

Enduring hope Kia māia



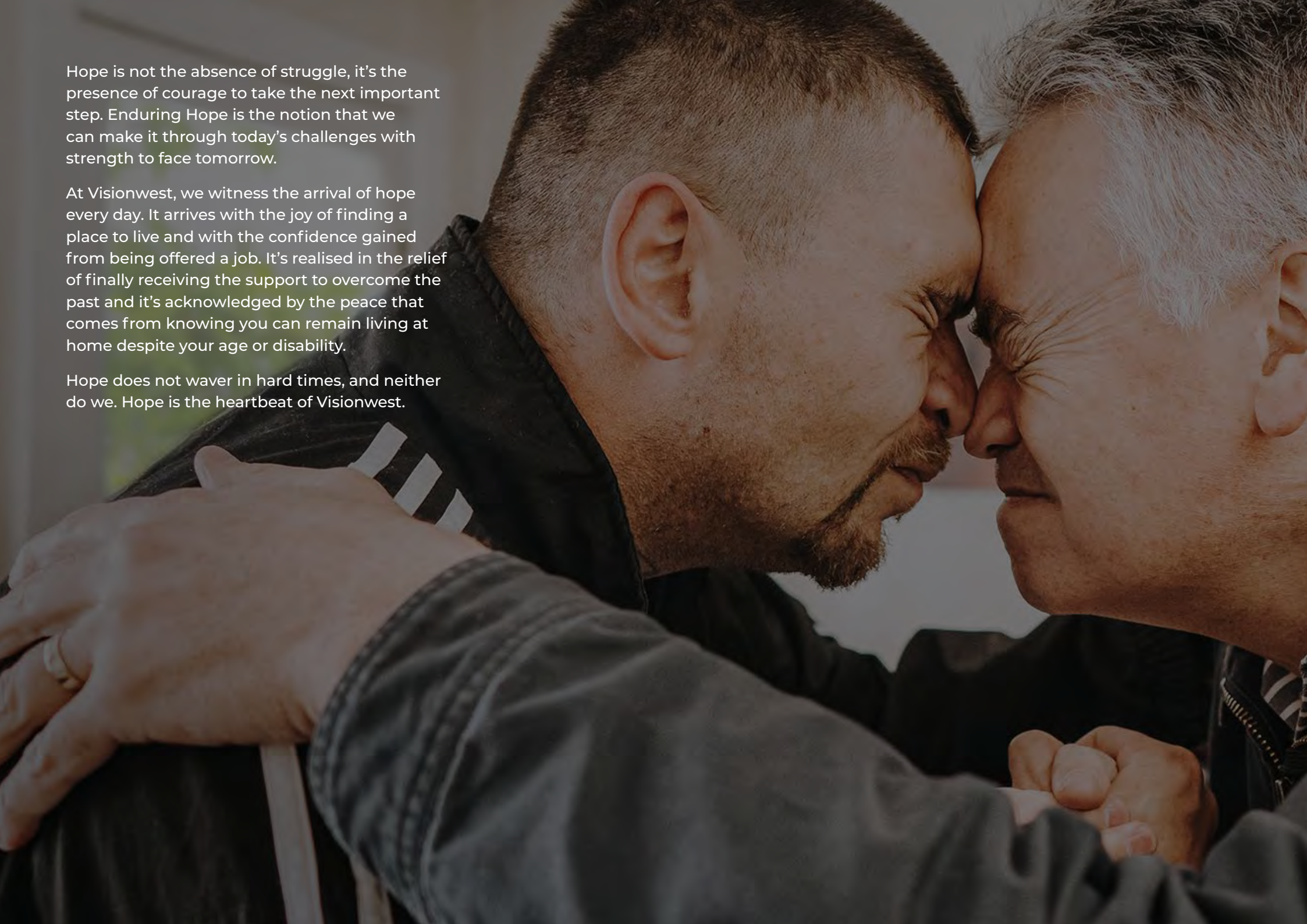
ANNUAL REPORT 2020/21

visionwest.org.nz



building hope
together

| *Kia Tūmanakotia*



Hope is not the absence of struggle, it's the presence of courage to take the next important step. Enduring Hope is the notion that we can make it through today's challenges with strength to face tomorrow.

At Visionwest, we witness the arrival of hope every day. It arrives with the joy of finding a place to live and with the confidence gained from being offered a job. It's realised in the relief of finally receiving the support to overcome the past and it's acknowledged by the peace that comes from knowing you can remain living at home despite your age or disability.

Hope does not waver in hard times, and neither do we. Hope is the heartbeat of Visionwest.



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Reflections of hope



The Executive Team

LEFT TO RIGHT: **Murray Penman**, Head of Health and Community Services; **Fred Astle** Head of Māori Service Development; **Mark Bogusz**, Head of Finance; **Lisa Woolley**, CEO; **Anna Fraser**, Head of People and Culture; **Michelle Warner**, Executive Assistant to CEO; **Brook Turner**, Head of Services Development and Partnerships.



Board of Trustees

LEFT TO RIGHT: **Judy Mataia**, Trustee; **Arvind Dayal**, Chair; **Lisa Woolley**, CEO; **Gary Grut**, Secretary; **June Lamb**, Treasurer; **Andrew Fraser**, Trustee; **Brad Haami**, Trustee; **Steve Parker**, Deputy Chair; **Daniel Barthow**, Trustee.

Visionwest exists to end homelessness, reduce poverty, support the elderly and those with disabilities, and ensure young people have hope for the future.

We believe that, by walking alongside whānau through the tougher moments of their life, those whānau can experience the hope that inspires life transformation.

OUR MISSION

Building Hope Together

Kia Tūmanakotia

We believe that, by supporting individuals as they work to answer their greatest needs and achieve their life goals, we can see entire communities transformed.

OUR VISION

Transformed Lives, Healthy Communities

He Oranga Tāngata, He Oranga Hapori

In all we do, we endeavour to reflect the values that we believe lead to empowerment and transformation for whānau.

OUR VALUES

Whanaungatanga – authentic relationships

Aroha – compassion

Mana – dignity

Manaakitanga – holistic care

OUR COMMITMENT

Visionwest is committed to supporting the vulnerable in our communities through the provision of Kaupapa Māori-informed services that provide housing, youth solutions, education and employment, food support, counselling, financial mentoring, in-home healthcare, and early childhood learning and care.

Chairperson Report

Kia Ora Whānau.

As a faith-led organisation, Visionwest is clothed with compassion, kindness, humility, patience, and love—this is the DNA that makes us who we are; it is what drives us to serve our community and our nation with commitment and passion.

It's not always easy, however. This past year has been challenging in many ways. We see house prices continuing their upward trend putting significant pressure on accommodation supply. Commodities such as fuel, power, and food prices continue to increase, significantly impacting the finances and daily lives of whānau and communities throughout New Zealand.

As a Trust, we choose to press on through all of this, opting to be an answer to some of these social issues as we focus our attention on areas such as inequality and loneliness, trauma and addiction, poverty, and insecurity.

Fulfilling this calling requires a large amount of investment and resources and has taken a significant amount of the Board's attention over this past year.

Early this year, the Board of Trustees met for their Five-Year Strategic Planning Retreat. From this, five key priorities were identified. You can read about these on page 38 of this report. It's these strategic goals that the Trust Board of Visionwest Waka Whakakitenga continues to focus on as we seek to fulfil our role of governance and enable Visionwest to meet its objectives and purposes.

One of these key priority areas is Resourcing for Tomorrow and falling within this mandate is our focus on increasing the office space to enable our ever-expanding workforce the room to fulfil their roles, and the development of the Glendale Road campus. With regard to the Glendale development, we are very excited for this amazing, yet challenging, project in which we see the campus becoming a service hub for Visionwest whānau.

Also falling within our strategy of Resourcing for Tomorrow, is our heavy investment in streamlining our processes and systems in areas that include finance, IT, cybersecurity, health and safety, infrastructure, and staff wellbeing. Such investment will enable us to function with smarter processes, systems, and technology, with the sole intention of preparing us for future growth in which an increasing number of vulnerable whānau will be supported.



As we look to the future, it is inspirational to look back. As a Trust, we started with very little, but God has blessed us and continues to bless us in our journey. In the first year after we started, we provided service to 100 people. Fast-forward to 2021, through our various services, we are reaching into the lives of over 50,000 people and continue to grow.

Our story as a faith-led organisation is an amazing one. To bring such a story to life requires an amazing bunch of faithful and dedicated people. Therefore, I once again extend my sincere thanks and appreciation to our awesome staff, volunteers, and management team for their passion and dedication – well done team!

As Chairman of the Board, I would like to thank our Pandemic Management Team who, during challenging times have worked continuously to ensure we look after both staff and whānau while adhering to Government mandates around COVID. I would also like to acknowledge and honour Lisa, our CEO, for the way she continues to lead such a great organisation, and our awesome Trustees (Andrew Fraser, Brad Haami, Daniel Barthow, Gary Grut, Judy Mataia, June Lamb, and Steve Parker). They bring a wealth of experience in governance, management, finance, oversight, and leadership as we work to Build Hope Together and enable Visionwest to continue to advocate for Transformed Lives, Healthy Communities..

Ngā mihi
Arvind Dayal
Board Chair

CEO Report

Resilient – Responsive – Robust

The three words above are what comes to mind when I think about this past year for Visionwest Waka Whakakitenga and the communities and whānau we serve. Over the past 18 months, we have seen changes of epic proportion as both globally and nationally we have faced challenges that are unprecedented in recent times.

As people have bravely faced these challenges, we have witnessed kindness, generosity, sacrifice, service, and support and care for each other. As an organisation, our muscles have been stretched and grown so that we are more resilient, more able to respond quickly to needs, and are more robust as an organisation.

I would like to say a huge thank you to all our staff, volunteers, supporters, funders, and partners who have journeyed with us this year. Without you, we would not be able to serve the community and support whānau to see hope and transformation in their lives.

Despite various disruptions throughout the year, we have made significant progress on some key projects, including work that had to be postponed due to the March 2020 lockdown.

In mid-November, we were thankful to finally release the aptly titled, *Building Hope Together* – the publication celebrating the Trust's first 30 years. The possibility of another lockdown meant a scaled down launch but the 50 people who attended had a wonderful time celebrating the incredible journey of Visionwest which began well over three decades ago with that one-dollar annual lease of the Glen Eden Railway Station. We are grateful to everyone who has been part of this wonderful story over the decades.

Lockdown also meant the need to stretch our five-year strategic plan out to six years. Towards Tomorrow – Ahu ana kī āpōpō, our 2021-2026 Strategic Plan has now been released, with five key goals that will steer our organisation in the coming years. You can read more about the Towards Tomorrow on page 38 of this report.

Another key area of work has been the ongoing consideration given to providing adequate facilities for our ever-growing West Auckland campus. This is a long-

term project but, in the past year, a number of property purchases were made. These have eased the space challenges we face.

- We added space to our Glendale Road campus by purchasing two neighbouring properties. These were 46B Ambler Ave in September and 93B Glendale Road – the section which had, for many years, sat as an island inside our campus – in January.
- In April, we purchased the vacant Salvation Army church building at 275 Glengarry Road, Glen Eden. This will house most of our administrative teams while whānau-facing teams will continue to work out of Glendale Road. An informal handover ceremony was held on April 21st. At that, Salvation Army Divisional Leader, Ian Gainsford referred to the afternoon a bittersweet moment. While sad to see the building leave Salvation Army hands, he was pleased that it would transfer into the hands of a group who shared the same values. “Lives have been changed in this building,” he said, “and lives will continue to be changed because of Visionwest’s work here.”
- A final property acquisition took place in May with the leasing of a large office space at Westgate, within the Northwest Mall area. This will enable our Glen Eden and Albany Home Healthcare offices to combine. Renovations are currently underway, and it’s hoped our team can move in mid-October 2021.

Finally, on the issue of property, we have been working with our architects, SGA, and with Glen Eden Baptist Church to imagine what our West Auckland campus could look like in the future. This is a monumental piece of work, and it has been exciting to consider what a new Community Hub could look like and how we might be able to utilise the land we have been able to acquire over the years to better serve our community in West Auckland.

As you work your way through this Annual Report, you will read about many other exciting developments that are taking place around Visionwest. Each one of these represents a project or an event that has added to our ability to effectively reach into the various communities we are involved in around Aotearoa New Zealand and support vulnerable whānau. It’s this that we never forget, we are here to serve and, in serving, we will continue to see lives and communities positively transformed.

In closing, I want to say another thank you to all those who so passionately give their gifts and talents to the work of Visionwest. As I do this, I want to mention



Anna Fraser who, in August, left Visionwest after 13 and a half years of working here. During this time, Anna held a number of roles beginning as Office Manager at Eden Cottage and finishing on our Exec Team as Head of People and Culture. We also remember Anna's excellent leadership as our Pandemic Manager as we went into lockdown in 2020 and throughout the year. This was a challenging time and Anna held the team so well, enabling a culture of care and fun while we were on this journey.

Alongside Anna's awesome mahi while at Visionwest, we remember and are grateful for her bubbly and friendly personality, her willingness to sit and kōrero with people regardless of how busy she was, her passion for seeing people develop in their giftings and her love for all things Visionwest. Anna will always be part of our Visionwest whānau and I wish her the richest blessings in her journey ahead.

Ngā mihi
Lisa Woolley
CEO





The past year has been one of rapid expansion for Community Housing, particularly in the areas of transitional housing supply and the number of both tenants and staff.

Our Transitional Housing stock continues to grow and have a real impact on those who are experiencing homelessness. The latest 17-unit complex, situated in Blockhouse Bay, includes five units specifically designed to suit those with disabilities.

In Canterbury, there has been significant growth in transitional housing stock meaning an increase in tenant numbers. The team's relationship with Oxford Terrace Baptist Church continues to grow with a building project underway on the church site. It will include offices for Visionwest Housing and social housing which our team will manage.

We have invested heavily in an upgrade project to bring all our housing stock up to the Government's Healthy Homes standard. This has included the installation of heat pumps and insulation to ensure our whānau have warm, dry accommodation.



“ 17 new homes means 17 whānau with a dry, safe home – the Blockhouse Bay Housing complex, managed by Visionwest, opened on 20th May 2021.

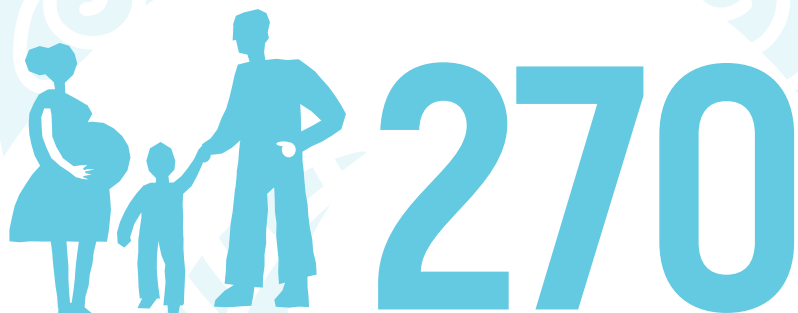
“ The rapid growth of our Community Housing Service means staff numbers have increased from 44 to 65 over the course of the year.

“ With around 40% of tenants being Māori, Community Housing has embraced Kaupapa Māori development and practice as part of the team's ethos.

“ The Sustaining Tenancies Programme, based on last year's successful Canterbury pilot, has expanded into Auckland – already 52 tenancies fall under this programme.

Our response to homelessness

Tā mātou whakautu ki te āhuatanga kāinga kore



FAMILIES PROVIDED WITH A PLACE TO LIVE (TRANSITIONAL OR LONG-TERM)

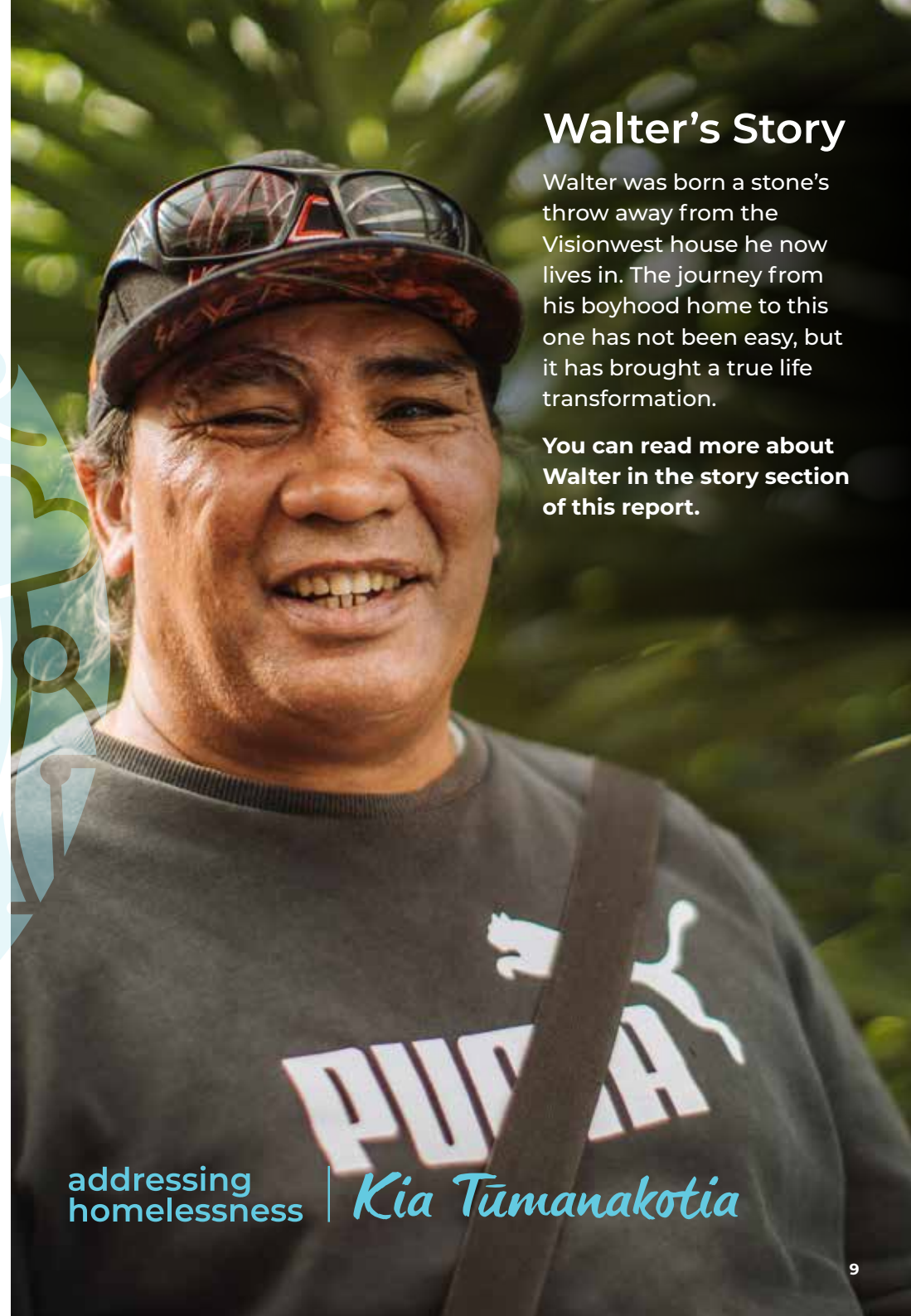


SUSTAINING TENANCIES PARTICIPANTS HELPED TO LIVE IN COMMUNITY

Walter's Story

Walter was born a stone's throw away from the Visionwest house he now lives in. The journey from his boyhood home to this one has not been easy, but it has brought a true life transformation.

You can read more about Walter in the story section of this report.



addressing homelessness

Kia Tūmanakotia

Housing First

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

Since this partnership was established in 2017, over 1,569 people have been supported out of homelessness into a housing solution – this includes 649 children. Many of these have been housed by Visionwest.

Housing First's focus on supportive housing has proven to be successful. Latest figures show that 87% of households supported through Housing First Auckland sustain their tenancies. This compares with a success rate of only 33% for traditional supportive housing programmes.

Perhaps the biggest challenge for Housing First providers in this past year has been the provision of ongoing support for whānau living in motels after the March 2020 COVID-19 response. This response saw the number of whānau housed by Housing First providers increase substantially as people experiencing homelessness, many previously living on the streets, were placed in hotels in a transitional housing situation. The ongoing support of these whānau now involves providing wraparound support while working on finding permanent housing solutions.



Housing First Collective stats 1 March 2017 - 31 July 2021

 **920**
HOUSEHOLDS

 **1569**
ADULTS & FAMILIES WITH CHILDREN

 **649**
CHILDREN HOUSED

My Whare

This year marked the year of programme development for My Whare. This has included work on our host guide, logic model, evaluation framework and integration of Visionwest's Māori Framework – Pou Whakakitenga.

It has also been a year of awards with My Whare winning the small project category at the NZIA Auckland Architecture Awards and being nominated for a national award.

While COVID has delayed the start date of the programme, it's development and depth has benefited from this extra time. Now, after two years of pioneering the concept and designing the programme, we now look forward to 2022 as a full launch year with the future of our youth at the heart of every decision.





Home Healthcare is the lifeline that enables elderly and those with disabilities to retain their independence and connection to whānau, friends and community.

COVID-19 has had a significant ongoing impact within Home Healthcare requiring many existing policies to be rewritten and adjustments made to ways of working and communicating, including ensuring the adherence to new PPE procedures.

Other areas focused on included:

- Planning for an upgrade of Goldcare 17 to Cloud Care 2.0 and moving to a single CMS system.
- Building stronger relationships with our Māori partner Pirirakau Hauora.
- Commencement of work on our new Auckland office which will see West Auckland and Albany branches combining.

We continue to have an active presence in a number of national working groups. These groups shape the future of the homecare industry by determining policy on a variety of issues. Murray Penman represents us in many of these groups including the Board of the Home and Community Health Association (Chairman) and the Joint Working Party (Pay Equity).



“ 2021 marks 30 years since we began our home healthcare service – we now employ over 1,300 Support Workers throughout the regions we work in.

“ January 2021, Noel Hensman was appointed National General Manager. Previous GM, Murray Penman, moved into the role of Head of Health and Community Services.

“ Congratulations to our Support Workers who cumulatively gained 228 NZQA qualifications across Level 2, 3 or 4 during the year.

“ A Learning and Development Strategic Plan for Support Workers has been signed-off with initiatives to be implemented over the next two years.

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



7088

CLIENTS CARED FOR (MONTHLY AVERAGE)



1,424,948

HOURS OF IN-HOME CARE

Tori's Story

Tori's dream is to write a bestseller; her hope is to be able to live comfortably and independently in her own home while she does it.

You can read more about Tori in the story section of this report.



supporting independence

Kia Tūmanakotia



The 2020-2021 year was focused on embedding and implementing our Youth Services contract which began early in the Financial Year.

Our Youth Service coaches support young people aged 16 and 17, who are not in employment, education or training, to find an educational or vocational path. Youth Service coaches also support young people on benefits between the ages of 18-20 (who may be young parents) to plan for the future. More than 100 young people benefit from this service.

The year also led to Visionwest's flagship youth employment programme (MVP) gaining support for a further five years, building on the success of a two-year pilot. With an emphasis on one-on-one mentoring and workplace mentoring support, MVP supports 60 young people each year. The future looks bright for our students at MVP.

Our Youth Guarantee Programme hospitality students continued their pursuit of hospitality and retail qualifications, Visionwest staff visiting our campus café were grateful recipients of the food creations and freshly made coffee produced as part of their practical assessments.



“ On April 29 we held our first careers expo. 220+ people came along to talk to 27 prospective employers and study organisations. Six MVP students were offered fulltime work.

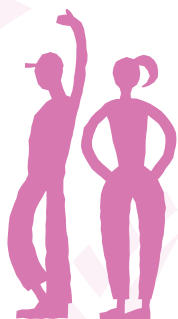
“ 1 July 2021, the Youth Services students performed, You Done Locked Us Out. A challenging dramatic production about whānau communication and understanding.

“ Reflecting our student heritage, Cook Islands, Tonga, Niue, Fiji, Te Reo Māori weeks were commemorated; others were missed due to the lockdown periods.

“ One student completed all three programmes – Retail, Hospitality and NCEA Level 2. He is now an essential worker supporting his family with his income.

Our response to youth employment and training needs

Tā mātou whakautu ki te kimi mahi rangatahi me te wananga



187

TOTAL ENROLMENTS
IN PROGRAMMES

61

YOUTH GAINING
FULLTIME
EMPLOYMENT

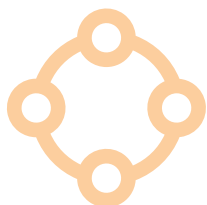


Kane's Story

Kane came to Visionwest's Youth Solutions programme because he wanted to discover the same fulfilment in his life as he saw in his father and brother who worked as scaffolders – he wanted to learn a trade.

You can read more about Kane in the story section of this report.

creating a brighter future | *Kia Tūmanakotia*



Our Employment and Education Service teaches literacy and numeracy in order to help whānau gain employment and fit into their community more easily.

Literacy and Numeracy (ILN)

ILN is about instilling confidence in our students to the point where they feel confident about applying for and gaining fulltime employment. A number of our students achieved that this year.

New Zealand Certificate in Adult Literacy and Numeracy Education (NZCALNE)

This year we developed NZCALNE to better suit online learning which means the material and content is more accessible and learning is trackable. A number of graduates left Visionwest with a hugely improved ability to embed literacy and numeracy into their teaching practice meaning huge gains in their teaching methodology and professionalism. Another huge success has been the increase in Māori learners. This has been possible through our relationship with ETC and external stakeholders related to this programme.



“As a direct result of completing the ILN course, one student found fulltime employment. Now she can work towards bringing her child over from Samoa to join her.

“AE saw four students turn 16 and transition to the Youth Guidance programme – they have now gained qualifications, work experience and employment.

“We saw a marked increase in student engagement and attendance – quite remarkable considering the numerous lockdowns these young people had to deal with.

Our response to employment and education needs

Tā mātou whakautu ki te kimi mahi me te mātauranga



100%

LITERACY AND NUMERACY
COMPLETION RATE 2020

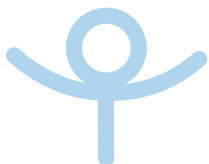


80

STUDENTS 2020/2021

supporting skills
development

Kia Tūmanakotia

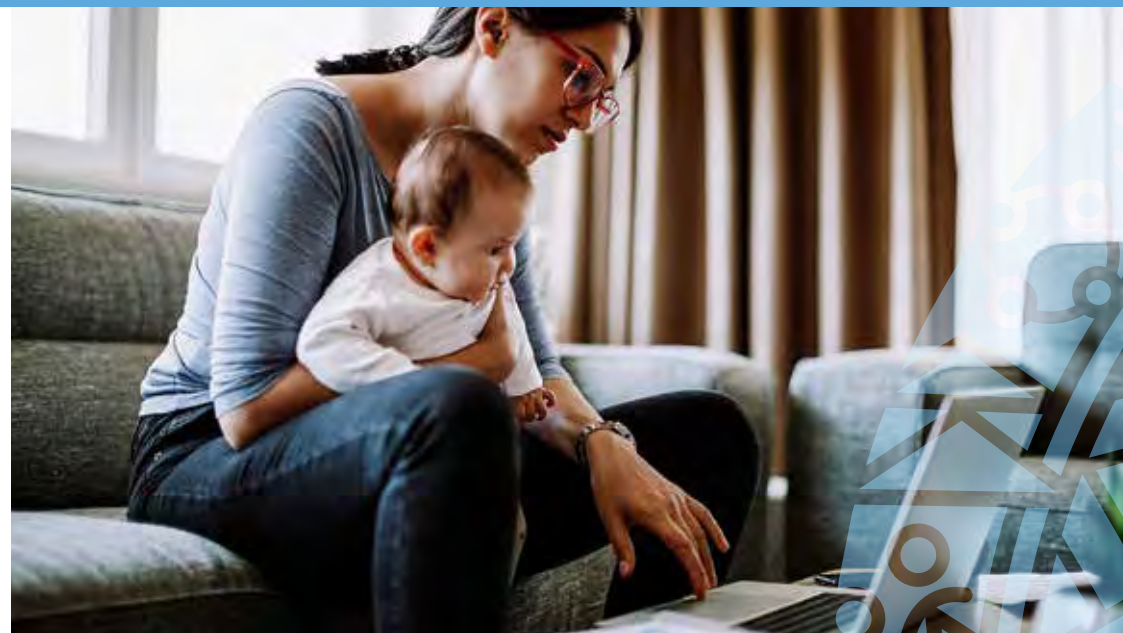


This year has been one of growth and change with a significant increase in staff numbers and a change of name from Visionwest Budgeting Service to Visionwest Money Mentors.

The new name reflects the wider work we are involved in which goes beyond the preparation of budgets to include client advocacy, such as representing our whānau before government agencies, and debt reduction advocacy.

Our representation on outside boards has included submissions to MSD through FinCap to encourage changes in the Financial Capability Sector. It's a work in progress but we hope to see training in our sector recognised with a qualification and funding that recognises long-term results rather just the number of sessions provided.

COVID interruptions significantly impacted Money Mentors because most whānau prefer to discuss finances in person rather than remotely. The team has helped in the Pātaka Kai during these times.



“ After being understaffed for a while, three new financial mentors and a volunteer administrator have been recruited and trained.

“ After 14 years as manager, Debbie Griffiths moved to the Community Connector role. Jo Wolferstan is now Manager. Jo and Pelea are trained in Kahukura roles.

“ With the wage subsidy covering only 80% of income, many whānau have struggled and come to us for budgeting support and advocacy with benefit agencies.

“ We are working on the development and of an all-age Financial Literacy Workshop which can be used with existing whānau, e.g., housing, and outside groups.

Our response to financial hardship

Tā mātou whakautu ki te āhuatanga rawakore



1000

SESSIONS PROVIDED TO 430
INDIVIDUAL WHĀNAU



\$97,000

WHĀNAU DEBT SAVED

Samantha's Story

Samantha has goals for herself and her family but it's difficult to fulfil your dreams when you are going through a tough time financially. Help from Visionwest Money Mentors has given Samantha hope for the future.

You can read more about Samantha in the story section of this report.



growing financial
confidence

Kia Tūmanakotia



This year ended with a name change for Visionwest's counselling service and we are now known as "The Wellbeing Centre" which better reflects the Centre's growing focus on all-round mental wellbeing.

Accompanying this has been the provision of EAP (Employment Assistance Programme) services to staff and the proactive development of Wellbeing Sessions for Visionwest employees, many of whom work in challenging frontline roles.

A major innovation has been the Kōtuitui School Counselling Project which sees the Visionwest Wellbeing Centre providing local schools with counsellors. The need for this has grown hugely since the arrival of COVID and the anxiety it causes many young people. It is a programme we hope to expand.

The work of the Centre has grown, resulting in an increase in the number of both counsellors and ACC contract counsellors to meet the demands of a growing waiting list.



“ The Kōtuitui School Counselling Project is an innovative undertaking partnering with 5 local schools to provide children with one-on-one and group counselling sessions.

“ The number of staff requesting EAP assistance has more than doubled from 48 last year to 110 in the 2020 – 2021 year.

“ We now have 11 contract counsellors working in the community to cope with ACC referrals – an area of work that continues to grow.

“ COVID has brought a sense of heightened anxiety for many, particularly younger people. This has meant many new whānau coming to the Wellbeing Centre.

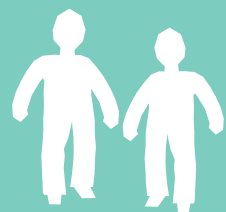
Our response to emotional and mental health needs

Tā mātou whakautu ki te āhuatanga o te taha hinengaro



3349

SESSIONS SUPPORTING CLIENTS



775

SESSIONS IN LOCAL SCHOOLS

While confidentiality prevents us sharing stories of counselling clients, some did agree to us sharing their comments about their positive experiences at the Visionwest Wellbeing Centre and the Kotuitui Counselling in Schools Programme.

You can read more in the story section of this report.

counselling
and care

Kia Tūmanakotia



For some time, Visionwest Waka Whakakitenga has been on a Kaupapa Māori journey. This has meant a redefining of the way we present ourselves and our services to whānau and has seen the development of Māori-informed services within Visionwest.

Throughout this journey, Fred Astle, our Pou Whakarae, has led us. Now the Māori Development work that Fred and his team have inspired us with has a name – Huia Mai.

Introducing Huia Mai

There are two strands to Huia Mai:

- Māori-based whānau services designed to meet the needs of whānau Māori, and all other whānau who seek our support, in way that is authentically Māori.
- Māori Development across Visionwest through our Kaupapa Māori Framework. This is anchored by our Te Tiriti o Waitangi policy and our overriding vision, He Oranga Tāngata, He Oranga Hapori (Transforming Lives, Building Healthy Communities).

Why Huia Mai?

A phrase linked to welcoming and a place of treasure, the name Huia Mai has a history. It was the name of a building that housed the very early Baptist work in the Lower Waikato (1950s – 1980s).

Huia Mai was always a place of welcome for local Māori to come as Māori. It was a place where Māori and Pākehā could gather together, to see the needs of the community met. It was a place of worship, hospitality and wellbeing, a place of aroha and awahi.



Huia Mai Whānau Services

The support services sitting under Huia Mai are authentically Māori, run by Māori, for Māori, and all other whānau. These services are:

- Whānau Centre – the waharoa (gateway) for whānau who are new to Visionwest.
- Mātanga Oranga – our Māori-Informed Trauma counselling service.
- Pae Aronui – aimed at improving education, training, and employment outcomes for rangatahi Māori aged 15 to 24 years.

Māori informed
support

Kia Tūmanakotia

Our culturally informed response

Tā mātou whakautu ki te āhuatanga ahurea

Huia Mai Māori Development

This past year has been a season of bedding in the Kaupapa Māori framework. The ongoing challenges faced by us all over that time, has meant an increased demand for approaches marked by the four pou of the framework – an integration of Wairua (Spiritual), Hauora (Health/Wellness), Mātauranga (indigenous knowledge) and Tikanga (traditional customs/indigenous process).

This past year has also seen increased opportunities to work in partnership with other Kaupapa Māori support providers, to be guided by our pou whakakitenga, and to find new solutions to persistent issues in areas such as health and housing. Collaborators have included the Māori Thought Collective, Housing First Kaupapa Māori Group, and Te Matapihi housing collective.

It's easy to say that an organisation is committed to Te Tiriti o Waitangi but rather more difficult to ensure that this commitment is embedded into all aspects of organisational life. Visionwest Waka Whakakitenga has wholeheartedly embraced a new Te Tiriti o Waitangi Policy to guide the organisation and is continuing to find ways to work through some of the challenges and opportunities that a Tiriti-based organisation can implement.

The team leading Huia Mai has grown in the past 12 months with the addition of Rāwiri Auty. Rāwiri brings experience in church and community contexts, and will be working with Visionwest's Pou Whakarae, Fred Astle, to extend the impact of He Pou Whakakitenga across all of Huia Mai services. The team will look to grow further in the year to come, including more kaiarahi (Kaupapa Māori guides) to support new initiatives in this space.



Māori informed support | *Kia Tūmanakotia*



The Whānau Centre is the waharoa (entranceway) for many people seeking support from Visionwest. This year we have continued to be impacted by COVID and its aftermath.

During this year, there have been times when those operating in Tāmaki Makaurau have been able to operate as usual, and there have been seasons when a pivoting of service delivery has been required. During those times when COVID restrictions have been in place, we have utilised phone, email and the website to connect with whānau.

Through it all, the team seek to see the mana in each person who comes to Visionwest and help them strengthen their hauora, recognising they are connected to wairua, whānau and hāpori.

Community Connector

In March, Debbie Griffiths was appointed to the role of Visionwest Community Connector. Part of the Government's recovery plan for COVID-19, this provides support to people who need help in accessing information and services within the community. Debbie spends two days a week with the Whānau Centre team.

To ensure effective connection of whānau to the services they require, Debbie has also been meeting with local services providers to become familiar with what they offer and joining network groups to ensure the community connector service is both equipped to support others and well-known in the community.

A Discretionary Fund allocation has been provided to enable Debbie to assist whānau with essential needs, and support health and wellbeing aids.

Like the warm welcome of tāngata whenua welcoming people onto the marae, we are thankful for the growing team that welcome people to connect meaningfully with Visionwest.



“It is in dark and struggling times like these that stars like yours shine very bright in the heavens.”
Facebook comment about Visionwest Whānau Centre.

“Community Connect is about introducing and connecting external key workers and service providers to ensure whānau receive the support they need.”

Our culturally informed response

Tā mātou whakautu ki te āhuatanga ahurea

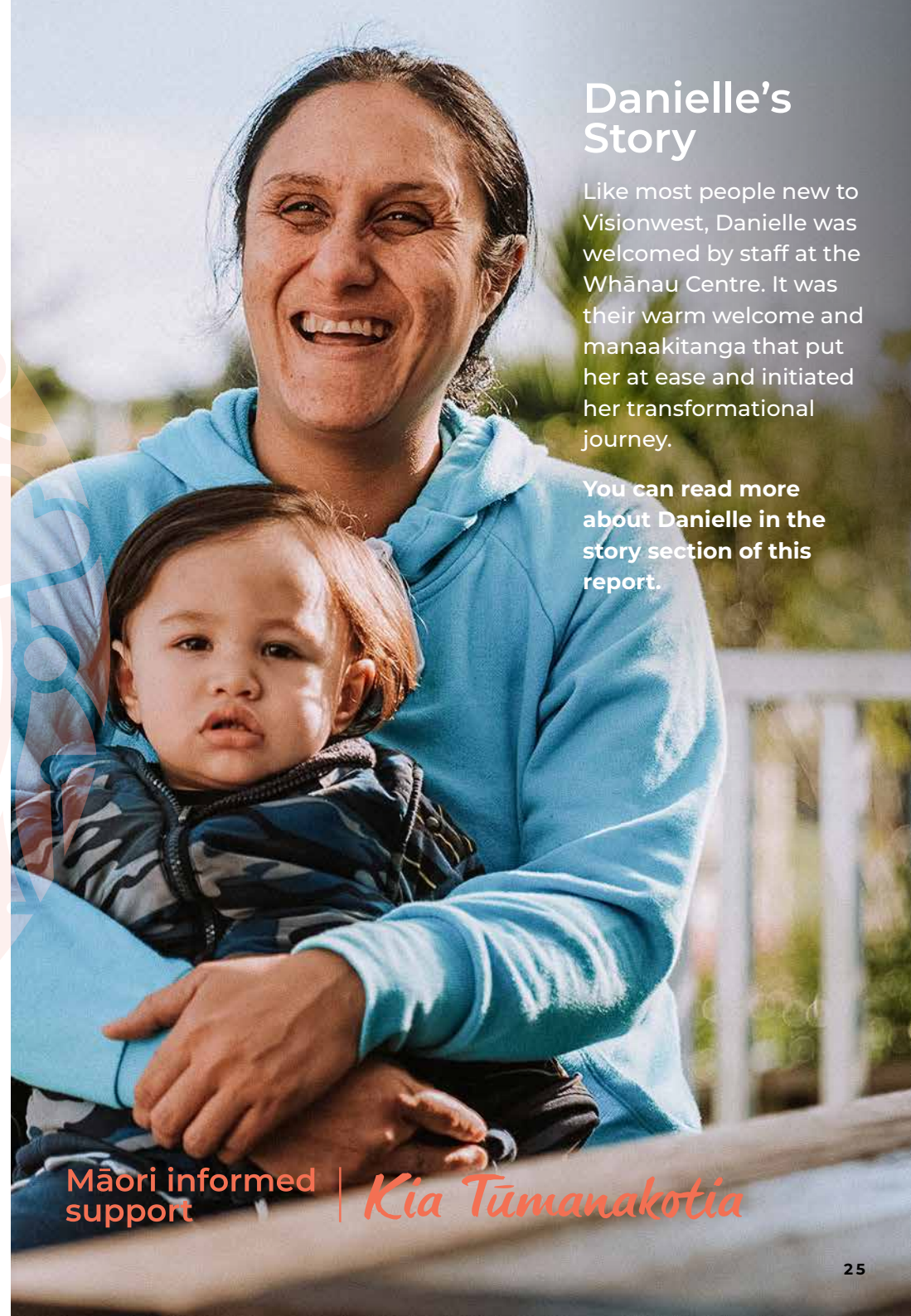


INDIVIDUAL WHĀNAU SUPPORTED THROUGH COORDINATED SERVICES



47%

WHĀNAU AGED BETWEEN 20 AND 39 YEARS



Danielle's Story

Like most people new to Visionwest, Danielle was welcomed by staff at the Whānau Centre. It was their warm welcome and manaakitanga that put her at ease and initiated her transformational journey.

You can read more about Danielle in the story section of this report.

Māori informed support

Kia Tūmanakotia



He ao te rangi ka uhia, ma te huruhuru te manu ka rere ai.

As the clouds cover the sky, so the bird needs feathers so it can fly. – Whakatauākī – Tamaterangi

The feathers of Visionwest's Huia Mai are the various initiatives that sit within this team, many of which are continuing their journey from earlier years.

Mātanga Oranga

One of the "feathers" of Huia Mai is Mātanga Oranga. Visionwest continues to develop this specialist support for whānau with a unique Kaupapa Māori service of trauma informed care.

Led by Faye Pouesi, this approach seeks to connect whānau holistically on a spiritual and emotional level while navigating the complex impacts of intergenerational whānau violence. This unique approach, to work towards healing and recovery for those who have significant trauma histories, is gaining more recognition nationally and internationally among the counselling community.

“The 'feathers' of Huia Mai are the Whānau Centre, Mātanga Oranga, and Pae Aronui. Together they provide support for Māori within a Kaupapa Māori Framework.

“Approval has been given for another year of development of the Pae Aronui programme.

“The effects of COVID on education and the pressure in the employment sector means the need for programmes like Pae Aronui are growing.

Pae Aronui

A feather that was introduced last year is the Pae Aronui programme. Supported by Te Puni Kōkiri, this programme seeks to support rangatahi who are currently not in education, employment, or training. Though contracted for 20 students, we had 24 participants.

Rangatahi on the programme are able to gain support with the job search programme, develop more confidence in speaking and communication skills, or explore some possibilities by volunteering in community contexts. Programme participants also receive mentoring to ensure they develop in areas that connect with their potential, and to ensure they have access to the wraparound services provided by Visionwest.

One example of an initiative in Pae Aronui is the Pou Hākinakina programme. Here rangatahi are supported to gain access to a gym, receive personal coaching and establish fitness and nutrition goals. Participants learn self-discipline, focus, motivation and grow in self-confidence and hauora.

Our culturally informed response

Tā mātou whakautu ki te āhuatanga ahurea



817

MĀTANGA ORANGA SESSIONS



83%

PAE ARONUI RANGATAHI
INTO EMPLOYMENT OR
HIGHER EDUCATION

Josh's Story

When Josh talks of Visionwest and the Pae Aronui course, the first thing he mentions is manaakitanga and how that love and acceptance transformed his life.

You can read more about Josh in the story section of this report.



Māori informed support

Kia Tūmanakotia



For many whānau, Visionwest's Pātaka Kai is the entry point on their pathway to life transformation.

Whānau receiving food support are encouraged to access any of our support services that are relevant to their need. Our hope is that this wraparound approach allows us to journey with whānau while they move from a state of whakamā to whakamana as they begin to see changes in their lives.

A significant highlight has been our ongoing relationship with Western Park Village. Where once they visited the Pātaka Kai weekly for food parcels, the Village now runs their own Pātaka Kai. We supply them with kai as needed but have also been able to pass on the mana-to-mana community development model and other initiatives and learnings that have come from our relationship with Kore Hiakai (the Zero Hunger Collective).



“ COVID has brought a new client cohort to Pātaka Kai; people who never sought help before but now struggle because of decreased work hours and income.

“ Approx. 75% of food comes from donated goods via food rescue suppliers and partnerships including Fair food, My Food Bag, Kiwi Harvest, Tegel Foods, and Revive.

“ During lockdowns food parcels were used to distribute boxes of face masks, essential Government 'keep safe' communications and electoral pack information to whānau.

“ During the August 2020 and Feb/March 2021 COVID events, Pātaka Kai pivoted to a drive-through model based on the one used for 5 Days of Christmas.

Our response to food insecurity

Tā mātou whakautu ki te
āhuatanga kai pōharatanga



32,427

ADULTS & CHILDREN
RECEIVED FOOD SUPPORT



8792

PARCELS PROVIDED
TO OUR COMMUNITY

Sarah's Story

Sarah's story is not unusual. She needs food support but the financial challenges she faces have her caught in a debt cycle. Through an introduction to our Money Mentors Service, Sarah discovers hope for her future.

You can read more about Sarah in the story section of this report.

providing kai
with kindness

Kia Tūmanakotia

Eden Cottage

edencottage.org.nz

This was a successful year for Eden Cottage with enrolments at full capacity with a waiting list, something we had not seen for many years.

It was also a year of connection as we worked on building strong whānau relationships which has seen an increased number of siblings enrolling. We developed strong community connections with Glen Eden library and Auckland Mobile Library who visited to give each child a book to take home and keep.

Another positive connection was the developing partnership with other Visionwest services, resulting in whānau with additional needs receiving access to much needed support.

We held many successful cultural events during the year including 21 awareness days and language weeks, recognising the diverse culture in our centre. Children also had the opportunity to perform at various Visionwest celebration events and cultural days.



“ One fulltime teacher and three casual relievers were added to the team in response to the increasing number of enrolments.

“ The reformed Parent Forum currently has 16 whānau on the committee, contributing to feedback and planning at the centre.

“ The children created, painted and donated a large canvas artwork to staff at Auckland Hospital to say thanks to frontline COVID workers.

“ We successfully navigated through COVID disruptions and Centre closures, while staying connected to children and whānau through online learning activities.

Our response to tamariki needs

Tā mātou whakautu ki ngā hiahiatanga a ngā tamariki

 **60** CHILDREN

 **21,730**
HOURS OF TEACHING

 **50**

FAMILIES WITH CHILDREN RECEIVING
EARLY CHILDHOOD EDUCATION

Fred and Peka's Story

Fred and Peka enrolled their child in Eden Cottage because they could find no other childcare centre with space. Now it's their first choice for their second child.

You can read more about Fred and Peka in the story section of this report.





The Chaplain's role is an exceptionally busy one and so, as we move to a new year, discussions are underway to develop a more sustainable chaplaincy model for the future.

Visionwest's Chaplain is Heather Penman. She says of this past year, "It's been exceptionally busy but it's a real privilege to be with people through the highs and lows of life, being able to sit in the space of sorrow with whānau after the passing of loved ones and being able to celebrate milestones and personal achievements with them. One thing for certain, chaplaincy is never dull."

Several volunteers have been working alongside Heather this year, including a group of older women from Glen Eden Baptist Church who visited our transitional housing clusters to spend time with whānau, provide pastoral care, and share the wisdom that grandmas are so good at.

“The midweek prayer team underpins everything at Visionwest. A highlight for the group this year was visiting specific services to offer spiritual support.

“Bibles are available for whānau in English, Te reo Māori, bi-lingual, large print, kids' Bibles, thanks to Bible Society of NZ and a few awesome donors.

Our response to spiritual needs

Tā mātou whakautu ki te āhuatanga o te taha wairua



1668

MEANINGFUL CONNECTIONS
WITH ADULTS



407

MEANINGFUL CONNECTIONS
WITH CHILDREN

Covid Days

Last year's COVID lockdown event taught us much about meeting the support needs of our community within the protocols of Government COVID regulations.

This meant, when Auckland returned to Alert Level 3 twice in February 2021, and the rest of the country moved to Alert Level 2, changes to contactless service delivery was seamless.

Once again, the draw on Visionwest's services rose significantly during the time of increased Alert Levels and, as with the 2020 lockdown, one of the most immediate needs was for food support. Requests for food increasing by 45% over our usual demand during the Alert Level 3 period.

Learning from the 5 Days of Christmas event, the Pātaka Kai operated using a drive-through model whereby vehicles entered the Glendale Rd Campus via Ambler Ave, parked in the car park, and had food placed in their vehicle's boot.

Other services also pivoted quickly and efficiently. Our administration teams worked from home while those support services who were unable to meet face-to-face with whānau moved to a phone or online delivery model. This included Money Mentors, The Wellbeing Centre, Mātanga Oranga Whānau, and our Youth Solutions programmes. Eden Cottage provided online activities for its children.

Once again, our Support Workers were among our heroes as they continued to visit the homes of whānau to provide in-home healthcare. Many of these whānau struggled with the return to lockdown and, for some, their Visionwest Support Worker was their only visitor.

The smoothness with which Visionwest continues to operate during times like this is, in large part, due to the willingness of staff to adapt to the changing conditions—some even taking on new or unfamiliar roles. We could not continue to provide our services at the level we maintained throughout the past COVID events without the enthusiasm and commitment of our staff, many of whom were involved in roles that were vital but often unseen by others, or staff members who willingly worked face-to-face with whānau, despite the potential health risks.

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



5 Days of Christmas

For the second year in a row, Visionwest joined with the Auckland City Mission and Glen Eden Baptist Church to create Christmas for West Auckland whānau who might otherwise have missed out.

This year, job losses and unexpected wage decreases following the COVID lockdowns added to the financial challenges faced by many whānau. The result was that, for an increasing number, Christmas could have easily become just another day with gifts and roast dinners completely out of financial reach – 5 Days of Christmas changed that for almost 1,200 West Auckland families.

From December 14 to December 18, Visionwest created one of five Christmas food hubs around the city. Using the Glen Eden Baptist Church grounds and auditorium as a base, food and gifts were collected, packaged, and distributed.


COVID-19 and the possibility of changes to Alert Levels required precautionary changes to the format of the event. Running for three days less than the 2019 event, we advertised in the community, requesting that whānau preregister by phoning 0800 FOOD 00. Phones were answered by seconded Visionwest staff who booked individuals in for a specified day and time.

While initially the result of COVID considerations, these changes resulting in many positives. In particular, the preregistration process proved more empowering for whānau who didn't have to publicly queue for a parcel. Instead, they pulled into the car park where Visionwest team members greeted them by name and placed food and gifts into their vehicle's boot – whānau were not required to exit their car.

Thank you to all our volunteers, sponsors and donors who made this such a worthwhile event; and to the corporate groups who joined in to help. These businesses included 2degrees, The Trusts, TechOne, Genesis Energy, Office Products, and Vodafone. Fulton Hogan kindly loaned traffic control gear at no cost.

Our goal to give away about 240 Christmas parcels a day was achieved.



 **2279**
ADULTS FED

 **2979**
CHILDREN FED AND RECEIVED GIFTS

Winter Warmers

The 2021 Winter Warmers fundraising campaign raised money to help struggling whānau navigate the financial pain points of winter.

The Winter Warmers campaign ushered in a couple of firsts for Visionwest. It was the first major fundraising campaign for Sarah Frayne, our recently appointed Fundraising Manager and it was the first time we had used Raisely, an external fundraising website platform.

Members of staff and the local community were encouraged to raise money as either a Walking Warrior or a Onesie Wearer. The walkers committed to the physical effort of walking a certain distance each day or within a set period of time; the onesie wearers committed to a degree of humiliation by wearing a onesie for an entire day, irrespective of where that day might take them.

While many Walking Warriors choose to set their own walking programme, many joined in on the 16km Coast-to-Coast Walk across Auckland which was organised by Glen Eden Baptist Church.

Meanwhile, the Onesie Wearers told of attending business meetings, doing their shopping, attending church, and going for walks in their onesie, all the while having to explain the reason for their attire to each person they met.

The use of Raisely enabled sponsors to register online and then track the progress of the person they were supporting while keeping a running total of the overall amount raised. Kicking off in May and running through until early July, Winter Warmers involved exactly 100 people either walking or onesie wearing and raised precisely \$37,000 in sponsorship with a further \$4,100 coming in from donors who gave without sponsoring any individual.

It was great to have the support of The Trusts also. They encouraged patrons of their stores and restaurants to add fifty cents or more to their bill. Many patrons gave generously, commenting that they knew of Visionwest and admired our work.

Money raised was distributed to whānau according to specific needs, e.g., blankets, bedding, and heaters, following the recommendation of each whānau's support worker.



Brand Journey

Building from strength

Visionwest's identity has always been defined by our steadfast commitment to building hope together within the lives of the individuals and communities we serve; our foundational aims have always been to foster authentic relationships, compassion, dignity and holistic care. While we've grown significantly since our early days, these values still hold true.

Early in 2020, work began on establishing a new brand journey for the Trust, one that would recognise the value of our foundations while expressing and representing the breadth and height the organisation has grown to and providing room for future expansion. The work completed on our brand identity in the last year seeks to remain true to our origins, embrace our Kaupapa Māori journey and our commitment to Te Tiriti, and establish a brand landscape that can house the Trust's reach and impact for the foreseeable future.

Our Name is Visionwest Waka Whakakitenga

As part of the brand journey, Visionwest was gifted the name Waka Whakakitenga and it was received as Visionwest Waka Whakakitenga. The Waka speaks of a journey together; one that acknowledges our past and looks to the future. Whakakitenga speaks of God-given insight; the importance of a developing vision that is larger than any of us but includes all of us. Together Waka Whakakitenga reminds us that we are a team of faith-led people on a mission to bring hope and transformation.

Developing into a multi-regional organisation, Visionwest now has a national focus that extends beyond West Auckland. In recognition of this, the name VisionWest transitions to Visionwest with a lowercase W. The words "Community Trust" will only be used where formal identity is required.

Our logo is a Koru

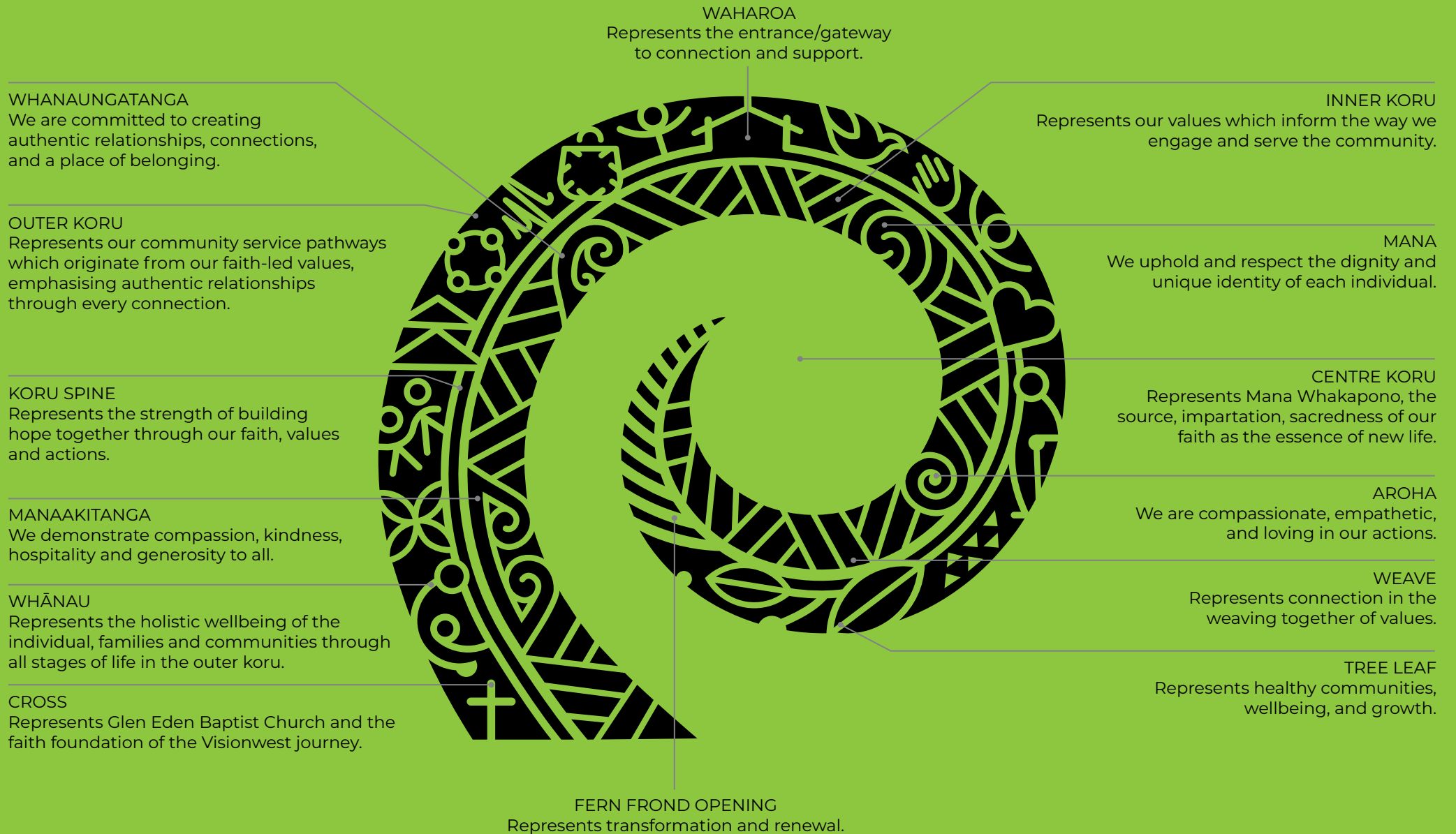
As this brand leads us from the past and into the future, our koru holds our story, our vision and values, and our journey towards community transformation. Its imagery reminds us of our ever-present faith-led foundations, our Kaupapa Māori journey and our service pathways which help to shape who we are.

Our mission is our focus

Visionwest's mission statement "building hope together" has been embedded into our brand, with the development of Kia Tūmanakotia. Based on the word, tūmanakotia – to hope for or to desire – Kia Tūmanakotia conveys the reality that Building Hope Together is an ongoing action that results in changed lives.



Our Koru - Key Themes



Five-Year Strategic Plan

In July, we released **Towards Tomorrow – Ahu ana ki āpōpō; Visionwest Waka Whakakitenga's Five-Year Strategic Plan for 2021 – 2025.**

The steps we take as an organisation are measured against our Five-Year Strategic Plan. More than words, these five objectives are a statement of intent – tauākī whakamaunga atu – that breathes life into the mahi of each of our wraparound services, guiding our steps as we build hope together in the lives of the whānau we support.

When our previous Strategic Plan was produced the staff at Visionwest numbered about 450 and we were supporting around 11,300 individuals per year. By 2020, this had grown to around 1,500 staff and with over 58,200 individuals receiving support.

These factors, coupled with the increasing number of whānau in our community who are facing food poverty, homelessness, and financial hardship, were in the front of our minds as we considered Visionwest's priorities for the next five years.

Planning for the Strategic Plan's production was initially hampered by the March 2020 and subsequent COVID events. When the process was finally completed, we had created **Towards Tomorrow – Ahu ana ki āpōpō; Visionwest Waka Whakakitenga's Five-Year Strategic Plan for 2021 – 2025.**

The five priorities from our Strategic Plan are shown in the illustration to the right. **Towards Tomorrow** can be viewed in full on our website: visionwest.org.nz/strategicplan.



Annual Insights

Our response to homelessness

Tā mātou whakautu ki te āhuatanga kāinga kore



Our response to food insecurity

Tā mātou whakautu ki te āhuatanga kai pōharatanga



Our response to youth employment and training needs

Tā mātou whakautu ki te kimi mahi rangatahi me te wananga



Our response to financial hardship

Tā mātou whakautu ki te āhuatanga rawakore



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

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



Our culturally informed response

Tā mātou whakautu ki te āhuatanga ahurea



Eden Cottage

Te iti kahurangi



Our response to emotional and mental health needs

Tā mātou whakautu ki te āhuatanga o te taha hinengaro



Thank you

We want to thank every person and organisation who has given so generously of their time, money, or goods to help transform lives in communities throughout New Zealand.

It takes more than a single individual or organisation to bring about positive change in a community. That's why we are so grateful for those who have joined with us as we work to transform lives and build healthy communities.

Thank you also to our major supporters who include:

Auckland City Council

Baptist Foundation

Baptist Union

BNI Titirangi

Christian Grace Foundation Inc.

DNA 1st Solution

Fletcher Building Limited

Foodstuffs

Foundation North

Henderson-Massey Local Board -
Auckland Council

Lottery Auckland Community

Lottery COVID-19 Community
Wellbeing Fund

Rotary Club of Henderson

Rotary Club of New Lynn

Sir John Logan Campbell
Residuary Estate

Te Whakata Retreat

The David Ellison Charitable Trust

The Trusts

The Trusts Community Foundation

Toy World Henderson

Vodafone Foundation

Waitākere Ranges Local Board -
Auckland Council

WestNet Tax Accounting Ltd

Wilberforce Foundation

Thanks to our major food suppliers:

Auckland City Mission

Bakers Delight

Fair Food NZ

Fresh Choice Glen Eden

Glen Eden Baptist Church

KiwiHarvest

My Food Bag

New Zealand Food Network

PAK'nSAVE Lincoln Road

Revive Café

Tegel Foods



Your support will transform lives

As a charity, we rely on the generosity of donors and funders to carry out our caring work.

If you are able, please support Visionwest today and help build hope for the most vulnerable in our local communities. Your gift will enable people impacted by isolation, poverty, and homelessness to receive the support they need to create brighter futures.

You can...

Give a one-off gift or set-up a regular donation

Online at visionwest.org.nz/donate

Directly into Visionwest's Bank Account: 12-3252-0048346-52. Include your name as a reference and email your details to: fundraising@visionwest.org.nz for a tax-deductible receipt.

Leave a Legacy of Hope

After ensuring your loved ones are taken care of, a gift in your Will to Visionwest is a powerful way to continue your good work and bring meaning to a life well lived.

To find out more, in confidence, phone Sarah on 021 11 06 430 or email her at sarah.frayne@visionwest.org.nz

Become a Hope Builder

Your regular monthly donation will deliver long-term, life-changing solutions that help transform the lives of the most vulnerable people in our communities. Any gift, of any size will help - your generosity matters.

To find out more visit visionwest.org.nz/getinvolved or email buildhope@visionwest.org.nz

Get in Touch

T 09 818 0700 E fundraising@visionwest.org.nz

Visionwest Community Trust is a registered charity (CC32207). Donations of \$5 or more are tax deductible.



building hope
together

| *Kia Tūmanakotia*

Summary of Financial Statements

FOR THE YEAR ENDED
30 JUNE 2021

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 27th October 2021 have been audited by Grant Thornton and given an unmodified opinion. The full Financial Statements for the year ended 30 June 2021 were authorised for issue in accordance with a resolution of the Trustees on the 27th October 2021.

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.



	2021 \$	2020 \$
Revenue from non-exchange transactions		
Income from Health Care Services	62,311,735	58,257,942
Income from Education Services	2,545,987	1,373,548
Income from Emergency Housing Contract	7,136,627	4,076,632
Income from Other Services	888,435	391,426
Rental Income	11,698,219	9,027,033
Operational Government and other grants	680,242	564,823
Donations-in-Kind and Services-in-Kind	3,456,795	2,187,112
Donations and Fundraising	272,450	89,258
	88,990,490	75,967,774
Revenue from exchange transactions		
Interest income	9,823	4,267
	10,214	4,267
Total revenue	89,000,313	75,972,041
Expenses		
Employee related costs	64,376,495	55,426,674
Donations	0	1,904
Donations-in-Kind and Services-in-Kind	3,456,795	2,187,112
Interest expense	574,974	621,858
Depreciation, amortisation and write-off expenses	324,280	271,461
Amortisation	499,833	499,832
Other expenses	16,433,374	15,079,523
Total expenses	85,665,751	74,088,364
Total surplus / (deficit) for the year	3,334,562	1,883,677
Other comprehensive revenue and expense		
Revaluation of Land and Buildings	-	60,000
Total comprehensive revenue and expense for the year	3,334,562	1,943,677

Statement of Comprehensive Revenue and Expenses

FOR THE YEAR ENDED
30 JUNE 2021

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 visionwest.org.nz/annualreport or email office@visionwest.org.nz.

Statement of Financial Position

AS AT 30 JUNE 2021

	2021 \$	2020 \$
ASSETS		
Current		
Cash and cash equivalents	9,272,095	9,222,853
Receivables from non-exchange transactions	7,686,663	3,356,198
Prepayments	513,829	502,845
Total current assets	17,472,587	13,081,896
Non-current		
Intangibles	-	499,833
Property, plant and equipment	53,356,220	47,944,334
Total non-current assets	53,356,220	48,444,167
Other		
Other assets	131,720	158,417
TOTAL ASSETS	70,960,527	61,684,480
LIABILITIES		
Current		
Trade and other creditors	5,108,913	4,673,222
Employee entitlements	7,911,701	6,098,217
Income in advance	2,261,264	2,407,043
Loans and borrowings	806,742	1,219,272
Total current liabilities	16,088,620	14,397,754
Non-current		
Loans and borrowings	17,629,805	13,951,699
Provisions	1,131,950	559,437
Total non-current liabilities	18,761,755	14,511,136
TOTAL LIABILITIES	34,850,375	28,908,890
NET ASSETS	36,110,152	32,775,590
NET ASSETS		
Retained Surplus	26,014,657	22,680,095
Asset Revaluation Reserve	10,095,495	10,095,495
Accumulated comprehensive revenue and expense	36,110,152	32,775,590

	Asset Revaluation Reserve	Retained Surplus	Total Net Assets
Opening balance at 1 July 2019	10,035,495	20,796,418	30,831,913
Surplus/(deficit) for the year		1,883,677	1,883,677
Other comprehensive revenue and expense	60,000		60,000
Closing balance at 30 June 2020	10,095,495	22,680,095	32,775,590
Surplus/(deficit) for the year		3,334,562	3,334,562
Other comprehensive revenue and expense	-		-
Closing balance at 30 June 2021	10,095,495	26,014,657	36,110,152

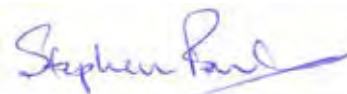
Statement of Changes in Net Assets/Equity

FOR THE YEAR ENDED
30 JUNE 2021

Signed for and on behalf of the Visionwest Community Trust



Arvind Dayal
Chairman

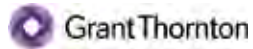


Stephen Parker
Deputy Chairman

Statement of Cash Flows

FOR THE YEAR ENDED
30 JUNE 2021

	2021 \$	2020 \$
Cash flows from operating activities		
Receipts from trading activities	65,141,368	63,333,343
Receipts from rental properties	15,718,294	12,274,500
Receipts from government grants	804,402	609,042
Receipts from other grants & donations	(17,167)	394,037
Interest received	9,823	4,267
Payments to suppliers and employees	(78,561,914)	(68,751,338)
<i>Net cash flows from operating activities</i>	3,094,806	7,863,851
Cash flows from investing activities		
Purchase of property, plant & equipment	(5,736,166)	(2,291,724)
<i>Net cash flows from investing activities</i>	(5,736,166)	(2,291,724)
Cash flows from financing activities		
Proceeds from borrowings	4,000,000	1,910,888
Repayment of borrowings	(734,424)	(713,312)
Interest paid	(574,974)	(621,858)
<i>Net cash flows from financing activities</i>	2,690,602	575,718
Net increase / (decrease) in cash and cash equivalents	49,242	6,147,845
Cash and cash equivalents at the beginning of the year	9,222,853	3,075,009
Cash and cash equivalents at the end of the year	9,272,095	9,222,854



Report of the Independent Auditor on the summary financial statements

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152 Fanshawe Street
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Auckland 1140
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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 2021, the statement of comprehensive revenue and expenses, statement of changes in net assets and cash flow statement for the year ended, and related notes, are derived from the audited financial statements of Vision West Community Trust for the year ended 30 June 2021. 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"). 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 27 October 2021.

Other Information

The Trustees are responsible for the other information. The other information comprises the annual report (but does not include the summary financial statements and our auditor's report thereon), which is expected to be made available to us after the date of this auditor's report.

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 identified above when it becomes available 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.

When we read the annual report, if we conclude that there is a material misstatement therein, we are required to communicate the matter to those charged with governance and will request that such matters are addressed.

Trustees' Responsibility for the Summary Financial Statements

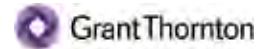
The Trustees are responsible for the preparation of a summary of the audited financial statements of Vision West Community Trust in accordance with PBE FRS-43: *Summary Financial Statements*.

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*.

Our firm carries out other assignments for Vision West Community Trust in the area of risk advisory and compliance. The firm has no other interest in Vision West Community Trust.

Chartered Accountants and Business Advisers
Member of Grant Thornton International Ltd.



Restricted Use

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

Grant Thornton New Zealand Audit Limited

Auckland, New Zealand

27 October 2021

Chartered Accountants and Business Advisers
Member of Grant Thornton International Ltd.

Reflections
of hope
Kia whaiwhakaaro



building hope
together

| *Kia Tūmanakotia*

Walter's Story

"It's been a long journey for me," says Walter. Sitting on the deck of his Visionwest house, he points across the road, "I used to live just over there. I grew up in these streets but that was a long time ago."

The boy who lived over the road went on to experience some tough times. "I started sniffing when I was seven and a half years old and spent most my younger life on drugs or alcohol."

Walter talks of a time when he became sick and tired of his lifestyle. "Having gone through rehab a couple of times, I experienced short periods of sobriety and I liked it. Those were good times. Looking at people around me I saw their lives were going nowhere and I realised, my life was no different." That's when Walter made a decision.

"I decided, if I was serious about turning my life around, I needed to move somewhere safe, away from bad influences, and back to my roots."

Walter came to Visionwest. Staff at the Whānau Centre introduced him to the Community Housing team. Walter says it was the first time anyone ever listened seriously to his story and his desire to create a new life for himself. Soon he was placed in a Visionwest house.

"Visionwest helped me get real with myself. I'm an everyday person now. I have a home and a car. If I need help, I go to Visionwest and there is always someone who will listen. I'm not alone anymore."

Walter's life has been transformed to the point where even he is amazed at who he's become. His long-term goal is simple, it's to be the best grandfather he can be to prevent his mokopuna walking down the road he did.



addressing
homelessness

| *Kia Tūmanakotia*

visionwest.org.nz/housing

Tori's Story

Tori has written three books already and is working on her fourth. She is also a social media whizz who values the help Visionwest Support Workers provide – without it she could not continue to live in her own home.

“I have Cerebral Palsy and so I live a different kind of life than many other people in my community,” says Tori. “My first ten years were spent mostly in hospital with doctors not expecting me to live past the age of 18. Then, in 1981, I had a heart attack and had to be resuscitated. In 1996, I gained an Honours Degree in History and Spanish Language from Waikato University. In 2014, I wrote and published my first novel.”

Now in her 70s, Tori is able to live comfortably and safely in her own home and continue to write thanks to Waikato Home Healthcare Support Workers who visit three times a day. “As I've become older, my disability has become worse. Being in a wheelchair means I find many of the tasks others would take for granted difficult. That has been a threat to my independence, and I've had to change my life in such a big way so that I can actually live at home. One of those changes is to arrange suitable home help.

Most of us are like Tori. We value our independence and enjoy the familiarity of our own home. Tori knows that would almost certainly not be possible without Visionwest's help.

“Visionwest enables me to live at home without worrying. Not only do they do practical tasks for me, if I'm not feeling well, I know there are three carers who will check on me during the day and get help if it's needed.”



supporting
independence

| *Kia Tūmanakotia*

homehealthcare.org.nz

Kane's Story

Kane is an engaging young man who admits there was a time when his life was going nowhere but now lives a life filled with hope and purpose. "Before I came to Visionwest my grades were low, my health was unstable, I was in a bad place and got in a lot of trouble. I really wanted some direction in my life, but I didn't know how to find it.

Kane knew people who had been a part of Visionwest's Youth Solutions programme. They had received training and found jobs through Youth Solutions and assured Kane it was a safe place to learn and prepare for life.

"When I arrived at Visionwest, I met Salata. She was so nice to me and accepted me as I was. Up until now, I was used to living with no support and I was often bullied. That all changed in an instant when I arrived at Visionwest."

Kane's personality is outgoing and positive. His proactive attitude to life means that, with the support of his tutors, his grades have improved, and he's made genuine friends amongst his classmates.

"I admit it," says Kane, "if it wasn't for Visionwest, there's no way I'd be achieving my goals. But I have a focus in my life now. And it's more than just the study, here people really want to be my friend. I'm working to make the most of every day and every opportunity. I've even got into sport. I play goalie in our soccer games. I never played sport before because I was too slow, and people laughed at me. Here, they cheer me on!

"The thing with Visionwest, is that everyone helps each other. So much so that, I feel like I've met a new family. Visionwest means everything to me. If I could, I'd come back as a teacher aide and work here."



creating a
brighter future

| *Kia Tūmanakotia*

visionwest.org.nz/youth

Samantha's Story

Before having their third child, Samantha, her partner and their two eldest children lived in one bedroom of her mother-in-law's home. When it became too difficult, the whānau came to Visionwest Community Housing and accommodation was found for them.

A later move to a private rental proved to be expensive. Like many in our communities, Samantha and her whānau found living week to week financially difficult; she chose to come to Visionwest's Money Mentors.

"We were in deficit of about \$400 a week and going backwards all the time. Every week, we worried about whether we would have enough food to feed the kids and there was so much we couldn't do. The children would ask if we could go out and I always had to tell them we couldn't afford it. That was heart-breaking.

"The amazing thing is, from \$400 shortfall, we are now in credit. For the first time in ages, each week, after all our bills are paid, we have money left over.

Speaking of her budgeting journey, Samantha pays tribute to her financial mentor Jo and other Visionwest staff. "When you need support with something, it's important that you're accepted for who you are and not as someone with a problem. We felt like we were listened to without judgement."

"If it wasn't for Visionwest, we would be homeless, still living in one bedroom in someone else's house. Getting help from Money Mentors changed our lives."

Samantha has goals for herself and her family. They want to be debt free, buy their own family home and start a business. Once out of reach, attaining these goals now seems a lot closer.



growing financial confidence | *Kia Tūmanakotia*

visionwest.org.nz/moneymentors

Wellbeing Centre

While confidentiality prevents us sharing stories of counselling clients, these whānau did agree to us sharing their comments about their experience at the Visionwest Wellbeing Centre and the Kotuitui Counselling in Schools Programme (names have been changed to ensure privacy).

Three Wellbeing Centre clients

“I knew I needed to fix my family, but I couldn’t do it myself, I needed a professional to help. I really highly recommend it. It has helped my husband and me make a good and better relationship.”

“It’s only early days for us but we have really worked on what is most important for us and it’s working. I’d encourage anyone to work with a counsellor because it opens your eyes to reality not presumption.”

“I never thought I would be at a point where I could talk about and work through my childhood. Anita is helping me do that – I never thought anyone could.”

Parent responses to the Kotuitui School Counselling Programme

“Louise has become more confident in group settings because her previous fear of rejection has been helped. She has become more independent with her decision-making and has the confidence to solve problems herself. She has started talking with us about her feelings and, if she has any concerns, she expresses them. She looks forward to her counselling meetings with the Visionwest Counsellor and has spoken of them in such a positive way.”

“Callum has a new-found confidence in himself. He’s coping well, willing to listen to ideas and plan together, and able to communicate his feelings. He thought the counsellor was amazing. As a family, we really appreciate what Visionwest has done for our family.”

counselling
and care

Kia Tūmanakotia

visionwest.org.nz/wellbeing



Danielle's Story

“It’s difficult to know what life would be like without you guys. All I know for sure is that I’m a lot better off.” That’s what Danielle says when she talks about what her life would be like if she’d not received support from Visionwest.

Danielle forgets how long it’s been since she and her seven children first wandered into the Visionwest Whānau Centre for help. “My whānau was going through hard times and I knew we needed some help. Family friends suggested we go to Visionwest because they knew it had a good support system.”

Danielle talks about her first visit to Visionwest and how good she felt. “I can’t recall who I first saw at Visionwest, but it felt great. When you reach out for help, you always feel nervous and a little awkward. It’s nice when people reach back and that’s how it felt coming to Visionwest. Billie Jean and the others listened to me and made me feel comfortable.”

Once she heard about the supports available at Visionwest, Danielle made sure she accessed the services that were the greatest help to her and her family. So far, she’s received support from Pātaka Kai, Budgeting and Counselling. Her eldest daughter is enrolled in one of the Youth Solutions training programmes, loving it, and doing well.

“Visionwest has helped us as a family in all sorts of different ways,” says Danielle. “Because of the support, I’ve become a better mother. Just knowing you’re not alone and that there are people who care for you makes a real difference. I like the Kaupapa Māori influence here too. It feels culturally right, and I feel like I’m learning my identity again.

“My main goal in life is to make sure my kids have a great future, and Visionwest is helping me with that. I feel confident that I can raise them to be good people.”



Māori informed
support

Kia Tūmanakotia

visionwest.org.nz/whanau

Josh's Story

Josh had been with Visionwest's youth training courses on and off for a while and had been in and out of work during that time. He openly admits that he just wasn't in the right mental space to hold down a job long term and his life was a little aimless.

It was when Visionwest contacted him about a programme with a Kaupapa Māori foundation that would prepare him for work and help him grow as a person, that things began to change. That programme was Pae Aronui.

"The manaakitanga [love, compassion and acceptance] shown on this course changed my entire attitude. These days, it often seems like Māori culture isn't fully recognised. That can be discouraging because Māori tend to see some aspects of life differently to other cultures. I know that can result in Māori not always having the best societal outcomes, but Pae Aronui has shown me who I want to become as a person and as a young Māori man."

Educational training and preparation for work is an integral part of the Pae Aronui course but alongside that is a physical element with course participants going to the gym regularly, something Josh credits as helping him develop a mental strength and tenacity.

"I've always had a dream to become a personal trainer but didn't think I'd ever achieve it because I just wasn't good enough at anything. This course has given a boost to my self confidence and got me thinking that that dream is within my grasp.

"There are many young Māori around today," says Josh, "who want to step up and be something special in society. I want to be an example of that and feel like I finally have what I need to achieve that."



Māori informed
support

Kia Tūmanakotia

visionwest.org.nz/huiamai

Sarah's Story

Sarah (not her real name) was going through a challenging time when she visited the Visionwest Pātaka Kai for a food parcel.

The team welcomed her warmly and gave her all the support she required, but could also see that, without financial guidance, the food supplied was just a stopgap measure.

When told about Visionwest's Money Mentors service, Sarah jumped at the opportunity to do something that would make a lasting difference to her situation. A subsequent appointment with a Financial Mentor showed the extent of Sarah's mounting debt and her financial shortfall became apparent.

With the help of her Financial Mentor, Sarah created debt reduction and spending plans, both of which she diligently adhered to. She checked in frequently with her Financial Mentor to ensure she was staying on track and weekly food parcels were provided to ease her financial burden.

Some months down the track, Sarah is confident to carry on by herself. She is at a place where she can manage a weekly household budget and no longer requires food parcel assistance. She continues to be a great advocate for Visionwest and refers friends, family and even strangers to tautoko (support) them with any assistance they may require.

Sarah's story is typical of so many who come to Pātaka Kai. Their immediate challenge is their inability to afford food but, behind this need are further challenges that can be resolved when the appropriate support is provided – that's wraparound support in action.



providing kai
with kindness

| *Kia Tūmanakotia*

visionwest.org.nz/kai

Fred and Peka's Story

When Fred and Peka were looking for a local childcare centre, they discovered Eden Cottage was the only one with a vacancy and so reluctantly enrolled their child. A few years later, they are making a deliberate choice to enrol their second child there.

"We would describe Eden Cottage as a home away from home," says Peka. "Our kids love coming to Eden Cottage and it's sometimes difficult to get them to leave because they enjoy the time they have with their friends.

"Our kids have really grown during their time at Eden Cottage. Our children come home and tell us about their day and what they learned. ANZAC Day and hearing about the men and women who died during the war sticks in our minds. Hearing the children talk about it made us appreciate the ANZACs more and, for the first time, we went to a dawn parade.

"Lockdown is always difficult with children, especially when you're still working from home. So, it was awesome when the children's Arts and Crafts packages were delivered to our house. This really helped us and especially the kids during this time. This was a great gesture of care and thoughtfulness which displayed the fruits of the Spirit of Eden Cottage and the teachers.

"We really enjoy the fact that there is a Christian aspect to the kids' learning. The prayers of thankfulness the kids say are great. This really grounds them in good values. Having initially chosen Eden Cottage because of a lack of choice we made the deliberate choice to send our second child there."





Visionwest
Waka Whakakitenga

building hope
together

| *Kia Tūmanakotia*

visionwest.org.nz