

our year  
*ko tātou tau whakahirahira*  
2016/17

Together, we can do more  
*Me mahi ngatahi tonu tatou*





# VISIONWEST ANNUAL REPORT 2016/17

In an ever-changing environment, VisionWest is a living, breathing community organisation that adapts and flexes to meet the needs of the people it supports. Championing transformative change in people's lives, and ultimately in their families and the communities they live in, the staff of VisionWest daily outwork our mission of building hope together.

Understanding the full needs of the person who we come alongside is the key to effective support, so our care and the services we provide centre around the individual, providing wrap around support. Whether the initial needs are for practical assistance, advocacy, counselling, skills for employment, housing or budgeting, our whānau can quickly be connected into our network of holistic care following an initial conversation with one of the VisionWest team.

Addressing poverty, and the follow-on effects of this in people's lives, matters deeply to us. Advocating for those who find themselves in challenging circumstances, as well as providing practical support, is central to what we do and who we are. It's in our DNA.

Join us on our journey, bringing hope and transformation, as you connect with us through hearing our story of yesterday and today, and our vision for tomorrow.

**Together, we can do more**  
*Me mahi ngatahi tonu tatou*

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# CHAIRPERSON REPORT

It's my pleasure to welcome you to the VisionWest Community Trust Annual Report for 2016-2017.

Serving as VisionWest chairman for the past 2 years has been an absolute privilege. It is humbling to have been part of such an incredible ministry that shows love and restores hope in the lives of the hungry, the homeless and the broken.

Over the past 12 months we have continued to grow outside of Auckland, completing the purchase of the last remaining division of The Salvation Army's HomeCare Service, the Bay of Plenty branch. This now makes us the largest not-for-profit homecare provider in the country.

This acquisition greatly improves our ability to influence policy and lobby on behalf of the vulnerable. Special thanks are needed for the entire Executive Team, Lisa Woolley CEO, and Steve Parker our Treasurer, for the long hours they invested to see this come into fruition.

Housing remains a strategically important service at a time of growing homelessness. During the year we have been encouraged by the ongoing support of central government and its focus on social housing. Over the past 12 months we have begun a number of contracts which see us remaining at the cutting edge of social housing nationally. These include Housing First, Sustaining Tenancies in Christchurch, our joint management of a cluster of Housing New Zealand houses in Kelston, and 40 flag ship emergency houses in Luke Street Otahuhu that were opened by the Prime Minister earlier this year.

With ongoing funding support from Foundation North our Whānau Centre continues to develop our unique model of wrap around support by peeling back the layers in a culturally inclusive way, to meet the increasingly complex needs of our families.

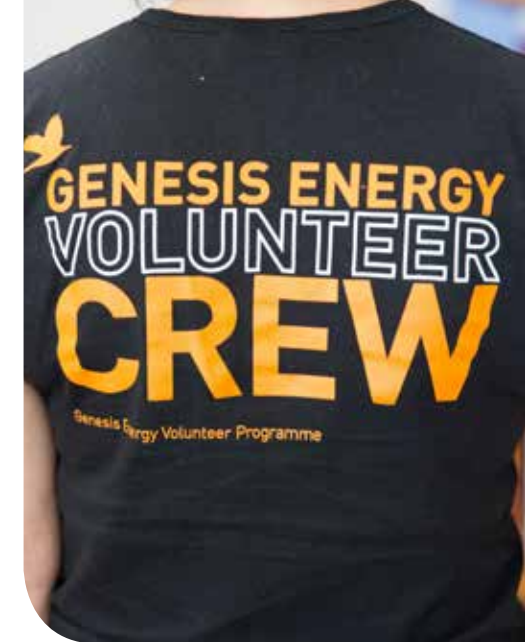
Many of our core services can only continue due to the support of our growing partner base companies like My Food Bag, Genesis Energy and SkyCity Auckland Community Trust. Thank you to all our donors and partners for your support.

Our key enterprises such as Counselling, Education and Training Centre and our Kindergarten continue to do a fantastic job reaching people every day.

The Board of Trustees are motivated by the vision of seeing Transformed Lives and Healthy Communities through the work of our Trust. Our thanks go to our Trustees who give freely and generously of their time in support of the overall governance and future health of VisionWest.

This coming year Trustees John Bloemendal and Andrew Fraser will be stepping down after many years of faithful service on the Trust. I will also be stepping down due to relocating out of the region. The Board will be welcoming on Gary Grut who brings an exciting new dimension to our Governance team as well as being the new Senior Pastor of Glen Eden Baptist Church.

It is humbling to have been part of such an incredible ministry that shows love and restores hope in the lives of the hungry, the homeless and the broken.



Thank you to our CEO Lisa Woolley for her passion and leadership excellence. Thank you to our dedicated managers, staff and volunteers - this work would not happen without you.

Finally, it is important the whilst the Trust continues to see growth we not forget our story, it is a testimony to Gods faithfulness. *Psalm 78:4 We will not hide them from their descendants; we will tell the next generation the praiseworthy deeds of the LORD, his power, and the wonders he has done.* Stories not just of an organisation but of individuals whose lives have been turned around, restored and healed.

God Bless  
Mark Bridges  
**Board Chairperson**





# CHIEF EXECUTIVE REPORT

Together, we can do more.  
*Me mahi ngatahi tonu tatou*

## Our \$1.00 partnership story

Who would have thought it! From a \$1.00 a year investment, to a 33 million dollar organisation, supporting over 20,000 in the community every year.

Over 35 years ago a small group from Glen Eden Baptist Church got together, looking for a way to reach out and connect with our local community. The Minister of Transport gave us the Glen Eden Railway Station for \$1.00 a year, to use for a local community drop in centre. This was the beginning of the Friendship Centre which was incorporated in 1988 as a Charitable Trust, now known as VisionWest Community Trust.

Our first year's turnover was \$12,260, this year our turnover is over \$33 million, making VisionWest one of the largest faith based organisations in New Zealand with offices throughout the country. I have had the privilege of being on the initial committee to get the Friendship Centre started, and have been working for the Trust for over 19 years. It has been incredible to see both the transformation of people's lives as we journey with them, as well as the transformation of our organisation.

What an incredible journey it has been, with one of our big learnings being that *together we can do more*. Our partnership story started with a \$1 investment from the Government and a bunch of passionate people who were willing to roll their sleeves up and get connected with the local community. Over the years our partnerships have grown with Government, community organisations, churches, corporates and individual donors.

A great example of this is the collective work in Auckland to end homelessness, with five community organisations working together with the support of Government and Council through the Housing First demonstration project. To see more about the stunning results from this work, have a look at the full story on page 14. Another great example of *together we can do more*, is our Whānau Centre and Services. This initiative was fully supported with seed funding from Foundation North, who continue to be a key funder of the project, while we seek to engage with other funders including Government, Council, corporates and individuals.

There is still so much more to do as we seek to address poverty, homelessness, working with youth and supporting older people and people with disabilities to live well in their own home. We know that through our strong and growing partnerships, that *together we can do more* as we can continue Building Hope Together in our communities leading to Transformed Lives and Healthy Communities.

I am happy to say that through our collective Housing First work, we are now changing our language from “reduce homelessness” to “end homelessness”.



Artists impression of Glen Eden Railway Station where it all started

Over the year we have kept to the forefront of our planning, the Big 4 Strategic Goals for 2015 – 2020. You will be able to read full reports for these areas throughout the report, however there are some key points that I would like to highlight as follows:

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

- Our Whānau Centre and Whānau Services are now fully operationalised thanks to the support from Foundation North and our amazing Whānau Centre team. We continue the work in this area, building a strong system ensuring that people accessing VisionWest get connected to the right services with the support from our social workers.
- It has been great to welcome Fred Astle onto the Executive Team as Head of Māori Service Development. Fred works alongside our services to ensure people who are coming to VisionWest feel that they are in a place of trust and belonging.

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

- I am happy to say that through our collective Housing First work with other community organisations, Government and Council, we are now changing our language from “reduce homelessness” to “end homelessness”. Housing First is a model that VisionWest has adopted from the beginning of our housing work over ten years ago and it is so encouraging to see that Government has committed to this model throughout a number of regions in New Zealand. It has been a real honour to work alongside the CEO's of the other four organisations in the Housing First collective, including a trip to Canada to look at approaches to end homelessness, with an emphasis on Housing First.
- We have had significant growth in our housing services over the last year, with our Housing First contract, Sustaining Tenancies, Emergency Housing and continued opportunities to grow our housing stock for our long term supportive housing. Housing is



Some of the Support Staff at VisionWest Community Trust



an area we are deeply passionate about, as we know that unless someone has a home to live in, then they are not able to look ahead with any sense of hope for their future. We are also able to significantly tackle poverty through providing housing with the Government Income Related Rent Subsidy. When people are eligible for this, they will pay no more than 25% of their income on rent. The result is that whānau have money left for food, doctors, transport and are able to start to plan for their future and the future of their children.

- A team of incredibly skilled people have come together to join the VisionWest team as we seek to end homelessness in New Zealand. I am in awe of them and the courageous and compassionate work they do every day as they journey alongside some of the most vulnerable people in our community.

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

- A lot of energy this year has gone into building the strength of our organisation, through the purchase of The Salvation Army HomeCare business. Our team have worked incredibly hard to ensure we have the correct systems, processes and policies in place for the growth in size of our organisation. This has been hard work and I would like to thank each and every person involved in this process. It has been a pleasure to travel to our new offices in Tauranga,

Hamilton, Rotorua and Albany and to meet with our staff as we grow together as one organisation.

- We extended our work with our Budgeting Service through the new Building Financial Capabilities contract. Georgia Woodhouse and her team have done a great job in going into new areas to extend our reach for this service.
- Quality and Evaluation has been an area we continue to invest in and Sam Bogusz and Lara Young have provided excellent support to our teams in this area.
- VisionWest purchased 95 Glendale Road from Glen Eden Baptist Church, with the view of building a new purpose built ECE centre in the future.
- It has been amazing to see how, as we have grown, the right people, with the right skills and passion for our work have been drawn to VisionWest, giving us a mix on the team that can help us to deliver our strategic goals. Four of the key staff to join our Exec Team this year are Mark Bogusz (Head of Finance), Fred Astle (Head of Māori Service Development), Ian Yost (Head of HR) and Brook Turner (from August 2017, Head of Community Services Development). These men are all incredibly skilled and talented in their fields of work and we are privileged to have them on our team. I would also like to say a special thank you to Anna Fraser who was Head of HR and Philip Ayers who was Head of Finance. I have worked with Anna and Philip for years and they have been such a hard working and supportive



*Some of the VisionWest Community Trust Senior Management Team*

team as VisionWest has grown over the years. It is wonderful that Philip and Anna are now in new roles and that they continue to be an integral part of the VisionWest whānau. I would also like to acknowledge the dedication of our highly skilled support services staff who carry out the background functions so that our frontline work can continue each day.

- As we continue to grow one of the key areas of work for me, is to ensure the DNA of VisionWest is embedded into everything we do, this will be a continued piece of work for me into the future.

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

- Richard Nauck has been building a highly competent team to work in this area and it has been exciting to see campaigns come together such as Sleepless in September, to be launched in September 2017 which focuses on the areas of Food and Shelter.
- We are so encouraged to see more and more individuals and businesses come alongside VisionWest as we work towards Transformed Lives, Healthy Communities.

- There have been opportunities to extend our work in other regions through partnerships with businesses, community organisations and local churches and we are looking forward to developing these relationships further as we certainly know that *together we can do more.*

**Thank you**

It has been another year of huge growth for VisionWest and I am humbled, honoured and incredibly grateful to work with such an amazing team of skilled and passionate people. It is not easy work, but it is certainly rewarding as we see hope and transformation in people's lives through the support we can offer, and through our work to end poverty and homelessness in our communities. Thank you to all our volunteers, Trustees, staff, prayer warriors and Glen Eden Baptist Church partners for your continued commitment to people in our community.

Thank you also to all our partner organisations, Government, businesses, donors, churches, community organisations, funders and sponsors. We could not do this work without your support. We know that as we continue our journey that ***Together, we will do more.***

Nga mihi  
**Lisa Woolley**





# COMMUNITY BANKS

The Community Banks of VisionWest continue to support those in the community who need assistance with food, curtains, furniture and school uniforms.

This year the Foodbank has developed some wonderful partnerships which have supplemented our food parcels with high quality items that may otherwise not have been offered. Our thanks go out to My Food Bag and others who have contributed.

We continue to partner with the Auckland City Mission and are grateful for the supplies they are able to share with us.

Another example of a great partnership is the longstanding support from Genesis Energy of our Uniform Bank and Christmas Hamper Day. Since 2012 Genesis have provided support both financially and through staff volunteer service.

We are grateful for the contribution community groups make such as the Blanket Drive run by the Rotary Club New Lynn, the donations of furniture and bedding collected by All Heart NZ and the collaborations with local schools which have boosted our supplies of food and bedding.

We are working closely with our Supportive Housing team, keeping a storage unit filled with furniture the community is donating. This furniture helps to furnish the homes of families who have moved into a home under the Housing First programme.

The Community Banks are looking at what workshops and information they can provide that will help families that little bit more as they endeavour to manage their limited finances to feed and clothe their families. This has resulted in the creation of the Kai Time workshops which are a fun, hands-on experience for whānau in how to make healthy meals for the family on a tight budget.

We continue to be supported by a wonderful team of volunteers who show great compassion towards the people who come in for assistance. Team members range from long serving volunteers such as Margaret who has been with us so long that no-one can quite remember when she started, through to those who have just joined the team.

A key priority this year and moving forward is ensuring our volunteers are supported with a high level of training in areas such as food safety and working with vulnerable people.

Other areas we are working on in the coming year are:

- The installation of a walk-in chiller unit for increased storage capacity.
- Collaborating with *Love Food, Hate Waste* - a worldwide initiative supported by Auckland Council.
- Scoping out the Community Fridge concept, where members of the community can donate any food they have in excess of their need and others can anonymously collect it from the fridge for their own use.
- Collaborating to an even higher level of effectiveness with our Supportive Housing team working in the emergency housing area.

Linda Potauaine  
Manager, Community Banks

We continue to be supported by a wonderful team of volunteers who show great compassion towards the people who come in for assistance.



**1497**  
food parcels  
provided feeding  
4851 people



VisionWest Curtain Bank is proudly supported by Genesis Energy



“ I am blown away by the way we all add our touch and make a difference. A friend invited me to speak at Probus, to explain VisionWest’s role in our community beyond Homecare which they already knew about. From this presentation my friend learned of Housing First. We spoke together afterwards and I jokingly said “you should go and live in your beach house and give us your house for Housing First to manage”. She replied that this was a great idea as she and her husband had been thinking about permanently relocating there, but needed an excuse to do so. Following this conversation, I put this friend in contact with Stephen, from the Community Housing team.

This home has now been leased to VisionWest and allocated to a couple who have lived in a van for the past 10 years. Through the patience, love and care of Sonya from the Supportive Housing team, this couple are making the move from their previous “normal” of homelessness to living in a safe, secure house.

Through another conversation I had, I was able to link up a medical professional to visit this couple before they were housed. Again, it was just a matter of a short conversation, talking of a need and providing an opportunity for someone to help.

It’s about sharing the love. It is surprising how through a little conversation we find people who want to help. Its just a matter then of connecting everyone up. At VisionWest we are that pathway of linking people to help, we are a big spider web connecting all together. ”



# COMMUNITY HOUSING

Homelessness, and the difficulties experienced by families and individuals in acquiring and sustaining safe secure homes to live in, continues to be a challenging issue in our communities.

The exponential growth in the social housing services at VisionWest this year has necessitated a reorganising of the team into two. Community Housing continues to look after Strategic Growth, Asset Management and Tenancy Services while Supportive Housing is focused on supporting all the families we work with through a team of highly competent social work practitioners. Our combined vision is to see transformed lives through the houses and supports that are available.

The success of our first large scale Emergency Housing in Christchurch has resulted in many more similar opportunities starting around the country with the wrap around services for tenants. The result in Christchurch was 149 families through, with 95% of the families remaining in stable accommodation after 6 months.

Auckland's first purpose built facility for emergency housing at Luke St, Otahuhu has 40 houses with a purpose-built playground and community room. VisionWest are working collaboratively with Monte Cecilia Housing Trust and The Salvation Army, while providing the total site management and coordination. This has been a huge undertaking, including fully furnishing all the units. Early results are looking very positive with families moving through over 12 weeks into long term accommodation.

During the year we have worked with the Government to develop the Sustaining Tenancies programme. This programme assists Housing New Zealand families who are at risk of their tenancy ending, supporting them to maintain that tenancy by providing whatever support they need to help them get back on track. Housing New Zealand are delighted with early results and are keen to do more of this work with NGO's across New Zealand.

VisionWest is one of five NGO's in Auckland involved in a demonstration project for Housing First. This will see VisionWest housing 112 families in West Auckland over the next two years. For more information on this extremely successful programme please refer to page 14.

In addition, we are continuing to build our own housing stock and have signed up to buy 20 new two bedroom dwellings in West Auckland that will be completed in 2019.

We are especially privileged to work with a team who are fiercely passionate about easing the plight of families around housing deprivation. Going above and beyond on a daily basis when it comes to helping the whānau we support, is in the hearts of our staff.

Thank you to all those who support our housing services, our key partners, funders, the Ministry of Social Development and landlords.

We look forward to building on our strong relationships in the coming year as together we work towards ending homelessness.

James Widgery  
General Manager, Community Housing



122  
houses  
provided  
nationwide



“Leanne\* and Sione\* were referred to VisionWest Supportive Housing by WINZ. They have 6 children of preschool and primary school age. They had been unable to secure a private rental even though Sione works full-time as a painter and has been well supported by his employer.

Leanne did a housing assessment with VisionWest and the family were signed up under the Housing First Programme. Before being housed they had stayed in at least 6 different motels (emergency accommodation) over 25 weeks. Prior to that, they were living in an overcrowded house, including staying all together in 1 bedroom for 3 years.

During their time in the overcrowded house and in the motels, the children suffered from boils, asthma, skin infections and strep throat. The children missed school due to sickness and having no transport from the various motels they had been staying at, so a truancy officer from school became involved. This had added to the pressure the family were already under. When VisionWest first met Leanne, she said that she was “physically and emotionally exhausted”.

Leanne, Sione and their children are now living in a safe, secure home provided by the Housing First programme.

Leanne said that having a house means “having a stable environment for the children and actually having them in an environment where I know I can try and prevent them from being sick and not moving around or being constantly worried about where we are going to stay next week or if WINZ is going to approve it”.

Leanne was previously wanting to study midwifery but has now decided to study to become a social worker as she wants to help people who are in the situation that she has been in. She gives huge thanks to VisionWest. \*Names changed.”



# HOUSING FIRST

## ENDING HOMELESSNESS IN NEW ZEALAND

The Housing First concept has been part of the way we have worked with our whānau since VisionWest first began to provide housing. We have been at the forefront in New Zealand in providing wrap around holistic supports when housing whānau and individuals. Through this we have seen transformational change in people's lives as they have been settled into safe, secure and affordable housing with wrap around supports to help them move towards their goals for themselves and their children.

VisionWest is now part of the very first collective for Housing First in New Zealand. This collective brings several organisations together to work collaboratively in making safe, secure tenancies a reality for Auckland whānau who have been experiencing homelessness.

*"Housing First Auckland believes that permanent, secure, appropriate, safe housing is a basic human right for all. Housing First recognises that it is easier for people to address issues such as mental health and substance use, once they are housed. The priority is to quickly move people into appropriate housing then immediately provide wrap around services to support their success. The goal of Housing First is to end homelessness – not to manage it." – Housing First Auckland Collective.*

Homelessness can be ended, as evidenced by communities in the world who are using the Housing First model and are near to reaching this goal.

There are more than 4000 people in New Zealand who are on the MSD Social Housing Register as living rough on the street, in a vehicle or in other types of makeshift accommodation, and we know that this is just the tip of the iceberg. Most of these people do not want to live this way, but they need support to move from this situation into safe, secure housing.

Through Housing First, VisionWest supports families and individuals in West Auckland into tenancies and then provides a Support Navigator to walk alongside them as they work through other challenges they are experiencing, as well as to support them to sustain their tenancy.

Working closely with the Support Navigators is our Peer Support Worker. This is someone who has personally experienced homelessness and can speak from this "lived experience". Whānau know this person really understands what they are going through and this can be a huge contributor to them feeling that they are heard and accepted in a non-judgemental environment.

Key to the success of this programme is our Housing Locators who work with landlords to obtain the tenancy of houses which can then be tenanted by those in the Housing First programme. Landlords benefit from guaranteed income, full property management by VisionWest and the assurance that when a tenancy is complete, the house will be returned to them in the condition it was when the tenancy began.

Tenants in the Housing First programme get to choose the type of house they have and where possible, where they live. They are then supported through a plan designed specifically for them and in which they take the lead on deciding what support they need and what goals are set. These whānau are supported in their journey to build their self-esteem, develop their strengths and knowledge, and reconnect with whānau and into the community. VisionWest commits to providing support for as long as the whānau need it, and this includes continuing to engage even if the rare situation arises where the whānau lose their home.

The Housing First team at VisionWest find huge satisfaction in being part of this programme. It is an absolute delight to see the joy on the faces of whānau and individuals as they walk into a safe secure home after experiencing homelessness and the challenges associated with that. Families are re-connecting into the community, children are now settled into school and parents working towards their goals which may include engaging in training and employment.

Housing First works, and VisionWest will continue to advocate for this model to end homelessness in New Zealand.



Rami Alrudaini, LinkPeople; Barbara Browne, Kāhui Tū Kaha; Julie Nelson, Wise Group; Sam Tsemberis; Moira Lawler, Lifewise; Chris Farrelly, Auckland City Mission; Lisa Woolley, VisionWest.



“I was asked by VisionWest to be involved and that was exciting. I hadn't worked officially for twenty-five years and I was really anxious coming into a new job, but now that I have been here six months, I love it.

My motivation is... I was 'there' once. I needed a hand to improve my life. Now I find myself out on the streets now and again talking to the homeless up in Glen Eden, explaining what we do. That's really exciting for me, to be able to offer some hope. Knowing it's a long-term process like it was for me is the most important thing.

People think that they are not good enough to deserve a house. They always seem to think there is a hidden agenda, but once you start building a relationship with them that's when you see the gratitude. And even though these people come with a set of issues, we will still wrap around them the support they need. That's what's beautiful to me. No rules or criteria.

I find it really easy to speak to the homeless. I think you need mercy, grace, firmness and truth. I hear a lot of big words now I am working here. Words like transparency. So, for me it's understanding what that means in my work. It's important that we are not high above them, but alongside them.

I wouldn't be able to take care of myself without the team. Having my managers and Sonya.

It is such a wonderful thing to be a part of.”  
– Fiona, Peer Support Worker



# WHĀNAU CENTRE

Our Whānau Centre is now in its second year of providing support to the individuals and families who seek assistance at VisionWest. During this time we have grown from a concept to a fully functioning service that not only provides a place of welcome, support and a listening ear, but also assists with referrals to services that can further support growth and transformation in the lives of those who come to us.

Our whānau come to us with needs ranging from a simple request for a food parcel to see them through the week, or a little advice and advocacy, through to complex issues which may include multiple challenges in areas such as addictions, mental wellbeing, homelessness and relationship problems. The Whānau Centre staff are able to assess their needs and refer these whānau onto other wrap around services of VisionWest, or externally when appropriate.

Throughout the year, the centre has concentrated on the key focus areas of putting whanau first, collecting robust data and information, and ensuring sustainability.

The centre's team members are Social Workers, Centre Coordinator, Chaplain and interns. This team have attended comprehensive training over the past 12 months to ensure they are equipped to support the whānau who come through the door.

Key to working successfully with whānau is having a clear understanding of what their needs are and then developing the support structure around these. As a team, we consistently meet weekly to share and discuss 'what's out in front' from each role and where we can coordinate support across roles, we extend help to each other.

To provide a fuller model of holistic care, the Whānau Centre is working to embrace the development of an 'eco-system' of integrated care and support. To help achieve this, the Whānau Centre has reviewed its alignment with its strategic planning and goals. These center around strong consistent and robust leadership, an enhanced referral and management process and the development of the Whānau Centre workforce.

The year ahead looks promising and will include a closer integration of counselling services to compliment our multi-disciplinary approach, developing a Māori well-being self-assessment form that engages tikanga Māori as a preferred 'identifier' of cultural and personal wellbeing, and further embracing of te reo within communications and clinical notes.

Thank you to our key partners, supporters and funders. Your support has enabled us to engage with whānau, walking alongside them in their journey through the many challenges they face.

Joshua Phillips  
**General Manager, Whānau Centre**

As we work towards a fuller model of holistic care, the Whānau Centre is working to truly embrace the development of an 'eco-system' of integrated care and support moving forward.



**1019**  
whānau centre  
client  
engagements



“Tina\* and her husband and the children came from an overcrowded situation with 9 people living in a 3-bedroom home. A couple of months into her time in our emergency house Tina had the courage to tell us that her husband had been abusive and 'threatening to kill her' and she decided she didn't want herself or her children to be subject to the abuse anymore. The police were called on several occasions and the husband was no longer permitted to be at the house or near her or the children. Tina was supported during this time to access the appropriate services needed. Now Tina and her young boys are living in secure long-term housing. The boys are well settled in school and Tina is starting some training which will lead into employment. Tina said the family are happy and settled. \*Name changed.”





# EDUCATION AND TRAINING

One of our Key Strategic Goals over the past two years is that the Education and Training Centre strive to be a "Place of Excellence". To expand on this notion the centre participated in the 'Awhi Process', a Stakeholder Evaluation Process where staff, management, clients, students, whānau, community groups and government agencies came together and contributed to co-design a canvas of what the future could look like, what we may face on the journey, what we needed to implement or overcome to surpass the barriers in front of us and then what indicators would show up along the way. A plan was created with these four key areas: culture and environment, emotional intelligence, pedagogy vs andragogy and resources. We look forward to working with everyone on these plans over the coming year.

For our Adult Programmes, this past year has been one of consolidation and re-establishing our foundations as we continue to provide much needed educational programmes for our community.

Our delivery hours for Intensive Literacy and Numeracy programme (ILN) are up more than ever before. Participants in the programme include clients who have been referred internally from other VisionWest programmes or services.

Our Mahi Ora contract concluded at the end of June 2017 with over 35 clients placed into employment. Key to this was the relationships built with local businesses. We will be continuing this work in the coming year under a revised contract that has a focus on 18-24 year olds. We see this as a big area of growth.

The National Certificate Adult Literacy and Numeracy Education programme has experienced a growth period over the past 18 months and we are looking forward to maintaining these numbers moving into 2018.

Through our Youth Programmes we have grown a reputation in the community/region as an organisation that takes on students that don't necessarily fit into the mainstream box. These students may face many social and behavioural issues that have prohibited them from having a positive educational experience. Through our amazing staff we are providing our rangatahi with the opportunity to learn and create a foundation that will help them on their journey to become a positive contributor to society and community. It is very satisfying when we see a number of students progress from the Alternative Education programme, into the Youth Guarantee programme, then graduate with a qualification that allows them to successfully transition into an apprenticeship or full time work.

We continue to look for support from the community and funders for our youth programmes. These are commonly seen as Academic Education programmes that should be funded accordingly, however 80% of our work is working through the social and behaviour issues of the students. These areas are not commonly supported by funding.

The year ahead is all about growth, being focused, providing high quality education services, understanding our clients, students, community and stakeholders better and ensuring we have lots of FUN along the way!

John Chapman  
General Manager, Education and Training Centre

We provide our rangatahi the opportunity to learn and create a foundation that will help them on their journey to become a positive contributor to society and community.



## 235

students assisted  
in education  
and training



“ I’m doing mint!

Started work with (name withheld) Construction last week and have learnt so much since. I’m working down on the Wynyard Quarter where all those sites are. Been putting up RAB and villa board onto the sides and ceilings of the building and waterproofing them, plus working on scaffolding sometimes at the top, which was really scary at first but it is all good now.

I went and brought some more tools, like a rafter square, chalk line, new measuring tape and Stanley knife because I am using them all the time.

Really enjoying myself at the moment. I’m learning heaps and having fun at the same time.

I finally feel like I’m where I need to be. I could have been somewhere smoking crack and disappointing my parents right now, but I’m doing the complete opposite.

Thanks heaps Kev. I couldn’t have got where I am without your help, so yeah really appreciate everything you’ve done for me, thank you.

(Student not pictured) ”





# BUDGETING AND FINANCIAL LITERACY

Significant outcomes and changes are being achieved by whānau through the strength-based, client centred approach of our service. This means that our whānau navigate their own financial journey towards financial capability at their own pace, creating their own goals and taking complete ownership over the transformation that they are hoping to see in their lives. This has meant that even though we are working with increasingly complex financial situations with our whānau, we are seeing their increased commitment and resilience to achieve their goals.

Our new Building Financial Capability contract, beginning 1 November 2016, allowed us to reform and refresh our service delivery to align with the new contract requirements. Whilst we found that a large number of the values and methods of delivery were already imbedded in the kaupapa of our service, such as our strength based approach, there was still a significant amount of reworking of our older practises.

Through this contract we have broadened our geographical area of service delivery to now include Central Auckland as well as West Auckland which was previously our sole area of focus. We are now contracted to deliver 1500 sessions per year, which has enabled us to provide our services to over 110 whānau since the start of the contract. Carrying out this work with whānau are a team of skilled and compassionate employees and volunteers who are committed to seeing our whānau become financially capable.

We have partnered with multiple community organisations and government bodies to enable us to reach as many whānau as possible, in areas we were not already working. These partners include Avondale Baptist Church, Community Waitakere, Dayspring, Work and Income: Waitakere, New Lynn, GlenMall and Avondale. Through these partnerships we now have satellite offices at four offsite venues each week enabling a greater accessibility of our services to the most vulnerable and marginalised whānau in our communities.

A key component to our success over the next 12 months will be the accessibility of our services. We will also be focusing on our external relationships, satellite sites and offsite development.

Georgia Woodhouse  
Manager, Budgeting and Financial Literacy



We have partnered with multiple community organisations and government bodies to enable us to reach as many whānau as possible.



## 357

budgeting sessions completed



“Jane is on a benefit and started with us in 2016 with a significant amount of bad debt. Since engaging with us, Jane has reduced her debt by \$3000 and is due to be debt free by October 2017. She has created a self-directed weekly spending plan and debt reduction plan with our support, and has set up online services to manage her finances and take control of them. Jane is connected with a local organisation that supports people with intellectual disabilities and we have partnered with that organisation to ensure that we are providing her with collaborative and strength based support.”





# MĀORI SERVICE DEVELOPMENT

**“Ki te kāhore he whakakitenga, ka ngaro te iwi.  
Without a vision, the people will be lost”  
Na Kingi Tawhiao Potatau Te Wherowhero**

**Te Pūrongo-A-Tau  
2017**

E ngā mana, e ngā reo, tēnā koutou katoa!

Ka haere oti tēnei tau tuatahi mo te wahanga Tumu Arataki Māori, ara, Kaupapa Māori ki VisionWest me ki, ka tū te mihinui, mihi maioha ki a koutou kua tautoko mai ki tēnei turanga ara ki a mātou nei e kawea tēnei kaupapa motuhake puta noa i VisionWest.

The year has been characterised by the outworking of our kaupapa Māori responsiveness across VisionWest, te reo me ngā tikanga (Māori language and customs). For us this has meant laying a foundation to bring into the organisation that level of kaupapa Māori implementation, and to ensure growth in kaupapa Māori philosophy, policy, delivery and the intent to facilitate culturally responsive evaluation.

Our kaupapa Māori focus has been guided very much by the key priority to establish strong te reo me ngā tikanga practices for the West Auckland campus, and the wider VisionWest organisation. Our Māori stakeholder engagement has enabled us to strengthen external support as we grow strategically, philosophically and in our practice in Kaupapa Māori. This level of engagement has ensured greater promotion and support of our VisionWest Kaupapa Māori growth story.

I am pleased to be able to acknowledge that our intent in establishing kaupapa Māori is a collective effort and it is greatly supported internally by the VisionWest Taumata Māori Leadership Group, the CEO and Senior Management Team, and externally by our Kahui Kaumatua Whakaruruhau (External Māori Support Group). And I am heartened by the responsiveness of our VisionWest staff whānau in participating and encouraging te reo me ngā tikanga practices.

The start of our te reo me ngā tikanga practices has delivered clear outcomes. There has been a firm and deliberate focus on the work required to strengthen our ability to facilitate Māori cultural support across VisionWest with results in the following areas.

- Kaupapa Māori Whakapakari (Māori Cultural Development)
- Te Reo Me Ngā Tikanga (Māori Language and Customs)
- Te Ata Mahi Tahī ki ngā Rangapū Māori (Māori Stakeholder Engagement)
- Taumata Māori VisionWest (VisionWest Māori Leadership Group)

In the coming year we are looking forward to ongoing support in Wananga Reo and Wananga Tikanga through our beginners, intermediate and advanced training wananga, including: noho marae; Te Ataarangi total immersion class; tutorial support for online learning, Kaupapa Māori symposiums and webinars. We will also be working on establishing the terms of agreement and strategic plans for the Taumata Māori Leadership group.

Fred Astle  
**Te Tumu Arataki Māori  
Head of Māori Service Development**

“Ki te kāhore he  
whakakitenga,  
ka ngaro te iwi.

Without a vision,  
the people will  
be lost”.



“ Germaine is our Social Worker in the Whānau Centre. Born in Aotearoa - New Zealand, she is of Samoan and Niuean descent. Germaine took part in the Te Reo and Tikanga learning group that Fred, our head of Māori Service Development led this year.

“I have benefited greatly from being part of the Te Reo and Tikanga learning group led by Fred. It was so good listening to Fred and Josh (GM Whānau Centre), to see them excited about sharing their language and the richness of their culture.

I enjoyed the informal style of learning and the gracious way Fred led, where you never felt bad if you got the pronunciation wrong, but were always encouraged to just give it a go. The practical lessons with coloured rākau (sticks), combining the learning with actions was a good way to absorb the language.

It was great being in a group with people from different ethnicities and backgrounds and it was fun getting to know other staff on an informal basis, not just the usual interactions with them in their work roles.

Because of the lessons, I feel encouraged to use te reo a lot more with whānau that come in through the Whānau Centre. I can see the importance of using te reo, and understanding tikanga to connect with Māori whānau and individuals we support.

I wish I had been able to learn te reo and tikanga when I was at school, I feel I have missed out by not having this learning in the past.

Through attending the learning group my confidence in using te reo has improved significantly and I am looking forward to learning more.”





# KINDERGARTEN REPORT

Another year of fun learning has taken place at VisionWest Christian Kindergarten! As a strong unified team we have worked collaboratively together to ensure our planning is inclusive and we are going in one direction together.

In our centre, bicultural practices are alive in daily teaching with other ethnic cultures being incorporated as well. Children learn in a supportive environment where Christian values are evident and woven into all we do.

We have worked this year on building strong Reggio Emilia practices of a child-initiated and child-centred curriculum which is reflected in our planning and every day teaching practices and supported by our building of close relationships with the families through monthly events and celebrations. This is also influencing our self-review, leading to more reflective teaching practices. We give high priority to the children and their needs, we redirect children's behaviour in a very respectful manner and ensure people – whānau, students and support staff - feel like they belong and are part of the team.

Documentation of the outworking of the curriculum through age-appropriate learning experiences remains important, with the use of Storypark and input from families a part of this process.

Teachers continue to be well supported with professional development opportunities and training. One staff member who has been in training has now completed the Bachelor in Teaching (ECE), which adds further strength to our ratio of trained teaching staff.

We are fortunate to have the wrap around services of VisionWest to offer any of our families who are in need of extra support. It is a simple matter of popping across the carpark to our Whānau Centre if assistance such as a food parcel, budgeting, counselling or some social work support is needed.

For the year ahead we plan to continue to strengthen our curriculum planning in line with the Reggio Emilia Philosophy and continue to integrate the whānau and the wider community into the programme.

Marlo Camacho  
**Centre Manager and Teacher**



## 52313

hours of  
kindy care  
delivered



“A practicum student has mentioned that she has learnt an immense amount at our Kindy. She has seen that we not only do things because it is required by the Ministry of Education, but we do it based on best practice.”

“A mother came to the office after her child attended a primary school visit. She was so proud that her daughter was commended for behaving so well. Her daughter sat down on the mat with her legs crossed, listened to the teacher, and raised her hand up to say something. The mother was extremely ecstatic when she heard this from the new entrants' teacher. The mother said, “Thank you teachers for raising her to be so well behaved. I know it wasn't me who did it, coz I'm always at work. Thank you, thank you to the whole team.”





# BAPTIST HOMECARE

The past year has been one of unprecedented change for HomeCare. However, one thing never changes, and that is our desire to provide high quality, in-home care to ensure our clients are able to remain living independently in their own home, in their community.

Through the capital acquisition programme announced for October last year, we welcomed into VisionWest the former Salvation Army HomeCare branches of Waikato, Rotorua and Albany. The completion of the purchase of 100% of The Salvation Army HomeCare business was achieved by 30 June 2017 when the Tauranga branch was also acquired. This branch works in partnership with Nga Mataapuna Oranga, a Māori PHO. VisionWest Baptist HomeCare is now the 4th largest home and community support services provider in New Zealand and the largest not-for-profit provider.

This past year has seen significant changes for our hard-working Support Workers who have benefitted from improvements in homecare funding and contract provisions. These improvements included the introduction of 'guaranteed hours' for all Support Workers and new 'equal pay' rates. The new pay rates were made possible by the Government's equal pay funding package for home and aged care workers across New Zealand. The introduction is expected to bring a significant reduction in staff turnover and an increase in the average number of hours worked by Support Workers.

Training continues to be a priority for HomeCare to ensure we provide a safe, high quality service with competent staff. The 'equal pay' legislation introduces higher pay rates for each of the careerforce qualifications which is resulting in considerable interest from Support Workers in gaining their training levels.

Building on the success of the CSR (Client Service Representatives) model in West Auckland, other branches are implementing this new way of working with dedicated teams answering the phones. In combination with upgraded phone systems, this change will see a higher level of customer service delivered to staff and clients.

The year ahead will focus on integrating the systems, processes and culture across the five branches to position us for future growth. We will also seek to bring all the HomeCare operations onto a single CMS (Client Management System) in the year ahead.

We acknowledge and thank all our staff for working with us through the past year of change. We also thank the NASC (Needs Assessment & Service Coordination) agencies and the funders for trusting us to deliver care and support to many thousands of older people and people with disabilities who choose to live independently in the community.

Ross Smith  
**National General Manager, Baptist HomeCare**



Our desire is to provide high quality, in-home care to ensure our clients are able to remain living independently in their own home.



**6500+**  
clients and over  
900,000 hours  
of care delivered

“I am very happy with the support I receive”  
– Evelyn, 100 years of age.

What an achievement – turning 100 and still living independently!

Evelyn has been a client of HomeCare for the last 12 years. After a recent fall and time in hospital she spent a couple of weeks in a rest home but was keen to get back to her own home. The care provided by the Support Workers of VisionWest ensured that this could happen for Evelyn.

Evelyn appreciates the assistance she gets from VisionWest saying “to know that I can have my bath and be safe. Also to have help when I bake, which is usually a cake and help with my vegies”.

She also has great support from her family and friends who often visit. Evelyn says that her family appreciate the help she is getting from VisionWest which adds to the support they give her.”





# CHAPLAINCY REPORT

Complete care for both staff and clients includes spiritual well-being as well as mental, physical and emotional well-being.

This year a key goal for Chaplaincy has been cultivating an emphasis on holistic care for staff and whānau that reflects our organisation's Christian values and utilises Chaplaincy to encourage spiritual vitality across the organisation.

Chaplaincy is positioned to assist in building understanding, communication and unity between the organisation and the church community. This has seen an increase in working with a common sense of purpose and vision in the community, bridging between whānau using VisionWest services and engagement with church whānau. This happens through day to day interactions and both informal and structured gatherings.

Again, this year we have run some inspirational and informative courses for whānau. These have been well attended by people connecting with the services of the organisation. Through these courses some enlightening conversations have been had, and connections made with individuals and families.

During the year, we hosted the Kai Time initiative which involved our whānau, volunteers and staff. This was a great evening of community connection, practical advice and hands on experience on how to provide healthy inexpensive meals for the family.

We also participated in a community event for children and families, the Light Party, which provided a fantastic opportunity to promote VisionWest in the local community. We provided a fun interactive game that also displayed the VisionWest services, gave out prizes and packs that included information about VisionWest.

In the coming year there are a number of initiatives being rolled out by Chaplaincy. These include:

- Building a sustainable, effective collaboration and treatment framework with Counselling, Chaplaincy/Pastoral care and outside agencies in the area of mental health
- Assisting staff with support for whānau/clients.
- Promoting and encouraging spiritual supervision/mentoring.
- Exploring ways of engaging with our Social Housing communities and whānau
- Ensuring we are all inviting and creating community
- Creating weekly, monthly and quarterly contact points for clients, through courses and group meetings.

Overall, it is the desire of Chaplaincy that whānau/clients feel they are a part of a wider family, in a place of belonging, with genuine relationships and the opportunities to nurture their spiritual well-being alongside physical, mental and emotional well-being.

Our thanks go out to the dedicated group of staff and members of the church community who gather each week to support VisionWest through prayer. I would also like to thank all those who have supported me personally throughout the year and kept me, and the Chaplaincy role, in prayer.

Tony Dye  
**Chaplain**

“After reaching a low point in her life, having no work, a mortgage and three children to care for on her own, ‘Rebecca’ had previously received help from us at the Whānau Centre and through the Foodbank. She was very grateful for this but despite our follow ups we were unable to re-engage with her because she had a phobia about answering her phone. After two months, she called me asking for help having been fired from a new job. I prayed with her and we worked alongside her at the Whānau Centre. I encouraged her to join the Ordinary Heroes sessions and she was also connected into the Mahi Ora programme to look at employment opportunities. She had wonderful support from Maggie and Ricky. She found a good paying job and developed a new outlook on life. She is very grateful to everyone who has supported her.”

Chaplaincy is positioned to assist in building understanding, communication and unity between the organisation and the church community.



*Faithful members of our community prayer group*





# THANK YOU

## Funding Partners

ACC	Ministry of Business, Innovation and Employment	SupportNet
Auckland City Council	Ministry of Education	Taikura Trust
Baptist Community Ministries	Ministry of Health	Teritary Education Commission
Bay of Plenty District Health Board	Ministry of Social Development	The Trusts Community Foundation
COGS	Sir John Logan Campbell Residuary Estate	Waikato District Health Board
Disability Support Link	SkyCity Auckland Community Trust	Waitemata District Health Board
Foundation North	Solara Healthcare and Rehabilitation	Waitemata NASC
Lakes District Health Board		Your Choice – Te Puna Manawa
Lotteries Commission		
Ministry for Vulnerable Children		

## Corporate Partners

Fletchers	Mike Greer Homes	Western Gas – Z Service Stations
FreshChoice Glen Eden	SGA Architects	
Genesis Energy	Stanley Group	

## Community Partners

Adventure Specialties Trust	Immanuel Christian School	Te Wai Ora Social Services
AAD Consultants	Kahui Kaumatua Roopu	The Fono
All Heart NZ	Kaipatiki Environment Trust	The Kelston Early Learning Project
Auckland City Mission	Konini School	The Parenting Place
Associated Budgeting Consultants	Kaurilands Primary School	The Salvation Army New Zealand Trust
Avondale Baptist church	Marinoto	The Trusts Arena
Baker’s Delight	Mental Health Foundation	Thomas Consulting
Barclay Suites	Metlifecare Limited	Tuilaepa Youth Mentoring Services
Career Force	My Food Bag	TYMS Youth Mentoring
Christian Budgeting of New Zealand	NZ Council of Christian Social Services	University of Auckland Faculty of Medical and Health Sciences
Community Law Waitakere	New Zealand Police	University of Auckland Social Work Department
Counties Manukau District Health Board	Nga Mataapuna Oranga	Waitakere Alternative Education Consortium
Community Fruit Harvesting	Ohana Teen Parenting Unit	Waitemata Community Law Centre
Community Post	Pirirakau Hauora	Work and Income New Zealand
Community Waitakere	Prospect Primary School	Youthwest Health Hub
Dayspring	Ready Press Print	Youth Services West
DebtWorks	Rhema Media	Youth Horizons
EcoMatters Environment Trust	Rotary Club of New Lynn	Zeal
Education Review Office	Rydges Hotel Auckland	<i>And a wide number of individuals who contribute generously.</i>
FairFood Trust	Skills Update Training Institute	
Fumacare Limited	Solomon Group	
Glen Eden Baptist Church	Sport Waitakere	
Green Bay High School	Storage King New Lynn	
Hoani Waititi Marae	St Dominic’s Catholic Primary School	
Home Interaction Programme for Parents and Youngsters	Te Pou	
	Tertiary Education Commission	



You too can help us do more

### CORPORATE SPONSORSHIP

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

### COMMUNITY PARTNERSHIP

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

### DONATE

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

Together, we can do more  
*Me mahi ngatahi tonu tatou*

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



Download the VisionWest App



Follow us on Facebook



# FINANCE REPORT

It has been an exceptionally big year for VisionWest. A year of change with the acquisition of The Salvation Army's HomeCare business and growth in the social housing area, with all of this contributing to the organisation's mission of bringing hope and transformation into the communities we support.

VisionWest is now one of the largest faith based, not-for-profit, social service providers in New Zealand. We are now able to help more people and extend our reach beyond Auckland and Christchurch into new regions of New Zealand.

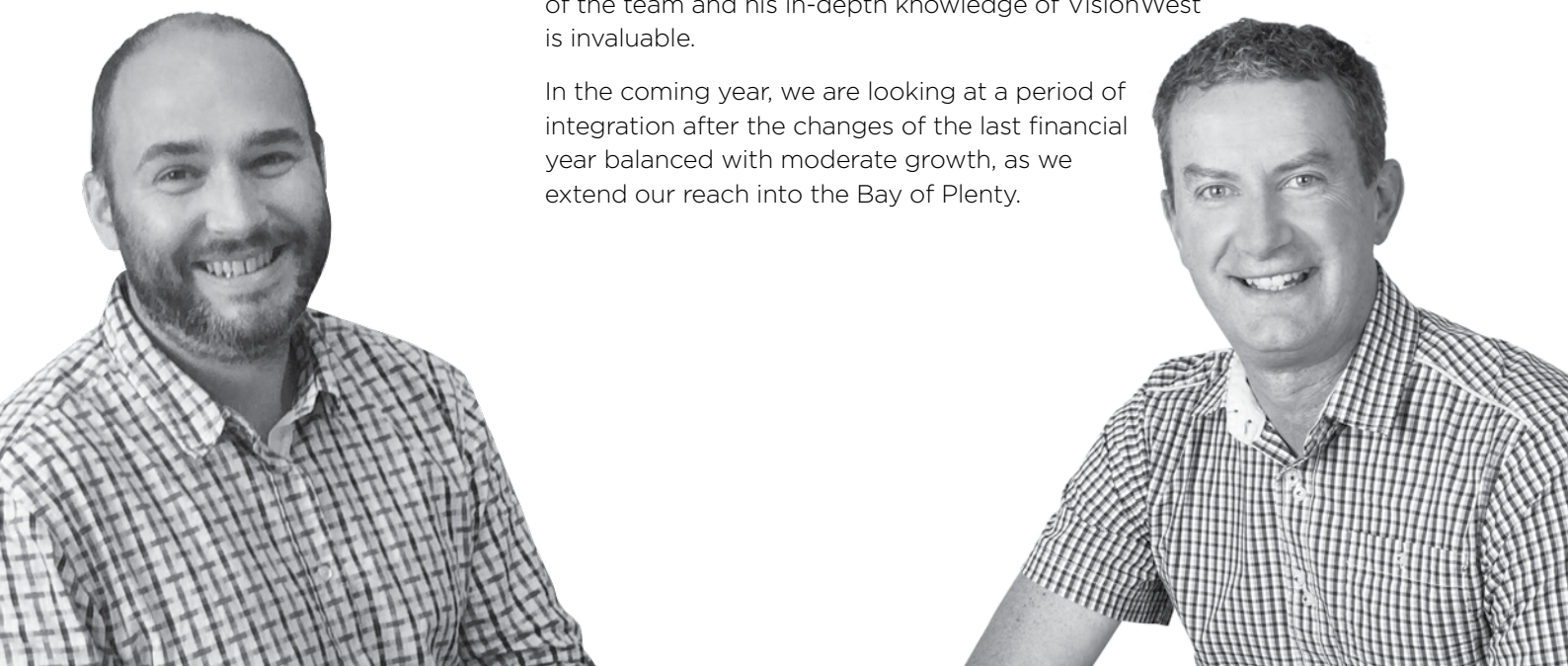
With this growth has come one-off costs associated with the purchasing and rebranding of the HomeCare business. However, the extended brand presence has seen an increase in individual donors and corporate supporters who see the value in what we do, and wish to be part of alleviating the plight of those in the community who face challenges in their every day living. For example, donations to VisionWest have increased significantly year on year, especially in terms of food, bedding and curtains that we have been able to pass onto those in need in the community.

The year on year increase in Capital grants has enabled us to purchase land in Massey, West Auckland, for development of community housing, which will see us being able to house another 20 families.

In May we welcomed Mark Bogusz to the team as Head of Finance and 2IC to the CEO. Mark is a chartered accountant who comes with extensive experience in the corporate sector. He has fitted well into the team at VisionWest and has made a smooth transition into the field of not-for-profit finance.

Our thanks go to Philip Ayers who has held the leadership of the Finance team over the past 8 years. Philip remains a key member of the team and his in-depth knowledge of VisionWest is invaluable.

In the coming year, we are looking at a period of integration after the changes of the last financial year balanced with moderate growth, as we extend our reach into the Bay of Plenty.



## VISIONWEST COMMUNITY TRUST STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSES FOR THE YEAR ENDED 30 JUNE 2017

	2017 \$	2016 \$
<b>Revenue from non-exchange transactions</b>		
Income from health care services	24,136,285	9,239,575
Income from education services	1,291,728	1,390,598
Income from emergency housing contract	304,150	551,595
Income from other services	211,244	209,265
Income from MSD/CYF contract	974,832	122,390
Rental income	1,708,850	1,152,579
Capital government and other grants	3,474,530	1,659,923
Operational government and other grants	656,311	517,211
Donations-in-Kind and Services-in-Kind	387,676	-
Donations and Fundraising	45,732	8,624
	<b>33,191,338</b>	<b>14,851,759</b>
<b>Revenue from exchange transactions</b>		
Interest income	6,029	26,405
	<b>6,029</b>	<b>26,405</b>
<b>Total revenue</b>	<b>33,197,367</b>	<b>14,878,165</b>
<b>Expenses</b>		
Employee related costs	25,165,806	11,561,495
Donations	1,500	2,250
Donations-in-Kind and Services-in-Kind	387,676	-
Interest expense	406,569	329,962
Depreciation, amortisation and write-off expenses	454,293	287,194
Other expenses	4,095,042	1,527,870
<b>Total expenses</b>	<b>30,510,886</b>	<b>13,708,771</b>
<b>Total surplus / (deficit) for the year</b>	<b>2,686,481</b>	<b>1,169,394</b>
<b>Other comprehensive revenue and expense</b>	-	-
<b>Total comprehensive revenue and expense for the year</b>	<b>2,686,481</b>	<b>1,169,394</b>



VISIONWEST COMMUNITY TRUST  
STATEMENT OF FINANCIAL POSITION  
AS AT 30 JUNE 2017

	2017 \$	2016 \$
<b>ASSETS</b>		
<b>Current</b>		
Cash and cash equivalents	2,739,592	492,672
Trade and other receivables	3,096,607	485,484
Prepayments	656,064	3,280
Total current assets	6,492,263	981,436
<b>Non-current</b>		
Investments	-	218,995
Intangibles	1,225,091	-
Goodwill	853,694	-
Property, plant and equipment	25,102,568	24,213,104
Total non-current assets	27,181,353	24,432,099
<b>Other</b>		
Other assets	2,975,000	-
Total other assets	2,975,000	-
<b>TOTAL ASSETS</b>	<b>36,648,616</b>	<b>25,413,535</b>
<b>LIABILITIES</b>		
<b>Current</b>		
Trade and other creditors	2,947,866	720,208
Employee entitlements	2,870,692	924,665
Income in advance	2,328,914	151,478
Loans and borrowings	73,441	193,951
Total current liabilities	8,220,913	1,990,302
<b>Non-current</b>		
Loans and borrowings	9,865,971	7,547,982
<b>TOTAL LIABILITIES</b>	<b>18,086,884</b>	<b>9,538,284</b>
<b>NET ASSETS</b>	<b>18,561,732</b>	<b>15,875,251</b>
<b>EQUITY</b>		
Accumulated comprehensive revenue and expense	18,561,732	15,875,251

Signed for and on behalf of the VisionWest Community Trust



Mark Bridges  
Chairman



Stephen Parker  
Treasurer

# INDEPENDENT AUDITOR'S REPORT

## To the Trustees of VisionWest Community Trust

### Report on the Audit of the Financial Statements

#### Opinion

We have audited the accompanying financial statements on pages 50 and 52 of VisionWest Community Trust which comprise the statement of financial position as at 30 June 2017 and the statement of comprehensive revenue and expenses, statement of changes in net assets and cash flow statement for the year then ended, and a summary of significant accounting policies and other explanatory information.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of VisionWest Community Trust as at 30 June 2017 and its financial performance and cash flows for the year then ended in accordance with Public Benefit Entity International Sector Accounting Standards (Not For Profit) Reduced Disclosure Regime issued by the New Zealand Accounting Standards Board.

#### Basis for Opinion

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

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

#### Other Information

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

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

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

If, based on the work we have performed on the other information obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

### Trustees' responsibilities for the financial statements

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

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

### Auditor's responsibility

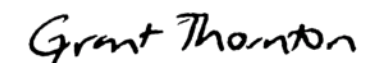
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee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

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

### Restriction on use of our report

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

### Grant Thornton New Zealand Audit Partnership



V J Black  
Partner  
Auckland  
25 October 2017



# NUMBERS AT A GLANCE

-  **357**  
budgeting sessions
-  **52313**  
hours of kindergarten care
-  **1497**  
food parcels feeding 4851 people
-  **235**  
students assisted in education and training
-  **6500+**  
homecare clients, 900,000+ hours of care delivered
-  **1262**  
counselling sessions
-  **1019**  
whānau centre client engagements
-  **122**  
houses provided nationwide



Together, we can do more. *Me mahi ngatahi tonu tatou.*





## Board of trustees

Mark Bridges – CHAIRMAN  
Michael Taylor – DEPUTY-CHAIR  
Stephen Parker – TREASURER/SECRETARY  
John Bloemendal  
Andrew Fraser  
Martin Laycock  
Paul Baird  
Sheryl Connell

## Senior management team

Lisa Woolley – CHIEF EXECUTIVE  
Mark Bogusz – HEAD OF FINANCE  
Brook Turner – HEAD OF COMMUNITY SERVICE DEVELOPMENT  
Fred Astle – HEAD OF MĀORI SERVICE DEVELOPMENT  
Richard Nauck – HEAD OF OPERATIONS  
Ian Yost – HEAD OF HR  
John Chapman – GM EDUCATION AND TRAINING CENTRE  
Ross Smith – NATIONAL GM BAPTIST HOMECARE  
James Widgery – GM COMMUNITY HOUSING  
Joshua Phillips – GM WHĀNAU CENTRE  
Tony Dye – CHAPLAIN

## VISION

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

## MISSION

Building hope together  
*Hikoi Tumanako - Tahi*

## VALUES

*Aroha*

Faith

Compassion

*Whanaungatanga*

Authenticity

Team Work

Partnership

Celebration

Community

*Manaakitanga*

Holistic Care

Sustainability

*Mana*

Dignity

Excellence

Uniqueness of  
each person

Justice





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