Visionwest
Waka Whakakitenga

ANNUAL REPORT 2022/23

A Future Founded on Hope
He ao tūroa mā te tūmanako



building hope together | *Kia Tūmanakotia*

visionwest.org.nz

A Future Founded on Hope.
He ao tūroa mā te tūmanako

In times of difficulty and challenge, hope can be elusive. Then it emerges, like a thin ray of light through the actions of others, through the provision of love, justice, generosity, and mercy. In these moments, when those who are strong give strength to those in crisis, everyone grows, and everyone is better off. The thin ray of light turns to a beam of hope enabling a courageous and life-changing response.

It is through acts of justice and mercy that we arrive at a place where we can provide people with He heke mai i runga i te tumanako – a future founded by hope.

We see hope in the courage of the mother who spends her last dollar so her children will have kai in the midst of their hunger. We see it in the bravery of the man who finally reaches out for help to unclench his fists and discover peace where there was anger and disillusionment. We see it in the widow whose generosity of spirit gives back to her support worker with such affection that the Support Worker is overwhelmed. We see it in the rangatahi whose eyes shine because, after repeated failings of a system that purported to educate him, he receives the skills and tools to find employment. And we see it in the whānau who, through perseverance and dogged determination, refuses to be a homelessness statistic and gives everything to find a stable home.

A future based on hope is not created solely by social workers, youth workers, support workers or community leaders. It is created by those who, despite ongoing crisis and enduring hardship, have the courage, motivation, belief, and mettle, to rise out of the prevailing storm, and allow the light of hope to illuminate their life.

Every week, our kaimahi bear witness to such acts of courage and determination. And while we all need each other to get through tough times, hope is only truly visible in those moments where it seemingly doesn't belong but, at the same time, somehow does.





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Stories of Hope

Read our Annual Report online: **ar23.visionwest.org.nz**

The Executive Team



Lisa Woolley
CEO



Fred Astle
Head of Maori Development and Education



Mark Bogusz
Head of Finance and Operations



Brook Turner
Head of Services Development and Partnerships



Sandra Hewlett
Head of People and Culture



Murray Penman
Head of Health and Community Services



Judy Matai'a
Head of Housing and Pasefika Development

Board of Trustees



Arvind Dayal
Chair



Steve Parker
Deputy Chair



June Lamb
Treasurer



Gary Grut
Secretary



Daniel Barthow
Trustee



Jerome Edwards
Trustee



Andrew Fraser
Trustee

In the most challenging of times, hope of a better tomorrow is often what carries us through. Visionwest inspires futures founded on hope; through journeying alongside individuals in the toughest times; by providing whānau with appropriate support services in the times of need; and by careful planning for our own tomorrow, we create a future founded on hope.

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 our 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 faith-led, Kaupapa Māori-informed services that provide housing, youth solutions, youth development and support, food support, counselling, financial mentoring, in-home healthcare, and early childhood learning and care.

What we do

Creating A Future Founded on Hope by addressing 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 Auckland Housing First Collective, Visionwest Community Housing Tenancy Services provide transitional and permanent housing solutions for those experiencing homelessness.
- In Tāmaki Makaurau Auckland and Waitaha Canterbury, our Community Housing Support Services provide wraparound support for 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 support 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]

- Whai Manaaki Kai, our food supply service, provides multiple avenues for whānau to access food support including Manaaki Kai, our newly established social supermarket and Te Kapu a free weekly lunch run in partnership with Glen Eden Baptist Church for Visionwest client whānau and the local 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.
- Specialist culturally appropriate trauma counselling is available through Mātanga Oranga, the counselling service within Huia Mai.
- Counselling for children is provided through our counselling in schools programme currently working in six local primary and intermediate schools.

Aged and disability care

Many older adults and people 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 a million hours of personalised in-home care to over 7,000 client whānau every year.

Rangatahi (youth) development

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

- Ōhinga Tū, Visionwest's youth development service, ensures rangatahi who need support in self-development receive the encouragement, wisdom, and advice that will provide inspiration and hope for tomorrow and will enable them to confidently walk the pathway to a flourishing future.
- Ōhinga Tū provides a range of mentoring, training, and pre-employment programmes for young people with each programme designed to meet specific needs.

Ngā take Māori – Māori issues

Māori are over represented in almost every health and social service support statistic, including those provided by Visionwest. Visionwest has taken a proactive approach to integrating tikanga (ways of being) and mātauranga (knowledge) from Te Ao Māori to seek to develop options of support that we hope will serve Māori (and others) better. This includes Huia Mai which is involved in:

- Proactive Kaupapa Māori development within Visionwest.
- Several kaupapa Māori-focused services including Mātanga Oranga (Māori-informed trauma support), Ōhinga Tu (rangatahi development programme), and My Whare (youth housing programme).

Pasefika Development

15.5% of the population of Tāmaki Makaurau Auckland identify with a Pacific ethnicity. With this in mind and recognising the overrepresentation of Pasefika tagata (people) accessing Visionwest services, a GM of Pasefika Development has recently been appointed. It is too early to report on progress in this space in this report.

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.
6. Stats NZ 2018.

Annual Insights

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

567
HOUSES PROVIDED BY VISIONWEST
(LONG-TERM AND TRANSITIONAL)

Our response to the needs of older adults and people with disabilities
Tā mātou whakautu ki ngā hiahiatanga o te hunga kaumatua me te hunga hauā

6361
CLIENTS CARED FOR
(MONTHLY AVERAGE)

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

19,691
FOOD PARCELS PROVIDED THROUGH PĀTAKA KAI

Our culturally informed response
Tā mātou whakautu ki te āhuatanga ahurea

1248
MĀTANGA ORANGA SESSIONS

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

398
YOUTH RECEIVED MENTORING AND EMPLOYEMENT SUPPORT

Eden Cottage
Te iti kahurangi

46
FAMILIES WITH CHILDREN RECEIVING EARLY CHILDHOOD EDUCATION

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

1900
FINANCIAL MENTORING SESSIONS PROVIDED

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

5658
SESSIONS SUPPORTING CLIENTS

Chairperson's Report

Tēnā Koutou,

As always, I'd like to begin by expressing a huge thank you to every one of our awesome staff, volunteers and management for their dedication and commitment to Visionwest and the communities we serve. The team at Visionwest Waka Whakakitenga continues to work diligently to execute the Trust's values and mission, and its vision to serve our communities with whanaungatanga, aroha, mana, and manaakitanga.

It's been a busy year with lots happening and much achieved as we continue to work towards the objectives within our Five-Year Strategic Plan while serving whānau in need of support. Highlights for me are listed below.

Whata Manaaki. Our food support service had been under increasing pressure due to lack of space. Whata Manaaki – our food warehouse and the hub for storage and distribution of food and other essential items – will enable this service to operate more effectively. We also appreciate Glen Eden Baptist Church (GEBC) who have supported Visionwest by providing auditorium space during our Christmas From The Heart events.

Manaaki Kai. I'm very pleased and excited about the opening of the social supermarket. This has been a vision of the Board for some time and it's good to see that it's serving our community well. I'd like to express my thanks to Foodstuffs North Island and our local donors, providers and businesses who made this possible and continue to support this amazing service.

Koru Paihere is our new office building where many of our back-office staff now work. Following its fitout, the building was officially opened on 27 April 2023. Staff have now moved in and are enjoying the new workspace which enables greater collaboration between teams and has created space for our future Glendale Road development.

Glendale Road Development. As per my last report, we are progressing with the development of the Glendale Road site which will include apartments for whānau and a community hub. This is an exciting project as we continue to work with Glen Eden Baptist Church, our architects, Council, and other stakeholders to bring it into being.

Canterbury Office. It was a pleasure to be able to attend the official opening of our new office facility in Ōtautahi Christchurch on 4 May 2023 in partnership with Oxford Terrace Baptist Church. This new facility provides staff with a great working environment.

Towards Tomorrow – Flexibility and benefits. The Board and management continue the commitment to invest in our people with great working conditions and a focus on wellbeing. We believe this will lead to an even more engaged and committed workforce.

Towards Tomorrow – HHC. The Board and management also continue to invest in our Home Healthcare service with the implementation of operating system improvements which will enable us to provide an even more effective service to our clients.

As we reflect on the above, we can see it's been a busy yet exciting year. I'd like to say a special thank you to our CEO Lisa Woolley who completed her 25th year serving Visionwest. On behalf of the Board and staff, we thank Lisa for her commitment to Visionwest and for serving our local community and communities throughout Aotearoa New Zealand.

I'd like to thank my fellow Trustees who, as a team, have guided Visionwest through another successful year. Thank you for your strategic planning, governance, direction, guidance, and oversight, and for your passion to see transformation within our communities.

Finally, thank you GEBC for your continued support as we work together to create transformed lives and healthy communities.

"If you pour yourself out for the hungry and satisfy the desire of the afflicted, then shall your light rise in the darkness and your gloom be as the noonday." Isaiah 58:10 ESV.

Ngā mihi
Arvind Dayal, Board Chair

CEO's Report

Many of the projects achieved during the 2022 – 2023 year were positioned to lay a solid foundation for Visionwest's future; a future which sees us continuing to proactively support the whānau we serve while ensuring we look after our staff and volunteers with appropriate work environments. With that in mind, the theme of this Annual Report is A Future Founded on Hope.

As I reflect on our year, this future planning sits at the forefront and I want to comment on the exciting things we have achieved so far. First, however, I must mention Visionwest's response to Tāmaki Makaurau's disastrous weather events – the Auckland Anniversary Weekend flooding on 27 January and Cyclone Gabrielle two weeks later.

Visionwest's Flood Response

Looking back on those weather events and the months that have followed, two things stick out for me. The first is the speed and the expertise with which our Visionwest teams responded to those in urgent need. The rain was still falling as our Community Housing team went about contacting every Visionwest housing client to check on their wellbeing and the condition of their home. Meanwhile, our Community Connectors (part of our Huia Mai team) and Whai Manaaki Kai team were playing an integral role in establishing and supporting a safe and dry place where those displaced could find shelter, food, and manaakitanga. In the following few hours, an Emergency Flood Response team was created so that, in the days immediately following the floods, most of our Auckland Visionwest staff were involved in some way, putting in long hours and a huge effort to ensure the safety and wellbeing of those affected.

The second thing I witnessed was the power for good that is generated when a community unites to achieve a common purpose. From day one of the flood response, West Auckland support organisations came together, each one focusing on their strengths and allowing others to do the same; each one recognising that no one group could answer the need on their own. It is most fitting that the byline for the Visionwest Flood and Cyclone Response Report is, "It takes a community to help a community."

It is now quite a few months since the flood events and our flood response work continues and will do so for as long as it is required.

A Future Founded on Hope

In the past 12 months, much has happened in terms of future planning. Some of these future-focused projects have been achieved, others are in the development stage. In this report, I would like to comment on:

- Visionwest's ongoing commitment to being a Treaty-centric organisation.
- The development of new workspaces for both our whānau and our staff team.
- The proposed development of the Glendale Road site.

Te Tiriti o Waitangi – As a trust we continue to seek to be a partner to Te Tiriti o Waitangi and grow in all that that means. This includes continuing our strategic focus on Kaupapa Māori service delivery, particularly through the growth of Huia Mai and the support services it encompasses. Amidst this development of Māori-focused service delivery, we recognise that support services meeting the needs of Māori will meet the needs of all.

Through this Te Tiriti focus we have seen the proactive and positive growth of Huia Mai, our Māori based whānau services. Animoa has continued to facilitate our Ako Reka Te Tiriti o Waitangi workshop which teaches the story of Te Tiriti and Aotearoa New Zealand from a Māori perspective and focuses on how we can respond to some of the challenges our nation currently faces. Over 150 staff have so far completed the workshop.

New workspaces – A number of new workspaces have been created. Some of these are for staff and provide offices that are more conducive to working collaboratively than our previous collection of disconnected buildings.

These new workspaces include:

- Koru Paihere – located in Glengarry Road, Glen Eden, this office building houses around 130 members of our administration support teams. Those working at Koru Paihere have spoken of how positive they feel working in such a pleasant work environment and how wonderful it is to be close to one another rather than spread across separate offices as was the case previously.
- Waitaha Canterbury Housing – we have always valued our relationship with Oxford Terrace Baptist Church (OTBC). In May 2023, our Waitaha Canterbury team moved into new offices located behind, and owned by, OTBC. These new offices will provide more space and a great office environment for the team.

The project also includes several units which will be used as social housing – seven of these will be managed by Visionwest Community Housing Canterbury.

- Home Healthcare – we are currently seeking new offices for both the Hamilton and Rotorua branches.

Not all our new spaces have been for offices. New areas for service delivery have also been developed, particularly for Whai Manaaki Kai, our food support service. The opening of Whata Manaaki, a warehouse for storing and packing kai for our food support facilities, has resulted in greater efficiency and effectiveness of the service we provide to our community and a pleasant workspace for those who work there.

In June 2023, Manaaki Kai, our social supermarket was officially opened. Manaaki Kai provides food support in a way that preserves the dignity and mana of those who are struggling to put food on the table for their whānau. Is has been incredibly exciting to see this new way of supporting whānau with food and witness the enthusiasm of those shopping there.

Glendale Road Campus Development – Plans to develop the Glendale Road site are well underway and will be released in detail in the coming months. The development will include spaces for most of the Trust's support services and enable them to engage with whānau in an effective and mana-enhancing way.

Recognising the ongoing need for housing in our local area and throughout Aotearoa New Zealand, the Glendale Road development will deliver 23 apartments to be used as social housing. We feel this is a positive way to utilise the land at Glendale Road, particularly because a Community Hub is also planned. This will enable those who live on-site and others in the local communities to connect with one another and have easy access to vital support services.

The move of staff to Koru Paihere has released space on the Glendale Road site and will enable this exciting redevelopment to occur in stages over coming years. Further details relating to the campus development can be found in the centre pages of this report.

The Future for Housing

The ongoing demand for housing is an area of concern and priority for Visionwest. With that in mind, we are currently working on projects related to youth housing and exploring support for the provision of housing in other areas of the country where there is high need and where we have existing relationships. We look forward to developing these partnerships in the coming year to support whānau in need of safe and affordable housing. We are including social housing in our planned Glendale Road development.



The Ongoing Need

In a year of huge change, one thing has remained constant – the incredible need faced by so many in our local communities. As the statistics in this report show, in almost every area of service delivery the demand has been greater than in any previous year. In Tāmaki Makaurau this is only partly attributable to the extreme weather events. The rapid rise in the cost-of-living has affected all of us with staff noting that many people have been pushed into poverty for the first time in their lives. It's important that, in the middle of our planning for the future, we remember those who have a very real need for support today.

Words of Thanks

In closing, I want to acknowledge and thank Glen Eden Baptist Church for their continuing support which is given in so many practical ways; and I want to again thank all those who make up the Visionwest Waka Whakakitenga Board of Trustees and staff teams 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.

To those of you who so faithfully support the work of Visionwest, thank you also. Please be sure to read some of the stories included at the back of this report – stories of whānau whose lives have been transformed thanks to your generosity and to their journey with Visionwest Waka Whakakitenga.

Ngā mihi mahana,
Lisa Woolley, CEO

Visionwest
Waka Whakakitenga

Community Housing

visionwest.org.nz/housing

This year has seen significant growth in both Transitional Housing and our Housing First portfolio.

This is largely due to the increasing need for public housing throughout Aotearoa New Zealand which is at crisis point – almost 25,000 names are currently listed on the MSD Housing Register (30 June 2023).

The issue of homelessness and housing provision has been a common theme within the news media over the past year. The cost-of-living and subsequent rent rises have put private rental housing outside the reach of many. What's more, considering future housing trends, Te Ara Ahunga Ora – the Retirement Commission – has stated that, in future years, many New Zealanders will be renting or paying off mortgages beyond 65 years of age. It is estimated that, by 2048, 40% of retirees (600,000 people) will be renters.

Visionwest recognises the need to continue to grow in our provision of community housing and to advocate around the serious need for housing throughout Aotearoa New Zealand. As part of our response, we have a vision to increase the number of properties we own from the current 96, to 500 within the next decade. This will include 23 apartments as part of the Glendale Road site development.



Both the Tāmaki Makaurau Auckland and Waitaha Canterbury Housing teams are in new offices increasing our effectiveness and enabling a positive staff culture and wellbeing.

Common amongst the housing teams is the challenge to find available accommodation to use as long-term housing – around 170 accommodation requests are received each month.

All Visionwest's long-term owned properties are now fully compliant with the Healthy Homes Standards ensuring a warm, safe, and dry home for our whānau.

The Sustaining Tenancies contract which supports those at risk of losing their tenancy has been extended meaning more whānau can be supported.

Our response to homelessness

Tā mātou whakautu ki te āhuatanga kāinga kore

103

HOUSEHOLDS MOVED FROM TRANSITIONAL TO PERMANENT HOUSING

Auckland (66) Canterbury (37)

567

HOUSES PROVIDED BY VISIONWEST (LONG-TERM AND TRANSITIONAL)

Auckland (430) Canterbury (137)



John's Story

John was used to living alone on the street, so he resisted an offer for housing at first despite often falling seriously ill during the cold, wet winter months. When he eventually did admit that he needed help, Visionwest was there for him. He now has a permanent home and admits life is pretty good.

Read John's full story in the Stories of Hope section of this report or online.

Community Housing – Auckland

The Community Housing teams were quick to respond to the Auckland flood events. Within hours of the floods, both Tenancy and Supportive housing teams were busy contacting all Visionwest tenants to ascertain their need for support. Full details are in the Visionwest Flood and Cyclone Report, see page 40. The ongoing effects of the floods on both housing supply and ongoing support of our housing whānau cannot be overstated and has kept both Auckland housing teams extremely busy.

Tenancy Services

The shortage of housing stock throughout Aotearoa New Zealand is an ongoing challenge for housing providers. Despite this, Visionwest Community Housing has added 104 houses (leased or owned) to our portfolio this year. 51 of these are permanent housing in Auckland through the Housing First programme. Also included are ten units in a Kāinga Ora block in Mount Albert. These will be used for Transitional Housing.

Ongoing training for our Tenancy Managers has seen several of them undertaking the NZQA Level 4 Property Management Certificate. This will ensure the quality of service provided by Visionwest remains high.

Support Services

The addition of housing stock leads to an increasingly busy schedule for the Housing Support team as does the number of individuals (currently about 100) who we support but who have no home. Alongside this increase in volume is an increase in the intensity of support required by our housing whānau due to the increased number of chronic needs we are seeing, especially in the areas of mental health, addictions, violence, gang-related activity, and associated issues. Key vulnerable groups are Māori, Pasefika, solo mothers, youth, the rainbow community, and older adults.

To ensure the ongoing support of our tenants, our Community Developer has run a variety of Supportive Housing Community Programmes throughout the past year including financial mentoring, healthy eating, gardening, parenting, and cooking. 95 whānau have attended these programmes in addition to 40 who attended one-off workshops.



Community Housing – Waitaha Canterbury

The housing need in Waitaha Canterbury remains critical where more than 700 children wake up homeless in Christchurch motels every day and are likely to be without a proper home for six months. There are, in Greater Christchurch about 1500 people in transitional and emergency housing – including 723 children (The Press, August 9, 2023).

Achieving the target of 91 whānau housed in Transitional Housing has meant the Waitaha team has made a substantial difference in the lives of many who might otherwise be experiencing homelessness. In Waitaha, the average stay in Transitional Housing is currently 40 weeks and the team's aim is now to find more long-term housing so that this time can be decreased.

After inhabiting five offices in eight years, the move to new offices on the site of Oxford Terrace Baptist Church has provided more space and has brought a sense of stability to the team. Also on site are several units to be used as social housing – seven of these will be managed by Visionwest Housing and are already tenanted.

Our response to homelessness

Tā mātou whakautu ki te āhuatanga kāinga kore

184

WHĀNAU RECEIVED SUSTAINING TENANCY SUPPORT

79

WHĀNAU GRADUATED FROM THE SUSTAINING TENANCIES PROGRAMME



Miro's Story

Life has presented Miro with more than his share of challenges, but he remains positive because he knows, whatever he goes through, Visionwest will be there to walk beside him and support him in the tough times.

Read Miro's full story in the Stories of Hope section at the back of this report or online.

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 address homelessness in Tāmaki Makaurau.

In the past year, the collective has provided supportive housing for 227 households – that is a permanent rental home with ongoing support designed to help whānau sustain those tenancies.

Sixty-nine percent of people in the Housing First programme are individuals living without dependent children; families with dependent children make up the other 31%.

Thirty-three percent of the client whānau of Housing First Auckland are from West Auckland which is where the bulk of Visionwest's properties are located. Visionwest also houses 70% of the total number of dependent children across the Housing First Collective.

The demand for housing has risen sharply the past year as cost-of-living increases have pushed up the cost of private rentals. This has placed pressure on all members of the Housing First Collective members especially with Rapid Rehousing.

This increased demand is reflected in Visionwest's Housing First metrics. One in five (20%) of those currently looking for a home have been homelessness for between three and five years. Of those in Visionwest permanent housing, 75% are Māori or Pasefika, and 63% are female. One interesting and increasing trend is the number of older people who are in permanent rental accommodation – 21% of Visionwest permanent tenants are aged 50 years or older.



174 HOUSEHOLDS PLACED BY VISIONWEST IN HOUSING FIRST HOMES THIS YEAR

261 ADULTS AND **251** CHILDREN

HOUSING FIRST AUCKLAND

HOUSING FIRST Collective Stats
March 2017 – August 2023

1,370
Households

1,010
Children housed

2,380
Adults and families with children housed

My Whare

My Whare is an innovative response to housing Aotearoa New Zealand rangatahi (youth) who are at risk of homelessness.

In September 2022, Kendra Horning was appointed to the role of leading My Whare. This has given the programme a greater sense of direction and enabled proactive planning for future strategies to address youth homelessness and provide direction in the lives of young people like Bethany.

Bethany came to Visionwest after moving from Wellington. “Back in 2020, I was part of Visionwest’s Youth Payment programme. Kendra was my Youth Coach and we really got on well. Then I moved away and hadn’t seen Kendra for about a year when I saw that she was speaking at a community meeting just around the corner from where I was living. I didn’t care what she was speaking about, I thought it would be great to catch up, so I went along.”

Kendra was speaking about My Whare, Visionwest’s youth housing initiative and, after the meeting Kendra and Bethany met up.

“Kendra asked how I was going. I told her I was okay, but my living situation was unstable and wasn’t that great. That’s when she told me more about My Whare and asked if I’d be interested in being part of the programme and living in one of the whare.”

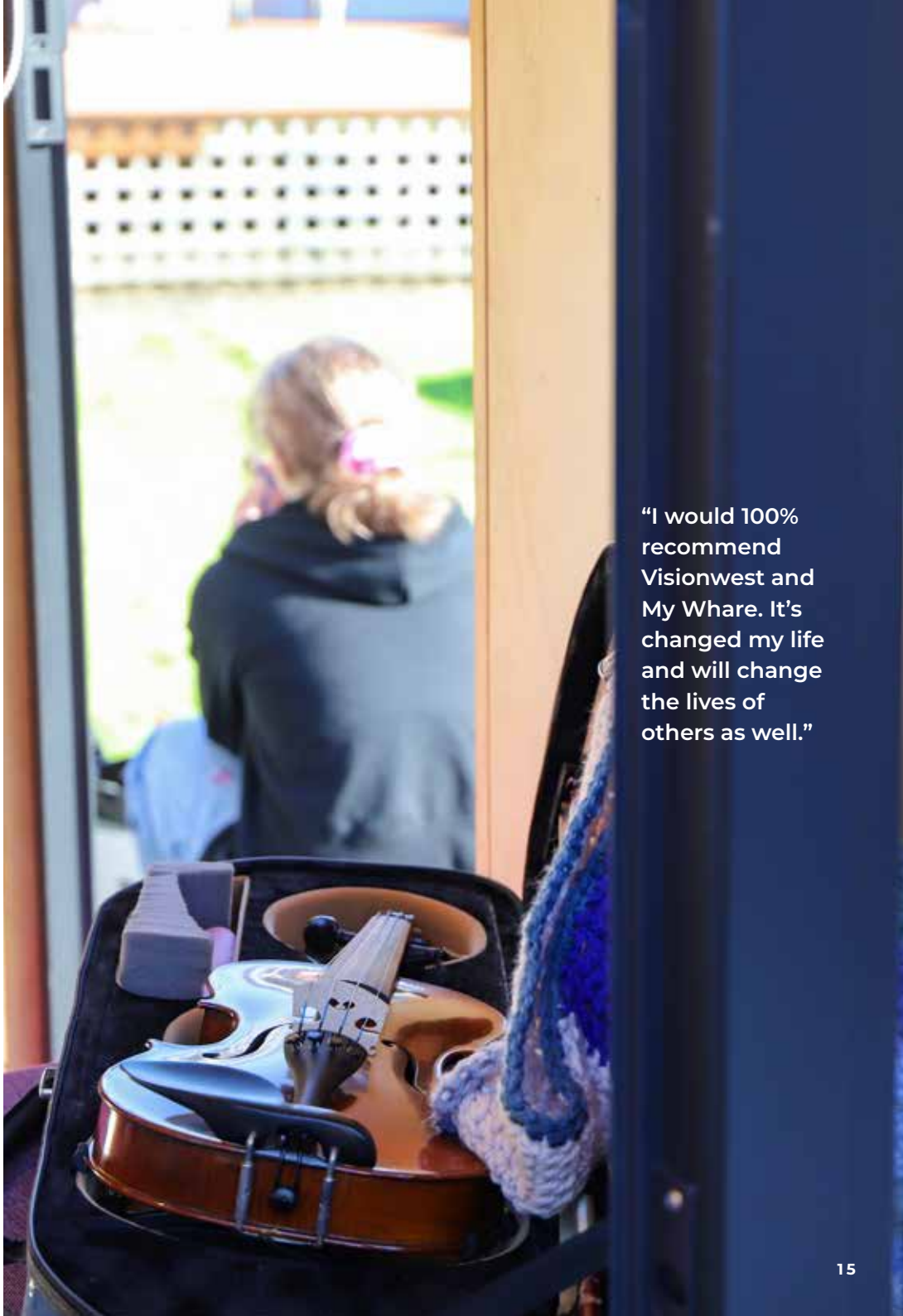
The timing of Bethany and Kendra meeting was perfect. Bethany needed a place to live, and a whare had just become available.

“When I was offered one of the My Whare homes, I never hesitated. During my time at Visionwest, it had always been like a second home for me; a place where I felt totally comfortable. Everyone is so kind and caring. It was a really positive environment for me and a place where I could thrive and be myself.”

Being in a My Whare home has brought stability to Bethany’s life. She can now focus on the things that matter, like her future.

“I hate to think where I’d be if it wasn’t for My Whare. I know I’d be struggling financially and would be under stress 24/7. It’s possible I would be homeless. Instead, I have a stable place to call my own and where I feel safe. My host family are the best family ever. I love them so much and feel safe and comfortable being around them.

“I would 100% recommend Visionwest and My Whare. It’s changed my life and will change the lives of others as well.”



“I would 100% recommend Visionwest and My Whare. It’s changed my life and will change the lives of others as well.”

Visionwest
Waka Whakakitenga

Home Healthcare

homehealthcare.org.nz

The past year has seen over one million hours of home healthcare provided to older adults and whānau living with a disability. For those receiving in-home healthcare this is transformational and enables them to remain in the safety and comfort of their own homes.

For all home healthcare providers throughout Aotearoa New Zealand, the past 12 months have been difficult due to a nationwide shortage of Support Workers and other healthcare workers. As a positive, this has created an opportunity to strengthen the team and culture within Visionwest Home Healthcare and prepare for future growth and process changes.

Another positive for the year has been the commencement of a major transformation project to ensure increased efficiency and grow client satisfaction. This will include an update of the phone system, changes to the CMS system, and a move to a more automated rostering and Support Worker check-in system. The project will take many months to complete, and all new systems are expected to be up and running by midway through 2024.



The year has seen an increased number of complex clients being referred to Home Healthcare; clients referred with mental health issues are also on the rise.

Visionwest Home Healthcare employs over 1,300 Support Workers throughout North Auckland, West Auckland, Waikato, Bay of Plenty and Rotorua/Taupō.

A transformation programme for Home Healthcare commenced in June 2023 and will result in even more effective service delivery.

73.6 of Visionwest Home Healthcare staff are qualified at Level 2 or higher.

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

8350

CLIENTS CARED FOR

1,289,897

HOURS OF IN-HOME CARE PROVIDED



Cameron's Story

There was a time when one of Cameron's favourite activities was long distance running. Then he was diagnosed with multiple sclerosis affecting his ability to walk. Now confined to a wheelchair, he relies on daily visits from Visionwest Support Workers, which he describes as vital.

Read Cameron's full story in the Stories of Hope section at the back of this report or online.

supporting independence | *Kia Tūmanakotia*

Huia Mai

visionwest.org.nz/huiamai

Nau mai haere mai ki Huia Mai.
Huia Mai is part of Visionwest's strategy to prioritise Kaupapa Māori and involves the provision of services that respond in a culturally informed way to the needs of whānau Māori and all other whānau who seek our support.

Huia Mai also involves internal initiatives that express our Kaupapa Māori journey and help with its ongoing development.

The support services that come under Huia Mai are written about in the following pages; some of the Huia Mai initiatives currently underway are written about below.

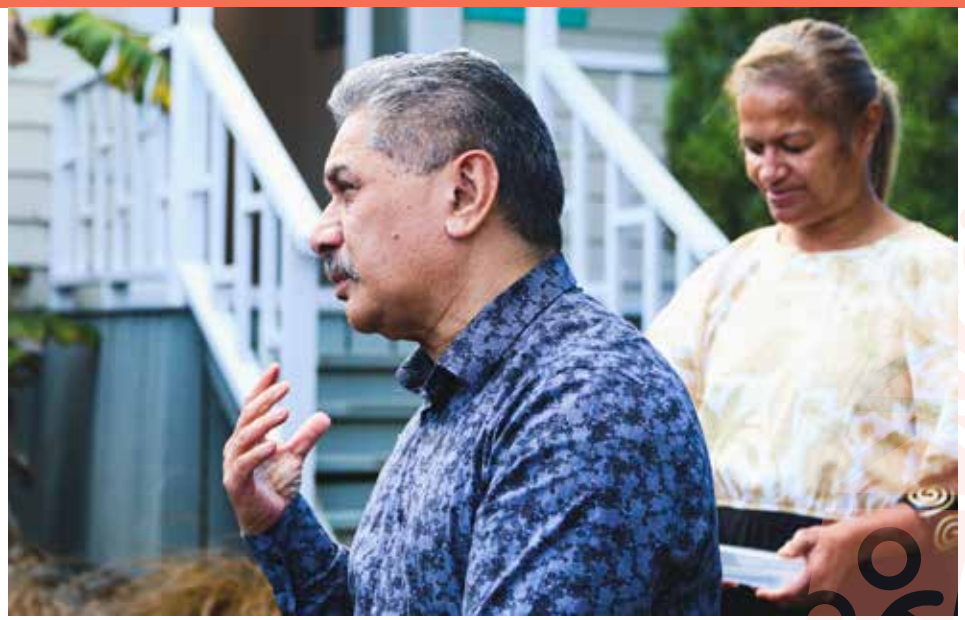
Te Tiriti Training

Over the past year, over 150 staff have taken part in Ako Reka (Sweet Learning) – a unique Te Tiriti o Waitangi workshop that helps participants understand the story of this whenua and their place in the conversation and challenges we currently face. More teams across Visionwest are planning to hold this workshop in the year ahead.

Following on from Ako Reka, we have commenced the roll-out of Korero Reka (Sweet Talking) which aims to establish regular follow up conversation spaces to discuss together what the application of Te Tiriti means for each of us in our day-to-day mahi.

Housing First Collective – Maiea, Tāiki E!

Housing First has been working on the creation of a renewed strategy for the Collective – the first since it was established – that focuses specifically on the provision of housing for Māori. This has included facilitating a hui of housing staff across the Collective at Orakei Marae on 28 April 2023. The hui's purpose was to engage, critique and develop the strategy towards its final form with a view to formally launching the strategy at Visionwest's Glendale Road site on 1 September 2023.



Huia Mai staff have been an integral part of this Housing First Kaupapa Māori ropu providing wisdom from Te Ao Māori to this vital strategy and ongoing mahi.

Huia Mai staff and Flood Relief:

Huia Mai staff were able to be deployed in response to Auckland's extraordinary weather events where our Whānau Centre and Community Connector staff played an important role (see the Flood Response chapter within this report).

Te Rautaki Hauora

A significant project over the past year for Huia Mai and Home Healthcare has been formalising Te Rautaki Hauora (a Māori Health Plan). Visionwest has approached this task thoroughly as we have sought to identify significant inequalities and barriers within our area of Home Healthcare. We are committing to an Action Plan to strengthen our organisational response to these challenges.

This Plan will be completed by October 2023 after which the work needed to embed Te Rautaki Hauora into our daily practice begins.



Māori led support | *Kia Tūmanakotia*

Huia Mai Services

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.

Mātanga Oranga has seen a huge increase in demand over the past year including an increased number of referrals from police and an influx of whānau affected by Auckland's weather events. We have aimed to be proactive in our response to the need for trauma counselling following the flooding and are currently facilitating two weekly adult groups and one children's group. A total of 50 children and parents have registered for this group.

Alongside those experiencing trauma following the Auckland flood events, we continue to work with whānau who have come to a place where they wish to address the intergenerational trauma that has affected them throughout their lives. It is a privilege to be a part of this work and incredibly satisfying to see the life change that so many of our whānau have experienced.

My Whare

My Whare is a Huia Mai initiative that works to address the issue of homelessness amongst rangatahi (young people). You can read about this mahi in the My Whare page of this report.

Ōhinga Tū

Ōhinga Tū serves a vital role in addressing issues relating to the growth and development of rangatahi which will encourage their confidence, help them to discover and increase their mana, and prepare them for a flourishing future. You can read about this mahi in the Ōhinga Tū pages of this report.

Mātanga Oranga has grown to 4 specialist trauma therapists servicing a total of 80 whānau addressing intergenerational traumas.

From this past year's clients, 17 have returned to the workforce and study. Some of these have not worked or studied before and several were beneficiaries.

Mātanga Oranga staff have seen significant reductions in drug and alcohol use/addictions amongst our clients.

Our culturally informed response

Tā mātou whakautu ki te āhuatanga ahurea

114

WHĀNAU RECEIVED MĀTANGA ORANGA SUPPORT

1248

MĀTANGA ORANGA SESSIONS DELIVERED



Tereanna's Story

Tereanna never expected to find herself "homeless," but that was before the Auckland Anniversary Weekend floods. After her whānau lost their home and all their possessions, she came to Visionwest to find accommodation, but she discovered so much more.

Read Tereanna's full story in the Stories of Hope section of this report or online.

Māori led support | *Kia Tūmanakotia*

Whānau Centre

visionwest.org.nz/whanau

This year the Whānau Centre took on additional responsibilities as Visionwest's key entry point, not only for those whānau seeking support, but for all organisational enquiries (excluding Home Healthcare).

As part of this change, coordination capacity was increased so that everyone, whether by phoning in, emailing, or coming onsite, can experience the beautiful wairua-based welcome of the Visionwest waharoa (gateway) and be directed to appropriate services.

The understanding and embedding of atawhaitanga (compassion and care) as a significant part of the Centre's service development has seen positive change with atawhaitanga becoming a central concept and expression of engaging with people. This is demonstrated through the way our Community Connectors, Support Navigators and Coordinators work with and relate to whānau.

The Whānau Centre teams contributed significantly to the delivery of support during the Tāmaki Makaurau Auckland weather events and in the months following (see the Flood Response chapter of this report). These flooding events, along with the ongoing effects of Covid, and the cost of living and housing crises, have heightened and highlighted the significant need that exists in our communities.

Community Connectors

Our six Community Connectors were pivotal in Visionwest's response to both Covid and Auckland's flood events; so much so that, without their ability to support and direct whānau, Visionwest's emergency response would have been severely hampered. Such was the demand following the flood events that an additional two Community Connectors were added in February to enable the establishment of a dedicated flood/cyclone response team.

Within the Whānau Centre, a Kaiatawhai Whānau role was established. This is effectively a full-time Community Connector based at our Whānau Centre and it has enabled an increase in the low-intensity Social Work supports provided to whānau.

Community Connectors have become integral to the wraparound support services provided by Visionwest. These kaimahi (staff) have the knowledge and expertise to navigate client whānau through the government agencies and community organisations that are appropriate to their needs. They then remain key workers in their lives until those whānau are connected to and receiving the support or long-term services they require.

Adding staff to the Whānau Centre team has enabled growth in our low-intensity Social Work and provided additional avenues of effective support to whānau.

During Visionwest's flood response, the Whānau Centre's 0800 line became the main source of information and expertise for both whānau and partner organisations alike.

"My Community Connector was so welcoming ... She didn't treat me like just another person, she gave hope and made me feel like I wasn't forgotten." Tereanna – Visionwest whānau.

A Kaiatawhai Whānau role – effectively a full-time Community Connector – has been established and is now part of the Whānau Centre team.

Our culturally informed response

Tā mātou whakautu ki te āhuatanga ahurea

1550

WHĀNAU SUPPORTED AND CONNECTED TO SERVICES BY THE COMMUNITY CONNECTOR TEAM

551

SESSIONS PROVIDED BY WHĀNAU CENTRE SOCIAL WORKER TEAM



Trushar's Story

In 2021, just eight months after moving his family into their West Auckland property, Trushar's house was flooded and they lost many household items. Trushar admits it was an inconvenience but nothing like the trauma the family experienced on 27 January 2023.

Read Trushar's full story in the Stories of Hope section of this report or online.

providing a place to connect | Kia Tūmanakotia

Visionwest
Waka Whakakitenga

Ōhinga Tū

visionwest.org.nz/ohingatu

This past year saw the launch of Ōhinga Tū replacing Youth Solutions as the name for our rangatahi work. With the change in name came a move away from an education and training emphasis towards a greater focus on Kaupapa Māori principles and Youth Development practice.

Ōhinga Tū speaks of empowered young people who are standing in their own mana with the courage to grow and to live out rich and full lives. All our rangatahi programmes reflect this emphasis.

Our partnership with MSD in the delivery of Youth Services and the Employment Preparation and Placement Programme (EP3) has continued and transitioned well to this new approach which is providing positive outcomes for rangatahi. An addition to our MSD partnerships came in the form of He Poutama Rangatahi, a programme for rangatahi that follows a close te Ao Māori design and is a continuation and expansion of our previous Pae Aronui pilot programme with Te Puni Kōkiri. He Poutama Rangatahi commenced in September 2022.

As part of the refocussing, in mid-2022, after years of bringing positive change into the lives of young people, the Alternative Education programme was concluded. Further, the Visionwest PTE (private training establishment) was put into hiatus at the end of 2022 with future plans still being considered.



Looking ahead, Ōhinga Tū is set to play a significant part in Visionwest's response to the needs of rangatahi in West Auckland and beyond. For this reason, My Whare and other opportunities that help us respond to youth homelessness, will now sit under Ōhinga Tū.

New kaimahi (staff) have been added in all programme areas including an Employment Navigator who is working to provide support as rangatahi navigate their way into employment.

The first Ready to Rent programme, helping rangatahi who are first time renters to understand the housing and rental market, was held. This will continue to be offered at regular intervals.

On 13 April 2023 the latest cohort of He Poutama Rangatahi students – ten students in all – graduated (the course is a 10-week work-ready course for 16–24 year-olds).

The majority of Ōhinga Tū rangatahi are Māori or Pasefika – the demand for services is steady and we are finding increasing pockets of need are opening up.

Our response to youth employment and training needs

Tā mātou whakautu ki te kimi mahi rangatahi me te wananga

398

YOUTH RECEIVED MENTORING AND EMPLOYMENT SUPPORT

56

FIRST TIME RENTERS COMPLETED THE READY TO RENT PROGRAMME



Shekainah's Story

When Shekainah looks back on her time at Ōhinga Tū she says it's like a glue. "All the pieces you have in your life, they put them all together and provide you with everything you need to get somewhere."

Read Shekainah's full story in the Stories of Hope section of this report or online.

empowered young people | *Kia Tūmanakotia*

Whai Manaaki Kai

visionwest.org.nz/kai

The past year has seen significant and exciting changes within Visionwest's food support service as we evolved from a pre-packaged food parcel service to a fully functioning social supermarket, self-selection foodbank, and kai warehouse serving up to 400 whānau every week.

The rapid rise in the cost of living has resulted in a significant change in demographic using the food support service. Whānau from all walks of life, including those in fulltime employment, now find themselves in need of food and other support services with many of those facing food insecurity never previously accessing social supports.

Introducing Whai Manaaki Kai

We have been gifted the name Whai Manaaki Kai to encompass the four community offerings that now make up our food support service.

These entities are described on the following pages.

Whai	*Manaaki*	*Kai*
To follow or to go after.	To support, nurture, and show respect and care for others.	Food and nourishment.

Visionwest Waka Whakakitenga

Whai Manaaki Kai

- **Manaaki Kai** – Social Supermarket
- **Pātaka Kai** – Emergency Food Support
- **Whata Manaaki** – Food Warehouse
- **Te Kapu** – Community Lunch

Whai Manaaki Kai now has the equivalent of 6 fulltime staff including a warehouse manager and social supermarket manager – our volunteers remain a vital part of the service.

While the number of food parcels distributed from Pātaka Kai is down on the unprecedented numbers during Covid, it remains significantly greater than pre-Covid numbers.

80% of those requesting food support did so because of issues relating to financial hardship. (9% unplanned cost, 4% flooding and 2% due to health concerns).

18% of Pātaka Kai food parcels are provided to partner organisations for distributing amongst whānau they are supporting.

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

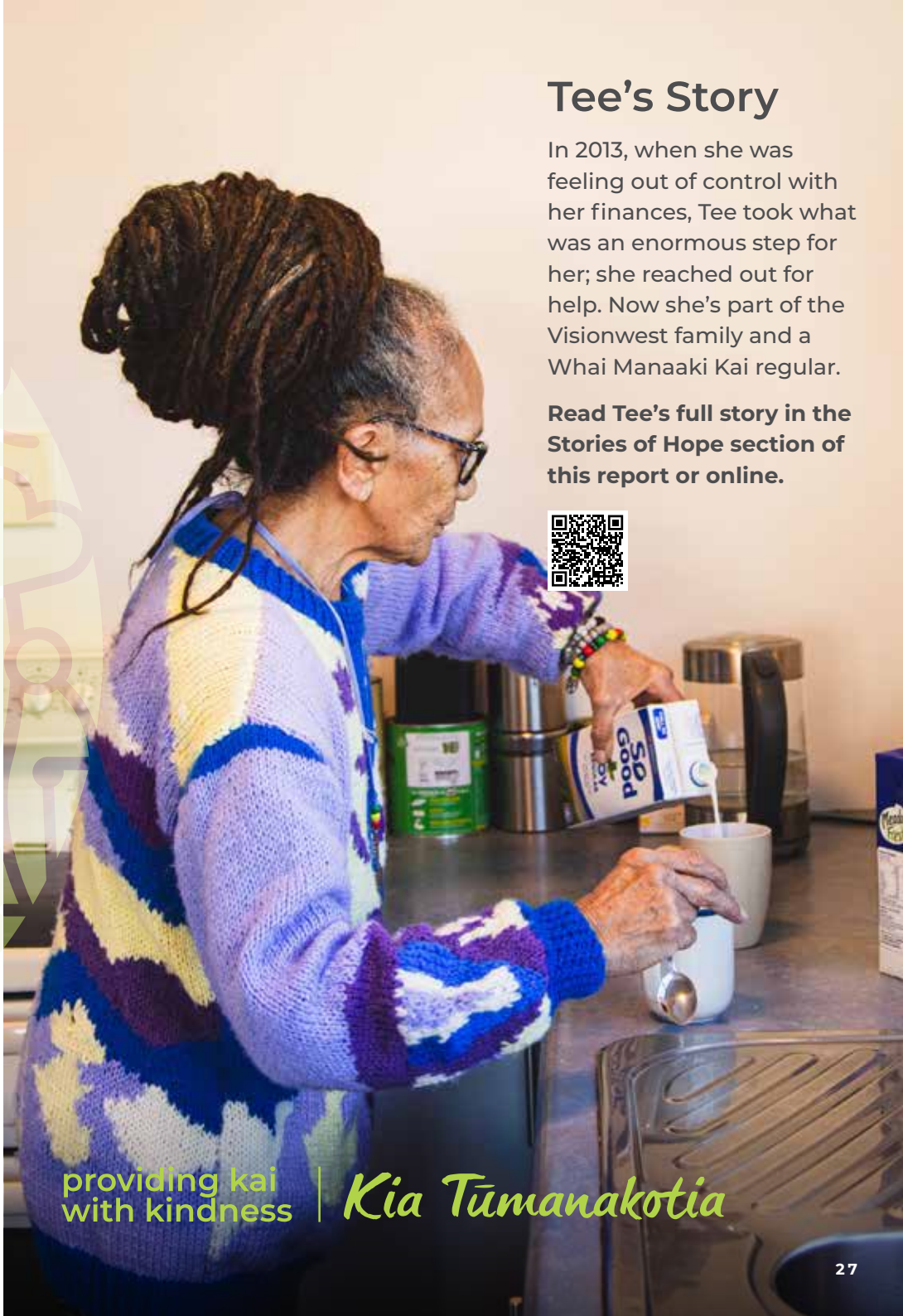
8,503*

WHĀNAU RECEIVED FOOD SUPPORT

19,691

PARCELS PROVIDED THROUGH PĀTAKA KAI

*This figure represents the number of unique whānau receiving food support irrespective of the number of visits.



Tee's Story

In 2013, when she was feeling out of control with her finances, Tee took what was an enormous step for her; she reached out for help. Now she's part of the Visionwest family and a Whai Manaaki Kai regular.

Read Tee's full story in the Stories of Hope section of this report or online.

Manaaki Kai

Thursday 8 June 2023 heralded a new day for our food support service with the official opening of Manaaki Kai, Visionwest's social supermarket – the first of its kind in Tāmaki Makaurau.

Opening five days a week and run with support from Foodstuffs North Island, Manaaki Kai is achieving its aim of providing food support in a way that preserves dignity and mana. Shoppers at Manaaki Kai select food from the shelves in the same way they would in a conventional supermarket. This enables whānau to choose the kai they need rather than receiving a food parcel of prepacked items. The shelves contain close to 600 product items – including food, cleaning, and hygiene products.

A highlight of the opening event was an interview with Jean Abraham (Nana Jean). 31 years ago, Nana Jean began the Visionwest foodbank out of a cupboard at Glen Eden Baptist Church (GEBC) and has seen it grow to all that Whai Manaaki Kai is today. "Mindboggling," is the word she used to describe her first walk along the supermarket aisles.

Pātaka Kai

Because Manaaki Kai will not immediately have the capacity to meet the needs of all who come to Visionwest for food support, the Pātaka Kai will still operate providing emergency food parcels to those who require them.

A recent adjustment to the service is that a degree of self-selection is now possible with whānau being able to swap-out what is in their parcel from a small selection on the Pātaka Kai shelves. Known as the More Choice Model, this positive innovation means whānau can select food they prefer. It also leads to a decrease in food wastage.

For Pātaka Kai's response to the Auckland flooding events, full details are in the Visionwest Flood and Cyclone Response, see page 40

Whata Manaaki

Whata Manaaki is our goods and stock warehouse. Opened on 10 November 2022, it is the engine room behind Whai Manaaki Kai. It is at Whata Manaaki that we receive, store, and prepare kai for both Manaaki Kai and Pātaka Kai, and distribute bulk food to other food support organisations throughout West Auckland.

The move from the garage in Glendale Road to a warehouse complete with large fridge and freezer units and a forklift has resulted in a huge leap in the efficiency



and effectiveness of the food support service we provide to our community, as well as providing a positive working environment for staff. It also put Whai Manaaki Kai in a strong position to respond to community needs following the 2023 weather events.

Te Kapu

On 7 June 2023, Te Kapu, the free weekly community lunch run by GEBC and Visionwest, celebrated its first year of operation. Every Wednesday the local community is invited to enjoy this free meal. Te Kapu is a place of connection and aroha and, for many, where their journey with Visionwest begins.

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

188

SHOPPERS IN THE FIRST MONTH OF MANAAKI KAI

(TO INCREASE AS PROCESSES ARE EMBEDDED)

90

AVERAGE NUMBER OF ADULTS ATTENDING TE KAPU EACH WEEK



Money Mentors

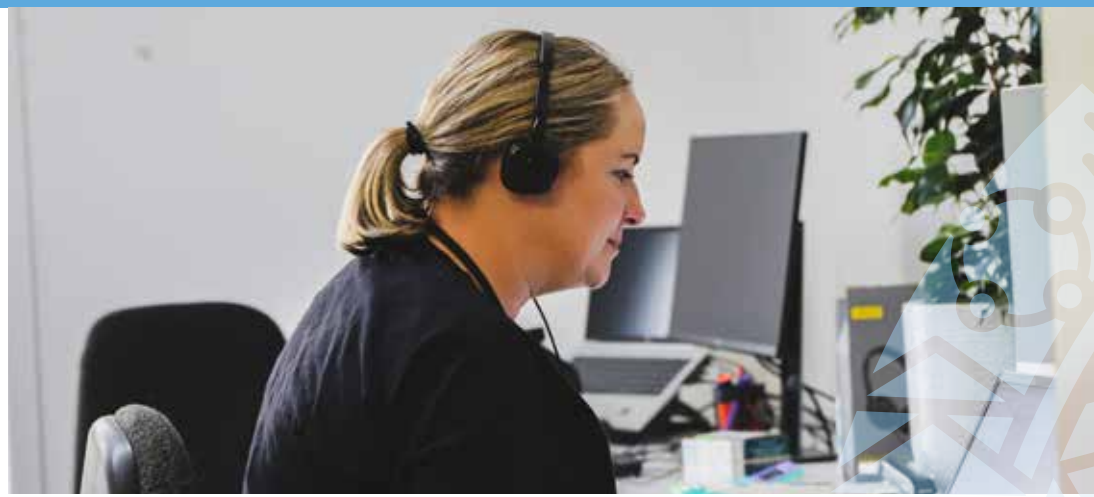
visionwest.org.nz/moneymentors

In recent years, each Annual Report has reported a rise in Money Mentors client numbers and their associated debt – this year is no exception.

Once again, our financial mentors have seen an increasing number of people struggling with a high level of personal debt that has spiralled out of control because they could not meet their minimum payments.

A continuing rise in the number of clients presenting with complex needs such as mental health issues, high debt, food insecurity, and unstable housing situations has also been observed. These add, not only to the number but also to the length of each client session.

Money Mentors has a Ministry of Social Development (MSD) contract to provide Building Financial Capability (BFC) services to help people and whānau to improve their financial wellbeing. Alongside this, we also have a contract for Building Financial Capability Plus (BFC Plus) Kahukura which is an intensive service aimed at helping people and whānau with multiple and complex needs who are experiencing (or at risk of experiencing) extreme financial hardship.



This holistic approach to building financial resilience acknowledges that financial issues don't occur in isolation of people's wider social needs and fits well within Visionwest where the delivery of wraparound support is at the core of all we do.

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 financial mentoring team.

An increase in demand for our Money Mentors service has led to an increase in the number of Financial Mentors which now totals five.

The combined debt of clients seen this year is $15,000,000 ($25,423 per client). Of this $1,000,000 has been saved, the rest is on its way to being paid off.

90 clients have been seen under the BFC Plus Kahukura contract; these whānau meet with a mentor weekly or fortnightly for up to 12 months.

The most common age ranges of clients are 26 – 35 years old and 46 – 65 years old. Many clients are approaching retirement age with high debt.

Our response to financial hardship

Tā mātou whakautu ki te āhuatanga rawakore

443 WHĀNAU RECEIVED FINANCIAL MENTORING SUPPORT

1900 TOTAL SESSIONS DELIVERED

$1,000,000 WHĀNAU DEBT CLEARED



Stacey's Story

Stacey was apprehensive about letting someone advise her about her finances; she thought a budget advisor would dictate what she could do with her money. Her first visit to Visionwest Money Mentors changed both her mind and her life

Read Stacey's full story in the Stories of Hope section of this report or online.

growing financial confidence | *Kia Tūmanakotia*

Visionwest
Waka Whakakitenga

Wellbeing Centre

visionwest.org.nz/wellbeing

For the Wellbeing Centre staff, the most rewarding aspects to the past year are the overwhelmingly positive feedback received from clients and the number of sessions that were able to be delivered at a time of unprecedented need.

The aftermath of the flooding events in Tāmaki Makaurau Auckland, coupled with the ongoing stresses caused by Covid, led to fear, worry, and increased anxiety and depression among clients. The need to prioritise clients affected by the flooding greatly impacted the centre's wait times and increased the workload for counselling team members.

Designated funding from the Visionwest Flood Relief Fund enabled the provision of free counselling to flood-affected whānau both in the Wellbeing Centre and to children in schools including free counselling to Waimauku School through a fully trained counsellor.

Alongside our flood response work we continued to offer our full range of counselling options including individual, couples and children's counselling. In response to the year's significant increase in demand, staff were added. The



Centre's staff is now made up of six fully trained Counsellors, five Counselling Interns and Louise, the Centre's administrator.

This year we have five intern counsellors at the Wellbeing Centre. This gives them the opportunity to learn and grow, enables us to provide low-cost counselling, and helps us build relationships with their tertiary institutions which helps promote the services we provide.

As the effects of Covid diminished, the Wellbeing Centre was able to resume face-to-face sessions while continuing to offer online sessions for clients who request them.

A 24-week Dialectical Behaviour Therapy (DBT) group for ACC clients, led by 2 of our Counsellors, commenced in May 2023. 8 clients are attending.

The Aoake Te Ra (bereaved by suicide) contract has been secured for next year enabling us to provide whānau with valuable support at a crucial time.

The school counselling programme, led by our Intern Counsellors, continues to grow with two new schools coming on board bringing the total to 6 schools.

Our response to emotional and mental health needs

Tā mātou whakautu ki te āhuatanga o te taha hinengaro

508 WHĀNAU RECEIVED WELLBEING CENTRE SUPPORT

5658

COUNSELLING SESSIONS DELIVERED

864

SESSIONS IN 6 LOCAL SCHOOLS



Eden Cottage

edencottage.org.nz

Eden Cottage has a wonderful group of teachers who are dedicated to the children in our care and committed to making Eden Cottage the very best it can be.

In September 2022, our latest ERO Report was released. It was both encouraging and positive with reference made to our focus on strengthening whānau relationships. A copy can be found on our website.

Amongst the most positive changes of the past year has been the building of a closely knit team following an influx of new staff. This has enabled us to set a clear direction and refine our vision in terms of growth and strategy. How to Move Towards Self-Regulation, a training course facilitated by Kelly Melville, our ECE Support Specialist, was of great value and helped in setting a clear foundation for the future of the Centre.

The addition of new resources at Eden Cottage has added to the attractiveness of the Centre and whānau are impressed with how fresh everything looks. This has included new shade sails, new resource equipment and a new sandpit cover. The new resource equipment is a goal that we shared in last year's Annual Report.



Adding new staff members and relievers to our wonderful staff this year has strengthened our team and laid a platform for growth.

We continue to use events to encourage and engage with our whānau. So far, in 2023, we have focused on Mother's Day and Matariki with a large whānau turnout to each.

A growing number of Eden Cottage whānau are accessing other Visionwest services, particularly Whai Manaaki Kai and our Community Connector Service.

Our te reo name – Te Iti Kahurangi – speaks of the precious small treasures that our tamariki are – treasures who deserve our best educational care and aroha.

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

46

CHILDREN ENROLLED THROUGHOUT THE YEAR

8

CURRENT TEACHING STAFF



Carmen's Story

The focus on family and the holistic approach to nurturing tamariki in all areas – physical emotional, social, and spiritual – are reasons Carmen and her husband value Eden Cottage and the time their son spends there.

Read Carmen's full story in the Stories of Hope section of this report or online.

Chaplaincy

visionwest.org.nz/chaplaincy

In February 2023, Simon Radford was appointed as Community Chaplain within Glen Eden Baptist Church (GEBC) to support the work of Visionwest. For just over a year, members of GEBC had filled this role.

As Chaplain, Simon has been busy, partly due to Visionwest's response to the disastrous Auckland weather events. During the year, he has been involved in:

- Door-to-door outreach to flood affected whānau doing wellbeing checks and offering food support and connection to the Visionwest flood response team for other support they may require. The outreach focused initially on red-stickered homes in badly hit areas.
- Responding to client referrals from the Whānau Centre to work with whānau who required focused chaplaincy support.
- Supporting Te Kapu, the weekly free community lunch held in the GEBC café which celebrated its one-year anniversary in early June.



- Providing services to community members such as house blessings, funerals, and support during court appearances.

The availability of a Community Chaplain enables us to access care that is truly holistic. Many whānau accessing our services are people who appreciate and ask questions relating to their wairua or spirituality. The Community Chaplain works with and supports whānau of all beliefs.

After the weather events over January and February a Chaplaincy led team visited 110 flood-affected homes to check-in on the community.

Having a Community Chaplain enables us to proactively respond to whānau who request focused Chaplaincy support.

Simon Radford is the sixth appointed Community Chaplain associated with Visionwest. The first being Mark Woolley in 1999.

"Chaplaincy is about recognising that whatever has happened in a person's past can be forgiven and a bright future awaits them." Tony Dye (previous Chaplain).

Our response to spiritual needs

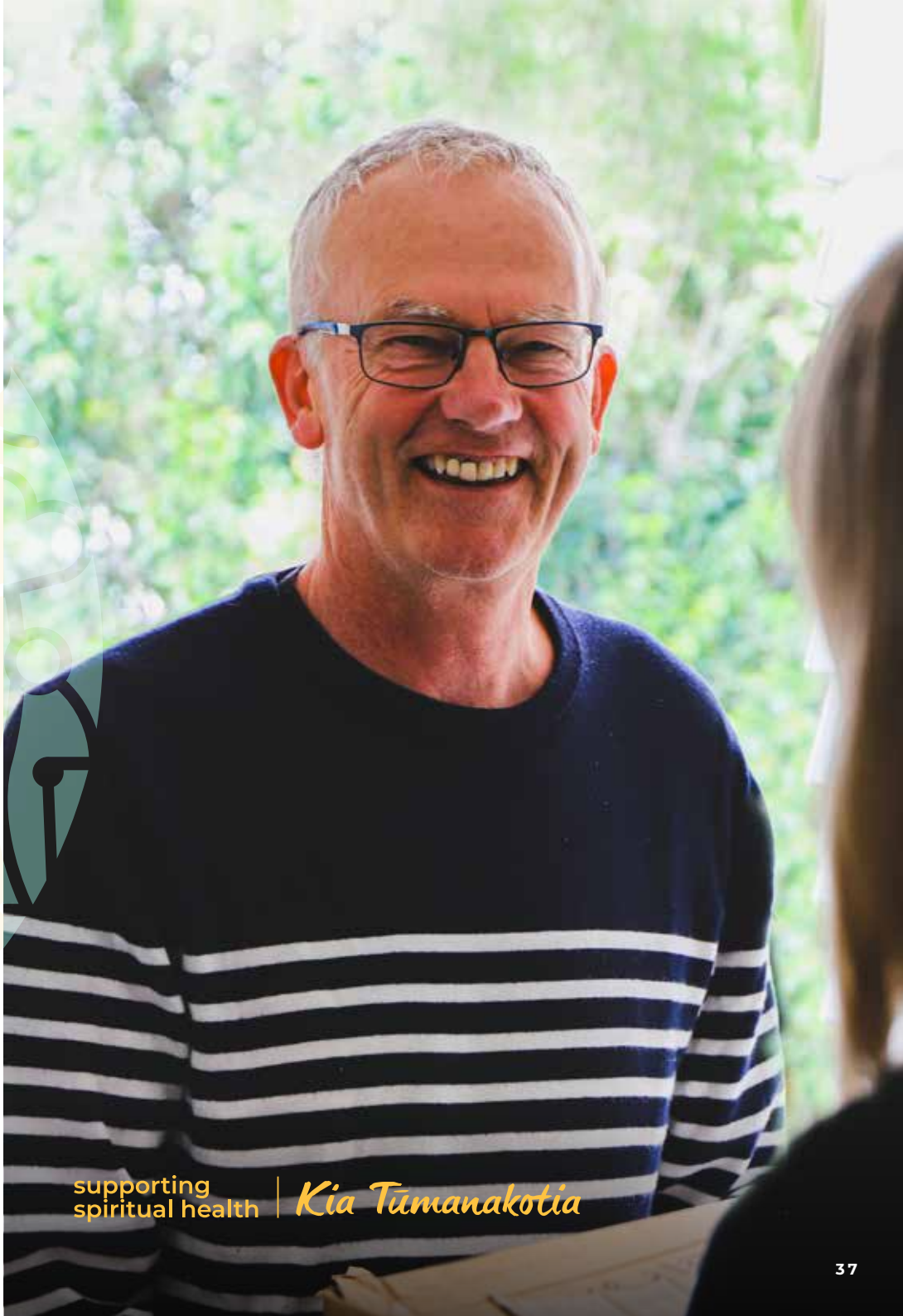
Tā mātou whakautu ki te āhuatanga o te taha wairua

110

FLOOD-AFFECTED HOMES VISITED DURING VISIONWEST/GEBC DOOR-TO-DOOR VISITATION.

90

PEOPLE ATTENDING TE KAPU EACH WEEK.



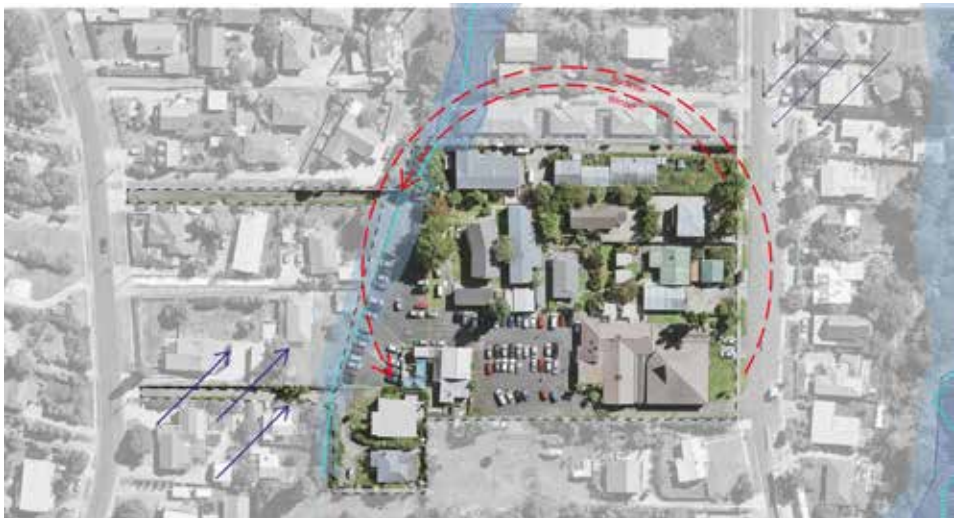
Looking Ahead – Glendale Road

Over the years we have seen many thousands of lives transformed. While it has been an honour to be a part of these transformational journeys, we are also aware that there remains much work to do. As an anchor organisation in the West Auckland community today, Visionwest has a duty to look ahead so we are prepared for the challenges of tomorrow.

The Road Ahead: It Takes a Village

Part of our plan to meet these future challenges is to develop and transform our current Glendale Road site to create a new village community for West Auckland that provides community housing alongside modern support service facilities and shared spaces that nurture whānau, enabling communities to thrive.

At a time when the number of people experiencing homelessness is at an all-time high, the development will incorporate 23 apartments for whānau who might otherwise have nowhere to go. And at a time when, every year, the demand on Visionwest's services is growing, the development will provide a space for effective support service delivery that is both accessible and mana-enhancing.



Next Steps on The Journey

While the Glendale Road development is currently in the planning and fundraising stage, the team at Visionwest is excited about the difference this will make to the West Auckland community and the individuals who trust us enough to allow us to accompany them on their pathway to transformation.



"As I envision our future, I am reminded of a traditional pa site, where Whare Kai (place to eat), Whare Karakia (place of prayer), Whare Kainga (home) and Pātaka (store house) coexist harmoniously. A village pā that serves as a sanctuary for whānau, upholding their mana, and for some, restoring their mana and fostering genuine connections through whanaungatanga and manaakitanga, with every pā having a sacred waharoa or entrance way."

Fred Astle, Pou Whakarae,
Head of Māori Development & Education



Artist's impression of Community Housing



Concept drawing of campus as seen from Glendale Road



"When you have nowhere to live, you're always on the move, and you live in a state of constant stress – it never goes away. You have to think about things like, 'Where are the local shops?' 'What school are the kids going to go to?' 'Is this a safe neighbourhood for our kids?' And, each time you move, you have to settle your children into a new place. Being in a stable community changes everything."

Ono and Anna

Visionwest Flood Response

It takes a community to help a community

Even with pre-warning, storms can arrive with a ferocity that takes us by surprise bringing winds and driving rain that can threaten the foundations of all we know. On Auckland Anniversary Weekend (27 January) and then on 12 February, Tāmaki Makaurau Auckland faced such storms. First the Auckland Floods and then Cyclone Gabrielle hit with brutal and sustained force. The resulting devastation throughout West Auckland was immense and, for many, life-changing.

In response, Visionwest chose to do what we always do in times of crisis ... we provided an anchor for our community believing that, as we remained strong, light would eventually break through the clouds and give even the most severely affected, the hope to carry on. It was a challenging time but, as our team responded to the aftermath of these events, we witnessed the courage of staff and client whānau and saw what hope can do in times of greatest challenge.

Visionwest's flood relief work included (figures up to 23 June 2023):

- 27 whānau housed with Visionwest forced from their homes receiving immediate and ongoing support.
- Community Connectors and our Huia Mai team active in establishing and helping to run the Kelston Civil Defence Centre (CDC).
- Immediate and ongoing food support to local CDCs, Community Hubs, other organisations, and heavily affected locations.
- Working collaboratively with the West Auckland Together Collective to centralise and disseminate key information relating to flood support.
- Establishing and managing an 0800 hotline for support enquiries.
- Money Mentors providing information and support relating to insurance claims, flood relief payments, and general budgeting.
- Mental health support including group sessions and sessions for children at West Auckland Schools; and provision for free ongoing counselling sessions with Mātanga Oranga and our Wellbeing Centre.
- A pop-up pantry restock initiative ensuring those who lost vast quantities of food could restock their homes completely.
- A six-month free loan of ten SUVs, thanks to MG Motor Group, for those who had lost vehicles in the storms.
- Recruitment of staff to focus solely on coordinating our flood relief response.
- Door-to-door visitation teams to whānau living in damaged homes to supply food and information about accessing services and funding.
- Working with 84 families to replace lost items such as kitchenware, whiteware, houseware, and clothing.

As of 23 June, over $670,000 had been raised for direct flood relief and 92% of this had been spent.

3553

WHĀNAU ENQUIRIES FOR SUPPORT ANSWERED

$219,766.93

SPENT ON REPLACEMENT HOUSEHOLD ITEMS

3152

WHĀNAU (7,381 INDIVIDUALS) RECEIVED FOOD SUPPORT

Use the QR code to read the Visionwest Flood and Cyclone Report.

Building Developments

Early 2023 saw the completion of two major building projects which now house Visionwest support staff and have added positively to our staff wellbeing and efficiency.

Koru Paihere – Auckland

In April 2021, Visionwest took possession of a large building in Glengarry Road, Glen Eden. Formerly owned by the Salvation Army, the building was purchased to create space for back-office staff who had outgrown the Glendale Road site and to create space for a proposed development of Glendale Road.

Initially delayed by Covid,the renovation was completed in time for staff to move in on 3 April 2023.

Officially opened on 27 April 2023, the building has been gifted the name, Koru Paihere. “Koru” referring to the Visionwest koru and “Paihere” referring to cords that bind things together. So, Koru Paihere has two meanings: For staff it means, whatever our role within Visionwest, we are united and bound together as we work to advance the purpose of this koru. For whānau it means that the koru and what it stands for works to untie anything that may be holding you back from achieving your personal wellbeing goals and aspirations.

Around 130 staff work from Koru Paihere including team members from Community Housing (Tenancy and Support Services), Finance, Human Resources, People and Culture, Marketing and Partnerships, and Health and Safety.

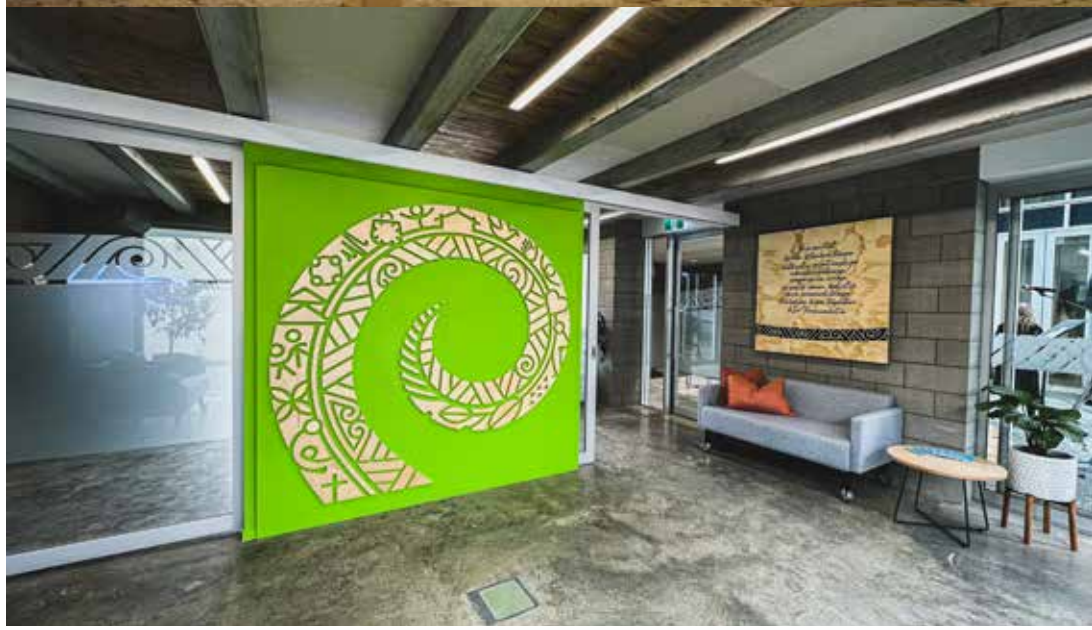
Waitaha Canterbury Housing

It was in response to the 2011 Christchurch earthquakes that Visionwest began providing housing support in Waitaha Canterbury. Since that time the work has grown significantly, aided by a partnership with Oxford Terrace Baptist Church (OTBC) where Visionwest has had offices based in portable buildings in the church carpark.

On 4 May 2023, new buildings comprising offices and social housing were officially opened on the OTBC site. The Visionwest Waitaha team will work out of these new offices and manage seven of the social housing properties.

When OTBC pastor Andrew Meek spoke at the official opening, he told of how the land the building now sits on was once a place where local Māori would gather food for their whānau. “Today,” he said, “from this place, whānau will be housed, fed, and supported to move forward with their lives.”





As an organisation, we greatly admire the work of our Waitaha team. In just over a decade, the team has gone from a small group focused on earthquake recovery to a team supporting over 133 households in need of housing support. The team also oversees up to 60 cohorts in the Sustaining Tenancies programme.

Published Reports

Each year Visionwest produces publications for the purpose of gaining insights and data relating to the issues addressed by the services we provide. This year we produced the following reports. You can read the full report by scanning the QR Code next to it.

Lockdown in Waitākere 2021

November 2021

Describes the impact of Alert Level restrictions (lockdowns) on Visionwest service delivery, for both whānau who access Visionwest services and the wider West Auckland community. The emerging priorities for Visionwest are also identified.

Christmas From The Heart 2022

February 2022

Provides an overview of the Christmas From The Heart 2022 event and high-level information about Christmas hardship and why Christmas support was necessary.

Food and Financial Hardship Report

April 2023

An analysis of the Visionwest Food Security Survey. Despite impressions that the impacts of COVID are retreating, this food security survey shows that needs in the third quarter of 2022 did not drop back to pre-COVID levels and have subsequently continued to rise.

Budget Response 2023

May 2023 | Insight

For the past two years, Visionwest has been invited to be a part of the Budget Day lock-in at Parliament Buildings. This has given us an early look at the Budget material and enabled us to prepare a response. This is our response to Budget 2023.



Visionwest Pae Aronui ImpactLab Report

May 2023 | Education, Housing, Impact, Wellbeing

Throughout our lives, different events occur which impact our overall wellbeing trajectory. This report measures the impact on an individual's wellbeing across multiple domains when they're supported by a programme to make positive changes in their life.

Social Supermarket Feasibility Report

May 2023 | Insight, Kai

Social supermarkets have been operating for many years internationally, often with a waste minimisation focus and the intention of offering dignity and choice to shoppers. This report was produced as a feasibility study and precursor to Manaaki Kai, Visionwest's social supermarket.

Christmas From The Heart: 2022

Christmas From The Heart is a collaborative initiative focussed on addressing Christmas hardship throughout Tāmaki Makaurau. The Te Uru o Tāmaki Makaurau (West Auckland) event is run by Visionwest with partnering support from the Auckland City Mission. 2022 was the fourth year of this collaboration. Other organisations run equivalent events in other parts of the city.

Christmas From The Heart 2022 ran from Wednesday 14 December to Thursday 22 December (excluding the weekend). As with previous years, whānau phoned in to preregister and were allocated a specified day and time for collecting their parcel, which they picked up from the Glen Eden Baptist Church (GEBC) carpark.

Of note at this year's event was size of the need and the obvious financial hardship faced by a significant number of people within our community. As whānau came to receive food and gifts, many spoke of this being the first time they had ever requested support of this kind. Some expressed embarrassment, apologising for being a bother and having to request help. Others talked about the daily challenge of meeting the rapidly rising cost of food, petrol, rent and other essentials which left very little money for extras; and certainly, very little to spend on anything special over the Christmas period. Of those responding to the event's Exit Survey, 65% stated that their financial situation was worse than at the same time during the previous year.

It was not surprising that Christmas From The Heart 2022 saw a 30% increase in the number of parcels provided compared to the previous year and a 47% increase in the number of toys for children. In another first, 197 people seeking help were in their senior years (that is, over 65 years old).

As with previous events, whānau who registered for a food and gift box had the voluntary option of being assessed by WINZ for a Special Needs Grant (SNG). 66% of people took up this offer. The fact that this was slightly ahead of the previous year's uptake again shows the increase in financial pressure that many whānau are experiencing.

Once again, the event's success was helped greatly by the large volunteer contingent – 380 people over the seven days – with the number of businesses registering to be involved slowly increasing each year.



On 15 November 2022, in preparation for Christmas From The Heart, Visionwest's first 24-hour Giving Day was held with proceeds going towards children's Christmas gifts. $46,000 was raised which was a huge help.

The full Christmas From The Heart 2022 Report can be read by scanning the QR Code.

1,758 PARCELS PROVIDED

4,034 ADULTS FED

5,001 CHILDREN FED AND PROVIDED WITH GIFTS

Five-Year Strategic Plan

In July 2021, each service and department finalised their individual Strategic Plans which are being used as the basis for prioritising and focusing their work through to 2025. 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.

While using this plan and the objectives within it as a foundation for much of the mahi we are involved in, we also recognise the need to be flexible because the focus of community need can change very quickly, and it is Visionwest's intention to proactively respond to such changes.

The five objectives are shown in the illustration to the right.

Towards Tomorrow – Ki Apopo can be viewed in full on our website,



Thank you

It takes a community to help 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 each and every person and organisation who has given so generously of their time, money, or goods to support Visionwest's work throughout New Zealand.

Thank you to our major supporters who include:

Auckland City Mission

Baptist Churches of New Zealand

Clare Foundation

Elsie Steele Trust

Foodstuffs North Island

Foundation North

Genesis Energy

Gull New Zealand Ltd

Kaiārahi Trust

Kiwibank

Little Kowhai Charitable Trust

Lottery Auckland Community

MSD - Ministry of Social Development

New Zealand Red Cross

One NZ (Vodafone)

Rank Group Limited

Simplicity Charitable Trust

Sir Ernest Hyam Davies & Ted & Mollie Carr Estates

Sir John Logan Campbell Residuary Estate

SkyCity Auckland Community Trust

The Tindall Foundation

The Trusts

The Trusts Community Foundation (TTCF)

Waitākere Ranges Local Board

Whāu Local Board

Wilberforce Foundation

Z Energy Ltd

Thanks also to other supporters and suppliers who include:

Fleet Partners

Fresh Choice Glen Eden

Glen Eden Baptist Church

Henderson Rotary Club

New Zealand Food Network

Office Products Depot

PAK'nSAVE Lincoln Road

Tegel Foods

WestNet Tax Accounting Ltd



Your support will transform lives

We rely on the generosity of donors and funders to carry out this work of transformation.

If you are able, please support Visionwest today – your gift will enable people impacted by isolation, poverty, and homelessness to receive the support they need to build brighter futures.

You can...

Donate

Online at **visionwest.org.nz/donate**
or 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.

Become a Hope Builder

Your regular monthly donation will deliver long-term, life-changing solutions that help transform the lives of the most vulnerable people in our communities.

Find out more at **visionwest.org.nz/BuildHope** or email buildhope@visionwest.org.nz

Join the Visionwest Christmas Club

By making a small, regular donation to the Visionwest Christmas Club, you will give the gift of joy to a struggling family at Christmas.

Find out more at **visionwest.org.nz/ChristmasClub** or email fundraising@visionwest.org.nz

Leave a Legacy of Hope

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

Find out more at **visionwest.org.nz/YourWill**, phone Jan on 027 483 8921, or email her at jan.avey@visionwest.org.nz



Subscribe to receive occasional updates about our work

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

Chaplaincy

Simon Radford – Community Chaplain
Appointed February 2023

Community Housing and Pasefika Development

Judy Matai'a – Head of Housing and Pasefika Development
– *Appointed March 2023*

Home Healthcare

Rita Blade – Bay of Plenty Regional Manager
– *Concluded October 2022*

Paula McIntyre – Waikato Regional Manager
– *Concluded May 2023*

Ōhinga Tu

Rosemary Dewerse – Head of Education and Training
– *Concluded November 2022*

Visionwest Board of Trustees

Judy Matai'a
– *Concluded February 2023*



Visionwest Community Trust

Statement of Service Performance Report

Vision and Mission

Visionwest Waka Whakakitenga exists to address homelessness, reduce poverty, support the elderly, and ensure young people have hope for the future.

Our Vision is

Transformed Lives, Healthy Communities
He Oranga Tāngata, He Oranga Hapori

Our mission is

building hope together | *Kia Tūmanakotia*

Our mission is outworked through a faith led Kaupapa centred on values of whanaungatanga, aroha, mana and manaakitanga. 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. We recognise that many whānau we work with arrive with a wide range of complex needs and so, to achieve our vision, we journey alongside those individuals and families and are active in the ongoing transformation work that enriches their lives and leads to healthier and more connected communities. An attitude of willingness to innovate and grow to meet emerging needs, together with our steadfast commitment to upholding the mana of every individual we support, and employ is reflected in our charitable objectives, which are outlined below.

Trust Deed Objectives

- To encourage a spirit of Christian compassion within local communities, and to actively promote the message of Christianity – love, hope, mercy and kindness – through the act of providing various social care and welfare services for the under-privileged, needy and disadvantaged.
- To provide direction and resources, whether financial or otherwise, in order to meet the social, emotional, physical, spiritual and educational needs of the people in West Auckland area generally (and beyond).
- To establish service centres, programmes and facilities which enable the provision of appropriate social services to local communities, including but not limited to: kindergarten and childcare facilities; healthcare services; provision of temporary and permanent accommodation and housing; educational development; counselling services; employment training services and financial services and support.
- To assist those who experience financial and emotional hardship, and those who are disadvantaged in society.
- To alleviate the difficulties of those experiencing hardships, including financial hardship, and to bring relief through whatever means are available to the Trustees.
- To initiate, establish and administer any social services for the people of local communities (including children, the destitute and the elderly) who, for any reason, are in need of care and assistance.
- To carry out such other charitable purposes within New Zealand as the Board shall determine after consultation with the Elders' Board.

These objectives guide our service design and delivery, however not all wellbeing and spiritual elements can be objectively quantified for auditable purposes. As our organisational capacity grows, we seek to improve our qualitative research and reporting which will allow a wider understanding of our ability to meet the relational wellbeing objectives outlined above. The following statement of our service provision reflects measures that meet our objectives and align with service contract requirements.

Strategic Goals

Prioritising access for Māori

Visionwest prioritises building Kaupapa Māori capabilities and capacity throughout the organisation, particularly front-line services. This is reflected in our Visionwest Huia Mai approach which is mandated to establish culturally responsive whānau centric care for people of many different cultural, ethnic, and religious backgrounds with a particular focus on Kaupapa Māori to:

- Ensure shelter and accommodation for whānau trapped by homelessness.
- Nurture and support rangatahi in educational and employment aspirations through mentoring and training.

Most recently established services include Mātanga Oranga, our Kaupapa Māori trauma informed family harm specialist care service of highly experienced and qualified Māori and Pasefika specialists; and Ōhinga Tū which is our Kaupapa Māori informed and led youth development service.

The data below represents the total number of Māori clients who, in the reporting period, have received services that reflect our three focus points outlined above.

Performance Indicator	Actual This Year	Actual Last Year
Number of Māori whānau engaged in:		
Supportive Housing	459	357
Kai/Food	3368	3470
Financial Mentoring	125	96
Other health, community and education services	1254	1057

Addressing homelessness

Visionwest Waka Whakakitenga exists to address homelessness in Aotearoa New Zealand. We partner with others to ensure every New Zealander is housed in a warm, dry, safe, and affordable home and we are committed to the provision of community-based supportive housing throughout our communities, coupled with the provision of wraparound supports. Our focus is on activities that:

- Continue the Housing First programme in Auckland and other areas in need, working collectively to address homelessness.
- Use a Kaupapa Māori model of care to increase our capability in addressing complex issues faced by the whānau we house to ensure permanent housing solutions.

The following numbers reflect the total number of families housed in Visionwest Long Term, Housing First and Rapid Rehousing properties as at the end of the reporting period in Christchurch and in Auckland. The proportion of whānau having successfully sustained their Visionwest tenancy reflect those who have been housed by our team at the beginning of the year and who are still housed in a Visionwest property at the end of the reporting period.

Performance Indicator	Actual This Year	Actual Last Year
Number of whānau permanently housed	356	283
Proportion of whānau having successfully sustained their Visionwest tenancy	91.5%	89.1%

Supporting independent living at home

As part of our missional objectives to administer social services for local communities who, for any reason, need care and assistance, Visionwest provides care and support for older people and people with disabilities so they can enjoy living independently in their own home. This work is carried out by Visionwest's team of trained Support Workers.

The numbers below reflect the total number of clients who have received Visionwest Home HealthCare services during the reporting period for both maintaining and improving independence.

Performance Indicator	Actual This Year	Actual Last Year
Number of Clients supported to maintain or improve independence at home		
Waitemata	3571	3591
BOP/Lakes	2443	2550
Waikato	2336	2707

Relieving financial hardship

Visionwest is committed to the continuing development of our wraparound service approach to meet the needs of whānau and increase community wellbeing. Our focus is on services that can lead to increased financial and food independence. We work with a range of community organisations and partnerships to provide assistance by:

- Distributing donated food goods to those in need – either directly through our kai support services or through other community organisations.



- Providing personalised financial mentoring to those who want support with their financial challenges through our Money Mentors service.

The below data represents the total number of whānau accessing these two services.

Performance Indicator	Actual This Year	Actual Last Year
Number of Whānau receiving financial hardship assistance		
Kai/Food	8503	9279
Financial Mentoring	443	315

Increasing Community Wellbeing

To provide direction and resources, whether financial, emotional, practical or otherwise, to meet the social, emotional, physical, spiritual and educational needs of people in West Auckland and beyond. Visionwest provides practical support through a range of services that complement each other and ensure a holistic approach to caring for our community. This includes:

- Youth mentoring and employment support (Ōhinga Tū).
- Community connection and navigation support services (Whānau Centre).
- Trauma informed care and reconciliation (Mātanga Oranga).
- Counselling and one on one therapy (Wellbeing Centre).
- Early Childhood Education (Eden Cottage Kindergarten).

The numbers represented below are the total for those who have received the above services.

Performance Indicator	Actual This Year	Actual Last Year
Number of Whānau supported for other social, emotional, and educational needs		
Ōhinga Tū	398	356
Community Connector	1550	1344
Whānau Centre Community Social Work	40	31
Wellbeing Centre	508	477
Mātanga Oranga	114	52
Eden Cottage	46	49



Summary of Financial Statements

FOR THE YEAR ENDED 30 JUNE 2023

BASIS OF PRESENTATION

The Summary Financial Statements have been extracted from the full Financial Statements that have been prepared in accordance with Generally Accepted Accounting Practice in New Zealand ("NZ GAAP") and the Financial Reporting Act 2013. They comply with Public Benefit Entity International Public Sector Accounting Standards ("PBE IPSAS") and other applicable financial reporting standards as appropriate that have been authorised for use by the External Reporting Board for Not-For-Profit entities. For the purposes of complying with NZ GAAP, the Trust is a public benefit Not-For-Profit entity and is applying Tier 1 Not-For-Profit PBE IPSAS as it has expenditure of more than $30 Million.

The full financial statements signed on 2nd November 2023 have been audited by Grant Thornton and given an unmodified opinion. The full Financial Statements for the year ended 30th June 2023 were authorised for issue in accordance with a resolution of the Trustees on the 25th October 2023.

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 2023

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.

	2023 $	2022 $
Revenue from non-exchange transactions		
Income from Health Care Services	67,601,294	65,967,971
Income from Education Services	951,637	1,430,068
Income from Housing Services	9,754,316	7,668,192
Income from Other Services	5,100,346	7,435,340
Rental Income	18,469,918	14,013,194
Operational Government and other grants	910,670	122,938
Donations-in-Kind and Services-in-Kind	2,962,687	3,491,417
Donations and Fundraising	1,757,795	2,038,361
	107,508,663	102,167,481
Revenue from exchange transactions		
Interest income	257,782	28,202
Profit on sale	5,230	-
	263,012	28,202
Total revenue	**107,771,675**	**102,195,683**
Expenses		
Employee related expenses	74,861,312	74,111,665
Donations-in-Kind and Services-in-Kind	2,962,687	3,491,417
Interest expense	482,872	484,481
Depreciation, amortisation and write-off expenses	529,433	435,832
Other expenses	27,700,062	22,725,876
Total expenses	**106,536,366**	**101,252,271**
Total surplus for the year	**1,235,309**	**943,412**
Other comprehensive revenue and expense		
Revaluation of Land and Buildings	4,485,000	18,976,668
Total comprehensive revenue and expense for the year	**5,720,309**	**19,920,080**

Statement of Financial Position

AS AT 30 JUNE 2023

	2023 $	2022 $
ASSETS		
Current		
Cash and cash equivalents	6,393,814	11,374,680
Current Investments	4,153,292	4,000,000
Receivables from non-exchange transactions	7,524,641	8,099,949
Prepayments	610,630	438,461
Total current assets	18,682,377	23,913,090
Non-current		
Property, plant and equipment	81,702,231	72,962,655
Total non-current assets	81,702,231	72,962,655
Other		
Other assets	227,432	191,005
TOTAL ASSETS	**100,612,040**	**97,066,750**
LIABILITIES		
Current		
Trade and other creditors	5,781,911	6,686,595
Employee entitlements	9,412,627	9,319,211
Income in advance	4,238,940	5,493,290
Loans and borrowings	393,908	419,062
Total current liabilities	19,827,386	21,918,158
Non-current		
Loans and borrowings	17,126,080	17,514,410
Provisions	1,908,033	1,603,950
Total non-current liabilities	19,034,113	19,118,360
TOTAL LIABILITIES	**38,861,499**	**41,036,518**
NET ASSETS	**61,750,541**	**56,030,232**
NET ASSETS		
Retained Surplus	28,193,378	26,958,069
Asset Revaluation Reserve	33,557,163	29,072,163
Accumulated comprehensive revenue and expense	61,750,541	56,030,232

Statement of Changes in Net Assets/Equity

FOR THE YEAR ENDED
30 JUNE 2023

	Asset Revaluation Reserve	Retained Surplus	Total Net Assets
Closing balance at 1 July 2021	10,095,495	26,014,657	**36,110,152**
Surplus 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**
Surplus for the year		1,235,309	**1,235,309**
Other comprehensive revenue and expense	4,485,000		**4,485,000**
Closing balance at 30 June 2023	33,557,163	28,193,378	**61,750,541**

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 2023

	2023 $	2022 $
Cash flows from operating activities		
Receipts from trading activities	102,184,952	101, 492, 950
Interest received	257,782	28,202
Payments to suppliers and employees	(101,589,942)	(93,365,412)
Net cash flows from operating activities	852,792	8,155,740
Cash flows from investing activities		
Purchase of property, plant & equipment	(4,784,009)	(1,065,599)
Net cash flows from investing activities	(4,784,009)	(1,065,599)
Cash flows from financing activities		
Investment in term deposits	(153,292)	(4,000,000)
Proceeds from borrowings	-	-
Repayment of borrowings	(413,485)	(503,075)
Interest paid	(482,872)	(484,481)
Net cash flows from financing activities	(1,049,649)	(4,987,556)
Net (decrease)/increase in cash and cash equivalents	(4,980,866)	2,102,585
Cash and cash equivalents at the beginning of the year	11,374,680	9,272,095
Cash and cash equivalents at the end of the year	**6,393,814**	**11,374,680**

Grant Thornton

Independent Auditor's Report

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To the Trustees of Visionwest Community Trust

Report on the Audit of the financial report

Opinion

We have audited the financial report of Visionwest Community Trust (the "Trust") which comprise:

a. the financial statements set out on pages 8 to 23, which comprise the statement of financial position as at 30 June 2023, and the statement of comprehensive revenue and expense, statement of changes in net assets, and cash flow statement for the year then ended, and notes to the financial statements, including a summary of significant accounting policies; and

b. the statement of service performance on page 5 to 7.

In our opinion, the accompanying financial report present fairly, in all material respects:

a. the financial position of the Trust as at 30 June 2023 and its financial performance and cash flows for the year then ended; and

b. the service performance for the year ended 30 June 2023 in accordance with the Trust's service performance criteria

in accordance with the Public Benefit Entity Standards issued by the New Zealand Accounting Standards Board.

Basis for Opinion

We conducted our audit of the financial statements in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)) and the audit of the service performance information in accordance the International Standard on Assurance Engagements (New Zealand) (ISAE (NZ)) 3000 (Revised) issued by the New Zealand Auditing and Assurance Standards Board. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Trust in accordance with Professional and Ethical Standard 1 *International Code of Ethics for Assurance Practitioners (including International Independence Standards) (New Zealand)* issued by the New Zealand Auditing and Assurance Standards Board, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Our firm carries out other assignments for the Trust in the area of payroll advisory services. The firm has no other interest in the Trust.

Grant Thornton

Responsibilities of Trustees for the Financial report

Trustees are responsible on behalf of the Trust for:

(a) the preparation and fair presentation of the financial statements and statement of service performance in accordance with Public Benefit Entity Standards issued by the New Zealand Accounting Standards Board;

(b) service performance criteria that are suitable in order to prepare service performance information in accordance with Public Benefit Entity Standards; and

(c) such internal control as those charged with governance determine is necessary to enable the preparation of the financial statements and statement of service performance that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the Audit of the Financial report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (NZ) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with ISAs (NZ) and ISAE (NZ) 3000 (Revised), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements and the service performance information, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of the Trust's internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Trust's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of the use of the going concern basis of accounting by those charged with governance and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Trust's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Trust's to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements and the service performance information, including the disclosures, and whether the financial statements and the service performance information represents the underlying transactions and events in a manner that achieves fair presentation.
- Perform procedures to obtain evidence about and evaluate whether the reported outcomes and outputs, and quantification of the outputs to the extent practicable, are relevant, reliable, comparable and understandable.

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

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Restriction on use of our report

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

02 November 2023

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

AUDITOR'S REPORT



John's Story

John was used to living alone on the streets. He'd been out there on and off since he was a teenager and it felt quite natural to be bedding down in parks, under bridges, or wherever else he could find a dry space. However, as he got older, street life got harder but asking for help wasn't easy.

"During my last winter on the streets I got pneumonia. I knew I had to do something, or I would die out there but, at the same time, I didn't want to ask for help. I was just too proud."

Then John met Jeremy, a Visionwest Outreach Worker. After listening to John's story of leaving a gang, addiction, and homelessness, Jeremy took him to WINZ and told the WINZ officer, "We're trying to find this guy a house. We're gonna support him and do whatever we can to help him off the streets."

"It was amazing to hear Jeremy talk that way," says John, "and to feel like someone was going to stand up for me and provide support. To be honest, I didn't really believe it ... but it happened."

A transitional housing space was found for John and then, within weeks, he was offered a Visionwest managed house in Swanson.

"Having a permanent place to call home changes everything about life. It gives stability and helps your health. You can plan for the future. For me it means I can have my grandkids whenever I want to. That's what makes the weekend for me."

John is known around his area as the lawnmowing guy. If he's driving past a house where the lawns need attention, he'll pull over and offer his services for free. He's had some strange responses, but most people are overwhelmed by his generosity.

"I'm not the sort of person who expects help from others, I'm the person who offers help. So, when you're suddenly receiving it, it's not easy. But I'm blown away by Visionwest. Every person I've met goes out of their way to support me. It's just so awesome to know there are people who believe in me."

When John is asked where he thinks he'd be without Visionwest, his answer is to the point, "To be honest, I probably wouldn't be here. Being homeless can be like being in a dark tunnel with no end in sight. But then, if you're lucky, you see a light and you walk towards it. Visionwest was that light for me. Visionwest has been my light and I wouldn't have the life I have without them."



addressing homelessness | *Kia Tūmanakotia*

visionwest.org.nz/housing

Miro's Story

Life has presented Miro with more than his share of challenges, but he remains positive because he knows, whatever he goes through, Visionwest will be there to walk beside him and support him in tough times.

"My family came from Poland 25 years ago. When the earthquake struck, I was working next door to the CTV building and saved from injury only because I'd gone home for lunch. Our house was damaged beyond repair.

"Once the rebuild began, there was lots of work but that dried up and we returned to Auckland. It wasn't easy. With no money and no employment, we were struggling. I went to WINZ and was told to go to Visionwest.

"At Visionwest, we were welcomed and listened to, and they helped us with food and budgeting; and they found us a house to live in. Boom! We couldn't believe it."

Finding a comfortable and stable home was a significant help to Miro's mental health. He found a job as project manager for an apartment development. Shortly after this, however, Miro's wife became ill. In three short weeks, she'd succumbed to cancer. "I was lost. Visionwest organised the entire funeral for me. Then, just a month before Covid, I was made redundant. I'd badly injured my spine and was forced onto a benefit."

Miro moved to a Visionwest home in Henderson Valley. A year or so later, the Auckland Anniversary floods hit. Miro's home was one of the worst hit houses in one of the worst hit streets in Auckland.

"I could see water coming over the riverbank and up to my windowsills within minutes. I ran as best as I could with my back injury, but I lost everything, and I mean everything, clothes, furniture, all the photos of my wife ... everything. Visionwest found me a new house but what I didn't expect was that Visionwest furnished my house with new whiteware and furniture. It's amazing!"

Miro's latest challenge is a cancer diagnosis of his own. It's a dire diagnosis but, once again, he remains upbeat saying a positive outlook is possible because of his friends at Visionwest.

"So much has happened in my life. I admit, there was the time when I couldn't see any future and I was suicidal. Without Visionwest, I don't think I'd be here. Visionwest listened to me and heard my real needs. There was no judgement or looking down at me. They helped me and they changed my life. It's not easy to do that for a person, but that's what Visionwest did for me."



Lynda's Story

"I certainly couldn't live at home without support, there's absolutely no question about it. The deterioration in my eyesight and my overall health mean I wouldn't even want to try and think about being without my home healthcare ladies."

Lynda's life is a fascinating one. Emigrating from England, she settled first in the South Island and, by 1986, was living in West Auckland. Then, in 1998, Lynda was involved in a motor accident that left her with a severe back injury and in need of in-home healthcare. Continuing issues related to that injury and deteriorating eyesight to the point of near blindness mean her Visionwest Support Workers remain indispensable.

"My wonderful Visionwest ladies come three days a week. Monday is shopping day and Wednesday is food preparation – my deteriorating vision means I've cut myself quite a few times. Friday is more shopping and food preparation, and my bed linen is changed. My back injury means making a bed is impossible so that help is invaluable."

Lynda is adamant that, not only could she not live at home without the support of Visionwest Home Healthcare, but many others are in the same situation. She believes in-home healthcare is vital, especially to the aging population who are not as mobile as they once were or live with specific disabilities that hamper their ability to complete some tasks.

Lynda is also quick to point out that there is something about her Support Workers that stands out – that is their kindness. "Every one of my homecare ladies falls into the special category. I think any vulnerable person wants two things, kindness and respect, and that's what I see in my Support Workers all the time.

Despite her eyesight, Lynda is an accomplished writer and knitter. She's had three books published and taught herself to knit from YouTube videos. She makes items for the kaumātua and kuia at the local marae.

"People often tell me how wonderful it is that I can do the things I do. The reality is, I couldn't do any of it if it wasn't that I'm able to live in the comfort and security of my own home. And that's only possible because of my wonderful Visionwest Support Workers. Despite all that's not so good with my body, I consider myself a very lucky woman."



Cameron's Story

Meeting Cameron is a reminder that a positive attitude and a humble spirit willing to accept support when it's needed, coupled with help from people who have experience and expertise in home healthcare, can add up to a life that is an inspiration to others.

Cameron used to go rock climbing and kayaking. Relaxation was a jog through the Waitākeres to Karekare, down the beach to the lighthouse at Whatipu, and back home. Then he was diagnosed with multiple sclerosis. As his ability to walk was increasingly affected, he went from using a walking stick, to crutches, to a walking frame, and now a motorised wheelchair.

"The diagnosis in 2007 changed everything for me. It's not just walking that's difficult. It affects my entire body so a lot of things I once did are no longer possible. Some, like cooking and other kitchen tasks, are dangerous. I just don't trust myself with a hot frying pan or boiling a kettle. I'm not able to vacuum or clean either. I even need help showering and dressing."

The answer for Cameron and his wife – who also has multiple sclerosis – was support from Visionwest who provide a Home Healthcare Support Worker seven days a week. One Support Worker visits at the beginning of each day to help with showering and dressing, the other comes later to cook dinner for them. Once a week a Support Worker does their shopping and cleans the house.

"Tasks that most people take for granted can be a real mission for people like me. For instance, it takes me three or four hours to shower and dress myself. Without our Support Worker, who can do it in about 30 minutes, our entire day would be taken up with basic tasks."

Cameron describes the difference Visionwest has made as, 'transformational.'

"I know sweeping or vacuuming the floor doesn't sound hard, but when you're in a wheelchair, it's near impossible. The reality is, we'd be lost without support from Visionwest."

Every month, on average, Visionwest Home Healthcare provide in-home support to 6,361 older adults or people living with disabilities enabling them to remain in the comfort and safety of their own homes.



Stacey's Story

Stacey was apprehensive about letting someone advise her about her finances; she thought a budget advisor would dictate what she could do with her money. Her first visit to Visionwest Money Mentors changed both her mind and her life.

"As a solo mum with four children, I was struggling. Everything was crazy with my finances. The cost-of-living – food, gas, power, and everything else – was going up and pushing me to a point where I didn't know how I could survive. A lady at WINZ suggested I go to a budgeting service."

Stacey came to Visionwest's Money Mentors and met Mahesha. They hit it off straightaway. "Mahesha was so warm and friendly and had a completely non-judgemental approach. She never once said, 'You should be doing this, or you shouldn't be doing that.' She just listened and guided me."

Mahesha helped Stacey to see exactly where her money was going each week. That enabled Stacey to come up with a plan where she could focus her spending on what was important, including paying off debt.

"I assumed my debt would follow me and I'd be struggling forever but Mahesha gave me the confidence to contact companies I owed money to and suggest repayment plans. I've been working hard to pay off debt ever since and I'm almost there! In fact, I now have $50 extra at the end of each week. That's awesome, I can take my children out and do fun things."

When asked what life would be like if she hadn't had financial mentoring help, Stacey says she would still be struggling and probably in greater debt than she was before. Instead, she can begin to realise the goals and dreams she has for the future. "I have a three-year plan that Mahesha helped me develop. I'm studying business Level 4. That means, once my youngest is near school age, I can come off the benefit and open my own business.

"To think I was once in two minds about seeing a budgeter and yet, if it wasn't for Mahesha, I'd still be broke and doing the same things I was doing before ... which was nothing ... spending my money willy nilly and achieving nothing."

Stacey has completed all the necessary sessions to put into practice the tools needed to get her finances on track and keep them there. "When I meet friends who are struggling with their money, I tell them to come down and meet the Money Mentors Team and the people at Visionwest – they are a lovely bunch of people."



Shekainah's Story

Shekainah was all smiles last April, as one of ten students graduating from the latest He Poutama Rangatahi course. Shekainah thanked her tutors and Visionwest, "My awesome tutors and the teams from housing, food support and counselling – I thank all of them. Visionwest has literally changed my life."

"Schooling wasn't that great for me. I felt like I just didn't fit in. I finished school in the start of Year 10 and went straight into another course. That wasn't that great either. I dropped out and never finished. I was smart but too focused on other things; things that weren't that important now that I think back on them. Then I came to Visionwest, and I saw what a great opportunity I'd been given, so I grabbed it and went for it."

By the time Shekainah completed her course, she had gained her driver's licence, compiled her first ever CV, and received a number of job opportunities. More than this, however, she had gained self-confidence and direction for her life.

"I felt like I was going through life like a headless chicken; I had all the information and motivation but wasn't sure how to make use of it all and get ahead in life. I took the step and enrolled at Ōhinga Tū (Visionwest's youth development service). I met people who believed in me and saw my potential. That made me feel confident and one day I woke up thinking, 'I can do this!'"

"I admit that there were times when the course was tough and I felt like giving up, but my tutors were like, 'No, no, no! We're not letting that happen.' And they stuck with me. What I got out of this course is like a glue – all the pieces you have in your life, they put them all together and provide you with everything you need to get somewhere."

Her time at Ōhinga Tū has left Shekainah with hope and a dream for the future. "I really want to do something along the lines of what Visionwest is doing. I would love to get a job here or in a community service like this. I just want to help young people like me who couldn't, or thought they couldn't, get ahead and show them that it's possible.



Tereanna's Story

Tereanna never expected to find herself "homeless," but that was before the Auckland Anniversary Weekend floods. After her whānau lost their home and all their possessions, she came to Visionwest looking for accommodation, but she discovered so much more.

"The first time our place flooded was on 27 January but after that, whenever it rained, water came into the house. Our three oldest children were assigned emergency housing while my husband and I, with our three youngest children, ended up living in one small room. It was cramped and we had air beds that we'd pump up every night and then deflate and put away every morning."

Tereanna came to Visionwest where she met Becks, one of our Community Connectors. "Becks was the most welcoming, beautiful person I've ever met. She didn't judge me or treat me like just another person in a queue, she made me feel like I wasn't forgotten."

Becks helped Tereanna to find a home but then there was another immediate challenge – her whānau had no furniture. "She got us new beds, bedding and blankets, and other furniture. We were incredibly thankful."

During this time, Tereanna's car containing all her work gear was stolen. Visionwest were able to allocate her a six-week loan car while she sorted out her insurance.

"We have received food support, help with housing, a car, and counselling, without that, I don't know where I'd be right now. The counselling and other support I've received from Visionwest has given me hope and shown me that there is life after the floods. Like many children affected by the floods, Tereanna's tamariki have what she calls 'rain anxiety.' The sound of rain on the roof can bring back memories of the flooding and a sense of dread."

Tereanna credits Becks from our Community Support Team with giving her hope by connecting her with support options at a time when she was still shellshocked from the flooding and struggling with motivation.

"I've learned that, even in the toughest times, there are organisations like Visionwest and people like Becks and the Community Connectors who are there for anyone who has a need ... they open their arms and offer support. They're not here to shame you or make you feel like you're another number, they're committed to supporting you in your time of need."



Trushar's Story

In 2021, just eight months after moving his family into their West Auckland property, Trushar's house was flooded and they lost many household items. Trushar admits it was an inconvenience but nothing like the trauma the family experienced on 27 January 2023.

When the Auckland Anniversary Weekend floods ripped through Trushar's home the floodwaters rose so rapidly that the family had no time to save anything. They waded out and left behind everything they owned; eight months later, their home sits empty as they slowly rebuild their lives.

"After the flooding, we went to a hotel. We felt very alone and had no idea what else to do. When we heard about the Kelston Civil Defence Centre, we went there and met people from Visionwest. We were given a place to stay in a Visionwest apartment for a week before getting longer-term accommodation."

Trushar's family came to Aotearoa New Zealand ten years ago, worked hard and were incredibly excited to buy their own home just over three years ago – since then it has flooded eight times.

"I suddenly realised I had no idea how to deal with the banks or the insurance companies or the Government or Council, or what support we were entitled to or where to find it. Thankfully, we had Visionwest. They negotiated with people on our behalf which meant we could focus on work and ensure we had money coming in to cover our mortgage and the rent we would soon have to pay."

Visionwest helped Trushar's whānau with food, housing, budgeting, and counselling support – every one of these he describes as vital. "Things got way beyond my control. My wife was not sleeping, nor were my kids. Little things became big things and I became so stressed. The people from Visionwest told me, 'It's okay to ask for the help,' so I did. And they answered."

Despite what he's been through and the challenges that lie ahead as he works through issues related to insurance and negotiates with the Council over what should happen with his property, Trushar remains amazingly buoyant and positive.

"Visionwest has provided food, shelter, clothing, furniture, not just for us but for so many families. What Visionwest does is vital, after all, kids don't sleep without food and a family doesn't sleep without a roof over their heads. Visionwest gives this and more; what else we could ask for?"



Tee's Story

In 2013, when she felt her finances were out of control, Tee took what was an enormous step for her; she reached out for help. Now she's part of the Visionwest family and a Whai Manaaki Kai regular.

"I was so down in the dumps about my finances that, in desperation, I contacted Visionwest. It was hard to ask for help. I wasn't used to sharing about myself and I felt whakama (shame) that maybe the situation was my fault. Then I met Debbie (a Visionwest Financial Mentor). I could see that she was listening and not judging me. I just let it all spill out. Debbie helped me sort my finances. It was unbelievable and I felt a huge weight lift off me."

Through Debbie, Tee was introduced to Visionwest's Pātaka Kai staff. It's another meeting Tee says changed everything for her.

"When I came to the Pātaka Kai, I was basically living day by day. I would cry because of the shame I felt. I might go to the supermarket and look for canned spaghetti or something cheap like that but, once I'd paid all my bills, I couldn't afford food for a proper meal. Visionwest changed all that."

When Manaaki Kai (Visionwest's social supermarket) opened earlier this year, Tee was one of the first shoppers. She now comes regularly and says it's wonderful to open her pantry and see food in there.

Tee's home was also adversely affected by the February floods that devastated parts of Auckland. At the height of the downpour, her ceiling collapsed, and water poured into her house.

"Our beds, bedding and clothes all got ruined but Visionwest gave my grandson [who lives with Tee] and I replacements for all these things. It was unreal. If not for that support, we'd have had nothing.

Hearing the way Tee speaks about Visionwest is incredibly refreshing. For her, Visionwest is whānau, a family she is overjoyed to be a part of; so much so that, when she speaks of Visionwest, she says, 'we.' "Visionwest gives me hope for the future and we're going to have a good future here at Visionwest. I'm so thankful for Visionwest for helping others, for helping myself and for helping my family."



Thank you to all those who agreed to sharing their stories. We appreciate your generosity and value having you as part of the Visionwest whānau.

Carmen's Story

The focus on family and the holistic approach to nurturing tamariki in all areas – physical emotional, social, and spiritual – are reasons Carmen and her husband value Eden Cottage and the time their son spends there.

"I like that Eden Cottage is faith led but it's more than that. There is a real holistic approach to nurturing tamariki with a focus on physical, emotional, social, and spiritual growth. Other centres we've seen are well run but very commercial. Eden Cottage is very professionally run but, at the same time, it feels like home. I guess that's why my son settled so quickly and so well. There wasn't even a transition period for us, he just blended in right away."

Carmen feels like her story needs a disclaimer – she is employed by Visionwest, but that's not the only reason she and her husband send their son along to Eden Cottage, Visionwest's Early Childhood Education Centre.

"My son was in another centre. It was a good centre, but he wasn't really settling there so I thought it made sense to have him here close to me. I know the Eden Cottage teachers and so I thought this is the best possible situation for us. I bring him to Eden Cottage and then I continue with my day before picking him up at the end of the day. What's best though, is that I know he's happy, mixing with great kids, and getting a great pre-school education."

Carmen understands that finding the right place for a child's early education is a big decision for parents but is adamant that anyone looking for a kindergarten that offers a calm, homely environment and a fun yet safe space that's welcoming and nurturing, should check out Eden Cottage.

She often catches up with another Visionwest staff member who also has a child at Eden Cottage and they agree, it's not only the convenience that makes the centre the best place for their children. It's all the extras; for instance, alongside great teaching the children enjoy special cultural days where they learn dances and songs and taste ethnic foods. The Mother's Day, Father's Day and Christmas Time performances are also highlights of the year.



Visionwest
Waka Whakakitenga

Stories of Hope
Ngā kōrero paki o te tūmanako

2022/23

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