

Where we've been

transformed lives,



healthy communities



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Chairman's introduction

It's my pleasure to **welcome you to the VisionWest Community Trust Annual Report for 2014-2015**. It has been another incredible year of growth and change for the trust, and as you read the following **reports**, I am sure, like me, you will be encouraged by the work that is being done to transform lives in our local community and beyond.

As I prepared to write this year's report, I happened upon the words of a eulogy that were incredibly encouraging for our work here in West Auckland, even though they came from the other side of the globe. In the eulogy to Rev. Clement Pickney a line from one of his sermons was quoted: "Our calling is not just within the walls of the congregation, but... in the life and community in which our congregation resides." What I have loved about VisionWest from my very first involvement, is that it has constantly looked beyond its own walls to meet the needs of its community. Whether it's feeding the hungry, housing the homeless or training the unemployed, VisionWest has and will continue to be all about our community and doing all that we can to build hope and transform lives.

Over the past year, the trust has grown further in its momentum in some key strategic areas. We have been encouraged by the ongoing support of central government and its focus on social housing. Our multi-year partnership with Foundation North, extends the work of the trust in more effectively reaching our community through our Whanau Centre concept, as well as ensuring our wrap-around support philosophy is robust and effective. It is this wrap-around support that is a key differentiator at VisionWest. Our key enterprises such as Home Healthcare, our Counselling Centre and our Kindergarten continue to grow and specifically reach people every day.

The trust continues to be in a strong financial position, with a growing asset base and consistent and stable operational performance. This financial strength allows us to confidently move into areas of need while we seek funding partners for the long-term work of the trust. The establishment this past year of a Marketing and Partnerships department continues to strengthen our ability to not only tell our stories well, but also bring along those partners who can journey with the work of VisionWest.

The trust's Board of Trustees are motivated by the vision of seeing Transformed Lives and Healthy Communities through the work of our trust. Our trustees give freely and generously of their time in support of the overall governance and future health of VisionWest. I am grateful to serve alongside such a dedicated group of individuals.

Lastly, thank you. Thank you to our funding partners. Thank you to our CEO Lisa Woolley for her passion and leadership excellence. Lisa graduated in September with First Class Honours in the Master of Social Practice Degree and then very deservedly won the Westpac Business Awards for Excellence in Leadership firstly for West Auckland and then going on to win the Best of the Best Awards for the whole of Auckland, truly an inspiration. Thank you to our dedicated managers, staff and volunteers, this work would not happen without you. And if you are reading this, then you are a part of our journey, thank you for walking with us.

Trevor Parsons
Board Chairman



chief executives report

Celebration is one of the **values** of **VisionWest**, and we have certainly had another year of **celebrations** as we have sought to **serve** our communities in **Auckland**, as well as **supporting** the housing efforts in **Christchurch**.

One of our major celebrations this year, was receiving approval for three years funding, by Foundation North (Formerly ASB Community Trust) from their Key Community Partnerships fund, to start our new Whanau Centre model.

The vision for the Whanau Centre is to provide a safe space where people feel they belong and where transformational change can occur through people accessing the full range of appropriate supportive wrap around services, the ongoing support of a whanau social worker, and through connection with family and community.

The vision is also to provide a model that can be replicated in other communities in New Zealand, through collaboration with other like minded community service organisations and groups such as churches and marae.

Through this collaborative model of working together we believe that we can collectively work to address complex issues at a community level to bring systemic change to issues such as homelessness, poverty, unemployment and youth issues.

Moving into the Whanau Centre model will be a key piece of work for VisionWest over the next year. We now have an Implementation Manager in place and are recruiting for full time staff for this new initiative.

Another major piece of work for the team at VisionWest, has been planning for our next five year strategic plan for 2015-2020. It was good to reflect on the achievements we have had over the last five years and to also put our thoughts to the future as we look to

address key issues we see in the community. We had a great two days of planning, with the whole management team and then with the Trustees and now have developed our four key strategic goals for the next five years, as you will read in this report.

Key Highlights and Celebrations

There are many highlights that you will read throughout this report, however, I would like to mention a few of these highlights and celebrations as follows.

As mentioned above the Whanau Centre funding was a major cause for celebration and we are looking forward to implementing this model throughout the whole Trust. Part of this funding also enabled us to employ a new Head of Quality and Evaluation. This new role has been filled by Andrea Galecki, who brings many skills and strengths to this important position. Robust evaluation is critical to knowing that we are supporting people in a way that enables transformation to occur. Andrea will be training our team in PCOMs (Partners for Change Outcome Measurement System), which is a client driven evaluation system. We are really looking forward to learning more about how we can increase our effectiveness for the people we are supporting in the community.

We were very thankful to receive some funding to support us on our Cultural Integration journey. A big thanks to Gordon Griffiths who was contracted in to support our team, along with input from Brad Haami and Jerome Edwards. The aim of this project is to ensure that Maori, Pacific Island and

people of all cultures feel that they belong at VisionWest. Trustees and staff alike have been learning and growing in this area, with a number of our team taking onsite Te Reo classes, thanks to Unitec and our wonderful tutor Matua Anaru. A highlight certainly was sleeping over at the Unitec Marae. We are now looking at how to continue on with this journey that we have embarked on and are looking at how to also include cultural elements into our reception areas and campus, our practices and how we communicate.

A lack of safe, healthy and affordable housing continues to be a massive issue especially in places such as Auckland and Christchurch. We were thrilled to provide another 19 long term owned and 2 long term leased houses in both Auckland and Christchurch for long term supportive housing and a further 19 units for emergency housing for families struggling in Christchurch. James Widgery and the housing team have worked extremely hard to bring these on line and I know the families that are now living in these homes, will be able to look to their future with a sense of hope.

As a result of our strategic planning retreat in March, the decision was made to recruit and employ a General Manager for a new department, called Marketing and Partnerships and also for a new full time Community Chaplain to work as part of the holistic support we provide under the Whanau Centre. I am very pleased to say that both these positions have been filled and we are excited to be working with Richard Nauck as our new GM for Marketing and Partnerships and Tony Dye as our new Community Chaplain. Both of these people bring tremendous skills, vision and passion and a sense of call to serve people in need in our community.

It was quite an honour to win a number of awards last year, including Winner of the Westpac Business Awards for Excellence in Business Leadership, both in West Auckland, then in the Best of the Best Awards for the whole of Auckland. Other awards included, the Kiwibank Local Hero Award and we were finalists in the New Zealander of the Year Awards for the Community of the Year category. These awards reflect the awesome work that our team is doing on a day to day basis in the community. Well done to all our staff and volunteers at VisionWest.



On a personal note, it was wonderful to graduate in September 2014, receiving first class honours in the Master of Social Practice degree. I am so thankful for all the support I received to undertake this study, both from my family and the VisionWest team. It has been great to see that my thesis on supportive housing is being read by others and is readily available to be viewed online on the VisionWest website.



Anna Fraser and our events team have worked so hard to ensure that our teams that are spread out over our campus, have opportunities to connect with each other. We have had such fun as we have celebrated being a team together. Well done Anna and the team.

Key Strategic Goals for 2015-2020

After much sharing of thoughts and ideas, the following four key areas have been agreed on as the key strategic goals for VisionWest for the next five years. Alongside these key strategic goals sit business plans for each strategy and for the individual Community Services.

- 1 Engage New Zealanders to see Transformed Lives, Healthy Communities in West Auckland and beyond.
- 2 Reduce the incidence of homelessness in West Auckland and other areas of high housing need in Auckland and New Zealand, and Transform Lives by providing safe, secure, affordable rental accommodation.
- 3 Ensure that we are Building Hope together with people and treating them with Dignity, Justice, Compassion, and Holistic Care.
- 4 Build an organisation that can deliver its strategic priorities.

Thank you

Firstly, I would like to say a special thank you to all our staff, volunteers and Trustees who have served over the last year. Thank you for your continued passion and dedication in supporting those in need through our various services. As always, it has been a privilege working alongside you as we serve our community.

We certainly couldn't achieve all that we do in the community without the committed support of our partners. This journey is about Building Hope Together and it is as we bring our skills and resources together, that we can walk alongside people, enabling them to see a future filled with hope and purpose. Thank you to Glen Eden Baptist and the Churches in Canterbury, for your support and encouragement. Thank you to our sponsors and partners, from the Philanthropic sector and from the Business community (as listed in the back of this report) and also to our partners in Government and Council, together, we are making a difference resulting in Transformed Lives and Healthy Communities.

I would like to say a special thank you to our Chair, Trevor Parsons, who will be finishing his term on the Board this year. Trevor has served faithfully on the Board for the last eight years, during which time he has served as Deputy Chair and Chair. Trevor has always been passionate about the work of VisionWest and has shown great insight into matters at a governance level at our Board meetings. I have personally appreciated Trevor's wisdom and support and I know he will certainly be missed. Thank you Trevor, for your commitment to VisionWest and for the time which you have so freely given over the last eight years.

Thank you to all who journey with us. We look forward to another year of serving our community together.

Blessings,

Lisa Wooley
CEO





This past year has been a **big one** for **VisionWest Community Housing**. We started the year with **34 houses** here in **Auckland**. That's **34 families**, and yet the need continued to **grow**. By the end of the year, we had built **19 new homes**, **23** were **nearing completion**, we were operating a **19 unit motel** in partnership with the Ministry of Social Development for **emergency housing**, and we were operating in **Auckland** and **Christchurch**. It was definitely a big year for **VisionWest Community Housing**.

For us this is a celebration for each family that joins us and a hope of good things to come in their lives. It all starts with a stability. The stability of having a roof over your head. While it starts there, it is so much more than just a roof with our Housing Social Workers coming alongside these families to support them with their goals and dreams. This commitment to providing housing first, combined with holistic wrap-around services is the VisionWest way, and it works.

Christchurch has been a big step for VisionWest moving outside of Auckland. Our intent and purpose continues to be based on need and looking to serve the local communities. Fourteen of our new builds are in the Canterbury area. Many of these homes have gone to families who lost everything in

the Canterbury Earthquakes. We have our own team of Cantabrians, and are working closely with local churches and community groups to ensure the same level of support as in Auckland.

Christchurch Short Term Housing Response (STHR) for Homeless families is a new Government initiative where we have partnered with the Ministry of Social Development to take families from homelessness to long term sustainable housing in 8 weeks. This is an intensive programme that looks to support the families in areas that may have led to their homelessness and looks to put in place interventions and supports to enable sustainable long term housing. It's early days as we only started in March, but already we



Auckland Team of 4:
Building & Development,
Tenancy Mangement and
Social Worker

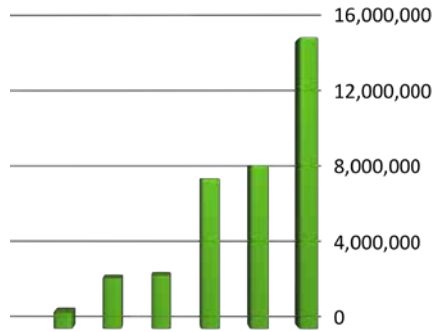


Christchurch Team of 3:
Tenancy Mangement and
Social Worker x 2



**Achieved GlobalMark
Certification**
1 of only 2 in NZ

Equity Growth since 2010
This significant equity growth
is giving financiers increased
confidence to support our
new initiatives.



have had great success with many of the families getting into private rentals and doing well. Over the next two years we will have 240+ families through the STHR.

The STHR has been a great example of stepping into the unknown to find better outcomes for Homeless. In partnership with the Ministry of Social Development we have committed to transition more families from homelessness. The learnings from this can then be shared around the country.

As VisionWest housing continues to grow we have partnered more with developers to get the very best houses in a cost effective and timely manner while still looking to be innovative and at the cutting edge of Social Housing design and living environments.



James Widgery
GM Community Housing

Anna (pseudonym and not pictured) is a single mum of four kids, and a proud Samoan. Anna was referred to VisionWest due to homelessness. When she came to us, she was under a lot of stress, she had been unable to hold down a job and had become unemployed. With no money her rent was in arrears and she was evicted, leaving her and her children homeless. Anna was successful in her application for Emergency Housing with VisionWest in May 2014.

Anna's confidence in herself and her ability to find employment was very low and she was battling depression. Having a home and VisionWest support made a huge difference for Anna. She became more confident and more hopeful for the future. She was also successful in gaining employment and to date is still working for the same company and has received a promotion. Anna transferred to our long term housing with VisionWest in May of 2015.

She is grateful for the stability the home created, her children are excelling at school, she's loving her job and the future for the whole family is very bright.



Forrest Hill
7 Homes

A few of



Beachgrove
14 Homes



Triangle Road

10 Homes



our houses!

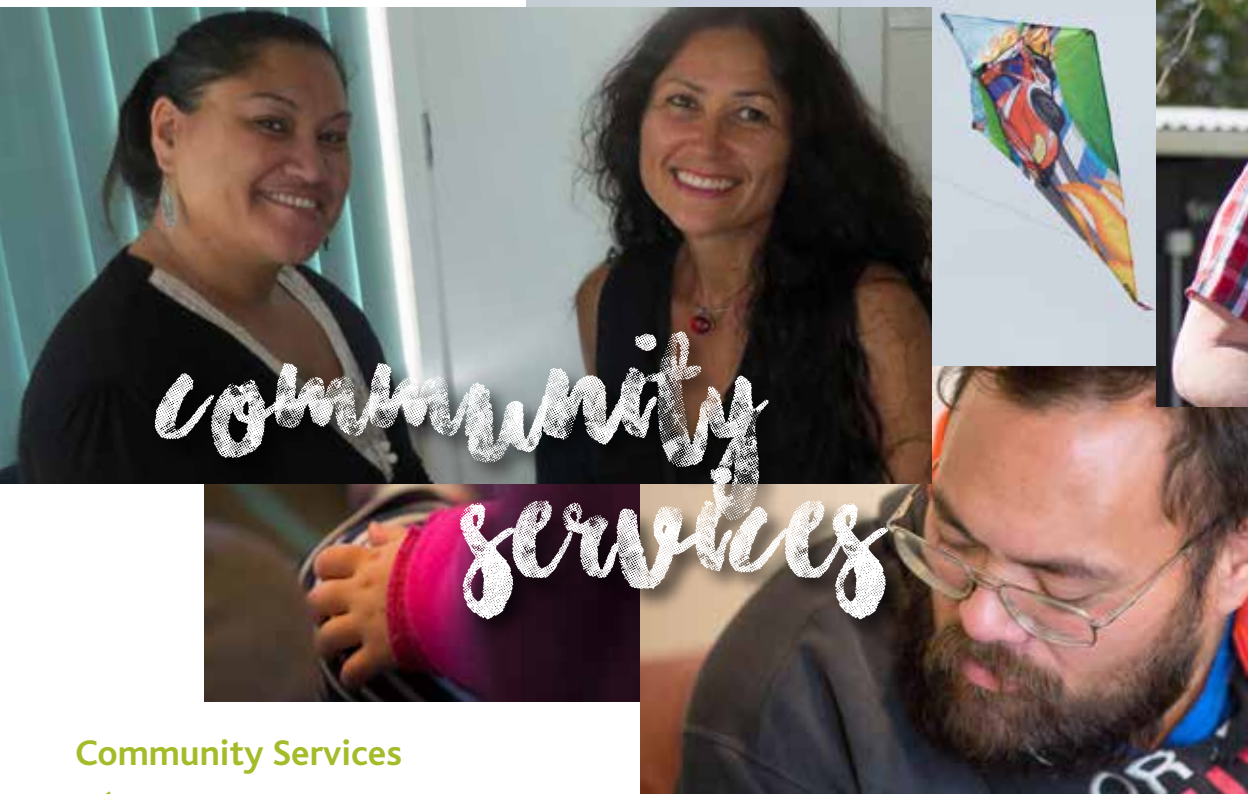
53 total homes
19 new homes nearing completion
19-unit motel in partnership with
MSD for emergency housing



Pomaria

11 Homes





Community Services

As always, the privilege of working with our community is our people, whether it is our staff, volunteers, networks or our clients. Working together can only mean that we are better equipped to achieve more. Our Community Services have done a great job this year in supporting those in need of help, whatever 'help' looks like to them. And one of our key focuses this year has been making sure we can account for the good work that we are doing. We have been integrating a new 'strengths based approach' measurement system that helps us review how we work and what approach might be best for each of our clients. It is important to us that our clients are successful at achieving their goals and go on with good outcomes. What is equally important is to identify what doesn't work well, so we can improve what we are doing. We work together in the community with many other community partners. Part of my role allows me to meet with lots of people and share ideas and strategies of how to achieve the best services to support our community, and supporting our staff to keep learning and improving. Many of our staff are supported to attend opportunities to increase their knowledge and skills. Many of our staff are undertaking formal qualifications which means we can ensure we have the right skills in our organisation.

We have also been generously supported by Genesis Energy staff who have been volunteering with our community projects. It has been great to get their support with our Christmas hamper project, school uniform bank, campus clean up days and community housing gardens. Another great example of working together.

Budgeting

It has been another busy year for budgeting, and we continued to meet the ever growing demand from our clients. The skyrocketing costs of housing in Auckland means more and more people need help stretching their limited budgets. We have provided quite a lot of specialist support for our clients this year in the areas of debt intervention and debt management.

While some of our clients are very engaged, we have been putting strategies in place to improve client engagement for those clients that are struggling. We continue to be actively involved with Auckland Budgeting Consultants, who provide a forum for input into budgeting services support in the Auckland Community. We also participated in the Credit Matters roundtable facilitated



by the Commerce Commission to submit legislation change for the Responsible Lending Code, which became law in the form of the Credit Contracts and Financial Services Law Reform Bill in June 2015.

Community Care

While we have been looking at new models of caring for our clients, Yvonne has been doing an excellent job at supporting our clients needing care. Many of our clients present with difficulties finding their way out of their situations and seek support and guidance. Yvonne has been able to offer support with an assessment of their issues and then if necessary either follow up with goal planning or/and referrals to services who can support them.

Te Aka, our client support group, has been offering extra support for anyone coming to VisionWest that may be looking for a place to meet new people and connect. Each month we provide a lovely meal and time to share life journeys, as well as offering support and prayer.

We have been integrating a new 'strengths based approach' tool to help our clients to develop their own understanding and solutions to problems. It also helps us review

how we work and what method of support might be best for each of our clients. Another advantage of this new tool is that it helps us see how successful our intervention is and if our clients are experiencing better outcomes.

We have worked with Adventure Specialties, who provide outdoor adventure programs, to provide options for our clients that may develop their potential and build confidence and self-esteem. Community Care has worked very closely with all of our other community services to ensure we provide an holistic approach to caring for our clients.

Community Banks

Over the last 12 months we have focussed on implementing a number of processes in the community banks to improve the service we provide for people.

We have:

Moved to an online uniform inventory which makes it easy to see at a glance if we have the uniform in stock.

Streamlined the curtain bank process so that people are able to see in a few easy steps what we need so that we can give the right curtains.

Implemented processes to increase our revenue at the Op shop.

Implemented health and safety processes in foodbank.

Community

Streamlined our referral process to budgeting and community care so our clients are able to access more support.

Been instrumental in developing the West Auckland Food Bank Network.

People – The other key success we have is our great team of people. Our people are our most valuable asset in the community banks and while at times we have been a bit low on the ground with volunteers we have a wonderful team of committed volunteers as well as staff who have continued to provide services and a warm, welcoming environment, even if we are short staffed.

We have also had some great results with Curtain Bank. Last year we gave out 1000 curtains including tracks which are positively impacting the health and well-being of people. We are looking forward to continuing to impact the community in this way through the support of Genesis Energy sponsorship which we have secured for the next 3 years. Another key focus over the last year has been a review of the community banks, we are always seeking to improve the way we do things and the service we provide.

Over the next 12 months the community banks will focus on increasing our resources. The continued growth of the community banks and op shop has necessitated the need for more storage within the services and this is a key area that we will be focussed on over the coming months. We also want to continue to increase our volunteer base so that we can provide our services well. In addition to this we will be developing a marketing plan for the Op Shop and looking at ways to increase sales so that we are able to increase financial resources for food bank.

The food bank team are also moving to a free choice model in the coming months. We are anticipating this will give people who require food parcels more options as they will be able to choose items that they need and will use.

Our Team:



Andrea Galecki
Community Services Manager



Debbie Griffiths
Budgeting Manager



Yvonne Limmer
Community Worker



Kelly Melville
Community Banks Manager

*** Kindergarten & Counselling Centre are part of Community Services as well.**

services cont...

Edward and Maria immigrated to New Zealand 12 years ago for a better life for their children. Unfortunately the first time they applied for residency they became victims of a dishonest lawyer who took their money and ran, the lawyer was subsequently disbarred. Times became difficult for the family as Edward was unable to gain employment without a work permit. During this challenging time VisionWest food bank has been able to provide ongoing assistance to the family with food, the uniform bank has been able to assist with a school uniform. Budgeting and Community Care have also provided support and advocacy where possible. When Edward and Maria gained residency this year we were able to celebrate with them.

Sue is a 24 year old New Zealand Europe female living with her nearly four year old daughter. In this circumstance we used the Housing First Model. Sue's barriers are mental health, a breakdown in relationship, bad debt and unemployment. Sue was finding it hard to secure private rental, due to her own personal circumstances as well as the lack of housing, particularly in West Auckland. Very fortunately Sue was able to secure a two bedroom unit provided by VisionWest. Sue's case worker at Work and Income created further barriers by suggesting that she did not qualify for financial support for a bond. We were able to advocate for Sue by providing and completing the appropriate documents, the money was then allocated allowing Sue to secure a home for her and her daughter. By using the Housing First Model and supporting Sue to overcome her barriers she was able to secure a home and with the ongoing support from the VisionWest Community Care Sue will be able to continue to overcome her barriers. Once Sue was established in her home we were able to continue walking alongside her, connecting her with the other services within VisionWest and Glen Eden Baptist Church. Sue is volunteering in community, where she is gaining valuable skills to enable her to return to work which she is required to do by Work and Income.

Angela is a long standing returning client to our service, a sole parent with 2 dependent children aged 11 & 17yrs. Angela has on-going health issues preventing her from working full-time and hinders her ability to do better financially. However to Angela's credit she does her very best to live within her means and provide for her children's needs, schooling and external activities. Angela is pro-active with all budgeting advice given and partakes in goal planning. Angela has 3 debts she wants to clear and to achieve this we set in place a spending plan. For one month Angela kept all receipts in their respectively titled envelopes, and at our next session included a current bank statement. Together we aligned her cash spending with her automated payments. Angela was surprised at the total amount of "mindless spending" that had taken place within that month, mostly on takeaways & deliveries. We looked at alternative options eg: buying ingredients and including the children to create & cook similar meals rather than ordering out. This saved a total of \$55.00 the following month. Angela was then able to allocate the money to one of her debts and the children have enjoyed being master chefs!! Angela will continue to collect receipts and each monthly visit we will continue the same exercise slowly seeing her debt reduce. Angela expresses that by having budgeting support it is keeping her accountable and more aware of where her money goes each month.

*All names changed.



Continuing on the theme of **change** and **big years** in our other services, our **kindergarten** saw the appointment of Marlo Camacho as the new Kindergarten Manager, almost a **10% increase** in hours of care achieved, and an Education Review Office audit. Nothing like **jumping** straight in, but if we've **learned** anything about our new manager, its that he always has a **smile** on his face, he **loves** our kids and his **passion for excellence** is infectious.

This year we had our Education Review Office visit. ERO found that the kindergarten is making a positive difference to children's learning and development. Teachers are creating an environment that provokes children's interest and inspires exploration and discovery. The families and the greater community have a share in the integral part of the kindergarten program. They are valued and integrated into the planning, implementation, and evaluation of the day to day events.

We had a number of family events that encouraged parent and extended family participation. For the first time, we had an Easter Family Fun Day where the children presented the Easter story, a couple of songs, and the rest of the afternoon to spend

with their families. We had a Puppet Show, Bouncy Castle for the children, and Bubble Activity by the café for the whole family to enjoy. The Mum and Child Active Day event was to celebrate Mother's Day. We started the morning with gymnastics at Massey Leisure Centre and had a lovely picnic at Western Springs with games and ended the day with a leisure walk. Also a first, we invited a musical



production company to present to the children, their families, and the wider community. The Mighty Ocean show was an interactive musical show about Maori Legends and

We have a parent who has been with us for three years now. Initially the husband wanted to relocate to Auckland after living in Nelson since they met. The sister of the husband was having her youngest daughter attend VisionWest Christian Kindergarten. That introduced her to VisionWest and enrolled her eldest child to join too. Shortly, their marriage started to crumble. The husband left and went back to Nelson. She was left here in Auckland with two young children and no friends. It was the darkest time of her life, with no one to lean on, no financial resources, court battles, and no house to stay in. With all the stress, the kindy manager introduced her to the various services of VisionWest. She was able to confide with the chaplain, sought help through the food bank and budget services. When times became a bit lighter, she went back to the kindy manager and wanted to give back the favor. She was then asked to become a parent volunteer, helping out with some task at kindy. She felt more at ease and part of the family and soon extended her volunteering hours with hospitality as a barista and manning the OP shop. Now that she has settled and is back on her feet, she is happy to be part of the relieving staff at Kindergarten. She felt that VisionWest has truly been her family, being around during her most difficult times to the moments she was trying to rise above the challenges of life and now that she has succeeded to return to a normal way of living.

other waiata. The children and their extended whanau continue to enjoy such family events happening at Kindergarten.

This year we appointed a new Kindergarten Manager, Marlo Camacho, and we also had a new addition to the team, Katrina Carr, as one of our Part-Time Teachers.



Parent education around healthy eating and healthy choices has been a key focus this year as well. Making the families aware of their choices about food and active activities for children. We were able to show the parents what types of food they can prepare for the children's lunch boxes and portion sizes appropriate for the children. At the same time, we were able to kick in some active movement for the children to have a lively afternoon.

We have been networking with local primary schools to ensure our teachers are able to

prepare our children for a better transition to school. By visiting and observing their new entrants classes, we get to see the needs of the children to make them ready for big school. Networking with other ECE Centers and Church Organizations such as Coffee groups and Mainly Music, are essential to make our kindergarten known to our wider community.

Thank you to all those organisations that partner with us as we build hope together for some of the greatest little people in the world.



Marlo Camacho
Kindergarten Manager



Our Counselling Centre had a **year of change**. We appointed a new Centre Manager, Mohan Herath, who comes with a **wide range** of qualifications and **experience** in Counselling and Psychotherapy. We've **increased** numbers with key contracts, gained new **ACC** accreditation and begun some **key partnerships** in the Youth sector. Its a been a **big year**.

Youth Contract Implementation

As a Counselling Centre we are proud to provide a valuable service to youth under the CYFS Youth Mentoring contract. The effectiveness of our counsellors was recognised this past year when the Ministry of Social Development increased our contract numbers and entrusted us with more complex cases. Our Counselling Centre was able to provide a unique service that catered to the needs of these young people, thereby increasing their rate of retention and engagement with therapy. This increase in retention and engagement was made possible through our ongoing partnership with Glen Eden Baptist, and Youth Pastor Dan was an invaluable mentor to the Youth engaging with the programme. The Youth Group at Glen Eden Baptist Church also provided a social network and safe place for Youth from the mentoring programme, enabling them to begin to build safe and healthy relationships.

ACC Contract

The Counselling Centre has been successful in acquiring the right to be a supplier for Sensitive Claims Contracts under ACC. To achieve this, counsellors of the Centre had to engage in a number of training programmes, and implemented new processes to accommodate the challenges faced when dealing with traumatised clients. Our numbers have increased steadily and our clients have continued to engage with the programme, which is a reflection of the safety and effectiveness of treatment provided by the Counsellors. This contract has also opened the door for us to engage with other mental health providers.

Group Therapy

The Counselling Centre has begun a new initiative in group therapy. This is a joint venture between VisionWest, EAP and the Prostate Cancer Society. The VisionWest Counsellors are to provide facilitation and

"Hi, my name is XXX & I would like to share with you my experience with VisionWest.

One month ago I hit rock bottom & was suicidal. It was my dietitian that sent me to VisionWest when I told her what I was going through. Within an hour after seeing my dietitian I was sitting in front of my counsellor.

I walked into my counsellor's office with the world on my shoulders & very sceptical at what the outcome would be as I have never been into counselling my whole life. When I think about it now I must've given the receptionist such a fright as I was crying when I walked through the doors.

I cannot express enough my gratitude to VisionWest for letting me come in to see them at such short notice. I walked into the office with such a heavy burden that for me there was no real answer or no one could help me at all.

I now have a new vision in my life & am walking around so much freer than I have ever felt for a very long time. I am still seeing my counsellor & have still got some things that I need to sort out, but can honestly say VisionWest has saved my life. I will forever be indebted to VisionWest for helping me see the light."

support while enabling prostate cancer sufferers to speak about their traumatic experiences. Added to this is the potential to provide additional one on one counselling. As part of preparation for this group, the Counsellors have upskilled themselves by gaining more knowledge and training in the area of prostate cancer. This venture will also open the door for future group programmes to be offered from the Counselling Centre.

Government Funding

The Counselling Centre has continued to improve its standards and the services it provides for the greater West Auckland community. By doing so, it has strengthened its reputation as a credible mental health provider thereby allowing us to access government funding for at risk clients. This in turn has seen an increase in our numbers as more clients have been able to access our services at an affordable cost.

Networking

Staff at the Centre have continued to build relationships with other organisations and stakeholders ensuring that our services are widely recognised, thereby increasing referrals from other organisations to the Centre thus increasing the flow of clients. This also helps our clients as we as Counsellors are able to refer them onto specialist services as required.

Our team

VisionWest Counselling Centre has a team of multidisciplinary counsellors. These counsellors are able to use a variety of different modalities and techniques to assist our clients on their journey of healing. Our Counsellors are very skilled at providing specialist care for issues such as addiction, trauma, sexual abuse, parenting, relationships, depression, anxiety and other mood disorders.

The team consists of four employed staff and four Interns. The Counsellors are registered and trained in their respective areas of expertise. The Interns are assessed on their competency and level of empathetic attunement prior to being given an internship and are supervised internally and externally. The Centre has regular audits and all our counsellors are provided with professional development, and regular internal and external supervision to improve the quality of care provided.



Mohan Herath
Counselling Centre Manager



VisionWest Home Healthcare has had a very **successful** year. How do we **define success**? A **team** that is **engaged, energized** and **passionate** about serving others. Clients who continue to rate our **service** delivery at a **rate of 95%**. And growing our **hours of support** provided above and beyond the **targets** we set for the year.

Individualised Funding (IF) has remained a key focus for us this year. As we have become more experienced and knowledgeable of the specific needs of our IF Clients, we have made significant changes within the IF Team.

We continue to celebrate success with our support worker training programme as more and more of our team reach Level 2 and Level 3 national qualifications. We ended the year with an increase in the number of support workers seeking to engage in training. In addition to this, Home Healthcare continues to provide specialised training for our support workers in the areas of Dementia, Nutrition classes, Cultural Diversity, Palliative Care, Moving and Handling, Medication Management and Advanced Personal Care. We congratulate our support workers on their dedication and achievements, and have celebrated a number of graduations throughout the year.

We continue to see an increase in the number of individuals choosing Homecare, so they are able to stay in their homes and keep their independence. Many of these individuals are presenting with increasingly complex care needs. Funders and Homecare Providers need to continue to work together to ensure that strategies to support older people living at home are safe and sustainable.

As part of our ongoing commitment to staying at the cutting edge of service provision, we have commenced with the implementation process for the changeover of our client management system. Our new system will enable better support worker management and client service delivery, as well as position Home Healthcare well to fit into the changing Home Healthcare environment. We continue with our key relationships, which include other providers, Ministry of Health, Waitemata DHB, Taikura Trust and training funders, to ensure our

ongoing success in the competitive Healthcare environment.

The Home Healthcare team is a fantastic team. They love what they do, and are personally fulfilled by their work and the impact they have on the clients, families and communities they serve. We have a growing team of over 245 support workers. And our management team continue to demonstrate outstanding performance.

It's a tribute to our management team and our HR team that Homecare is a preferred employer amongst both in-house and support worker staff.

We have also seen some new appointments in the management and administration team at Home Healthcare over the year. We are confident that the new appointments will assist in maximising our ability to market and expand our current services as well as develop new initiatives, as we continue to provide quality care and support to our clients.



Angie Kumar
GM Home Healthcare



245+ Support Workers
24 In-House Staff



**NATIONAL CERTIFICATION IN
HEALTH, DISABILITY & AGED SUPPORT**
**56 Support Workers Achieved
this year**



4,400 per week in 2010/2011
to
6,200 per week in 2014/2015

Mrs B has been using VisionWest Home Healthcare services since 1996. For many years this was to help with weekly housework and shopping, enabling her to stay in her own home and to live an active involved life in her community and family. She built up strong relationships with her support workers; some of them were with her for over 10 years. A year ago, Mrs B suffered a major stroke, which kept her in the hospital for 4 months while she recovered. When she was released, it was with increased support from VisionWest. We visit her 25 hours a week (often 3 times a day) to provide help with personal care, housework, shopping, meal preparation, medication support and social stimulation. This is what Mrs. B had to say

"I have stayed with VisionWest because of the relationships that I have built with my support workers and coordinators. I am able to stay at home rather than a rest home or hospital because of the care and support provided"



Training centre



John Chapman
GM Training Centre

This past year has been one of **consolidation** for the Training Centre. From the board, to the CEO, to our **management** team, we took some time to look at **what** we were doing and **where** we were headed. This culminated with the appointment in June 2015 of our new General Manager, **John Chapman**, who comes to us with vast experience and many years working with **young people** and second chance learners. We are focused on VisionWest Training Centre being a place of excellence, and striving to **'raise the bar'** in all facets of the Centre. We have **amazing young people** coming through our doors, who need us to **build hope** with them for a better **future**. That's exactly what we are doing.

Youth Guarantee - Hospitality & Carpentry

In 2014 we saw a great improvement in the achievement of our Youth Guarantee students. Changes and improvements to the way we structured the course and managed the students saw our statistics around student achievement and retention improve exponentially in comparison with 2013. We have made the commitment in our TEC Investment Plan to improve again on our student successes of 2014 to see 2015 be a year of excellence.

We have put many new strategies and procedures in place around the Youth Guarantee programme in order to see the

improvements and successes occur. These include the following key areas:

Programme restructuring: restructuring the programmes to allow successes and achievement within the programme to occur more easily for students to see them be motivated by their own successes and better reflect the outcomes that we are achieving with them.

Reporting and student tracking: The Academic Programme Manager and Education Administrator gained further knowledge and experience around reporting of the students achievements around the SDR reporting tool to TEC. This enabled them to use it as an

effective tracking and student monitoring tool. Tutors also did an exemplary job at using internal reporting measures to more effectively report on, and track, student achievements, allowing them to gauge and measure student progressions sufficiently over the year.

Quality assurance and moderation: The implementation of an external moderator was an effective way of bringing our standards around quality assurance and moderation into a healthy place. This has resulted in us putting in place more stringent internal moderation practises in order to improve our quality assurance.

NCALNE – National Certificate in Adult Literacy and Numeracy Educators

The NCALNE programme achieved some great results over 2015. With 97% of qualification completed and 100% course completion, NCALNE's student achievements were a place of excellence for VisionWest Training Centre last year. Again, for 2015 we are in good stead to continue on the successes of our students with the entire roll allocation of 45 places fully placed as of June.

There are many reasons for the recent success of the NCALNE programme over 2014/2015 including:

Networking: The programme facilitator has done a superb job at networking with organisations and building rapport with varying ITO's across the country. This has meant that many of our student referrals now come from existing employee relationships as they have referred students to our programme before.

TEC priority area: Many employers are now looking at NCALNE certificates as a compulsory requirement for many roles, so TEC has made it a priority area for both funding and other resources. Because this qualification is now a priority area and one of growth we were offered a further 6 more places in addition to our current 45. We are currently waiting for confirmation of these additional places.

Youth Guarantee Programme

	2013	2014
Course Completions:	25%	54%
Qualification Achieved:	3%	43%



NCALNE

	2015
Course Completions:	100%
Qualification Achieved:	97%
Next Year's Enrollment:	100%

Training centre cont...

Rob first came to VisionWest as he is a solo dad and required assistance from the Food Bank. Rob then heard about the ILN course at the beginning of 2015. After spending many years in prison, Rob had limited literacy and numeracy skills. When Rob was in the ILN course he stepped up into roles of responsibility and leadership like being the class representative in student meetings. Since successfully completing the ILN course Rob has come back to VisionWest to enrol in our Mahi Ora programme to gain further skills to help him in his goals of gaining employment to support him and his children.

"All I know is, this is a great place. It's helped me a lot. Even before I started in the ILN course, I'd used the Food Bank a few times for my kids. They are lovely people there. It was my dream, when I started learning here, to get more 'know-how' so that I can help my kids as they get older. I want to teach them the things I didn't know when I was a kid. I don't want them to be stuck like I was. When I was chosen to represent our class at the student meeting, I was so overwhelmed. In all my days I never thought I'd ever be a mentor or a class rep. I was so grateful for the opportunity to represent our class. If the opportunity comes along, I would love to help young people so they don't go down the same path I did. You don't have to sit in a corner and block things out. I know because I did that many times and it got me nowhere. There is life out of the corner when you ask for help"



TFW – Training for Work

The training for work programme had great successes in their achievements for 2014-2015. The contract concluded at the end of June 2015 with the completion of the programme.

70 Participants in 2014
78% Completion Rate
75% of Medium Level Participants Successfully Employed
63% of High Level Participants Successfully Employed

These successes are a direct response to the invested effort that the TFW Co-ordinator and Work Broker inputted into the programme, its development and the participants.

Examples of what made the programme so effective include:

Networking: The Co-ordinator and Work Broker did an exemplary job at networking with local referring WINZ branches and employers to create relationships that held throughout the programme. This was beneficial to creating amazing results with the programme as it helped the Work Broker to pathway many participants for the programme into jobs advertised by these companies with businesses like Fresh Choice, Z and McDonald's.

Programme restructuring: The Co-ordinator and Work Broker worked exceptionally hard at restructuring the Training For Work programme to create a facility that worked effectively to provide the participants with the skills that they needed to seek and gain long-term employment. Workshops and support given include: CV support, tapping into job market, interview skills, identifying strengths and personalities, communication, goal setting and interview practice.

Wrap-around services: The clients in the Training for Work programme were made aware of and offered varying services

around the campus in order to provide and meet all the needs they presented when they were referred to the TFW programme. 10 candidates accessed the Foodbank, 5 candidates attended budgeting advice sessions, 2 candidates received support from the Training Centre social worker and 4 other clients accessed varying other services across the campus. The Co-ordinator and Work Broker believed that accessing these services was vastly beneficial in their ability to gain the necessary skills for employment.

Mahi Ora: Mahi Ora, is our new programme that will be funded by MSD and take the place of 'Training for Work'. Mahi Ora will start in August and will have a slight difference to the TFW programme with the introduction of greater support for those on the programme and those who are placed in employment. This support will come from two avenues. One will be that students will have access to the wrap-around services within the new VisionWest Whanau Centre/ Hub including, budgeting, counselling, foodbanks and more importantly access to a families social worker. The other avenue will come in the form of a designated staff member who will work with employees and employers to ensure the longevity of the employment placement. This support will continue for a minimum of one year following their employment start.

the numbers

	2015 NZ\$	2014 NZ\$
Assets		
<i>Current</i>		
Cash & Cash Equivalents	1,003,030	621,765
Trade Debtors & Other Receivables	790,666	756,088
Prepayments	975	274,598
<i>Total Current Assets</i>	<i>1,794,671</i>	<i>1,652,451</i>
<i>Non-Current</i>		
Property, Plant & Equipment	21,090,734	11,979,955
<i>Total Non-Current Assets</i>	<i>21,090,734</i>	<i>11,979,955</i>
TOTAL ASSETS	22,885,405	13,632,406
Liabilities		
<i>Current</i>		
Trade Creditors & Other Payables	1,782,028	1,192,117
Income in Advance	312,118	153,491
Loans & Borrowings	18,723	10,119
<i>Total Current Liabilities</i>	<i>2,112,869</i>	<i>1,355,727</i>
<i>Non-Current</i>		
Loans & Borrowings	6,066,679	3,233,849
<i>Total Non-Current Liabilities</i>	<i>6,066,679</i>	<i>3,233,849</i>
TOTAL LIABILITIES	8,179,548	4,589,576
NET ASSETS	14,705,857	9,042,830
Accumulated Funds & Other Reserves		
Accumulated Funds	14,140,857	8,477,830
Specified Funds	565,000	565,000
TOTAL ACCUMULATED FUNDS & OTHER RESERVES	14,705,857	9,042,830

Summary Statement
of Financial Position
Year Ended
30 June 2015

Food Parcels
feeding 8,400+ people
under-written by VisionWest by \$36,278



Curtains
for 177 families
supported by Genesis Energy



Housing
31 Long-Term Supported Families
& 20 Short-Term Emergency Families



Budgeting Clients
supported through 325 sessions





57,338
Kindy Kid Hours

Community Care Clients

supported through 170 sessions



Home Healthcare Clients

supported by 245+ support workers

Students

*assisted in education and training
4 Courses, 9 Tutors*



Counselling Clients

supported through 1384 sessions

	2015 NZ\$	2014 NZ\$
Trading Activities		
Income	11,262,448	10,122,688
Expenses	(7,856,589)	(7,314,472)
Surplus from Trading Activities	3,405,859	2,808,216
Financing Activities		
Interest Income	44,026	27,344
Interest on Borrowings	-	-
Net Financing Costs	44,026	27,344
Other Revenue Generation Activities		
Grants & Donations	418,230	418,693
Fundraising	110	173
Other Income	-	30,191
Total Other Revenue Generation Activities	418,340	449,057
Operating Expenditure		
Depreciation, Amortisation & Impairments	199,859	168,433
Other Overheads & Administrative Expenses	3,538,404	3,046,176
Total Operating Expenditure	3,738,263	3,214,609
OPERATING SURPLUS FOR THE YEAR	129,962	70,008
Non-Trading Activities		
Capital Grants Received	5,533,065	656,916
Less Extraordinary Item: Provision for Holiday Pay	-	(162,865)
Non-Trading Activities for the Year	5,533,065	494,051
Other Comprehensive Income	-	-
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	5,663,027	564,059

**Summary Statement
of Comprehensive
Income
Year Ended
30 June 2015**

auditor's report

Independent Auditor's Report

To the Trustees of VisionWest Community Trust

We have audited the financial statements of VisionWest Community Trust on pages 4 to 17, which comprise the statement of financial position as at 30 June 2015, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Trustees' responsibilities

The Trustees are responsible for the preparation of financial statements in accordance with generally accepted accounting practice in New Zealand and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's responsibilities

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with International Standards on Auditing (New Zealand). Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether



the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of financial statements that present fairly the matters to which they relate 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 entity's internal control.

An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates, as well as evaluating the presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Other than in our capacity as auditor we have no relationship with, or interests in VisionWest Community Trust.

Opinion

In our opinion, the financial statements on pages 4 to 17 present fairly, in all material respects, the financial position of VisionWest Community Trust as at 30 June 2015, and its financial performance and its cash flows, for the year then ended in accordance with generally accepted accounting practice in New Zealand.

Other Matter

The financial statements of VisionWest Community Trust for the year ended 30 June 2014 were audited by another auditor who expressed an unmodified opinion on those financial statements on 30 June 2014.



Grant Thornton
New Zealand Audit Partnership
Auckland, New Zealand
15 October 2015

our board of trustees

Trevor Parsons *Chair*

Mark Bridges *Deputy-Chair*

Nettie Burton

Michael Taylor

Stephen Parker

Neil Baker

Johannes Bloemendal

our senior management team

Lisa Woolley *Chief Executive*

Philip Ayers *Operations Manager*

Anna Fraser *Head of HR*

James Widgery *GM - Community Housing*

Angie Kumar *GM - Home Healthcare*

John Chapman *GM - Training Centre*

Andrea Galecki *Community Services Manager*

Richard Nauck *GM - Marketing & Partnerships*

Tracey Gallagher *EA to the CEO*

Thank you

Funding Partners

ACC
Auckland City Council
Baptist Community Ministries
Child Youth & Family Services
COGS
Earnest Hyam Davis Charitable Trust
Foundation North
Henderson Massey Local Board
Lotteries Commission
Ministry of Business, Innovation and Employment
Ministry of Education
Ministry of Health
Ministry of Social Development
Sir John Logan Campbell
SkyCity Community Trust
Sport Waitakere
Strathlachlan Fund
Tindall Foundation
Trust Community Foundation
Waitakere Local Board
Waitemata District Health Board
Work and Income New Zealand
Your Choice – Te Puna Manawa

Corporate Partners

Adventure Specialties Trust
Auckland City Mission
FreshChoice Glen Eden
Genesis Energy
Mike Greer Homes
SGA Architects
Stanley Group
SuperValue Titirangi
Western Gas – Z Service Stations

Supporters

Associated Budgeting Consultants
Baker's Delight
Career Force
Christian Budgeting of New Zealand
Commerce Commission
Community Fruit Harvesting
Dress for Success
Education Review Office NZ
FairFood Trust
Fumacare Limited
Glen Eden Baptist Church
Glen Eden Primary
HDNZ
Kaipatiki Environment Trust
Kaurilands Primary
Learning Edge Montessori Preschool
Mad Butcher
Marinoto
Ohana Teen Parenting Unit
Pak n Save Lincoln Road
Panztel
Pete's Packaging
Progressive Enterprises
Prospect Primary
Rhema Media
Retirement Commission
Salvation Army
Skills Update Training Institute
Southern Star Charitable Trust
Te Pou
The Parker Family
Youthwest Health Hub
And a wide number of very generous individuals who contribute generously to our Food bank and Op shop.





Hikoi Tumanako-tahi
Building Hope Together

since 1988



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