Visionwest
Waka Whakakitenga

ANNUAL REPORT 2021/22

Standing Together Tu Tahi



building hope together | Kia Tūmanakotia

visionwest.org.nz

Standing Together
Tu Tahi

Finding the strength to stand in tough times is not always easy. Circumstances can push us down and moments of crisis can assail us without warning. Yet, even in times of greatest uncertainty, hope can find a way.

By standing together, each one of us can arrive at a place of hope where transformational change can occur. And as hope finds its home, hardship, homelessness, and isolation can be left behind.

By standing together, entire communities can discover ways of weathering the storm and pressing on to the hope of a brighter tomorrow.

Visionwest Waka Whakakitenga's 2021/2022 story is one of standing together. It's a story of the incredible strength and resilience of those we journey alongside, and the beautiful and humble efforts of our Visionwest staff to encourage them in their most vulnerable times.

Celebrating the first official Matariki holiday

Friday 24 June 2022 was the first official recognition of Matariki as an annual holiday.

As part of this recognition, there is a short Matariki focus near the centre of this report and each service's story within this report, features a small graphic representing the star Hiwa-i-te-rangi, which points to the future and reminds us that, while so much has been accomplished, each service continues to have hopes and dreams for its tomorrow.





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Stories of Hope

Read our Annual Report online: **ar.visionwest.org.nz/22**



The Executive Team

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

Board of Trustees



Arvind Dayal
Chair



Steve Parker
Deputy Chair



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Treasurer



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Secretary



Daniel Barthow
Trustee



Jerome Edwards
Trustee



Andrew Fraser
Trustee



Judy Mataia
Trustee

We all go through times when we need the support of others standing alongside us. At Visionwest, we believe that, by standing together with whānau through these tougher moments, they can experience the hope that inspires life transformation of individuals and entire communities.

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, food support, youth solutions, education and employment, counselling, financial mentoring, in-home healthcare, and early childhood learning and care.

What we do

Standing Together to address some of the key social issues in our local communities and offering support to those who need it.

Homelessness

We believe every New Zealander has the right to a warm, dry, healthy, and affordable place to live and yet, in Aotearoa New Zealand, 102,123 people – 2.2% of the population – are severely housing deprived, almost half of them under the age of 25.[1]

- As part of the Housing First Collective, Visionwest Community Housing Tenancy Services provides transitional and permanent housing solutions for the homeless.
- Our Community Housing Support Services provide wraparound support for our client whānau to enable them to escape poverty, sustain their tenancies, and work towards achieving their future goals.

Poverty

Around 20% of children in Aotearoa New Zealand live in a household with lower than 50% of the national median income after deducting housing costs.[2]

- Money Mentors is Visionwest's personalised financial mentoring hub for those who want support with their financial challenges.

Food insecurity

Almost 40% of New Zealand households experience food insecurity, while 19% of children live in households that experience food insecurity.[3]

- Our Pātaka Kai provides food for whānau who would otherwise go without, often delivering parcels to those in isolation or without transport.
- We work with food charity partners who supply Visionwest with food, and we distribute this to other community organisations.
- Through Te Kapu, a Glen Eden Baptist Church initiative, a free weekly lunch is provided to Visionwest client whānau and the wider community.

Wellbeing

Nearly 1 in 4 New Zealand adults (aged 18 and over) experience 'poor' mental wellbeing on the World Health Organisation's WHO-5 scale.[4] We believe that, with the right support, people can overcome many of the challenging situations they face and move forward in their lives.

- Visionwest Wellbeing Centre offers a range of confidential counselling and wellbeing services to whānau of all ages including counselling support for children, families, and couples.
- Our Kōtuitui programme provides in-school counselling for children in local primary and intermediate schools, and we provide clinical supervision for counsellors and those working as care professionals.

Aged and disability care

Many older people and those who are living with a disability could not experience the comfort and independence of living in their own home without personalised care and support.

- Visionwest Home Healthcare's trained Support Workers provide over 1.3 million hours of personalised in-home care to over 7,000 client whānau every year.

Youth Training and Employment

The unemployment rate of young New Zealanders in Aotearoa New Zealand is three times the national average.[5]

- Visionwest's Education and Training Centre provides a range of mentoring, training, and pre-employment programmes for young people. Huia Mai delivers the Pae Aronui training programme for rangatahi Māori.

Ngā take Māori – Māori issues

Māori are overrepresented in almost every social service support statistic, including those services provided by Visionwest. Visionwest has taken a proactive approach to integrating Kaupapa Māori practices into its tikanga. This includes Huia Mai which is involved in:

- Proactive Kaupapa Māori development within Visionwest.
- Several Māori-focused programmes including Mātanga Oranga (Māori-informed trauma support) and Pae Aronui (rangatahi training programme).

1 University of Otago researchers and the Ministry of Housing based on the 2018 census.

2 Stats NZ, 2021.

3 RNZ – 21 July 2021.

4 Stats NZ 2018.

5 Stats NZ December 2021.

Annual Insights

Our response to homelessness
Tā mātou whakautu ki te āhuatanga kāinga kore

463
HOUSES PROVIDED BY VISIONWEST
(LONG-TERM AND TRANSITIONAL)

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

7161
CLIENTS CARED FOR
(MONTHLY AVERAGE)

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

90,497
ADULTS AND CHILDREN RECEIVED FOOD SUPPORT

Our culturally informed response
Tā mātou whakautu ki te āhuatanga ahurea

754
MĀTANGA ORANGA SESSIONS

Our response to youth employment and training needs
Tā mātou whakautu ki te kimi mahi rangatahi me te wananga

202
YOUTH SUPPORTED TO ACHIEVE EDUCATION & EMPLOYMENT GOALS

Eden Cottage
Te iti kahurangi

39
FAMILIES WITH CHILDREN RECEIVING EARLY CHILDHOOD EDUCATION

Our response to financial hardship
Tā mātou whakautu ki te āhuatanga rawakore

1814
SESSIONS PROVIDED

Our response to emotional and mental health needs
Tā mātou whakautu ki te āhuatanga o te taha hinengaro

3515
SESSIONS SUPPORTING CLIENTS

Chairperson's Report

Tēnā koutou,

In what has been another challenging year with Covid and various economic and societal factors, I want to begin my report by saying, "Thank you."

Firstly, thank you to all our supporters, donors, and funders who have given towards the work of Visionwest Waka Whakakitenga. I know it's a bit of a cliché to say, "We couldn't have done it without you," but that is a reality – without your support, the work would not get done.

Thank you also to the awesome Visionwest team throughout Aotearoa New Zealand – our management, staff, and volunteers – who work so hard to ensure those who need support receive it and are able to begin their journey of life transformation. It's not always easy in the current climate but the cumulative commitment of every member of every team in every region throughout the country has made a positive difference in the lives of tens of thousands of people.

Thank you to Lisa, our CEO, for 24 years of continued mahi, and to our wonderful Board of Trustees for their oversight, leadership, governance, and vision.

Thank you to Glen Eden Baptist Church, its leaders and members, who continue to support the vision and mission of Visionwest as we work to see lives transformed in communities throughout our nation. I thank the Lord for the wonderful spirit of unity that exists between the church and trust. That unity is fundamental to the success of Visionwest.

As a Trust Board, we have worked hard to respond to the needs of Visionwest as an organisation with a focus on development and growth that will lead to even greater effectiveness in answering the needs of our local communities.

Things we've discussed and made decisions on include the continued focus on our Five-Year Strategic Plan including further development of Kaupapa Māori, the Whānau Centre, and services to support Māori in a way that will enable the achievement of hauora outcomes for whānau Māori.

We have continued to invest in our Pātaka Kai and have committed to finding a warehouse which can be used as a storage and distribution facility for dry and frozen goods.

We also continue our investment in providing ongoing clinical and pastoral support for families facing trauma and hardship and in building financial and food independence enabling our whānau to flourish.

Priority attention is being given to the various building projects we are involved in so as to create space to ensure all Visionwest teams can work efficiently. Our Glen Eden and Albany Home Healthcare teams have now amalgamated in our new Westgate office above the NorthWest Shopping Centre. This has provided a better working environment for staff and has improved delivery and service to our clients.

We are also working to complete the fit-out of the Glengarry Road building in Glen Eden. We hope administration staff will start moving into these premises in the later months of 2022 or early 2023. At the same time, the development of the Glendale Road site is making good progress as we continue to work with our architects.

Like many organisations and businesses, staff recruitment is currently a significant challenge for Visionwest. Investment has been put into our People and Culture department with new systems and structures that will support better delivery outcomes for our current staff and the hiring of new staff, alongside a professional development programme that will help with ongoing staff training. This is part of our focus on building a better workplace for staff with a vision to creating a fantastic environment to work in.

A highlight of the past year was the winning of awards in the Westpac Business Awards (you can read about these awards later in this report). These awards are for every person who works for Visionwest and represent the incredible effort made by every team throughout Aotearoa New Zealand.

Once again, thank you to everyone who, despite all the challenges, has made the 2021 – 2022 year so successful.

In closing, I want to thank Brad Haami for his contribution to the Board (Brad retired from the Board in December 2021), and welcome Jerome Edwards who was appointed to the Board in February 2022.

Ngā mihi
Arvind Dayal, Board Chair

CEO's Report

Our past few years have been challenging as we have stood together to ensure individuals and families in our local communities have the necessary support wrapped around them to respond to whatever hardship they might be facing.

It has been tough for many whānau and, at Visionwest Waka Whakakitenga, we know how much this support means to people when they are facing challenging times. We continually hear stories of hope and transformation from people who have received support through housing, kai, mentoring, counselling, budgeting, and home care support.

While our response over the past year has been heightened due to Covid and the hardship this has brought, we have also been able to make progress on the five key focus areas within our Five-Year Strategic Plan.

As I reflect on our year and these five key areas, I can see the dawning of a new day. As Visionwest looks to the future and what is before us, I'd like to share with you some key events within our five strategic areas.

Prioritising Kaupapa Māori

So much has happened in this area over the past twelve months, including the naming of Huia Mai as the holder of our Kaupapa Māori mahi.

I would like to pay tribute to our Pou Whakarae/Head of Māori Development and Education, Fred Astle. Fred has led our organisation in this area and has gathered into his leadership team some exceptional people including Rāwiri Auty and Animoa Goold. Together we are ushering in a new day and new ways of working as we seek to be a partner to Te Tiriti o Waitangi and grow in all that this means.

One highlight in this strategic area has been the running of Te Tiriti o Waitangi workshops by Animoa. These are designed to give Visionwest staff a greater understanding of the Treaty and how it can positively impact our day-to-day service delivery.

A second highlight has been the superb Covid response made possible through funding provided to Huia Mai by Te Puni Kōkiri and Ministry of Education.



The dawning of a new day as we celebrate Matariki together watching the sun rise over Tāmaki Makarau.

Addressing homelessness

Housing remains an area of high need throughout Aotearoa New Zealand. Visionwest has been able to address this need through a number of initiatives including:

- Undertaking the management of a large Kāinga Ora complex in Manurewa which has added 23 transitional housing properties to our housing stock. In all, over this past year, we have seen a 40% growth in the number of properties Visionwest has available for transitional housing in Auckland and Canterbury.
- Work has begun on the Glen Eden site development project. While it will take some time and work for this to come to fruition, we are hopeful that over time this will add to the number of houses we have available to whānau.
- The My Whare youth housing programme also continues to take shape and we expect this to gain some forward momentum in the coming year.

Alongside these initiatives, I want to acknowledge the Covid emergency response from our Housing Team who ensured whānau were connected to housing and provided support to our housing tenants who were struck down with Covid. It was encouraging to see the way support services across Visionwest were able to stand together and support these whānau.

Increasing community wellbeing

At the heart of all Visionwest does is a deep desire to increase the wellbeing of whānau in our local communities. The presence of Covid in those communities meant the need was greater than ever before. Every one of our services recorded significant increases in the requests for support. This included food, budgeting, and counselling.

Adding to our ability to meet the needs of our community is the increasing of our Community Connector team to six. This has enabled us to identify needs and provide the appropriate wraparound support to an increased number of individual client whānau.

I'd also want to mention here, the incredible work of our Home Healthcare team. Working within a nationwide shortage of home healthcare staff, our teams throughout the regions have done well to maintain services to the older members of our communities and those living with disabilities.

Collaborating for change

As always, I'd want to acknowledge that Visionwest's mahi could not be completed on our own. Our collaboration with Glen Eden Baptist Church (GEBC) as a partner in our work remains vital and strong. We also continue to develop relationships with various funders and supporters, and I want to especially thank all those individuals and organisations who have been so generous in their support of the mahi we do.

In Canterbury, our collaboration with Oxford Terrace Baptist Church (OTBC) continues to grow with the commencement of buildings on the OTBC site which will include office space for our Canterbury Community Housing Team, and social housing which our team will manage.

In-depth reports relating to the effects of Covid on our communities, especially as they relate to food insecurity, and the challenges faced by whānau that result in their accessing budgeting services, were very much a collaboration between Visionwest and partner organisations. In particular, the Housing First Auckland collective, and Kori Hiakai – the Zero Hunger Collective, collectives which we are a part of and whose points of focus are addressing housing and poverty-related hunger respectively.



Lisa Woolley and Helen Robinson, Auckland City Mission CEO at Christmas From The Heart 2021.

Being successful in the Westpac Business Awards was an acknowledgement of the incredible mahi achieved by the Visionwest team across Aotearoa New Zealand and all those who share our work – you can read about these awards later in this report.

Resourcing for tomorrow

The past year has seen the continuing development of two properties in Auckland which will enable Visionwest to work with greater efficiency. The first is our new Home Healthcare workplace in the NorthWest Shopping Centre in Westgate where our Glen Eden and Albany Home Healthcare offices have combined to create one office.

Meanwhile, work continues on renovations to the Glengarry Road property. Although Covid has hampered the progress at times, it's expected that many of our Glen Eden administrational support team members will be working from there by the beginning of 2023. Alongside this, as mentioned above, work has begun on the Glen Eden site development project. More about this long-term project will be shared in the coming months.

This past year has seen a focus on staff wellbeing which has included the appointment of a GM of Wellbeing. This came at a good time as many staff and their whānau experienced Covid during the past 12 months and it was good to be able to offer support.

With regard to Covid, I do want to express a big and sincere thank you to the Pandemic Management Group (including Murray Penman, Sandra Hewlett, our Pandemic Manager, and Paul Town, our Incident Controller) and all our Pandemic and Wellbeing coordinators who did such a great job guiding us through the Covid events of the past year. Many have shared with me their appreciation of the regular emails detailing the protocols and wellbeing initiatives that have been established to ensure safety and productivity.

In closing, I want to acknowledge and thank Glen Eden Baptist Church for their continued support which is given in so many practical ways; and I want to again thank all those who make up the Visionwest Waka Whakakitenga team around Aotearoa New Zealand. You all give so selflessly of your gifts and talents, and, because of this, lives and communities continue to be transformed.

Ngā mihi
Lisa Woolley, CEO

Visionwest
Waka Whakakitenga

Community Housing

visionwest.org.nz/housing

Over the past year, the need for public housing throughout Aotearoa New Zealand has increased significantly.

As a result, our housing teams have experienced marked growth of client numbers, needs amongst client whānau, and staff numbers.

In addressing an issue that has featured regularly in the news over the past year, we are incredibly grateful for the amazing kaimahi who provide housing pathways that lead to hope and transformation in the lives of whānau they journey with.



Community Housing – Auckland

The growth of Community Housing in Auckland has led to the establishment of two departments to ensure continued efficient and effective service delivery.

- ***Community Housing – Tenancy Services*** focuses on acquiring property, managing tenancies and working with owners and property managers. Regular liaison with tenants is provided through our Tenancy Managers.

In March 2022, Stats NZ reported there were more than 25,500 Kiwi households waiting for a home, with 89% of those in significant and urgent need.

There has been a noticeable growth in the social needs of those housed, in particular, for food, budgeting, and counselling, which has kept our support staff busy.

The Community Housing team has increased in number this year in response to market dynamics, much of which has arisen due to Covid associated issues.

LOOKING AHEAD

In Christchurch, construction has begun on the Oxford Terrace Baptist Church complex which will include offices for our team and public housing which Visionwest Canterbury will manage.

Our response to homelessness

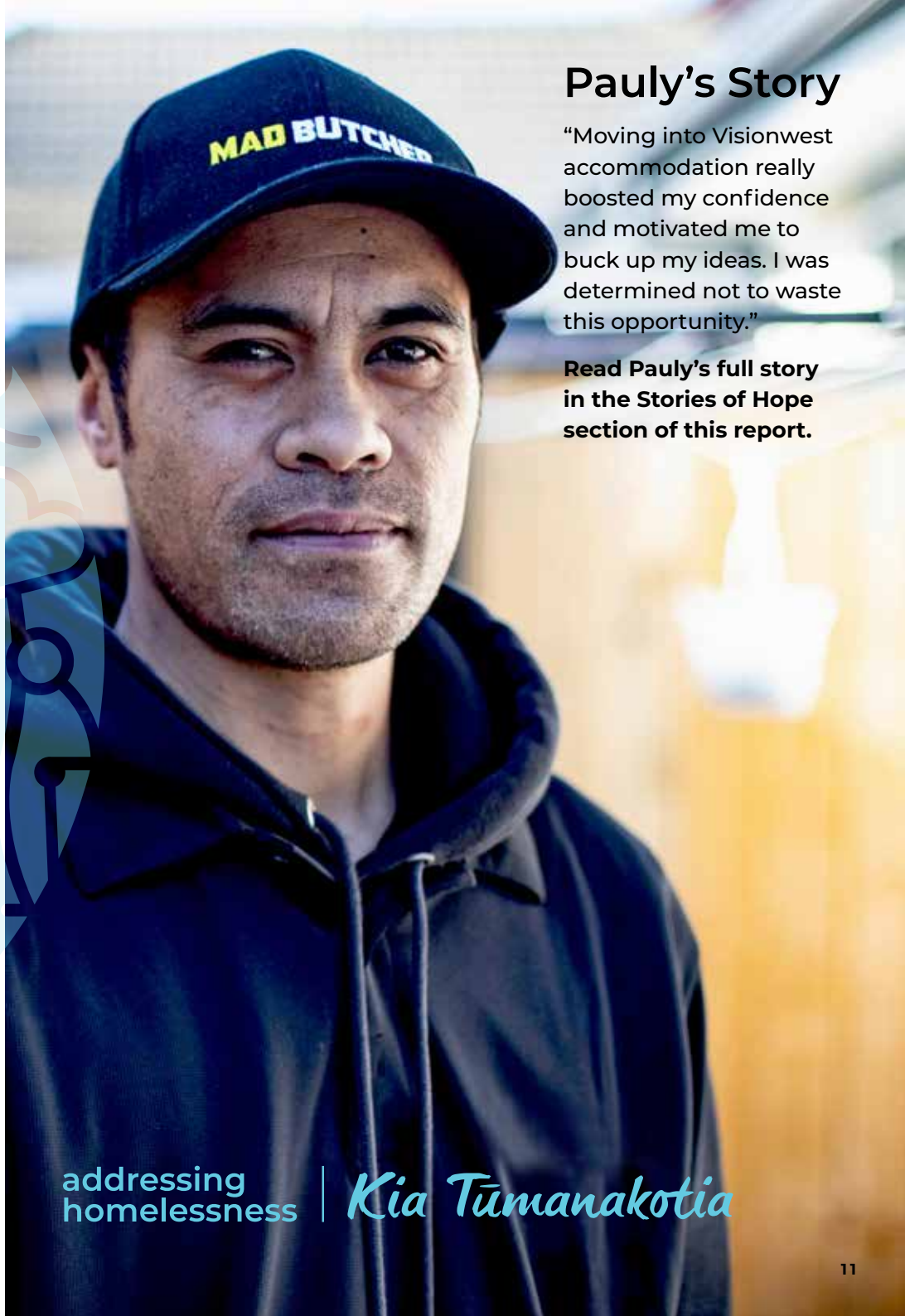
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86

HOUSEHOLDS MOVED FROM TRANSITIONAL TO PERMANENT HOUSING

463

HOUSES PROVIDED BY VISIONWEST
(LONG-TERM AND TRANSITIONAL)



Pauly's Story

"Moving into Visionwest accommodation really boosted my confidence and motivated me to buck up my ideas. I was determined not to waste this opportunity."

Read Pauly's full story in the Stories of Hope section of this report.

- ***Community Housing – Support Services*** focuses on journeying with clients so that they are equipped to enter and sustain long-term independent tenancies in the community. Our supports team holds regular catchups with clients.

Tenancy Services

The past year has seen a 40% growth in the number of properties Visionwest has available for transitional housing in Auckland and Canterbury. Over half of this growth has been due to Visionwest taking on the management of 60 Kāinga Ora properties in Manurewa and Papatoetoe.

Behind the growth, the challenges of Covid were again evident, both in terms of client whānau need and the needs of our team members. To encourage one another, the staff team met online every day for over 100 days as they continued to support whānau.

Nationally, the need for community housing has grown. In early 2022, Stats NZ reported there were more than 25,500 households waiting for a home, with 89% of those in significant and urgent need. Of these, more than 10,000 people were living in emergency accommodation such as motels, while 5,226 households were waiting to be transferred out of public housing that is no longer appropriate.

Support Services

The number of whānau actively engaged in services and programmes to support life improvements and the number graduating from these programmes have been significant and positive milestones this year.

The increase of referrals for whānau with complex needs such as mental health, domestic violence, and alcohol and drug use over the past year has greatly impacted the Support Services team in terms of workload.

Staff worked tirelessly to support and provide housing pathways for 60 of our clients following the closure of the West Auckland motel which Visionwest had managed over the past two years, including during the Covid lockdowns.

Community Housing Canterbury

Being regarded as one of the leaders in Sustaining Tenancies and transitional housing in Canterbury, despite the year's challenges, is rewarding. The year saw the number of transitional housing places increase by 30. This was required to help meet the demand in Canterbury where 450 adults and 480 tamariki are living in motels every night.



A new transitional housing model was commenced at the Puna Aroha site in response a recognition that, over lockdown, 95% of transitional housing referrals were related directly to domestic violence. The site provides a safe place for vulnerable wahine and tamariki to heal from their trauma and rebuild their mana. It is comprised of 11 x two-bedroom standalone homes with an office on site to deliver support programmes.

The support groups we initiated amongst our long-term housing neighbourhood in Kaiapoi have continued to grow with new groups and leaders springing up. These groups have empowered tenants to build their own supportive communities.

An increase in staff numbers has put pressure on resources, especially space but this should be overcome once the new offices are completed.

Our response to homelessness

Tā mātou whakautu ki te āhuatanga kāinga kore

164

WHĀNAU RECEIVED SUSTAINING TENANCY SUPPORT

14%

OF PEOPLE HOUSED HAD BEEN HOMELESS FOR 6 YEARS OR MORE



Toni-Anne's Story

Toni-Anne didn't choose to be homeless – the circumstances that led her to having nowhere to stay could happen to any one of us – then an unexpected knock on the door saw her life changed forever.

Read Toni-Anne's full story online at ar.visionwest.org.nz/22/stories/housing

addressing homelessness | *Kia Tūmanakotia*

Housing First

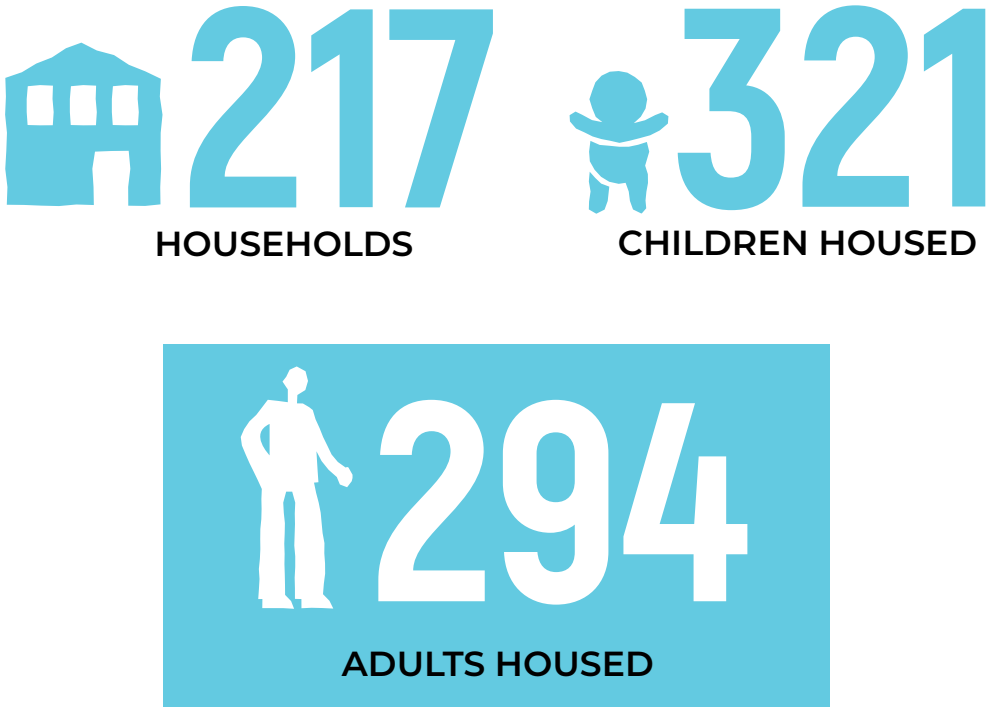
Since 2017, Visionwest has been part of Housing First Auckland, a collective of five housing providers who are working together to end homelessness in Tāmaki Makarau.

In the past year, the collective has placed 182 households into supportive housing – that is a permanent rental home with ongoing support designed to help whānau sustain those tenancies. These households represent over 220 individuals of which 93 were children.

These figures reflect the profile of many of Tāmaki Makarau's homeless with 72% of people in the Housing First programme being individuals living without dependent children. Families with dependent children make up the other 28% of those in the programme.

32% of the client whānau of Housing First Auckland are from West Auckland which is where the bulk of Visionwest's properties are located.

The increasingly high cost of housing in Aotearoa New Zealand presents a challenge to community housing providers who can, for the most part, no longer afford to purchase and own the properties they manage. This has led to a housing model that focuses on renting properties from private landlords for use as social housing. 91% of Housing First's housing stock is now sourced from property owners who are in the private rental market.





My Whare

My Whare is an innovative response to housing youth in Aotearoa New Zealand and involves placing state of the art one-bedroom studios on residential properties to house young people who have had a challenging start.

Luana's life lost its sense of direction when her mother passed away. She lived in Australia with her stepfather before returning to Aotearoa New Zealand.

"I originally came to Visionwest because I needed to apply for the Youth Payment and searched online for someone who could help me with that. Then I looked for a place to live and came across My Whare. It looked perfect for me and, about the same time, Kendra, my Visionwest Youth Coach contacted me about it."

Since then, Luana has moved into a My Whare hosted by a Glen Eden Baptist Church family and is enrolled in a local high school.

"Having a place to live in, and an awesome family to live with, has changed my life. Now I feel like tomorrow is going to be different. I can make plans and the stress I felt before is gone."

Luana acknowledges the mental health struggles faced by many young people and has a dream to become a mental health worker supporting them. She also believes that, with the newfound stability in her life, she can be a positive role model to her siblings.

"I want to use my story to bring change and to influence my younger siblings. When I was younger, I didn't have any role model, but I want to be that for my younger brothers and sisters.

My Whare has provided Luana with hope and a sense of direction for her life and opened opportunities she would never have otherwise had.



Visionwest
Waka Whakakitenga

Home Healthcare

homehealthcare.org.nz

Amidst the challenges of the past year, we have remained committed to providing quality in-home healthcare to enable whānau to experience the independence of living in their own homes.



The New Zealand employment market, Covid lockdowns and vaccination mandates have had a severe impact on all home healthcare providers during the past 12 months. For many, this resulted in the loss of a number of experienced support workers and staff recruitment in all areas of the healthcare sector remains a challenge. This is expected to be commonplace for most healthcare providers for the next 12-24 months.

While Visionwest Home Healthcare has felt the effect of this challenge, coordination staff and support workers have worked tirelessly to provide the best care possible for all clients with a specific focus on those with the greatest need. It has been encouraging to receive a number of emails and letters throughout the year from whānau who appreciate the care provided to their loved ones.

Throughout the year, we have been able to work collaboratively and build stronger relationships with funders, other providers, and the Ministry of Health, at a regional and national level. This will reap positive rewards in the future.

In October 2021, the Glen Eden and Albany branches combined in new offices above the NorthWest Shopping Centre. This great work environment will enable the team to operate with greater efficiency.

Transition to a restorative model of care is underway in the Waikato. This enables client whānau to have a greater say in their care programme.

After a successful external audit showed no matters requiring corrective action, our Home and Community Support Service certification was renewed – a real credit to everyone on the Home Healthcare team.

LOOKING AHEAD

New Zealand's aging population means the demand for healthcare will grow over the coming years; Visionwest looks forward to continuing to support whānau in their independence.

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

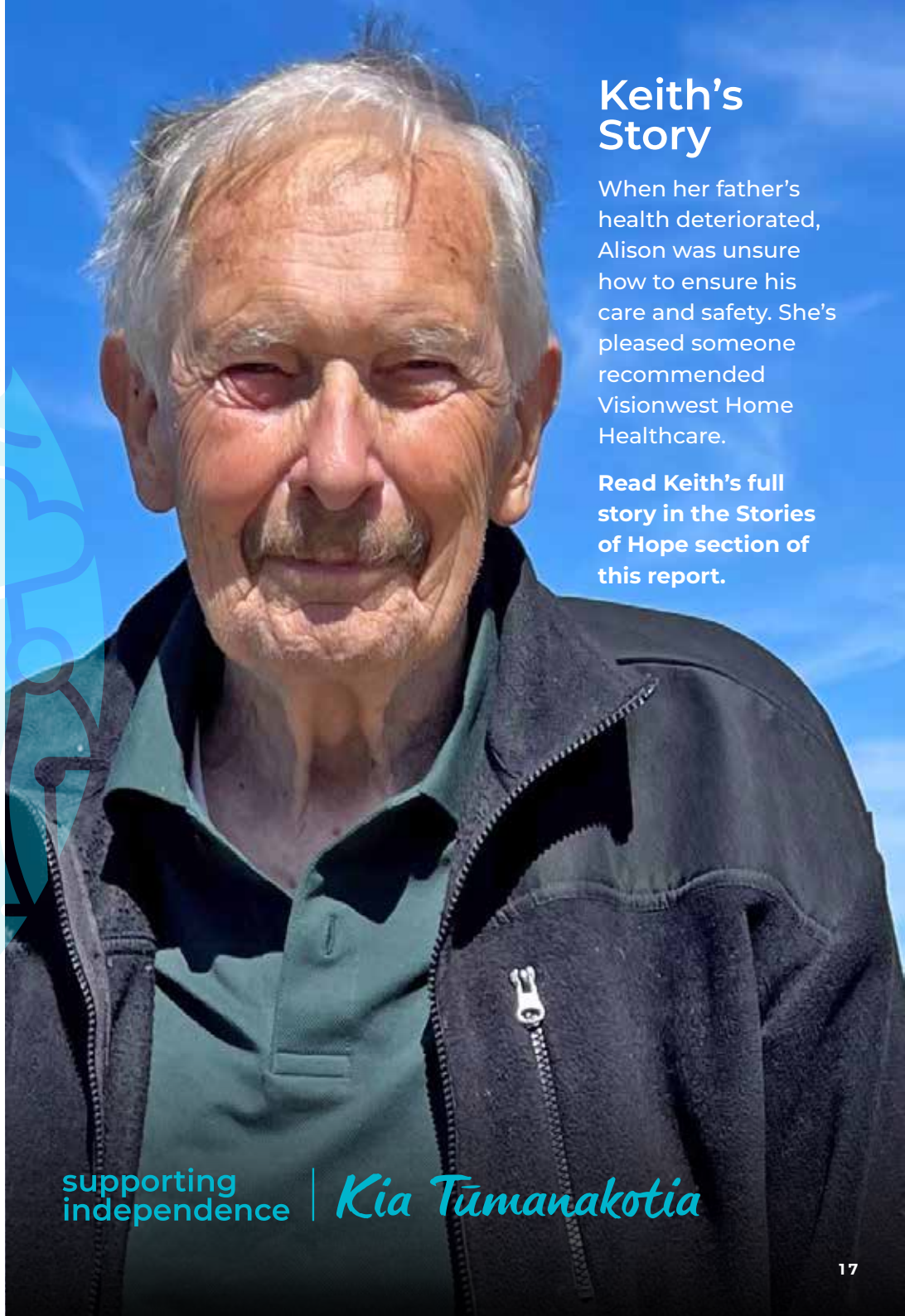
Tā mātou whakautu ki ngā hiahiatanga o te hunga kaumatua me te hunga hauā

7161

CLIENTS CARED FOR (MONTHLY AVERAGE)

1,342,275

HOURS OF IN-HOME CARE PROVIDED



Keith's Story

When her father's health deteriorated, Alison was unsure how to ensure his care and safety. She's pleased someone recommended Visionwest Home Healthcare.

Read Keith's full story in the Stories of Hope section of this report.

Visionwest
Waka Whakakitenga

Youth Solutions

visionwest.org.nz/youth

The one constant within our suite of Youth Solutions training programmes is change but amidst it all, young people are provided with training, employment and, best of all, hope for their future.

Youth Solutions is made up of four programmes, Youth Services, EP3, Youth Justice and Alternative Education.

As the year came to an end, our Youth Services team were working with 67 young people who were on the Youth Payment or the Young Parent Payment, and 41 in the Not in Employment, Education or Training category. Of these young people, many are eager to work and requesting support with CV preparation and other activities that will help them gain employment.

Having to cancel vital budgeting and parenting programmes because of Covid left a real gap in the support we were able to provide to our young people. One positive, however, is that now that Covid is over the seven members of the Youth Services high school team are running programmes. Topics include time management, interview skills, budgeting, and basic life skills.

Youth Justice walks alongside youth referred from the courts or police and helps them set their lives back on track. Throughout the year, several young people achieved this. Some gaining employment, others returning to school or alternative educational programmes.

Our MVP has had a name change and is now called Employment Preparation, Placement, Programme, or EP3. The programme spends eight weeks preparing young people to move into employment by helping with employment skills, and self-development and then journeys with them for a further four months of mentoring as they fit into employment.

A major challenge has been the increasing incidence of hardship and mental health issues that make it difficult for participants to complete the preparation part of the programme within the allotted eight weeks.

For all our youth programmes, the greatest reward is seeing young people accomplish the goals they have set themselves, be it gaining their driving licence, finding a job, opening their own bank account or some other achievement.

The NEET rate is the total number of youth (aged 15 to 24 years) who are not in education, employment, or training. This equates to 12% of youth in Auckland (11.7% nationally).

Alongside training and employment, our greatest current challenge is responding to the needs of youth, particularly in the areas of homelessness and mental health needs.

The EP3 programme worked with 60 rangatahi with 82% completion and 69% employment placement success.

LOOKING AHEAD

The future prosperity and wellbeing of our community relies on our ability to create pathways to success for our rangatahi. This is the motive behind every youth programme we run.

Our response to youth employment and training needs

Tā mātou whakautu ki te kimi mahi rangatahi me te wananga

202

YOUTH SUPPORTED TO ACHIEVE EDUCATION & EMPLOYMENT GOALS

34

YOUTH GAINING FULLTIME EMPLOYMENT OR RETURNING TO FULL-TIME EDUCATION



Dahlia's Story

When a young person experiences a family breakdown, it's tough. With no place to live and no income or support, it's difficult to know who to turn to. Dahlia found support through the Youth Services programme at Visionwest.

Read Dahlia's full story in the Stories of Hope section of this report.

Employment & Education

visionwest.org.nz/training



Our Employment and Education Service helps its participants to gain skills that will help them gain employment and fit into their community more easily. This includes literacy and numeracy classes and our Youth Guarantee programme.

Literacy and Numeracy (ILN)

ILN is about providing course participants with competency and confidence in reading, writing and spoken language and numeracy to the point where they are able to gain employment.

For a number of months during the year, issues surrounding Covid meant classes had to be run online. This worked well with students being sent work packs and tuning into Evelyn online each day as they continued to engage in the course and achieve goals.

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

NZCALNE trains its participants to teach literacy and numeracy to others with the emphasis being on training participants to upskill their fellow employees within their place of work.

The impact of Covid had a direct effect on enrolment numbers for NZCALNE, often because the workplaces participants were teaching in were closed due to lockdown. This meant that, although we began the year with 42 enrolments, it had dropped to 27 by the end of the year. These students continued to focus on their study, however, and completed the course.

Youth Guarantee

Youth Guarantee felt the challenges of Covid lockdown more than most programmes. It's difficult to teach students practical skills (retail and hospitality) remotely and the tough decision was eventually made to put the programmes on hold as we investigate their future delivery.

In December 2021, we received the result of our NZQA EER audit (External Evaluation and Review). We were awarded Category 2 – a very positive result.

LOOKING AHEAD

Every year ILN students achieve the literacy and numeracy skills and gain the confidence required to apply for and find fulltime employment.

Our response to employment and education needs

Tā mātou whakautu ki te kimi mahi me te mātauranga

12

STUDENTS COMPLETED INTENSIVE LITERACY AND NUMERACY PROGRAMME

55

STUDENTS ENROLLED IN LITERACY AND NUMERACY AND YOUTH GUARANTEE PROGRAMMES.



Rahilah's Story

Rahilah was ten years old when her family emigrated to New Zealand as refugees from Afghanistan. She grew up with the dream of becoming a nurse only to be told, when she completed her schooling and applied to AUT that her English was not good enough. That's when she reached out to Visionwest for help.

Read Rahilah's full story in the Stories of Hope section of this report.

Money Mentors

visionwest.org.nz/moneymentors



The increased cost-of-living and the financial ramifications of Covid have resulted in a new group of clients using our financial mentoring services this year.

This past year we have worked with an increased number of whānau who have never before accessed a budget advice service. Some of these are employed and may even own their own homes but are struggling financially due to the rapid rise in the cost-of-living. Others have been relatively comfortably off before experiencing a drop in income due to redundancy or a cut back in work hours.

For many of these people, reaching out for help is a new thing. They don't understand how government agencies work and often find they don't qualify for help anyway. Also noticeable is the number of clients presenting with complex needs such as mental health issues, high debt, food insecurity, and unstable housing situations. These add, not only to the number of client sessions, but to the length of each one.

The increase in the number of sessions has led to an increase in workload and hours for our financial mentors. Lockdown added to this further with isolating clients needing food deliveries or online "wellbeing" sessions. There are plans to add to our mentoring team.

Although only contracted to deliver 1050 Financial Mentoring sessions annually, this year we delivered 1475.

The number of referrals from the Pātaka Kai has increased markedly as more people are coming to Visionwest because they do not have money to pay for food.

If one of our clients required food support delivered to them, our mentors delivered it to help foster a more effective client relationship.

LOOKING AHEAD

We are in the process of building a financial literacy programme which can be delivered to groups within the community.

Our response to financial hardship

Tā mātou whakautu ki te āhuatanga rawakore

1814

TOTAL SESSIONS DELIVERED

$228,200

WHĀNAU DEBT SAVED



Maryrose's Story

When someone suggested Maryrose see a financial mentor, she thought they were crazy. How do you budget when you've got no money and your finances are going backwards? Two years on, she says her life has been transformed.

Read Maryrose's full story in the Stories of Hope section of this report.

Visionwest
Waka Whakakitenga

Wellbeing Centre

visionwest.org.nz/wellbeing

Being able to provide counselling sessions online during Covid was incredibly satisfying and has led to a new way of working with online video sessions now being an accepted part of The Wellbeing Centre's everyday operation.



While many clients opted for online sessions over Covid, others preferred face-to-face counselling and chose to wait until restrictions lifted. As a result, we are now facing the challenge of a significant increase in workload as we need to balance the returning face-to-face clients with those who prefer the convenience (and petrol saving) of online sessions.

We will be adding two counsellors to our team in the coming weeks – one to replace Olivia who has left us and one to help us cope with the significantly increased workload.

Participant numbers have grown in the Kotuitui "children in schools" programme also. Our four counsellor interns working in the programme have delivered many online sessions which appeal to some younger clients. Responses from parents and teachers have been overwhelmingly positive.

The age group with the highest referral, after ACC and self-referred adults, is young people aged 10 – 19-years, many referred by their school.

An outcome of providing online sessions is that it has enabled us to deliver support throughout the country, including Visionwest staff in regions outside Auckland.

With Leanne Frost moving to become Visionwest GM Wellbeing, Anthea Lobo is now Wellbeing Centre Practice Manager.

LOOKING AHEAD

We have secured the Aoake Te Ra (bereaved by suicide) contract, which we will start delivering in 2023.

Our response to emotional and mental health needs

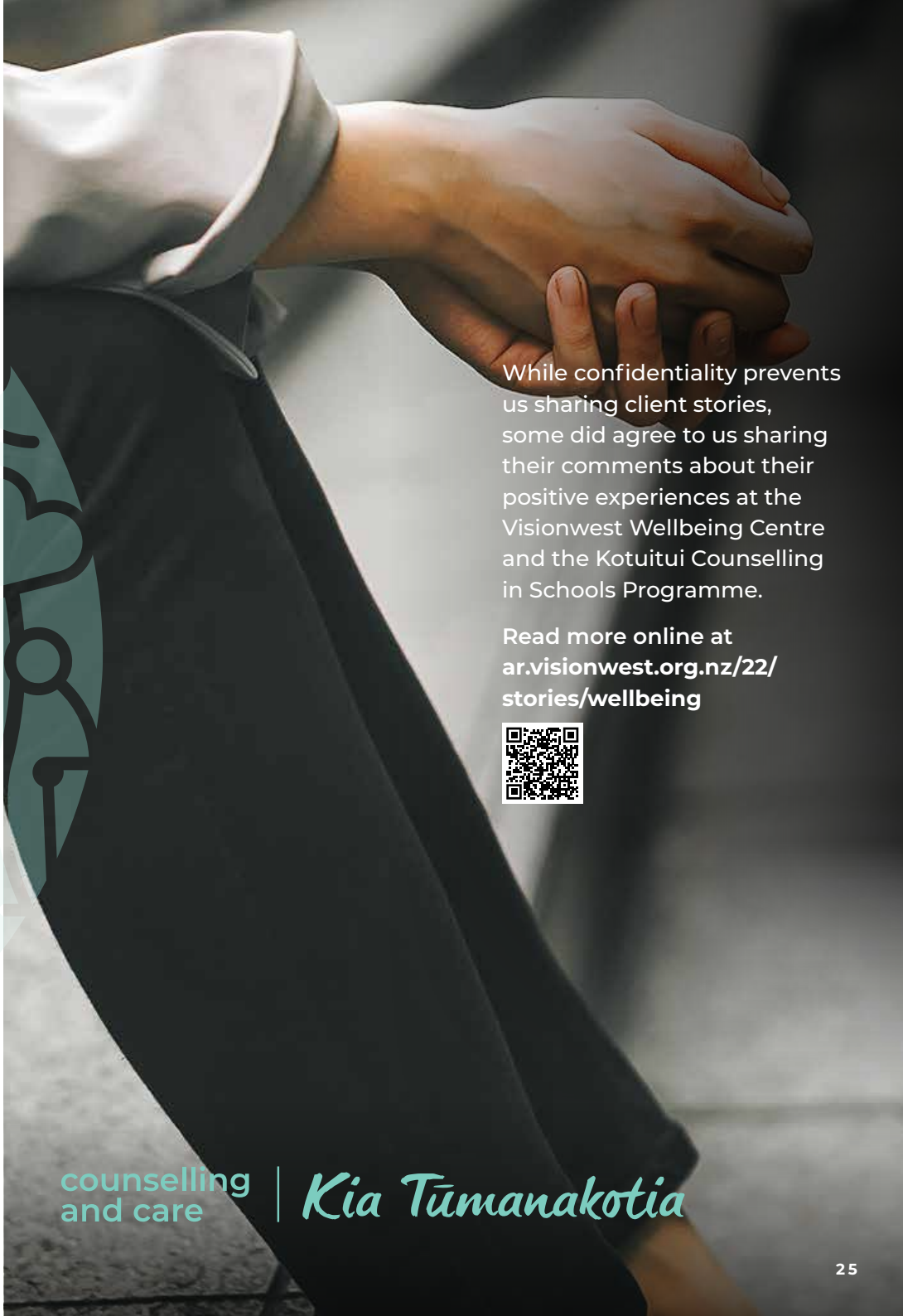
Tā mātou whakautu ki te āhuatanga o te taha hinengaro

3515

SESSIONS SUPPORTING CLIENTS

446

SESSIONS IN LOCAL SCHOOLS



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

Read more online at ar.visionwest.org.nz/22/stories/wellbeing

counselling and care | *Kia Tūmanakotia*

Huia Mai

visionwest.org.nz/huiamai

With Animoa Goold's appointment as Pou Arahi Maori Development, a major focus is assisting Visionwest to bed-in our Te Tiriti o Waitangi Policy. With this in mind, several initiatives are underway.



Māori Health Plan

Home healthcare is a key service for Visionwest. Work is underway with the Home Healthcare team to develop a meaningful and robust Māori Health Plan that will pinpoint future needs.

Education

Huia Mai and ETC continue to explore the needs of Māori and Pasifika learners and how we can offer courses that will enhance their life journey and be delivered in a way that is meaningful within their cultural worldview. These are especially important for learners who may not succeed in other contexts.

Growing our participation in wider networks and korero

Huia Mai's increased capacity means we are better able to contribute meaningfully to local initiatives.

Visionwest is a key player in the mahi of the Housing First Collective and we are increasing our participation in other collaborative initiatives such as West Auckland Together and the Māori Thought Collective. Within Visionwest, we continue to support services to make meaningful contributions to collaborative korero around health, social services, housing, and other advocacy forums.

Quality and Evaluation

We are looking more closely at how we gather information across the organisation to gain a fuller understanding of our achievements with regard to outcomes for whānau Māori. This means exploring what 'success' measures we use, what progress markers are most meaningful for whānau Māori, and how will we recognise the priority areas for development.

We are also reviewing policies and procedures to ensure they accommodate the diversity and inclusion our work requires.

Te Tiriti o Waitangi training

Animoa has developed a unique approach to Te Tiriti o Waitangi training. 'Ako Reka (Sweet learning)' will enable participants to tell the story of Aotearoa more succinctly, understand the context surrounding the signing of Te Tiriti more meaningfully, and have a framework for wrestling with what it means to honour Te Tiriti today.

A number of services have engaged in these workshops which will eventually be available to all staff.

Our culturally informed response
Tā mātou whakautu ki te āhuatanga ahurea

Huia Mai growth

Visionwest is gathering a team of kaiarahi tikanga to support the growing understanding and honouring of tikanga in each area of our mahi, and to support staff with their learning of how Te Ao Marama (a Māori perspective) can enrich our mahi. We now have kaiarahi tikanga in Ōtautahi, Tāmaki Makaurau, and Housing. We continue to look to grow our capacity in this area.

Supporting Government contracts with a specific focus on better outcomes for our whānau

The Huia Mai team has been able to secure some specific Government contracts. From October 2021 to February 2022, funding was provided to ensure that as many as possible of the whānau with whom we work had meaningful information about protecting themselves and their whānau from Covid, and to help them prepare in case Covid came to their whare. We reached over 2,500 whānau (over 6,500 people).

As we entered the winter season, we also received some Te Puni Kokiri funding to support our kuia and kaumatua. This provided visits from our kaiarahi tikanga, kai, karakia, and korero about their concerns and support to relieve some of those challenges.

The year ended and the new year began with a week spent helping Visionwest staff learn and engage with Matariki. It was a joy to have wananga (learning sessions), kai and katakata (food and laughing), and waiata (particularly from the Eden Cottage tamariki). We reflected on the year that had passed and began to look ahead to the year ahead. The week of Matariki was beautifully launched with a dawn karakia service that we hope will grow into a regular feature on the Visionwest calendar.



Whānau Centre

visionwest.org.nz/whanau

This past year included several months operating almost exclusively through phone calls and emails only, changing onsite location of the Whānau Centre, and a significant increase in staffing.



These changes provided many challenges but will also help shape the way we engage with whānau into the years ahead.

It's difficult to be an active welcoming place when people are not able to easily walk in or out due to Covid settings. That was our situation for long periods of the past year at a time when the numbers needing support grew dramatically. Many people who have not required access to support in the past are now needing it as the rise in the cost of living hits hard.

In addition to the connection and navigation to services within Visionwest, the Whānau Centre now offers low-intensity social work via our Support Navigators who help whānau to set plans and work to achieve them – often by referring them to other Visionwest services and following them up with encouragement and other support.

A significant milestone this year has been the move from our room next to Pātaka Kai to a larger building that has enabled space for our additional staff and provides greater privacy when client whānau meet with our Whānau Centre Support Navigators.

Community Connectors

The support of whānau in experiencing the effects of Covid has been a significant focus of the work of our Community Connector team. For some whānau, this has been related to being in isolation, either because they have Covid or are a close contact. For others, it's been coordinating support services for those who are experiencing Covid-induced financial hardship.

A significant Covid response work was led by our Community Connector team which has expanded from one staff member to six.

LOOKING AHEAD

We are currently developing new software to help us better understand our ability to support whānau and to more easily see the results of our work with whānau.

Our culturally informed response

Tā mātou whakautu ki te āhuatanga ahurea

1232

WHĀNAU SUPPORTED AND CONNECTED TO SERVICES BY THE COMMUNITY CONNECTOR TEAM

744

WHĀNAU IN COVID ISOLATION SUPPORTED



Huia Mai

visionwest.org.nz/huiamai

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.

Mātanga Oranga

Mātanga Oranga provides trauma-informed care in the form of counselling within a Kaupapa Māori framework.

We have continued to work closely with Visionwest Community Housing providing support to a number of our housing whānau and have expanded into working with whānau referred to us through Oranga Tamariki and the community.

This increase in service demand has been exacerbated by the effects of Covid and particularly the lockdowns of the past financial year. This has seen a second therapist added to the team with a third being contracted on a client-by-client basis. This increase in staff has produced one of our year's highlights, that is knowing that we can now reach twice as many whānau.

A positively received initiative this year has been a professional hairstylist who volunteers his time and studio to provide a hairstyling and pampering day for some of our client whānau. This has had a wonderful reception and great results alongside the intensive work of trauma care.

We are currently working on securing ongoing funding for this service so that we have security moving forward. The demand for Mātanga Oranga services is strong but because we have not yet secured community funding, we are limited in who and how many whānau we are able to assist.

Pae Aronui

Being the second year that we have participated in this pilot programme meant we were able to build on the successes and learnings of the previous year.

The lack of face-to-face engagement with rangatahi over the lockdown periods was challenging and made recruiting participants into the programme difficult. It did, however, allow us to look at various innovations including our workbook and our use of technology in more significant ways.

We have called our Pae Aronui workbook, Whāia ki tōku Aratika. This was well received by the rangatahi and has become a resource that assists each one to reflect as they journey through the year. This resource will be adapted to provide a similar journey for all rangatahi in our new programme, He Poutama Rangatahi.

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.

Our first year's Pae Aronui pilot was for 20 rangatahi. This year's pilot was for 30 and next year's new He Poutama Rangatahi programme is for 60 rangatahi.

LOOKING AHEAD

The Pae Aronui pilot has finished – we will be taking our learnings into our new NEET (Not in Employment, Education or Training) programme, He Poutama Rangatahi.

Our culturally informed response

Tā mātou whakautu ki te āhuatanga ahurea

754

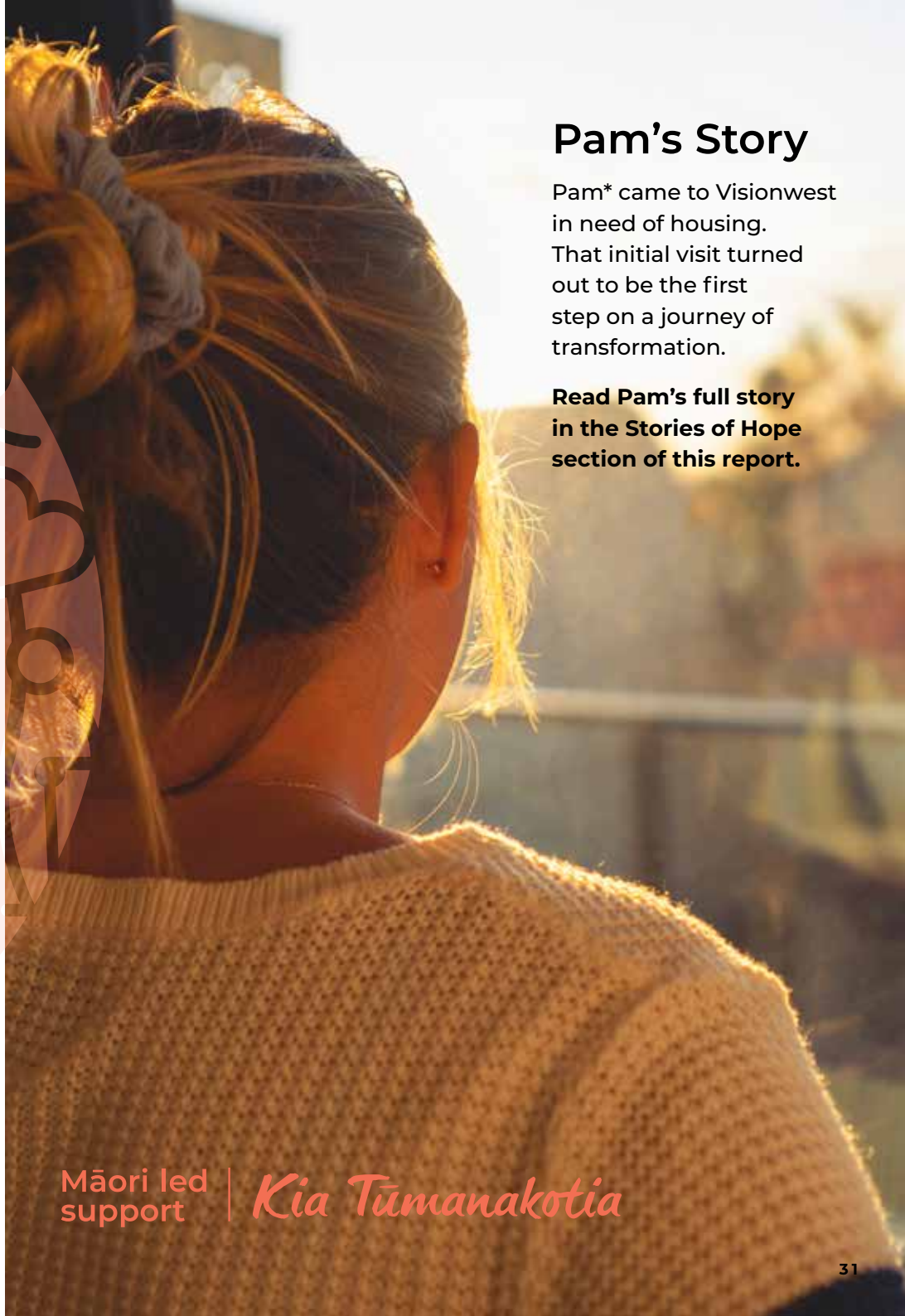
MĀTANGA ORANGA SESSIONS

PAE ARONUI OUTCOMES

50% INTO ONGOING EMPLOYMENT

40% ENGAGED WITH ONGOING EDUCATION

10% CONTINUE TO ENGAGE WITH VISIONWEST



Pam's Story

Pam* came to Visionwest in need of housing. That initial visit turned out to be the first step on a journey of transformation.

Read Pam's full story in the Stories of Hope section of this report.

Māori led support | *Kia Tūmanakotia*

Matariki. Te Tau Hou Māori – The Māori New Year



24 June 2022 saw Aotearoa New Zealand mark Matariki with an official annual holiday for the first time.

Signalling New Year, Matariki is a time of renewal and celebration in Aotearoa New Zealand that begins with the rising of the Matariki (the Pleiades) star cluster and the rising of a new moon.

Most Māori identify nine stars making up Matariki:

- Matariki: the star that signifies well-being, reflection, hope and the gathering of people. The name Matariki denotes both this individual star and the whole cluster.
- Waitī: the star linked with fresh water and food that comes from it.
- Waitā: the star linked with the ocean and food that comes from it.
- Tupuānuku: the star linked with food that grows in the ground.
- Tupuārangi: the star linked with food that comes from the skies: fruits, berries, and birds.
- Waipunarangi: the star linked with the rain.
- Ururangi: the star that determines the winds for the year.
- Pōhutukawa: the star associated with those who have died.
- Hiwa-i-te-rangi: the star associated with dreams and aspirations for the coming year.

Traditionally, Matariki followed the harvesting of crops when the pātaka (food storehouses) were full, freeing up time for family, reflection, and celebrations of various kinds. Today Matariki can be used as a time to reflect on the past year, celebrate the present, and plan for the year ahead.



Visionwest Waka Whakakitenga and Matariki

Pōhutukawa is the eldest child of Matariki. When Matariki rises in the new year, we honour the memories of all those who have passed and take time to especially remember those who are dearest to us.

At Visionwest, we want to give thanks to, and pay tribute to, those whānau who are no longer with us but have contributed to Visionwest in some way, whether as a staff member, supporter, or client whānau. The work of Visionwest is a part of the legacy of each one of these people.

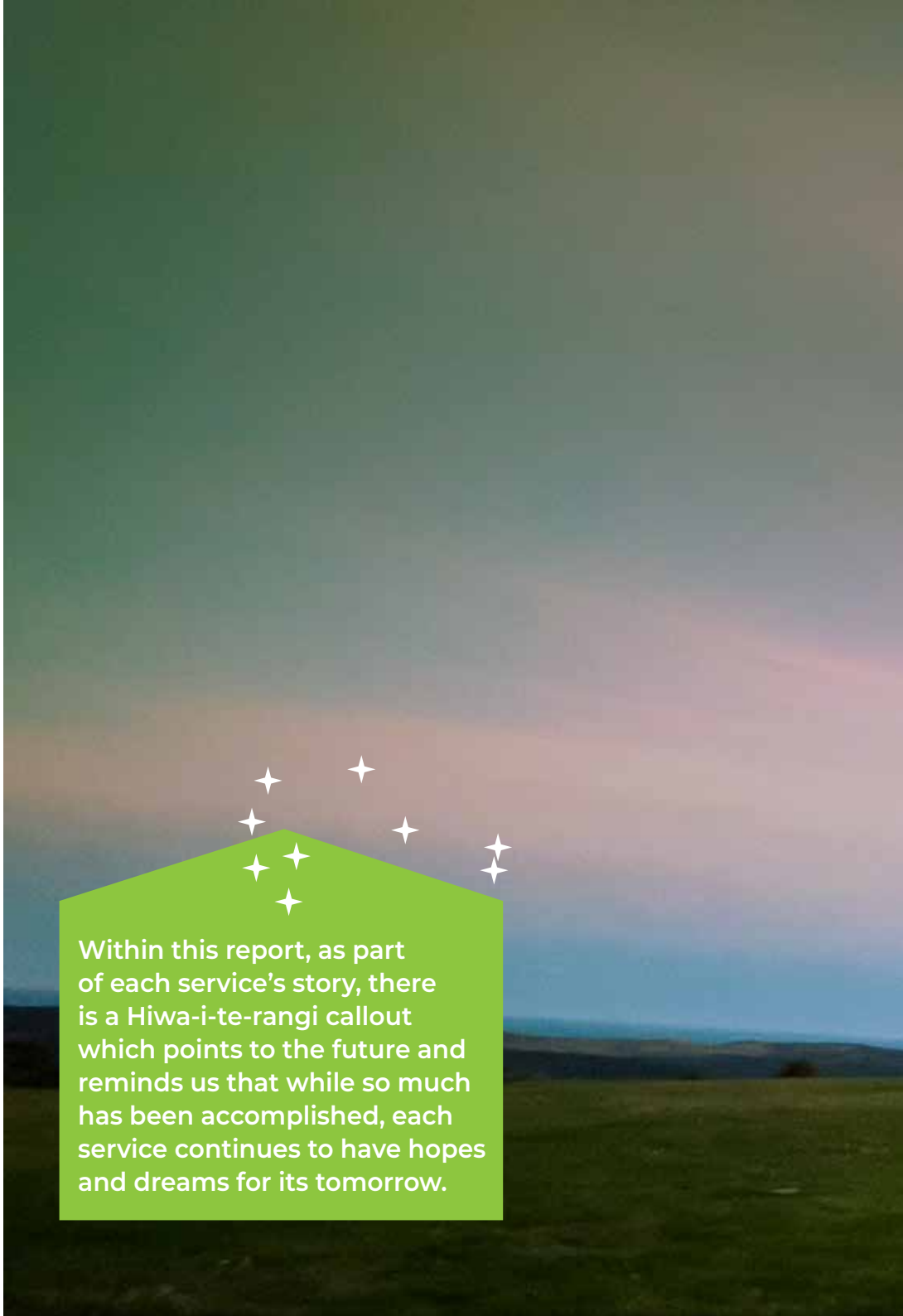
We would also encourage those who read this to take a moment to bring to mind loved ones who you have lost over this past year and honour them in this way.

Hiwa-i-te-rangi is the youngest child of Matariki. When Matariki rises in the new year, we think about the future; our hopes for future growth and our plans to achieve those hopes.

For Visionwest, it reminds us of the importance to return regularly to our Five-Year Strategic Plan (page 42). This Plan lists our goals and objectives and guides our future actions and activities.

It also challenges us to reconnect to our core purpose and recall why we developed that Strategic Plan in the first place; it's to enable the vulnerable in our communities to receive the support that injects hope into their lives and sustains them on their journey to a transformed life.

We would encourage those who read this to take a moment to think about your own lives and the hopes and dreams you have for yourself and your whānau. Think about what needs to happen in order for those dreams to become reality and what plans you could put in place to bring them about.



Within this report, as part of each service's story, there is a Hiwa-i-te-rangi callout which points to the future and reminds us that while so much has been accomplished, each service continues to have hopes and dreams for its tomorrow.



Visionwest
Waka Whakakitenga

Pātaka Kai

visionwest.org.nz/kai

The impact of Covid and the cost-of-living increase saw food support requests rise from 250 (July 2021) to 1,100 parcels per week (Sept 2021).

By June 2022, this had tracked back to around 400 parcels per week – still significantly more than the previous year.

This level of demand placed immense pressure on all aspects of the Pātaka Kai operation. An increased number of parcels to pack meant more staff were required. Although only temporary, the team swelled from two to six paid staff at one point. The need to store more food led to a strain on our storage facilities and a larger warehouse facility is being sought.

Covid lockdowns once again forced us to pivot to a drive-through distribution model and then to a food delivery model over the space of a month. Experience gained from previous lockdowns enabled us to do this quickly and efficiently. Once out of lockdown, many client whānau were in Covid isolation meaning a home delivery service was still required.

We are thankful to both staff and community volunteers, community support and support from Glen Eden Baptist Church for enabling this service.



During lockdown and the following months, 777 Care Parcels containing essential non-food supplies were delivered to whānau in isolation.

Throughout the year, 2,323 parcels were delivered to whānau unable to access food because they were Covid-positive or in self-isolation.

The demand for food support this year was almost 350% greater than the previous year based on number of parcels supplied.

LOOKING AHEAD

The increase in demand means a larger storage and distribution facility is being investigated. We hope this will be in use by October 2022.

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

90,497
ADULTS AND CHILDREN RECEIVED FOOD SUPPORT

38,948 CHILDREN

51,549 ADULTS

30,284
PARCELS PROVIDED TO OUR COMMUNITY



Raewyn's Story

It's often said that each person is only one or two life events away from finding themselves in a financially vulnerable situation. Through no fault of her own, Raewyn lost her home and her financial security.

Read Raewyn's full story in the Stories of Hope section of this report.

Eden Cottage

edencottage.org.nz



Many of this year's highlights relate to the successful navigation of the challenges brought by Covid and its associated restrictions.

One of our success stories has been our learning relating to Christmas. Despite the challenges of Covid, we were able to use technology to support children's learning. Another positive is the engagement with other Visionwest services who contribute to our learning during cultural weeks, directing whānau with children to Eden Cottage, and supporting our whānau through many challenging times.

In June, we were visited by the Education Review Office (ERO) for our three-yearly ERO Report. This was a lot of work but provides a great way to measure our effectiveness. The final report will be placed on our website when it is released.

Although our numbers have dropped due to children leaving to school, we remain focused on the fulfilment of our refreshed vision which is to continue to provide our community with an excellent early childhood facility while ensuring our children have a safe environment in which to learn and our teachers have a sense of belonging and an opportunity to grow their skills.

On April 4, 2022, Crystal Lynch was promoted to Head Teacher replacing Katrina Carr.
Two co-teachers and an administrator were added to staff and have fitted into the team well.

One of our blessings has been moving under the wing of ETC and having Rosemary Dewerse to steer Eden Cottage through the challenges of change.

New families continue to come with referrals mostly from advertising fliers and other Visionwest support services.

LOOKING AHEAD

We look forward to improving the resources at Eden Cottage for our children's learning with a working bee & resource drive in the coming year.

Our response to tamariki needs
Tā mātou whakautu ki ngā hiahiatanga a ngā tamariki

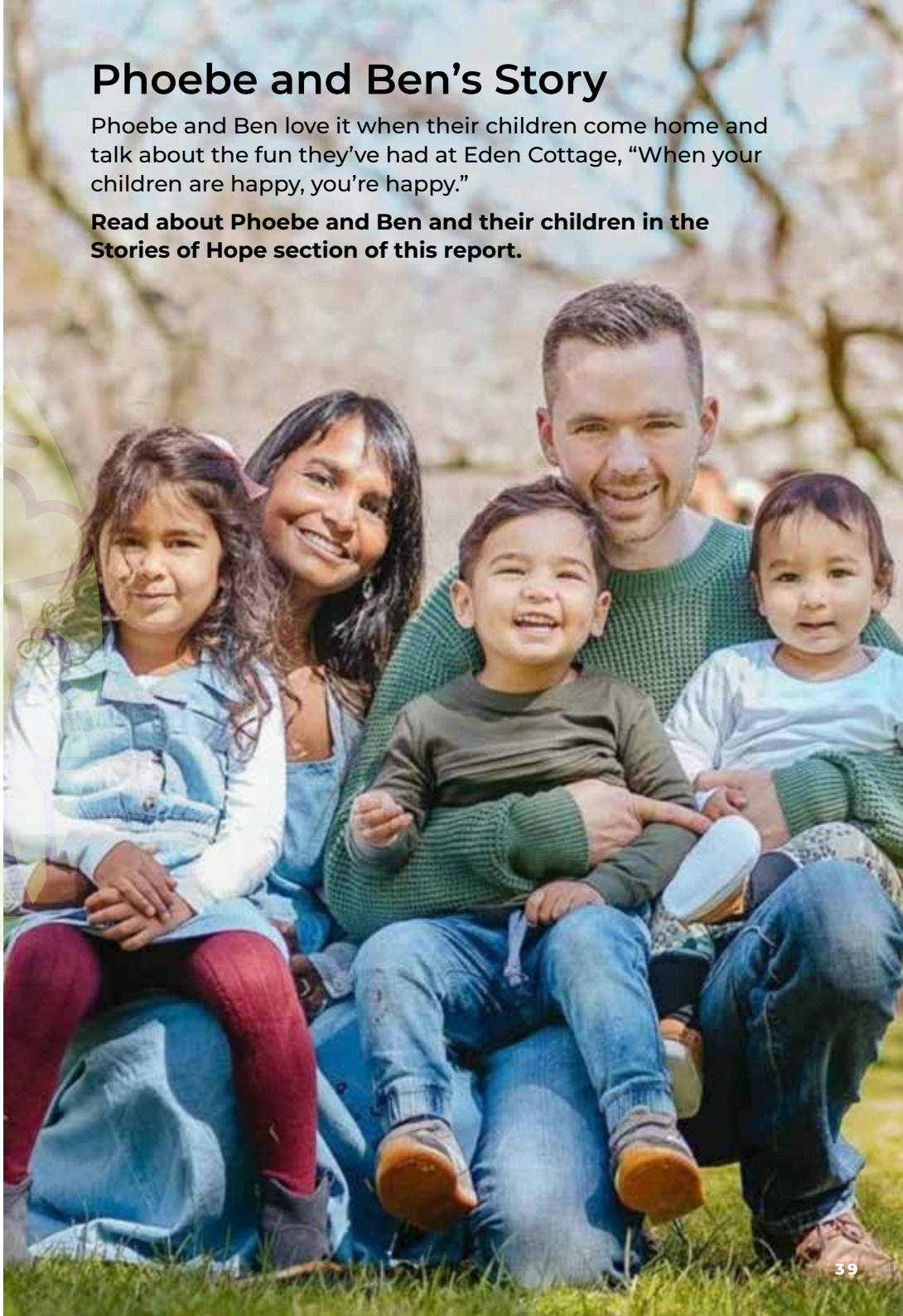
50
CHILDREN ENROLLED

39
FAMILIES WITH CHILDREN RECEIVING EARLY CHILDHOOD EDUCATION

Phoebe and Ben's Story

Phoebe and Ben love it when their children come home and talk about the fun they've had at Eden Cottage, "When your children are happy, you're happy."

Read about Phoebe and Ben and their children in the Stories of Hope section of this report.



Christmas from the Heart

Throughout the first Covid lockdown, the word 'unprecedented' was often used to describe the level of need faced by many whānau in our community; we never anticipated that, a year later, the need would be even greater.

The demand for food support over Christmas 2021 was impacted hugely by ongoing Covid disruptions and the associated financial and cost-of-living challenges. The result for many whānau was that any joyous family gathering over Christmas was put way out of reach.

Christmas From The Heart 2021 – a new name for an event that was in its third year – ran at our Glendale Road, Glen Eden site over seven weekdays (Tuesday 14 December – Wednesday 22 December) in collaboration with Auckland City Mission and Glen Eden Baptist Church (GEBC)

Whānau requiring support phoned in to preregister and were allocated a specified day and time for collecting their parcel, which they picked up, under strict Covid protocols, from the GEBC carpark. Of significance is the number of people who spoke of their embarrassment in having to access food support for the first time in their lives as the result of job losses or decreased incomes due to the ramifications of Covid.

Christmas parcels contained essential food to get through Christmas, plus Christmas food enabling them to share a special Christmas family meal and, where appropriate, gifts for children. As part of the strategy of encouraging a fun family Christmas Day and maintaining whānau dignity, gifts were supplied unwrapped but with wrapping paper. This gave parents and guardians the joy of wrapping their children's presents themselves.

This year, as part of Christmas From The Heart, whānau who booked in for a food and gift box had the option of being assessed by WINZ for a Special Needs Grant. The fact that almost two-thirds of whānau took up this offer shows the significant level of current need in our community.

Of those receiving food support, 30% were already connected to a Visionwest support service, 10% expressed a need to connect with the Housing Service and 7% asked for help from Money Mentors with their personal finances.

Thank you to all our volunteers, sponsors and donors who made this such a worthwhile event.



2845

ADULTS FED

3334

CHILDREN FED AND RECEIVED GIFTS

Awards

Westpac Business Awards

Visionwest were successful in the 2021 Westpac Business Awards winning two awards and qualifying for the Best of the Best Awards where we took out the Excellence in Strategy and Planning Award.

The annual Westpac Business Awards recognise excellence in business strategy, marketing, and performance. In 2021, Visionwest entered the North-West Awards in three categories, Excellence in Community Contribution, Excellence in Strategy and Planning, and Excellence in Customer Service Delivery, and were finalists in the first two of these.

After a number of postponements due to Covid, the North-West Awards ceremony was held on 7 April 2022 with Visionwest winning the Excellence in Strategy and Planning Award before going on to win the Supreme Business Excellence Award – the first time a not-for-profit has won this award.

Over 1,200 businesses entered the North-West awards. In congratulating Visionwest for winning the Supreme Award, Auckland Business Chamber Chief Executive Michael Barnett said, “They have shown resilience, and innovation through both stable and unprecedented times and are deserving winners. It is important they are recognised.”

Winning the North-West Awards qualified Visionwest for the Best of the Best Awards held on 17 June 2022, where we won the Strategy and Planning Award for the whole of Auckland.

To win these prestigious awards recognises excellence in all aspects of business from the backroom planning and administration through to frontline service delivery and is a wonderful tribute to every person on the Visionwest team throughout Aotearoa New Zealand.

Kiwibank Local Hero Medallists

Two Visionwest staff members were finalists in the Auckland Tāmaki Makaurau Kiwibank Local Hero Awards. Adam Latoa, one of our Education and Training Centre youth workers, was recognised for his volunteer work in the Pātaka Kai and Debbie Griffiths, who is now one of our Community Connectors, for her 15 years leading our Money Mentors (Budgeting) Team.



Five-Year Strategic Plan

In July 2021, each service and department finalised their individual Strategic Plans which will be used as a basis for prioritising and focusing their work during the next five years. These plans were used as the basis for creating Towards Tomorrow – Ahu ana ki āpōpō; Visionwest Waka Whakakitenga's Five-Year Strategic Plan for 2021 – 2025.

Towards Tomorrow – Ahu ana ki āpōpō is made up of five priorities for the wider organisation. 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.

These objectives are shown in the illustration to the right. Towards Tomorrow – Ahu ana ki āpōpō can be viewed in full on our website, visionwest.org.nz/about-us/resources-publications/strategic-plan.

The care taken with formulating and sustaining a proactive Strategic Plan was recognised at the 2021 Westpac Business Awards where Visionwest took out the award for Excellence in Strategy and Planning (as mentioned elsewhere in this report). The award means a lot to all staff at Visionwest because it recognises the diligence that is given to creating and sustaining a workable plan, while understanding the need for such a plan to be flexible, especially in times such as we've experienced in recent years.



Thank you

Thank you to each and 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 are standing together with us as we work to transform lives and build healthy communities.

Thank you to our major supporters who include:

Auckland City Council

Baptist Foundation

Foundation North

Glenora Bears RLFC

Lottery Auckland Community

NSP FX Ltd

Sir John Logan Campbell Residuary Estate

SkyCity Auckland Community Trust

The David Ellison Charitable Trust

The Trusts

The Trusts Community Foundation

Tindall Foundation (via Baptist Churches of NZ)

Vodafone Foundation

WestNet Tax Accounting Ltd

Whakatupu Aotearoa

Wilberforce Foundation

Thanks also to other supporters and suppliers who include:

Glen Eden Baptist Church

2degrees

Auckland City Mission

Fair Food NZ

Foodstuffs

Fresh Choice Glen Eden

Fulton Hogan

KiwiHarvest

My Food Bag

New Zealand Food Network

Office Products Depot

PAK'nSAVE Lincoln Road

Paramount Safety Products Ltd

Rydges Hotel

Tegel Foods

The Warehouse

Toy World Henderson



Your support will transform lives

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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 receipt.

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Email buildhope@visionwest.org.nz

Get in Touch

Phone 021 11 06 430

Email buildhope@visionwest.org.nz

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

building hope together | Kia Tūmanakotia

Senior Staff and Board of Trustees Movements

Community Housing

James Widgery – Community Housing General Manager – Finished June 2022

Samantha Bogusz – National General Manager – Supportive Housing – Appointed Sep 21

Ron Suyker – National General Manager Community Housing – Appointed July 2022

Community Services

Nathan May – GM Community Services – Appointed January 2022

Pātaka Kai

Danielle Cleverdon – Kai Services Manager – Appointed March 2022

Ivonga Lousiale – Pātaka Kai Team Leader – Finished June 2022

Wellbeing Centre

Anthea Lobo – Counselling Practice Manager – Appointed March 2022

Huia Mai

Animoa Goold – Pou Arahi Kaupapa Māori (GM) – Appointed September 2021

Rāwiri Auty – Pou Arahi Kaupapa Māori (GM) – February 2021 – August 2021

Rāwiri Auty – Pou Arahi Whānau Services (GM) – Appointed August 2021

ETC

George Gavett – Education and Training General Manager – Finished September 2021

Rosemary Dewerse – Education and Training General Manager – Appointed October 2021

Eden Cottage

Katrina Carr – Head Teacher – Finished December 2021

Crystal Lynch – Head Teacher – Appointed April 2022



Support Departments

Sandra Hewlett – Head of People and Culture – Appointed August 2021

Leanne Frost – GM Wellbeing – Appointed January 2022

Paul Town – GM Business Support – August 2021 – November 2021

Paul Town – Incident Manager (Pandemic) – November 2021 – June 2022; Appointed Health, Safety & Incident Response Manager in July 2022.

David Diprose – GM Business Support – Appointed May 2022 after six months secondment cover.

Visionwest Board of Trustees

Brad Haami – Finished December 2021

Jerome Edwards – Appointed February 2022

Summary of Financial Statements

FOR THE YEAR ENDED 30 JUNE 2022

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 1st November 2022 have been audited by Grant Thornton and given an unmodified opinion. The full Financial Statements for the year ended 30 June 2022 were authorised for issue in accordance with a resolution of the Trustees on the 1st November 2022.

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.



Statement of Comprehensive Revenue and Expenses

FOR THE YEAR ENDED 30 JUNE 2022

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.

	2022 $	2021 $
Revenue from non-exchange transactions		
Income from Health Care Services	65,967,971	62,311,735
Income from Education Services	1,430,068	2,545,987
Income from Housing Services	7,668,192	7,136,627
Income from Other Services	7,435,340	888,435
Rental Income	14,013,194	11,698,219
Operational Government and other grants	122,938	680,242
Donations-in-Kind and Services-in-Kind	3,491,417	3,456,795
Donations and Fundraising	2,038,361	272,450
	102,167,481	88,990,490
Revenue from exchange transactions		
Interest income	28,202	9,823
	28,202	9,823
Total revenue	**102,195,683**	**89,000,313**
Expenses		
Employee related costs	70,238,545	64,376,495
Donations	2,000	0
Donations-in-Kind and Services-in-Kind	3,491,417	3,456,795
Interest expense	484,481	574,974
Depreciation, amortisation and write-off expenses	435,832	324,280
Amortisation	-	499,833
Impairment	-	-
Other expenses	26,599,996	16,433,374
Total expenses	**101,252,271**	**85,665,751**
Total surplus / (deficit) for the year	**943,412**	**3,334,562**
Other comprehensive revenue and expense		
Revaluation of Land and Buildings	18,976,668	-
Total comprehensive revenue and expense for the year	**19,920,080**	**3,334,562**

Statement of Financial Position

AS AT 30 JUNE 2022

	2022 $	2021 $
ASSETS		
Current		
Cash and cash equivalents	11,374,680	9,272,095
Current Investments	4,000,000	-
Receivables from non-exchange transactions	8,099,949	7,686,663
Prepayments	438,461	513,829
Total current assets	23,913,090	17,472,587
Non-current		
Property, plant and equipment	72,962,655	53,356,220
Total non-current assets	72,962,655	53,356,220
Other		
Other assets	191,005	131,720
TOTAL ASSETS	**97,066,750**	**70,960,527**
LIABILITIES		
Current		
Trade and other creditors	6,686,595	5,108,913
Employee entitlements	9,319,211	7,911,701
Income in advance	5,493,290	2,261,264
Loans and borrowings	419,062	806,742
Total current liabilities	21,918,158	16,088,620
Non-current		
Loans and borrowings	17,514,410	17,629,805
Provisions	1,603,950	1,131,950
Total non-current liabilities	19,118,360	18,761,755
TOTAL LIABILITIES	**41,036,518**	**34,850,375**
NET ASSETS	**56,030,232**	**36,110,152**
NET ASSETS		
Retained Surplus	26,958,069	26,014,657
Asset Revaluation Reserve	29,072,163	10,095,495
Accumulated comprehensive revenue and expense	56,030,232	36,110,152

Statement of Changes in Net Assets/Equity

FOR THE YEAR ENDED
30 JUNE 2022

	Asset Revaluation Reserve	Retained Surplus	Total Net Assets
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**
Surplus/(deficit) for the year		943,412	**943,412**
Other comprehensive revenue and expense	18,976,668		**18,976,668**
Closing balance at 30 June 2022	29,072,163	26,958,069	**56,030,232**

Signed for and on behalf of the Visionwest Community Trust

Arvind Dayal
Chairperson

Stephen Parker
Deputy Chairperson

Statement of Cash Flows

FOR THE YEAR ENDED
30 JUNE 2022

	2022 $	2021 $
Cash flows from operating activities		
Receipts from trading activities	74,755,701	65,141,368
Receipts from rental properties	22,184,489	15,718,294
Receipts from government grants	2,627,315	804,402
Receipts from other grants & donations	1,925,445	(17,167)
Interest received	28,202	9,823
Payments to suppliers and employees	(93,365,412)	(78,561,914)
Net cash flows from operating activities	8,155,740	3,094,806
Cash flows from investing activities		
Purchase of property, plant & equipment	(1,065,599)	(5,736,166)
Net cash flows from investing activities	(1,065,599)	(5,736,166)
Cash flows from financing activities		
Investment in term deposits	(4,000,000)	-
Proceeds from borrowings	-	4,000,000
Repayment of borrowings	(503,075)	(734,424)
Interest paid	(484,481)	(574,974)
Net cash flows from financing activities	(4,987,556)	2,690,602
Net increase / (decrease) in cash and cash equivalents	2,102,585	49,242
Cash and cash equivalents at the beginning of the year	9,272,095	9,222,853
Cash and cash equivalents at the end of the year	**11,374,680**	**9,272,095**

Grant Thornton

Report of the Independent Auditor on the summary financial statements

Grant Thornton New Zealand Audit Limited
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PO Box 1961
Auckland 1140

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www.grantthornton.co.nz

To the Trustees of Visionwest Community Trust

Opinion

The summary consolidated financial statements, which comprise the summary statement of financial position as at 30 June 2022, the summary statement of comprehensive revenue and expenses, summary statement of changes in net assets/equity and summary statement of cash flows for the year ended, and related notes, are derived from the audited financial statements of Visionwest Community Trust for the year ended 30 June 2022. 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 Standards (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 1 November 2022.

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

The Trustees are responsible for the other information. The other information comprises the contents of the annual report but does not include the summary financial statements and our auditor's report thereon.

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

In connection with our audit of the summary financial statements, our responsibility is to read the other information 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. We have nothing to report in this regard.

Trustees' Responsibility for the Summary Financial Statements

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

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

Grant Thornton

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 Visionwest Community Trust in the area of payroll advisory services. The firm has no other interest in Visionwest Community Trust.

Restricted Use

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

Grant Thornton New Zealand Audit Limited

Grant Thornton

Auckland, New Zealand

1 November 2022

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

Pauly's Story

One day, Pauly was hit with reality – he was an adult who had nothing. He had kids he loved but his lifestyle meant they couldn't depend on him. He had no home, no job, and no money to his name. At that point he realised, it was up to him to do something about it, so he did.

"It's a big thing to reach out for help like I did but I came to a time in my life where I looked at myself and asked, 'Is this what you want to do and who you want to be for the rest of your life?' Especially at my age and when I've got kids. I love those kids but if I wanted them as an ongoing part of my life, something needed to change."

Pauly met with Sue, a Tenancy Manager from Visionwest's Canterbury Housing team. Within a week, he went from living in a hotel with nowhere else to go, to being in his own Visionwest house.

"Moving into this accommodation really boosted my confidence and motivated me to buck up my ideas. I was determined not to waste this opportunity."

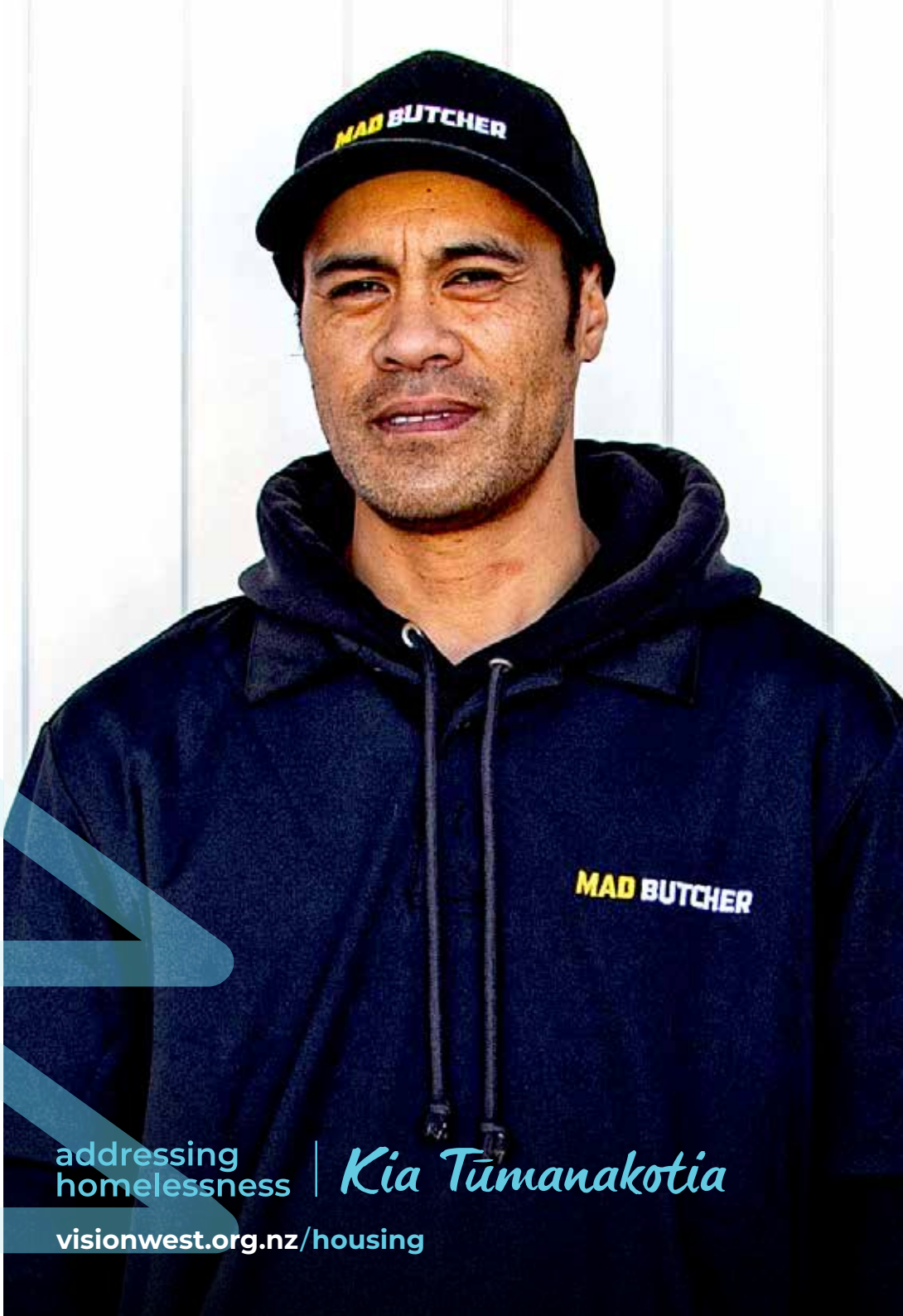
Shortly after moving into his Visionwest home, Pauly looked across the road and saw a Mad Bucher outlet. Because he'd had some butchery experience, he wandered over and asked if they had any vacancies. To his surprise, he was offered a job on the spot.

Now, for the first time in many years, Pauly is able to say with conviction that he is proud of himself and his accomplishments.

"I can't believe I've come to this place in my life. I now have somewhere nice to live, and my kids come over and see someone positive and good, not someone under the influence of drugs or alcohol. Finally, I'm a role model for them, someone they can aspire to be."

When he's asked about the future, Pauly talks about spending more time with his children and being a good father.

"Who wants a dad who sits around and does nothing? I couldn't even give them advice about life. I mean, they would look and me and think, 'What do you know?' Now I'm different. My life is transformed. I am someone – I'm a dad my kids can be proud of."



addressing homelessness | Kia Tūmanakotia

visionwest.org.nz/housing

Keith's Story

When Keith, a retired computer engineer, first went into a retirement village he spent his days enjoying the company of others and involving himself in various social activities. Eight years on, Keith's health had deteriorated, and his family were concerned.

"As Dad declined," says Alison, "we noticed a real change in his physical ability and were concerned for his safety. He was struggling with his memory also, and he would sometimes forget to eat or take medication."

Keith was assessed by a geriatric specialist who told Alison he would need in-home healthcare support. When Alison approached aged-care agencies, they recommended Visionwest.

"When we contacted Visionwest they were very proactive. Within days, a needs assessor had visited Dad, determined what support service he needed, and arranged for carers to visit twice a day – every morning and every evening. It was a huge relief to us as a family."

Although Alison lives overseas, she has, like many Visionwest Home Healthcare clients, come to know some of Keith's carers by "Facetiming" her father over dinner time.

"I've got to know one or two of the carers really well and think it's wonderful that they are interested in my dad as a person not just a client. Recently, when a close friend of Dad's had to move to a dementia unit, Dad was left feeling rather bereft and very lonely. His carers would sense when he was feeling down and take time to chat with him and or take him for the occasional walk around the village."

Alison recognises the value in having the same carers calling at the same times each day. It means Keith recognises them and responds to them.

"Having someone checking on my father every day like the workers do is such a comfort. If there is something happening that needs some attention, they will advise their supervisors or contact one of the family. That brings incredibly peace of mind to everyone in the family.

"The reality is, if not for Visionwest, Dad would not be in his own home and would lose the independence he currently enjoys."



Rahilah's Story

"I came from Afghanistan as a refugee with my parents, four brothers and three sisters. When I arrived, I was placed into Year 7 at intermediate school. I had no English at all and couldn't understand anything. The other kids would say, 'Hi,' to me and I'd say, 'Hi,' back but that was all I could say. I think the other children thought I was a little strange."

Rahilah took English as a Second Language (ESOL) classes throughout intermediate and secondary school. She worked hard and could soon talk easily with her friends. Having seen how medical staff had been able to help others during hard times in her homeland she dreamed of becoming a nurse. So, as soon as she finished school, she applied for the nursing course at Unitec but was disappointed.

"Becoming a nurse is something I've wanted to do for as long as I can remember but when I went to enrol at Unitec, they told me my English and Maths were not good enough. I was upset but determined. They recommended Visionwest's ILN [Intensive Literacy and Numeracy] course as an answer to my need.

"When I went to Visionwest, the first person I met was Evelyn. She was amazing. I was so nervous, but she was lovely and took lots of time to explain things to me and made me feel good. Since then, she's been my teacher and I'm so grateful to have someone like her helping me achieve my dream."

Rahilah talks about the ILN course participants as being like a family. For her, it's more than simply learning English and Maths. The course has enabled her to learn many other skills that will help her continue to fit into life in New Zealand and equip her for studying and working here.

"I feel like I've made such great advances in my English and Maths. I'll be reapplying for nursing at the end of next month and I feel quite confident about getting in this time.

"Now, if I meet someone who needs help improving their English, I do not hesitate to say, 'Go to Visionwest. It's a lovely place and you learn so much. Even if your English is no good when you start, it'll be good when you finish.'"



Maryrose's Story

When Maryrose came to Money Mentors, she was struggling to survive on $23 a week after paying rent, power, water, and some of the debt she owed. Like many people in her situation, her financial security had been stolen by a couple of challenging life events.

"When you find yourself deep in debt, you're totally trapped," says Maryrose "There's no way out. Trying to sort your finances becomes way too disheartening and so you wind up shuffling your debt around just enough to keep the debt-collectors off your back. It's incredibly stressful and time consuming. Coming to Visionwest provided the most amazing lifeline."

When Maryrose talks of meeting her Visionwest financial mentor, she mentions the unexpected respect and dignity she was treated with. Arriving with the fear that she might be judged for not being able to manage her money, she was met instead with the calm assurance that she had nothing worry about, it could all be sorted.

Organising Maryrose's finances began with Maryrose bringing all debt-related paperwork to Tracey, her financial mentor. When spread out it covered the entire floor of Tracey's office and it was obvious, unless something was done, Maryrose could be trapped in this cycle of debt for the rest of her life.

Tracey was able to work with Maryrose's creditors and negotiate significantly lower interest rates and arrange for some debt to be wiped. Today, Maryrose is just a few payments away from being completely debt free.

When asked about where she would be today without help from Visionwest Money Mentors, Maryrose is totally candid, "I doubt I'd have been able to cope mentally. Living in poverty is soul-destroying and stressful especially when you have been forced into it by events and people outside of your control.

"But that's in the past now. Because of Visionwest, I've got a spring in my step, that anxiety has been washed away. Today, when I meet anyone who needs help with their finances, I quickly recommend that they come along to Visionwest and tell them, 'Be prepared – when you step inside that door, your life will change forever!'"



Dahlia's Story

Dahlia lives with a friend whose parents were kind enough to welcome her into their family. It's a small house, but they make it work and, since the breakdown of her own family, Dahlia is happy to call this home.

"A counsellor at school knew I needed someone to support me as I worked out things like how to receive the youth payment and work out what to do and how to live. She suggested I come to Visionwest and meet a Youth Coach from Youth Services."

Dahlia admits that she didn't know what to expect from a Youth Coach. Partly because she'd never had any real help from parents, family or any other person and wasn't sure what being supported meant.

"Having someone looking out for me was something totally new. No one had done that before and so I didn't know what to expect. What I was hoping for was someone who would listen to what I had to say and give reassurance when I needed it most ... someone to talk to when things were tough or going wrong.

"Beth and Kendra, my Youth Coaches, are amazing. They genuinely care about me. They contact me if they haven't heard from me for a while and give me really good advice about all sorts of things to do with my life."

Dahlia says she has up days and down days. The awesome thing for her is that, when she faces a down time, she now has someone to walk with her through it.

"Life before wasn't that great. It's like I've been on a two-part journey. The first part was pretty hard but now I have someone walking alongside me. I'm able to focus on my schoolwork and create plans for the future."

Dahlia's aim after finishing school is to complete a Bachelor of Communications at AUT. Her hope is to be involved in the film industry and be a scriptwriter. A short while ago, that was just a dream. Now, with the support of her Visionwest Youth Coaches, she believes it will happen.



Pam's* Story

Two of Pam's siblings were in Visionwest houses and so, when she found herself without a place to live, she contacted our Community Housing team. They found her temporary accommodation in a hotel managed by Visionwest.

Pam admits to going through some dark times which have resulted in rifts in her family. Eager to see these relationships healed, she was unsure how that could ever happen; until she met Faye, Mātanga Oranga Kaupapa Māori counselling specialist.

When Faye began some group counselling sessions at the motel, Pam and the other women agreed they felt whakama (shy or embarrassed) about sharing deeply in front of others but also admitted that they needed help to overcome trauma from past experiences. They decided they would all go together.

The moment the women met Faye, they were impressed by how non-judgemental, open, and willing to listen she was.

"The first day, we talked about love within a whānau," says Pam. "When we looked closely at my life, I realised it was way different to what it should be. What's more, I recognised there were things I could change if I wanted.

"Everyone in the group had a story to tell. There was so much bad stuff; anger, domestic violence, resentment and unforgiveness. We all had struggles and were determined to do whatever it took to overcome them.

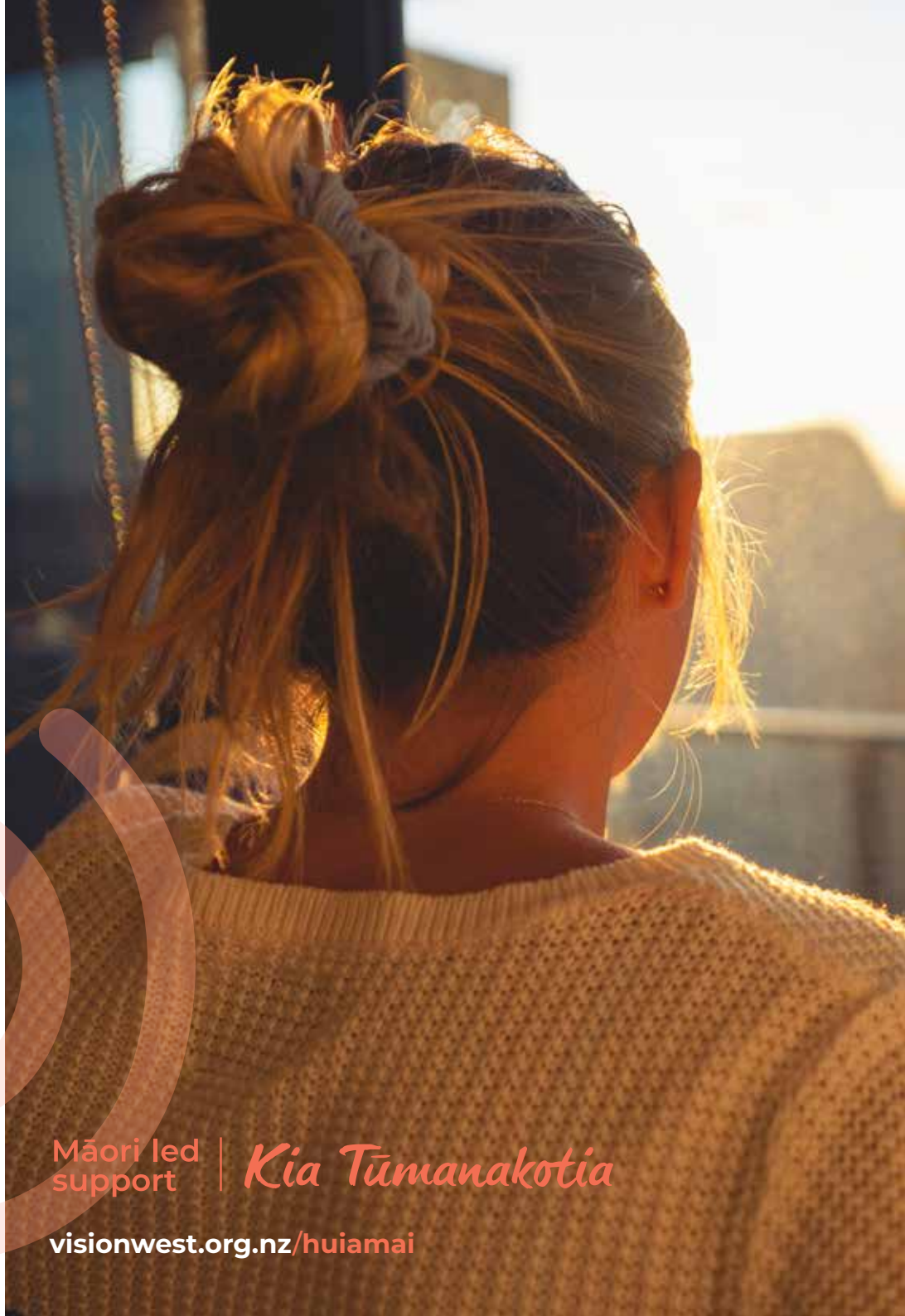
"When you've spent years struggling with something personal, you get to thinking that you're different from others but then, when you're in a group and people are sharing the same things, you realise, 'Hey, I'm not alone in this.'"

Today, as Pam looks back, she concedes, "I've got an amazing family, but I sort of got lost. Faye brought me back to earth and helped me bring about a transformed life for me and my whānau."

Pam says her time with Visionwest's Mātanga Oranga programme has had a bigger impact on her than anything else in her life. And now, she wishes others could experience that transformation.

"It's about hope – the hope of a changed life and, with people like Faye and places like Visionwest, there is always hope."

*name changed to protect privacy.



Raewyn's Story

Raewyn worked hard all her life – she was once was a jewellery maker, the first woman in Aotearoa New Zealand to enter this then male dominated industry. She owned her own home and things were going well until, through the dishonesty of others, she lost almost everything.

"I never thought that, once I reached my mid-70s, I would be living like I am. I've worked hard all my life and had my own house. Now I can barely afford to put food on the table."

Living in a rental property, Raewyn finds almost all her pension goes towards rent, power, and water. After that there is very little left making it a challenge to survive.

"I found myself in a situation where I would ensure my son had meals but when it came to feeding myself, most days I could only afford breakfast."

A chance meeting on a bus changed everything. Chatting to a fellow passenger, Raewyn mentioned how tough things were for people like her. The lady agreed but said she might be able to help. The lady took Raewyn to the Visionwest Pātaka Kai where she was given a box of food to help her out. Then we went into the first Covid lockdown.

Acute osteoarthritis severely limits Raewyn's mobility; add in a pandemic and accessing food was virtually impossible. Raewyn was struggling again.

This dilemma was solved when she ran into a second person associated with Visionwest who told her that the Pātaka Kai was delivering food to homes during the lockdown.

"We were in pretty dire circumstances by the time I contacted Visionwest, but they were so kind and understanding. By the end of the day, my pantry was full, and I've been receiving regular food ever since."

When asked what Visionwest means to her, Raewyn answers with one word. "Hope! Before I contacted Visionwest, things felt totally hopeless, and I felt like giving in. It's only because my son relies on me [he is visually impaired] that I kept going.

"Now, thanks to the support from Visionwest, I feel like, for the first time in years, I have control of my life again."



Phoebe and Ben's Story

When Phoebe and Ben are asked what they like about Eden Cottage, Ben immediately talks about the family and community feel he experienced on his very first visit.

"I can't even recall how we found Eden Cottage," says Ben. "We had just moved to Auckland and were looking for somewhere to live and it was important that there was a good childcare centre nearby. I think it was my mother who suggested we check out Glen Eden as a suburb and Eden Cottage for our daughter, Abagail."

"Ben went down to visit Eden Cottage," says Phoebe. "He's a primary school teacher, so I knew he'd know what to look for and check it out thoroughly. He came back so enthusiastic, talking about the family atmosphere and the positive attitude of the staff whose genuine care for the children was obvious."

The experiences of that first visit were confirmed once Abagail was enrolled and had her first day.

"Everyone and everything about Eden Cottage was so friendly and inviting. We very quickly felt at ease and Abagail really connected with Crystal [the Head Teacher]. The way we look at it is, if our children are happy, we're happy."

Since then, Abagail has graduated from Eden Cottage and Phoebe and Ben's son Nate is now attending. When he finishes, it will be the turn of the youngest brother, Matt.

"When people ask us about Eden Cottage, we talk about the high quality of teaching staff, but it's more than that. We like that there is a Christian aspect to the learning and appreciate the good values the children learn. We are also grateful for the cultural diversity and the creativity that is put into recognising and celebrating the customs of others. The special cultural days full of dancing, singing and ethnic food are highlights for our children and it's so nice to have them come home excited to tell you what they have learned that day."



Visionwest
Waka Whakakitenga

Stories of Hope
Ngā kōrero paki o te tūmanako

2021/22



building hope together | *Kia Tūmanakotia*

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