,832
Rental Income	3,720,380	1,708,850
Capital Government and other grants	214,500	3,474,530
Operational Government and other grants	476,945	656,311
Donations-in-kind and Services-in-kind	593,211	387,676
Donations and Fundraising	41,372	45,732
	<b>57,523,140</b>	<b>33,191,338</b>
<b>Revenue from exchange transactions</b>		
Interest income	16,829	6,029
Gain on acquisition	1,313,079	-
	<b>1,329,908</b>	<b>6,029</b>
<b>Total revenue</b>	<b>58,853,048</b>	<b>33,197,367</b>
<b>Expenses</b>		
Employee related costs	47,685,723	25,165,806
Donations	52,105	1,500
Donations-in-kind and Services-in-kind	593,211	387,676
Interest expense	421,750	406,569
Depreciation and write-off expenses	227,245	454,293
Amortisation	499,832	-
Impairment	2,078,785	-
Other expenses	7,770,896	4,095,042
<b>Total expenses</b>	<b>59,329,547</b>	<b>30,510,886</b>
<b>Total surplus / (deficit) for the year</b>	<b>(476,499)</b>	<b>2,686,481</b>
<b>Other comprehensive revenue and expense</b>		
Asset Revaluation Reserve	10,035,495	-
<b>Total comprehensive revenue and expense for the year</b>	<b>9,558,996</b>	<b>2,686,481</b>

**VISIONWEST COMMUNITY TRUST  
 STATEMENT OF FINANCIAL POSITION  
 AS AT 30 JUNE 2018**

	2018 \$	2017 \$
<b>ASSETS</b>		
<b>Current</b>		
Cash and cash equivalents	3,324,413	2,739,592
Trade and other receivables	3,316,318	3,096,607
Prepayments	326,901	656,064
Total current assets	6,967,632	6,492,263
<b>Non-current</b>		
Investments	-	-
Intangibles	1,499,497	1,225,091
Goodwill	-	853,694
Property, plant and equipment	35,547,753	25,102,568
Total non-current assets	37,047,250	27,181,353
<b>Other</b>		
Other assets	2,975,000	2,975,000
Total other assets	2,975,000	2,975,000
<b>TOTAL ASSETS</b>	<b>46,989,882</b>	<b>36,648,616</b>
<b>LIABILITIES</b>		
<b>Current</b>		
Trade and other creditors	3,422,524	2,947,866
Employee entitlements	4,446,474	2,870,692
Income in advance	955,130	2,328,914
Loans and borrowings	61,532	73,441
Total current liabilities	8,885,660	8,220,913
<b>Non-current</b>		
Loans and borrowings	9,898,693	9,865,971
Provisions	84,800	-
Total current liabilities	9,983,493	9,865,971
<b>TOTAL LIABILITIES</b>	<b>18,869,153</b>	<b>18,086,884</b>
<b>NET ASSETS</b>	<b>28,120,729</b>	<b>18,561,732</b>
<b>EQUITY</b>		
Accumulated comprehensive revenue and expense	28,120,729	18,561,732

Signed for and on behalf of the VisionWest Community Trust



Michael Taylor  
Chairman



Stephen Parker  
Treasurer



# independent auditor's report



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## To the Trustees of VisionWest Community Trust

### Report on the Audit of the Financial Statements

#### Opinion

We have audited the financial statements of VisionWest Community Trust on pages 5 to 19 which comprise the statement of financial position as at 30 June 2018, and the statement of comprehensive revenue and expense, statement of changes in net assets and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the VisionWest Community Trust as at 30 June 2018 and its financial performance and cash flows for the year then ended in accordance with Public Benefit Entity International Public Sector Accounting Standards (Not For Profit) Reduced Disclosure Regime issued by the New Zealand Accounting Standards Board.

#### Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)). Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Entity in accordance with Professional and Ethical Standard 1 (Revised) *Code of Ethics for Assurance Practitioners* issued by the New Zealand Auditing and Assurance Standards Board, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other than in our capacity as auditor we have no relationship with, or interests in, the Entity.

#### Other Information Other than the Financial Statements and Auditor's Report thereon

The Trustees are responsible on behalf of the entity for the preparation and fair presentation of these financial statements in accordance with Public Benefit Entity International Public Sector Accounting Standards (Not For Profit) Reduced Disclosure Regime issued by the New Zealand Accounting Standards Board, and for such internal control as those charged with governance determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, those charged with governance are responsible for assessing the Entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the Entity or to cease operations, or have no realistic alternative but to do so.

#### Auditor's responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (NZ) will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of the auditor's responsibilities for the audit of the financial statements is located on the External Reporting Board's website at: <https://www.xrb.govt.nz/standards-for-assurancepractitioners/auditors-responsibilities/audit-report-8/>

#### Restriction on use of our report

This report is made solely to the Entity's Trustees, as a body. Our audit work has been undertaken so that we might state to the Entity's 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 the Entity and the Entity's Trustees, as a body, for our audit work, for this report or for the opinion we have formed.

#### Grant Thornton New Zealand Audit Partnership

A stylized, handwritten-style signature of the name "Grant Thornton".

V J Black  
Partner  
Auckland  
30 October 2018

## board of trustees

Michael Taylor – Chairman  
Stephen Parker – Treasurer/Secretary  
Paul Baird  
Sheryl Connell  
Arvind Dayal  
Gary Grut  
Martin Laycock

## senior management team

Lisa Woolley – Chief Executive  
Mark Bogusz – Head of Finance  
Brook Turner – Head of Community Service Development  
Fred Astle – Head of Māori Service Development  
Richard Nauck – Head of Operations  
Anna Fraser – Head of People and Culture  
George Gavet – General Manager Education and Training Centre  
Ian Yost – National General Manager Home HealthCare  
James Widgery – General Manager Community Housing  
Tony Dye – Chaplain



## vision

Transformed lives, healthy communities  
*Hauoratanga mo ngā hapori Whanui*

## mission

Building hope together  
*Hikoi Tumanako - Tahi*

## values

<i>Aroha</i>	<i>Manaakitanga</i>
Faith	Holistic Care
Compassion	Sustainability
<i>Whānaungatanga</i>	<i>Mana</i>
Authenticity	Dignity
Team Work	Excellence
Partnership	Uniqueness of
Celebration	each person
Community	Justice





# you can help us do more

## **CORPORATE SPONSORSHIP**

- Sponsor events with financial support or gifts in kind.
- Promote payroll giving to your staff.

## **COMMUNITY PARTNERSHIP**

- Help raise awareness through social media.
- Support annual campaigns.
- Provide work placements for clients/students.

## **DONATE**

Giving financially supports new initiatives that help us reach even more people in need.

To be a part of our vision to transform lives and build healthier communities, go to our Donate page at [www.visionwest.org.nz](http://www.visionwest.org.nz) or for more information please email [partnerships@visionwest.org.nz](mailto:partnerships@visionwest.org.nz)



Download the VisionWest App



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***He tāngata, he tāngata, he tāngata***

If I was asked, what was the most important  
thing in the world; I would be compelled to reply

***It is people, it is people, it is people!***



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**[www.visionwest.org.nz](http://www.visionwest.org.nz)**