



# 25 YEARS TOGETHER BUILDING HOPE FOR OVER 25 YEARS



**VisionWest**  
COMMUNITY TRUST

AGM Report 2012-2013

# VISIONWEST: KEY STATS



**2330**  
FOOD PARCELS  
given out feeding  
**over 7630 people**

**Budgeting Advice,  
Education  
and Advocacy**

**216 clients**  
supported through  
**751 sessions**



**210,000+ hours**  
Early Childhood  
Education provided

**225 people**  
assisted through  
education  
and training;  
foundation and  
employment skills

**OP SHOP:** *Average monthly sales  
have increased by over 500%*

since the opening of the new premises  
of the social enterprise venture  
supporting the purchase of food for  
emergency food parcels.

**Uniform Bank:**

**220** items of school uniform  
given out to students.

Over  
**10,500 people**  
supported by  
VisionWest during  
2012 - 2013.  
Providing over  
**590,000 hours**  
of care.



**Curtain bank:** Curtains given out in  
2012-13 more than doubled compared  
to the previous year leading to  
warmer, healthier homes for families.

**2011-2012**



**2012-2013**



= 50 Curtains

**Community Housing:**

Number of houses providing safe, healthy, quality  
affordable housing for low income families.

**2011**



**2012**



**2013**



**Community Care: 370 client sessions**

held offering support, resources,  
advocacy & hope for people struggling  
with life - financially, relationally &  
emotionally.

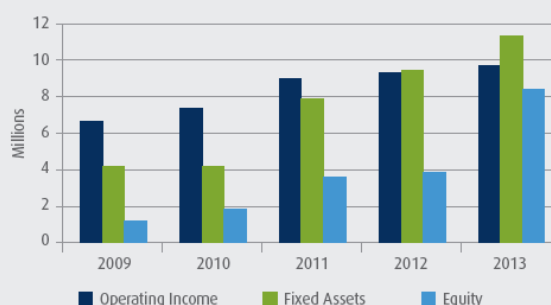


Over 270  
support workers  
enabling over  
**1300 clients**  
to live independently  
in their own homes.



**1716 Counselling  
sessions** held helping  
people to unlock their  
potential leading to  
healthier, happier lives.

**Financial Overview 2009 - 2013**



# CHAIRMAN REPORT

As they say, there are two sides to every coin. As I look back on the year I have two very clear pictures. On one side of the coin is concern that so many in our community find themselves in need of our support services, but on the other side of the coin is great joy that VisionWest is here to offer assistance to so many.

It is now 25 years since a group from Glen Eden Baptist Church got together to offer their time to others in the community. From that big idea with a small beginning VisionWest has grown and today we have over 350 staff and volunteers having a positive impact on the lives of more than 10,500 people in our community.

The financial year ended June 2013 has seen our income for the year remain relatively static and costs have been well controlled. However the Financial Position of VisionWest has grown from \$3.9 m to \$8.5 m providing VisionWest with a very solid financial base for the coming year.

Accessibility of housing has been in the news a lot this year. We are very pleased to be in a position to build a further 17 houses in West Auckland and to look at ways of working with like-minded groups in Christchurch, offering support and advice as they face the challenge of the lack of affordable homes.

The team at VisionWest have again done a great job supporting the community; we have completed the build on 2 new houses, increased the hours of care provided by Home Healthcare, opened a new Op Shop, and upgraded a number of our other community services.

We are looking forward to continued growth in housing, we have some new developments planned for our campus, and new initiatives around generating alternative funding streams.

Potential changes to funding models will require a review of the way we provide some of our services, but we have a great Management Team, Staff and Volunteers who are committed to providing the best service possible to our community so I am confident we can rise to any challenge.

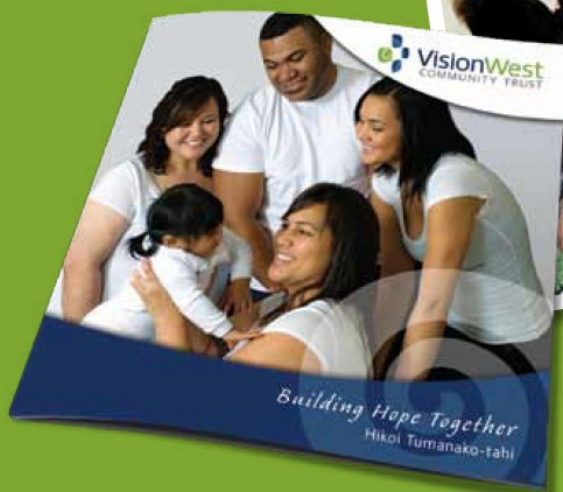
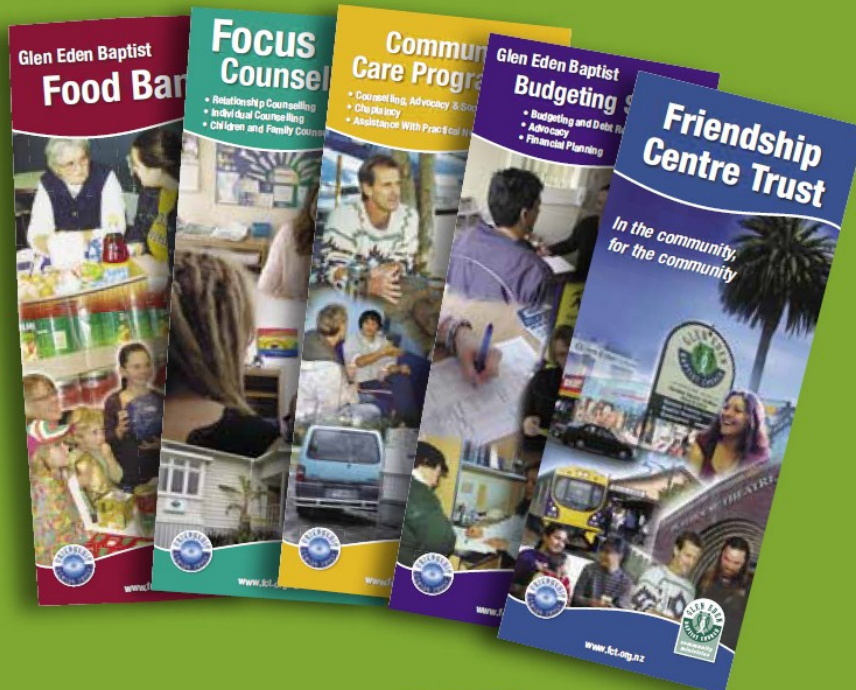
Finally, I would like to thank my fellow Board Members, Lisa and her Management Team, the staff and volunteers for all their time and dedication to the work of VisionWest. We look forward to the next 25 years.

**Andrew Fraser**  
**Board Chairman**





# OUR JOURNEY SO FAR. . .





# CEO REPORT

The VisionWest story began over 25 years ago, when a small group of people from Glen Eden Baptist Church had a vision to connect with and serve the local community. I was fortunate enough to be there at the beginning, when we were granted the use of the unoccupied Glen Eden Railway Station for \$1 per year and our journey began, first as the Friendship Centre Trust and then, from 2010, as VisionWest Community Trust. What an amazing journey it has been and what a privilege to serve the community of West Auckland. We started by bagging and selling coal to raise funds and this spirit of social enterprise has continued to be part of our story as we have grown. Annually, VisionWest now serves over 10,500 people in the community and our turnover has gone from \$12,260 in that first year to almost \$11 million for the year ending June 2013.



This year has been exciting with key highlights including the launch of our two newest houses, built by Unitec students, by the Minister of Housing, Hon. Dr. Nick Smith, and the development of a further 17 houses over the next year for families in housing need. We are also thrilled to be able to expand our Home Healthcare services to the North Shore community as the need for this service grows.

VisionWest is committed to continue focussing on key areas of need in our community, such as housing, education, training and employment, youth housing, working with vulnerable families through our community services, and the further development of our Home Healthcare service for older people and people with disabilities. Our first campus development project will hopefully be launched in October, which is very exciting - watch this space. We are also looking forward to working with partners both locally and throughout New Zealand as we seek to address issues of social and affordable housing especially in areas of great need in the wider Auckland region and Canterbury.

I would like to thank all our staff, volunteers, partners, the people of Glen Eden Baptist Church, and all of those both past and present who are part of the VisionWest story. We have witnessed transformed lives through all of us building hope together with people in our community and we thank you all for the part you play in this journey. Our village party will be a celebration with our community of this 25 year milestone. We are looking forward to the next chapter of VisionWest's unfolding story as together we serve people in both our local community of West Auckland and also other areas of need in our beautiful land of Aotearoa, New Zealand as we continue to work towards our vision of Transformed Lives, Healthy Communities.

**Blessings**  
**Lisa Woolley**  
**CEO**

# COMMUNITY HOUSING

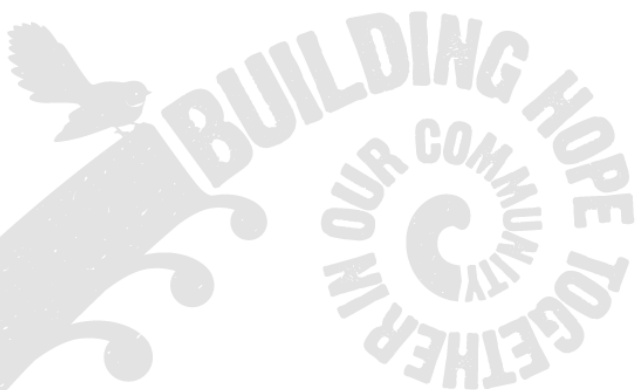


Community Housing provides safe, quality, affordable rental accommodation for low income families who cannot access Government supplied accommodation and cannot afford private rental.

We enter into an agreement with a tenant that is much more than just a house. We provide a social worker to assist the tenant with life plans and moving forward. We have the ability to link our tenants with our own wrap around support services such as counselling, budget advice, foodbank or to link in with other community organisations who can be part of bringing hope and transforming lives.

## Community Housing:

Number of houses providing safe, healthy, quality affordable housing for low income families.



## This Year

This year has been full of positive change. Government has been listening and is making changes to funding for Community Housing and VisionWest is well positioned to take full advantage of these opportunities. We currently have 31 houses plus 5 leased properties and another 16 to be built in the coming year.

The collaborative build with Unitec School of Architecture /Strachan Group Architects and VisionWest was opened on 22 May by the Minister of Housing and the Mayor of Auckland who both spoke highly of the innovative approach and exemplary model of VisionWest as a Community Housing provider. The families moving into the homes were absolutely delighted and really appreciate the high standard of home that they are able to have. These homes will have much reduced power costs due to being highly insulated and new building technology. We will be monitoring the performance of these houses believing that providing a higher quality results in a better life for the tenants with reduced outgoings.

## The Year Ahead

For the coming year, we are focussing on growth. We are geared up to grow both locally and nationally and looking at how we expand to other parts of Auckland and Christchurch over the coming year as we move beyond 50 houses and into the 100's of houses in the next few years.

We will be continuing to develop strong relationships at both national and local government level.

**James Widgery**  
Housing General Manager



# HOME HEALTHCARE

Home Healthcare is a key provider of Homecare services to the people of West Auckland, and has been providing this service for 25 years. We believe in quality of care, excellent service delivery and improving the lives of the people we serve.



## This Year

Home Healthcare has again had a successful year of growth and achievement. This has included: expansion of the services into the North Shore, achievement of three year certification to the Home and Community Support sector standards NZS 8158:2012, significant growth in hours of care provided which have exceeded budget expectations, and successful implementation and bedding in of the change management structure that emphasises clinical leadership throughout the organisation.

Home Healthcare continues to have high satisfaction rates; we receive many compliments on a daily basis from clients and other providers in the community.

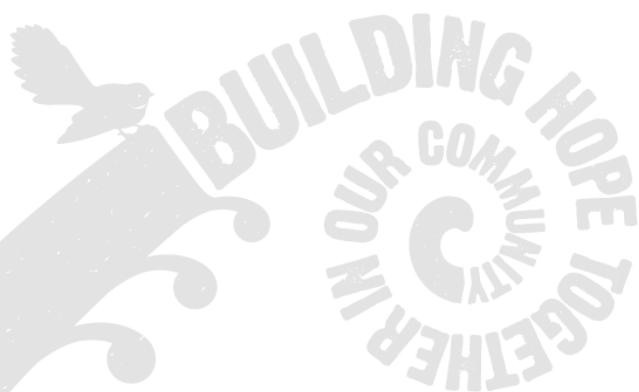
Individualised Funding has grown and developed throughout the year and our clients report that they are experiencing improved independence and flexibility in how their care is managed.

Training is one of the gems of success at Home Healthcare and this year we have advanced further with support workers reaching level 2 and level 3 qualifications in National Certificates in aged support. We are experiencing continued interest from support workers to undertake training and take up the opportunity of career pathways into advanced support worker training.

With greater emphasis on clinical capacity and capability we have seen growth in expertise within our clinical team bringing motivation and leadership to the service delivery members of the team.

The Christmas event specifically for our clients is always a highlight of the year for clients and staff, as VisionWest is able to provide a wonderful afternoon of fun and entertainment to many who would not have an opportunity to get to a Christmas celebration event.

Over 270  
support workers  
enabling over  
1300 clients  
to live independently  
in their own homes.



## The Year Ahead

The year ahead will be a year of change as the entire Home Healthcare sector faces exciting new developments in how Home Healthcare is provided to our clients. The team at Home Healthcare are very positive about the future and believe the changes will enable greater innovation and improved quality of care to those we serve. Although these changes are significant Home Healthcare has been working towards them for some time and is equipped to move forward confidently. Key features of the year ahead will be in using a new model of care, new funding structures, further integration through improved alignment and synergy with other providers in primary and community care, with additional opportunities to further our training expertise.

**Christine Dyson**

General Manager Home Healthcare

56% of Support Workers have achieved  
Level 2 National Certificate in Aged  
Support.

25% of Support Workers have achieved  
Level 3 National Certificate in Aged  
Support.

# TRAINING CENTRE

VisionWest Training Centre (formerly Genesis Training Centre) was established in 1992 to provide free quality education and training within a Christian Context.



## This Year

There have been a number of highlights across our Training Courses.

**Alternative Education (AE):** Three students have staircased to the Youth Guarantee programme, which is an initiative to achieve NCEA level 2. For most AE students, their mainstream education experience has meant little or no attendance but we have been encouraged to see three of our students achieve 100% attendance with us, which is also a huge highlight for them.

One of the AE students received an award for their attendance from the Waitakere Alternative Education Consortium.

**Youth Guarantee (YG):** The Youth Guarantee programme works with students to achieve NCEA Level 2. This year, four students achieved the 20 compulsory credits needed in Literacy and Numeracy last term and four students who came up from the AE programme have achieved their NCEA Level 1 and are working towards their Level 2.

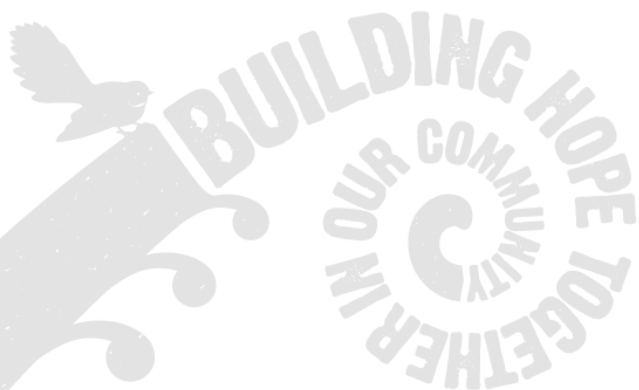
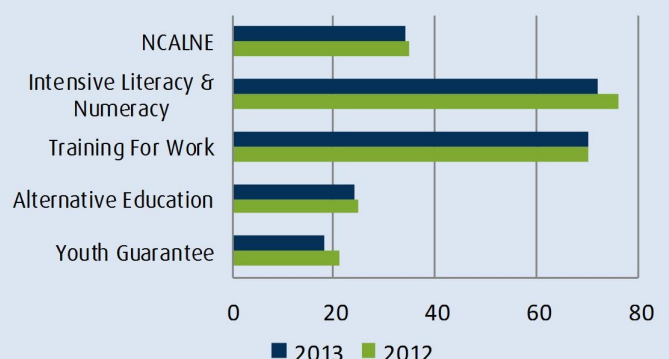
**Training for Work (TfW):** 20 clients gained employment of 6 months or more with a further 6 currently engaged in work experience. This may lead to employment for them. 1 of the 20 was employed within VisionWest Home Healthcare.

## The Year Ahead

Our focus for the coming year is to increase educational options available to young people that will help build pathways to the workforce or further training; to raise literacy and numeracy levels; and to assist people to find employment.

**Andrew Ayles**  
Training Centre General Manager

Number of Funded Places





# COMMUNITY SERVICES

As Community Services Manager, I oversee the areas of Counselling, Budgeting, Kindergarten and Community Care. I see it as my mission to support and empower others to lead their services and serve the people in our community. Leaders must be capable of wrestling with issues of change and they must identify shared values against which to measure their services and mission. This can be a real challenge in these times where economic and social hardship is on the increase.

## This Year

As a social service provider, we constantly look for new ways of supporting our local community. The highlights of the year for me are seeing the leaders of our services achieve their goals and overcome their challenges.

This year we participated in the Glen Eden Community Treasure Hunt. It was most encouraging to hear back from the community their thoughts on VisionWest. Here are some of their comments:

"I can personally testify to the objective 'Provide an opportunity for community networking and socialising and build foundations for community resilience' as that is exactly what it did for me. At VisionWest, one of the compulsory locations, we had to get a sticker from their counselling centre. While there we met one of their councillors' and I was able to ask her about counselling funding and availability for a girl that I am mentoring. The lady gave me details of who to call and now my mentee is already a few weeks into counselling at a Glen Eden location."

"I discovered that Vision West offers counselling services, budgeting services, a food bank, an op shop, home help, training for youth, a kindergarten, a curtain bank and a school uniform bank. All of these services are provided at the same venue but in different buildings. The place was set out like a little community and it felt very safe and inviting."

"I felt that this station fostered a sense of community for the people who came along on the day as they opened everyone in with open arms and were able to showcase what is available to their community in a light hearted and fun way."

## The Year Ahead

Primarily when I look to the future for me it's about becoming more effective at transforming communities, whether that's creating new community initiatives, providing social services, or developing new programs, or getting better outcomes. If our wider communities are to be transformed we need to be the agents of change, both within and beyond the communities we serve.

**Andrea Galecki**  
Community Services Manager



# CHRISTIAN KINDERGARTEN

We are a full day and sessional Kindergarten open from 8.30 to 4 pm. We are licensed for 35 children from two to five years of age. Our Mission is to value each child and their family assisting them to reach to their full potential. We aim to create an atmosphere where we educate young children in a programme that will allow them to grow emotionally, physically, spiritually, and intellectually to contribute to their own learning.

## This Year

The year of 2012/13 has been a year of growth for children, parents and the team. We have been developing more learning opportunities in the Centre and more ways to get parents involvement. We were very fortunate to get new resources for the family corner and a new hut outside with a black board to create an environment to elicit the interests and to deepen children's engagements and thoughts. Our parents were involved in children's learning and were a great support when they baked, cakes and muffins for a fundraising event to support the community hub. Our hard work was well rewarded when we received the Healthy Heart certificate while supporting and encouraging the families and children to make healthy life choices. For the first time we had a Christmas play acted out by our amazing 4 to 5 year old children and it was wonderful. We also had a successful Easter concert with all our children singing songs with the fruits of the spirit as their theme.



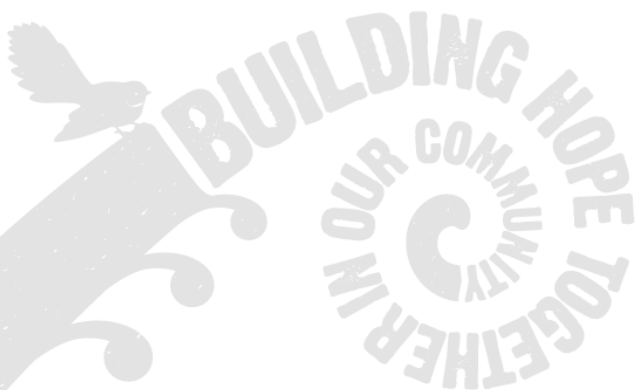
## The Year Ahead

In the coming year we will be working on self-review processes that complement ERO's external review process and examining our teaching practice. In addition, we want to incorporate Maori values and meaningful traditions in the Kindergarten environment and our day to day teaching practice.

Average monthly hours of care provided



Shirley Motupali  
Manager



# COUNSELLING CENTRE

Our team of passionate and skilled counsellors are privileged to come alongside people of all ages experiencing a range of challenges in their lives. We are able to offer professional relationships of support in which tools for managing difficulties can be found and hope can be re-discovered. Our aim is to join with children, youth and adults during experiences such as grief, depression or trauma as they discover ways to reclaim their lives.

## The Year Ahead

Over the next year we will be continuing to focus on the privileged work of journeying with people in their struggles; we will also work to increase the delivery of our Triple P Parenting Programme on an individual as well as group level; and additionally work to extend our services further into increased delivery of Professional Supervision. We aim to create a centre that is user-friendly to families of all cultures and ethnicities within our community.

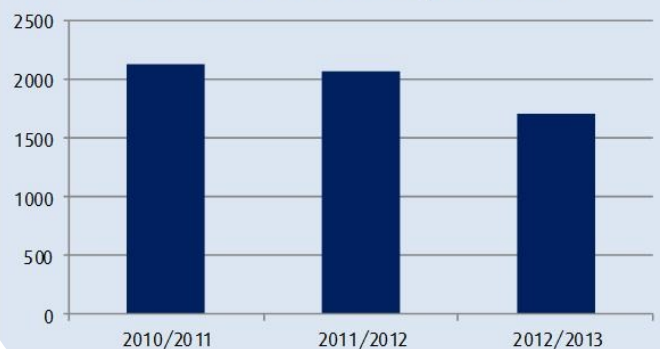
**Leanne Frost**  
Manager



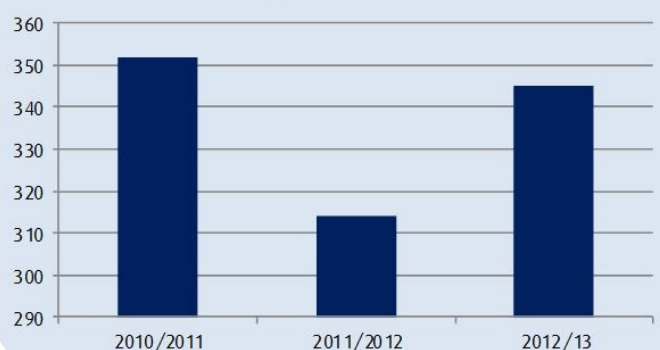
## This Year

- 'My daughter learnt a number of skills to assist in processing strong emotions'
- 'Counselling worked better for me than medication'
- 'Through the changes that have happened I have become a better person'
- 'We all have deep inner feelings we hide from or just don't know they are affecting us, counselling takes us on a journey of healing'
- 'I was given way which helped me and my family communicate better'
- 'I have been helped to achieve my goals'
- 'I have gained tools to help me cope with stress'

**Number of Counselling Sessions**



**Number of Clients**





# BUDGETING SERVICE

VisionWest Budgeting Service offers families & individuals in West Auckland both short term and long term assistance. We provide a varied range of budgeting activities and advocacy support. The service helps people develop a spending plan that suits them, share resources and information, and provides enriching skills for moving forward to become financially self-sufficient.



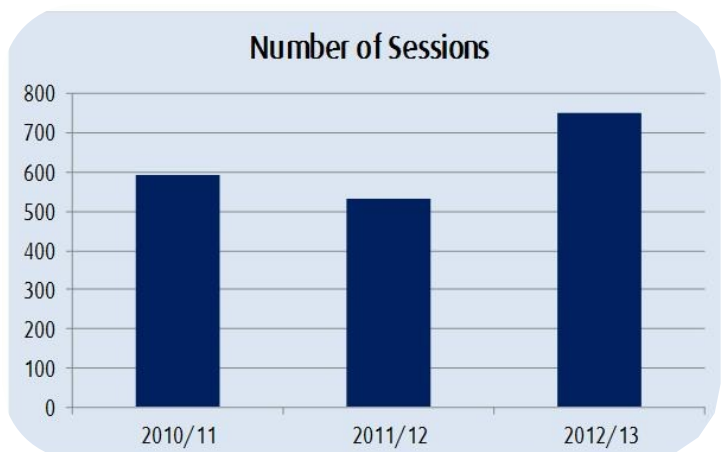
## This Year

The Budget Service received a positive endorsement from our Annual MSD Audit. Overall, we have had an increased involvement with debt interventions and the privilege of seeing a small group of clients gain employment or return to study. Clients we have referred to our extended VisionWest Services express a deep gratitude and appreciation for the generosity given to them in difficult times. Our improved Client Evaluation Forms indicated those who accessed our service felt supported, positive about their future and with a better understanding how to manage their finances.

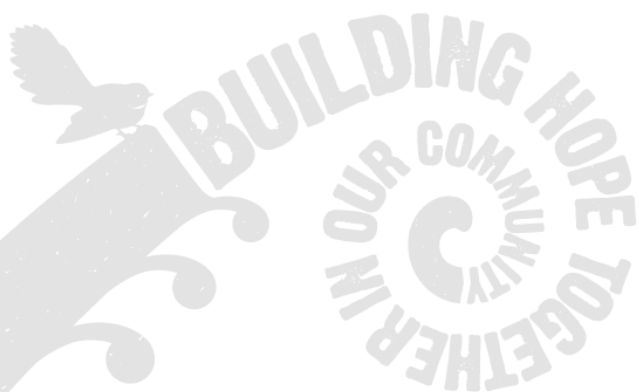
In the past year VisionWest Budgeting Service has seen a total of 216 Clients and delivered 751 Client Sessions. Our Budgeting Team consists of 3 Part-time Advisors, Melanie Kind, Vikki Derham and Debbie Carswell-Griffiths, Service Manager. Currently we provide 51 hours of service a week.

## The Year Ahead

The service plans to provide support in Welfare Reform changes and will be working on developing a resource *kete* offering information on financial wellbeing for Whanau and community.



**Debbie Griffiths- Carswell**  
Manager



# COMMUNITY CARE

Community Care offers a wraparound service for the practical, emotional, and spiritual needs of families and individuals. We offer support to people who have come to a crisis point in their lives; whether it is stretching the family budget to have the basics requirements like food; curtains to stay warm and healthy; low-cost clothing and household items; or someone to walk alongside them who will listen and extend a caring hand to help.



## This Year

Community Care has changed shape a little this year in a number of ways. We have added some new faces to the team and welcomed Viv Anson to the Trust as Community Care Manager.

The Op Shop moved to larger premises with roadside frontage. This has increased revenue, which will be put towards the Foodbank operation to help it become self-sustainable.

We have also moved all our 'Banks' (Food, Curtain, and School Uniform Banks) into one space to give a one stop shop approach for our clients and ensure that we make good use of the space provision we have.

The biggest highlights however, have got to be the testimonials of people who have used the services and found relief for their situations.

## The Year Ahead

During the next few months, the Foodbank changes will be completed. We hope to move to a better model where clients will be able to choose items of groceries for their families, rather than waste food items that they are not so familiar using. We see this as a step towards client integrity and also being good stewards of the food items we have in store.

We look forward to strengthening and up skilling our current team of volunteers and are continually looking for more volunteers in all of our services.

We will also be looking for better ways of working by staying open to change, so that every person who comes to us for help will have their basic needs met in a respectful and caring way.

- Food bank gave out 2336 parcels to 7612 clients
- Uniform bank gave out 220 items of uniforms to 277 students
- Curtain bank gave out 709 curtains to 162 clients

Viv Anson  
Manager



# STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2013

	2013	2012
<b>ACCUMULATED FUND</b>		
Opening Balance	2,049,982	1,797,675
Net Surplus	4,601,396	252,308
Friendship Centre Trust Equity	1,262,393	1,262,393
GENERAL EQUITY	<b>7,913,771</b>	<b>3,312,375</b>
<b>SPECIFIED FUNDS</b>		
Building & Capital repayments	505,000	505,000
Redundancy	60,000	60,000
TOTAL EQUITY	<b>8,478,771</b>	<b>3,877,375</b>
REPRESENTED BY :		
<b>CURRENT ASSETS</b>		
Cash on hand & Bank Balances	788,250	970,622
Accounts Receivable	651,156	636,828
Other Current Assets	9,720	17,525
TOTAL CURRENT ASSETS	1,449,126	1,624,975
<b>LESS CURRENT LIABILITIES</b>		
Accounts Payable	59,394	72,744
Designated Funds	58,382	223,287
Accrued Expenses	970,271	819,774
TOTAL CURRENT LIABILITIES	1,088,047	1,115,806
WORKING CAPITAL	<b>361,079</b>	<b>509,169</b>
<b>FIXED ASSETS</b>		
At Net Book Value	11,151,875	9,110,715
<b>LESS TERM LIABILITIES</b>		
Term Loans	3,034,183	5,742,509
NET ASSETS OVER LIABILITIES	<b>8,478,771</b>	<b>3,887,375</b>



# COMBINED STATEMENT OF FINANCIAL PERFORMANCE

AS AT 30 JUNE 2013

	2013	2012
<b>INCOME FROM :</b>		
Income from Services	8,805,252	8,515,527
Income from MSD/CYF Contract	91,917	91,917
Grants & Donations	387,137	483,122
Fundraising	11,635	-
Interest	29,604	44,836
Rental Income	423,268	392,231
Sundry Income	86,429	43,444
Gain on Sale of Fixed Assets	3,425	
<b>TOTAL INCOME</b>	<b>9,838,667</b>	<b>9,571,077</b>
<b>STAFF COSTS :</b>		
Wages & Salaries	7,990,356	7,653,193
Other Expenses	181,123	224,314
Travel Reimbursement	467,245	431,521
<b>TOTAL STAFF EXPENSES</b>	<b>8,638,724</b>	<b>8,309,029</b>
<b>OVERHEAD EXPENSES :</b>		
Other Expenses	872,342	759,964
Depreciation	187,900	178,690
Grants & Donations	1,500	1,815
Audit Fees	7,500	6,600
Rent and Rates	129,088	215,040
Loss on Sale of Fixed Assets	-	4,825
<b>TOTAL OVERHEAD EXPENSES</b>	<b>1,198,330</b>	<b>1,166,934</b>
<b>TOTAL EXPENDITURE</b>	<b>9,837,054</b>	<b>9,475,963</b>
<b>NET OPERATING SURPLUS</b>	<b>1,613</b>	<b>95,114</b>
Community Housing Grants Received	4,599,783	157,194
<b>NET SURPLUS (LOSS)</b>	<b>4,601,396</b>	<b>252,308</b>
Being Total Recognised Income less Expenses		
<b>STATEMENT OF MOVEMENTS IN EQUITY FOR THE YEAR ENDED 30 JUNE 2013</b>		
Opening Equity	3,877,375	3,625,068
Being Total Recognised Income less Expenses	4,601,396	252,308
<b>Closing Equity</b>	<b>8,478,772</b>	<b>3,877,375</b>

## Independent Auditor's Report to the trustees of the **VisionWest Community Trust** *for the year ended 30 June 2013*

We have audited the financial statements on pages 2 to 7, being the statements of financial performance, movements in equity, financial position and notes to the accounts. These financial statements provide information about the past financial performance of the VisionWest Community Trust, and its financial position as at 30 June 2013. This information is stated in accordance with the accounting policies set out on pages 4-6.

### **Trust Board's Responsibilities**

The trustees are responsible for the preparation of financial statements, which give a true and fair view of the financial position of the VisionWest Community Trust, and of the results of its operations for the year ended 30 June 2013.

### **Auditor's Responsibilities**

It is our responsibility to express an independent opinion on the financial statements presented by the governance, and to report our opinion to you.

We conducted our audit in accordance with generally accepted international auditing standards in New Zealand. On this basis, 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 misstatements in the financial statements, whether due to fraud or error. In making the risk assessments, the auditor considers internal controls, relevant to the organisations preparation of the financial statements, in order to design audit procedures, which are appropriate for the circumstances, but not specifically for the purpose of expressing an opinion on the entity's internal control. Based on the audit assessment of risk,

an appropriate level of sample testing, has been used to gain the evidence relevant to the amounts and disclosures in the financial statements.

### **Basis of an Unqualified Opinion**

We obtained sufficient and adequate audit evidence, to give reasonable assurance that the financial statements are free from material misstatements. In forming our opinion, we also evaluated the overall adequacy of the presentation of information in these general purpose financial statements.

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

### **Opinion**

We have obtained all the information and explanations we have required.

#### **In our opinion:**

The financial statements on pages 2 to 7 give a true and fair view of the financial position of the VisionWest Community Trust as at 30 June 2013, and of the results of its operations for the year ended on that date.

Our audit was completed on 30th September 2013, and our unqualified opinion is expressed as at that date.



Peter Conaglen CA PP  
Manukau

# THANKS TO:

## OUR SPONSORS

- ASB Community Trust
- Auckland City Council
- Community Organisations Grant Scheme
- Genesis Energy
- Glen Eden Baptist Church
- Housing New Zealand Corporation
- New Zealand Guardian Trust
- Sir John Logan Campbell
- SkyCity Auckland Community Trust
- Social Housing Unit
- The Lion Foundation
- The Lotteries Commission
- The Trusts Community Foundation
- Tindall Foundation
- Vodafone Foundation
- Western Gas (Z Stations)
- Other Grants and Donors

## OUR PARTNERS

- Citizens Advice Bureaux
- Child Youth and Family
- Community Waitakere Charitable Trust
- Glen Eden Baptist Church Family
- Greater Glen Eden
- Fresh Choice Supermarket, Glen Eden
- Ministry of Education
- Ministry of Health
- Ministry of Social Development
- Mitre 10
- Project Twin Streams
- Strachan Group Architects and Studio 19
- Tertiary Education Commission
- Unitec
- Violence Free Waitakere
- Waitemata District Health Board and Primary Health Organisation
- West Auckland Community Health and Social Services
- Work and Income
- Your Choice

OUR VISION: Transformed Lives, Healthy Communities  
*Hauratanga mo nga iwi Whanui*

OUR MISSION: Building Hope Together  
*Hikoi Tumanako-tahi*

OUR VALUES:

- Dignity and Uniqueness of each person
- Christian Identity and Values
- Commitment to the Treaty of Waitangi
- Justice and Compassion
- Generosity
- Authenticity
- Holistic Care
- Community
- Team Work
- Partnership
- Sustainability
- Celebration



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