

# ANNUAL REPORT 2014



## OUR VISION:

Transformed Lives, Healthy Communities

*Hauratanga mo nga iwi Whanui*

## OUR MISSION:

Building Hope Together

*Hikoī 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

VisionWest Community Trust has been offering community based services to people in West Auckland since the 1980's. The Trust now provides a range of community services to over 11,500 individuals every year, with a wonderful staff and volunteer base of over 375 people. The Trust is still based out of Glen Eden Baptist Church and continues to grow and respond to needs in the West, with a mission of Building Hope Together.

As a faith-based organisation, we believe in the value of holistic care and support and offer an integrated range of wrap around services and supports that care for all people physically, emotionally, spiritually and intellectually. As a community development based organisation, our vision is to build a place of trust and openness where people feel valued and loved.



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# Chairman's Report

Welcome to the Annual Report for VisionWest Community Trust for the 2013-2014 financial year. As you will read in the reports that follow we have had another very successful year and the Trustees are proud to work with such a dedicated and passionate team of people making a significant difference in our community.

In 2013 we celebrated 25 years of working with our community and at the same time continued to grow our services and started new ones. A significant and exciting new initiative is the expansion of our housing services into Christchurch. We are pleased to have been able to respond to a call from some of the churches in Christchurch and partner with them to provide supported housing to their local community.

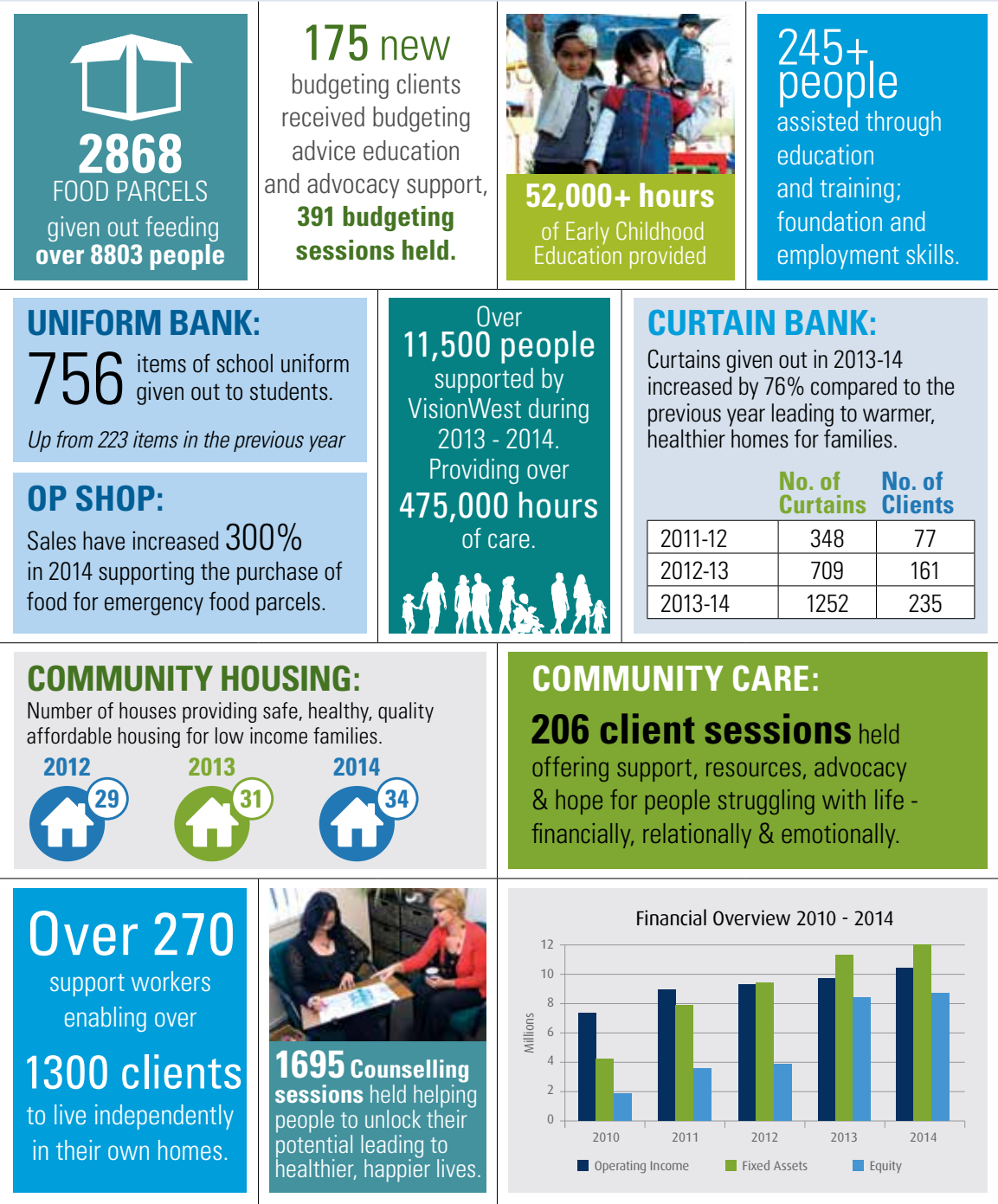
The work of VisionWest continues to grow and the Trustees have worked long and hard on reviewing the many opportunities that our passionate staff have presented to further engage in our community. We are encouraged and excited about the existing programmes and the new ones we are working towards, you will read more about these in the reports that follow.

Over the past year it has been encouraging to have the support of local and central government for a number of the new projects we are working on. As we look at the potential for new housing initiatives, new youth programmes and improving our model of wrap round services to better serve the needs of individuals and their family; we look forward to stronger partnerships with our funders.

We are pleased to be able to report that the financial position of VisionWest is very sound and that we have grown our asset base while retaining a small surplus for the year. We do however need to diversify our funding streams and to look to new ways of funding our services. One of the projects that management is currently working on is growing our marketing collateral and "telling our story" to a wider audience with the aim of raising awareness of the work in the community and ultimately raising new support.

There is a long list of people and organisations that make it possible for Visionwest to do the work that it does in our community. I have had the privilege of attending various meetings and strategic retreat days with the Trustees, CEO, Management team and the staff and volunteers of VisionWest. I have always come away from those gatherings inspired and humbled by the commitment, passion and enthusiasm they all have for the people that we serve. Thank you to all of our funders, to our incredible CEO, Lisa Woolley, to our management team, staff and volunteers and to my fellow Trustees. With your help, we are Building Hope together and changing people's lives.

**Andrew Fraser**  
Board Chairman.





# CEO's Annual Report



**Lisa Woolley**

CEO, VisionWest Community Trust

## Introduction

What a great year we had in 2013 as we celebrated 25 years of VisionWest serving the West Auckland community out of Glen Eden Baptist Church. We absolutely loved celebrating with everyone. We invited our partners and some of the people who had been on the journey with us over the years to join us for High Tea. Then the wider community joined us for a free, fun Village Party event. The Village Party attracted 600 – 800 people from the community for the evening.

Going into 2014, one of our key themes has been reflecting on our past as we look to the future. Over our 25 plus years of serving the community, there have been a number of areas of strength that have emerged. We have looked at how to build on these strengths to enable us to be the very best for the people we journey with. We see areas of strength for VisionWest in the provision of wrap around support for individuals, families and young people who access our services, our supportive community housing service, and providing a place of community and belonging where people have a sense of **hope** for their future and where we see lives **transformed**.



We have seen the great success we have had through our supportive housing service, by not just providing a house, but having a dedicated social worker walking alongside the family and accessing many other services to help the person reach their goals, hopes and aspirations. Have a look at the DVD on our website to see some of these great stories ([www.visionwest.org.nz/community-housing.html](http://www.visionwest.org.nz/community-housing.html)). Building on the strengths of this kind of model, we are now looking at how to further develop what we are calling our Whanau Centre/Hub model, which will mean that people accessing our services, through our Hub, will have a Whanau worker who will be working with them to make sure they are able to work towards their hopes for the future and are



accessing all the supports that are available to them. We will continue to build the community Hub feel of the campus, so that people that connect with us will have a place in the community where they feel they can connect with others, build friendships and grow as people. We are currently in the process of accessing funding that will enable us to build on the work that we are currently doing, which we know will lead to greater hope and transformation for people in our community.

## A Few Highlights for the Year:

I would like to mention a few key highlights for the year:

- Housing: Our houses built by Unitec Students won two architecture awards; and we were successful in receiving funding to purchase a further 20 new houses in Auckland and funding for 22 new properties in Christchurch for supportive housing for families in need. We will work alongside the community based

churches in Christchurch to ensure families can access the appropriate community supports they may need.

- Home Healthcare has been successful in expanding the service we offer to the North Shore.
- Our Training Centre has been successful in getting accreditation to offer Hospitality and Carpentry courses for young people in our community and our first Hospitality course was initiated this year, operating out of our café.
- The Curtain Bank has continued to grow and this year, with the help of Genesis Energy, we have been able to take the curtain bank to other areas of need in our community.
- We entered the Westpac Auckland West Business Awards in the areas of Innovation and Leadership and we just found out we have been named as finalists! This is such a great endorsement of the fabulous work our team is doing in the community. Winners will be announced at the Gala Dinner, late October.
- For me personally, I finished my thesis on supportive housing, which was part of my Master's in Social Practice. I am so grateful for the support of my team; Trustees; family and friends; supervisors and of course the wonderful participants in my research. With this support, I have been able to gain first degree honours for this Masters degree.

## Key Projects Going Forward:

### West Auckland's Best Kept Secret?

People who come onto our campus for the first time often comment on how they never knew that VisionWest offered so many services into the community and we have often joked how VisionWest must be West Auckland's best kept secret. Well, we need to change that, and we need to learn how to tell our story, so that others can connect with the work that we are doing. We are excited to be working with Bruce Pilbrow and Bruce Waldin on a project which will help us achieve this goal.



### Developing Partners

*Building Hope Together* in our community requires partnerships with many people, organisations, businesses and funders. We are thrilled at the new partnerships formed in 2013/2014 with Adventure Specialties and with the Baptist Churches and organisations in Canterbury. Our partnerships with Genesis Energy, Z, Keith Hay Homes, SGA Architects, and Fresh Choice have continued to grow over the year and we are developing new partnerships with businesses such as Fletchers and Mike Greer Homes. We are extremely grateful

for all of these new and growing partners in our Vision of seeing Transformed Lives, Healthy Communities and we look forward to growing these in the future.

### How do we know that what we are doing is enabling hope and transformation for people?

Understanding how our services are working for people from a client's perspective is crucial for us at VisionWest to ensure that our services, and our Hub model of care, enable transformative change to occur in people's lives. We are very excited to be working with Dunedin Methodist Mission to introduce PCOMMs (Partners for Change Outcome Measurement system) to our staff, so that we can implement this client driven evaluation system over the next year.

### VisionWest as a place where Maori, Pacific Island and people of all cultures feel that they belong

We have been working on how we can ensure that Maori and people of other cultures feel that VisionWest is their place, that they feel welcome and have a sense of belonging. We will be looking at ways to reflect the different cultures of the people we are on the journey with, including art work, the language we speak and use in our communication tools, and the way we work with people both individually and in groups. I am really excited about this project and look forward to sharing the story on how we are going on this in my report next year.

## Strategic Plan – 2015 – 2020

Our annual check against our five year strategic plan shows that we have achieved well in the key areas set out in the strategic plan for 2010 – 2015. We are now in planning and brainstorming mode as we work towards our big strategic planning time with the Managers and Trustees for our 2015 – 2020 plan. This is always an inspirational time as we reflect on areas that VisionWest can work with communities to make a difference. Key issues on the top of the list for discussion include: housing and youth homelessness; the Ranui Caravan Park; poverty and inequality; training and employment; new and innovative ways of working with youth; as well as our key projects mentioned above.

### THANK YOU. . .

We are extremely thankful to all our partners and funders who support the work of VisionWest in West Auckland and now Canterbury – thank you for your ongoing commitment to our communities. Thank you to our own church family at Glen Eden Baptist Church, and also to Raingiora, Kaiapoi and SouthWest Baptist Churches and the Baptist Union for your support and encouragement.

I am constantly in awe of our amazing team of passionate and dedicated staff, volunteers and Trustees. It is an absolute privilege to serve our community alongside you. Thank you for your care and commitment to see transformation in the lives of people we journey with.



I would like to say a special thank you to our Chair, Andrew Fraser, who will be finishing his term on the Board this year. Andrew has been a highly valued Trustee for the last seven years, three of which he has been the Chair. I have both appreciated and enjoyed working with Andrew and his presence around the Board table is going to be greatly missed. Thank you Andrew for the wisdom, insight and passion you have freely given to us over this time.

Blessings to you all as we continue on another year of building hope together in our community.

**Lisa Woolley**  
CEO



# Community Housing



**James Widgery**  
Housing General Manager



## The Year

Our 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 are able to link our tenants with the Trust's own wrap around support services such as counselling, budget advice, or Food Bank, or with other community organisations who can be part of bringing hope and transforming lives.

This year has been full of positive change amongst an increasing need to find solutions. VisionWest was successful in obtaining Government and philanthropic funding to build an additional 43 houses. We currently have 34 houses plus 4 leased properties and another 57 to be built over the next two years. VisionWest was also the first social housing provider to join with the Government in providing income related rents (IRRS) to tenants. This means that the tenant pays no more than 25% of their income in rent, but the trust receives the full market rental rate through a subsidy from the Government. We hop to have 50% of our houses on IRRS over the next two years.

During the year, we run a number of events for our tenants as an opportunity to talk about new initiatives and gain feedback from them. As a result of the feedback at one of these morning teas, our team ran a class for our tenants about cooking on a budget. This had spectacular results and stunning meal combinations. All tenants now have a recipe book with their budget recipes.

## The Team

The Housing team has already built capacity ahead of demand in order to work strategically and position us in the best possible way to secure new growth through the Government. We were fortunate to have a Unitec student work with us on placement alongside our Social Worker for 12 weeks. Our Social Worker and Tenancy Manager have worked well together forming a tight team around our tenants, which was reflected with positive feedback from the tenants themselves.



It has been very busy for our staff with development of the new houses. We have invested more time in Christchurch to ensure that operations outside of our VisionWest campus in Auckland work well.

## Year Ahead

2015 is poised for growth and expansion. Of the 57 new properties to be built in the coming two years, 22 of these houses are in Christchurch, which is significant for VisionWest as this is its first move for the organisation outside of Auckland. This means that there is plenty to do to make sure that we keep up our high standards of care and community for those we serve. Part of this will involve appointing a Social Worker for Christchurch tenants in the coming year.

In addition to the new projects in Christchurch, we are looking at opportunities to address issues regarding youth homelessness and solutions regarding the caravan park in West Auckland, where over 100 families currently live in substandard accommodation as they have no alternative. There are a lot of unknowns regarding the Government's future plans for making available the number of houses for people in severe need. However, we do know that the model of supportive housing VisionWest has implemented is working, providing not just a house, but the necessary wrap around supports that leads to transformational change for people who have previously been homeless.

## Good News Story

Moana\* has five children aged between 8 and 13. Sadly, Moana was recently widowed when her partner and

father of her children died of a sudden heart attack. Moana had to adjust to life without her partner and looking after her family as a solo parent. At the same time, Moana's Landlord notified her of plans to move back into the property that she was renting and had given Moana notice to vacate. The McLaren Park Henderson South Trust (MPHS) was supporting Moana to find suitable housing and referred her to VisionWest. She applied, and went onto the waiting list for housing and was successfully shortlisted for a long term tenancy. After further consideration, the team chose Moana as the best fit for the available property, which was the first of VisionWest properties to receive an income related rent subsidy.

The lower rent that Moana pays gives her extra money to help with the day to day expenses of raising a large family. When asked what the difference having the extra \$50 a week would make she replied, "I will be able to buy my children good food." Having long term affordable housing has allowed Moana and her children to move on with their lives as her former house was a constant reminder of her late partner and their life together. The children have settled into their new house and continue to attend the same school and are involved in extracurricular activities. Moana has plans for the future and is preparing to return to work.

*\*Names have been changed*



**Andrea Galecki**  
Community Services Manager

## Community Services

### The Year

One of the privileges of this role is that I get to meet so many wonderful people working and volunteering in a way that shows VisionWest to be a caring, giving and generous organisation. Our people look out for those who are not always getting an easy go at life. They support, advocate and try to help people get back on track so they can enjoy freedom from poverty, fear and inequality. It is widely acknowledged that a lot of household incomes are genuinely insufficient to pay for a basic standard of living, let alone provide for a buffer for life's emergencies, and this causes a myriad of social issues. Our people know our community and are committed to working for the greater good, because they want good for all people.

Measuring how effective we are at doing 'good' is one of my priority goals. Funders and contractors, such as the Ministry of Social Development, are also tightening up on how they monitor and measure social outcomes. To make sure we respond to these developments, we are considering various measurement tools. We have already introduced a new client database to our services and we are now expanding this to incorporate evaluations so that we can measure success and respond quickly in the event of any oversights that we make.

### The Team

The Community Services Team comprises Counselling, Budgeting, Kindergarten, Community Care and the Community Banks & Op Shop. We have had only a few changes to our team this year, however whenever there is a change this allows us an opportunity to review the structure of the services affected. As a result, we now have Kelly Melville back on the team to look after our newly named Community Banks Service, which incorporates our Food Bank, Curtain Bank, School Uniform Bank and Op Shop.



### Year Ahead

I see my mission as supporting and empowering my team of Managers to lead their services well and to serve the people in our community to the best of their ability. The quality of our service delivery is important to us and I will therefore be looking at ways to help the team achieve to the highest level we can. We need to be able to respond to changing needs and therefore we will constantly be looking at ways to adapt to the changes and improve our services. We are still looking at new models of operation for the Food Bank and Community Care. And as mentioned earlier we will be looking at options to measure social outcomes of our services. We want the best for our people.

### Good News Story

This year, as part of Z Energy's "Good in the Hood" campaign, we had an exciting opportunity to send our staff out into the community to our local Z Petrol Stations to share VisionWest's story and talk about the good we do. Our staff had a great time working on the forecourts and washing windows while fundraising for the Trust. It was great fun and a privilege to work with the staff at Z who were very generous and supportive.

We were also very excited to be given the opportunity to work with the Adventure Specialties Trust this year. Adventure Specialties offer outdoor adventure to help develop potential in each individual. This partnership, funded by MSD, allowed us to send nine ladies on a four day outdoor expedition called 'Mums on the Move,' and five young men and their fathers on a weekend adventure camp. The experience was something that they would never normally be able to do, and helped them build confidence and self-esteem. One of the Mums said, "Well, I would of never had done this before, I am 50. I stepped out of my comfort zone big time. Inspiration, achievement beyond my dreams. I was given support when I needed it most."

It is all about people, He tangata!  
He tangata! He tangata!





**Debbie Griffiths-Carswell**  
Budgeting Manager/Advisor

## Budgeting

### The Year

The evident trend for many clients we have seen over the past year is the absence of affordable, suitable housing. This has an immense impact on a family or individual's financial state and well-being. Nearly two thirds of a low-medium family's income is allocated to rent payments, resulting in a real shortfall for other essential living expenses. Household debt is on the rise. Our budgeting delivery has involved a significant amount of debt intervention activities, responding with advocacy and planning assistance. In addition we offer practical support such as arranging emergency food parcels or referrals to other agencies and services if it helps meet the needs of clients presenting issues. It is a humbling privilege to journey with our clients, finding hope and a solution together. This year, education has been a focus and addition to our service as we now deliver a budget talk every fortnight at Glen Mall Work & Income Community Link. This gives us the opportunity to introduce the concept of budgeting and debt management.

VisionWest Budgeting continues to be a member of Christian Budgeters of New Zealand, and an active committee member with Associated Budget Consultants Group. We value our association with these organisations as collectively there is great level of expertise, adding credibility and a voice in the public arena.

### The Team

Presently our team is made up of two part-time advisors, providing 48 hours of service Monday to Friday. Our advisory role takes a holistic approach to help people become free of debt, increasing their levels of financial literacy and competence. On assessment we offer home visits for clients that have mobility or health issues that hinder them from attending appointments at our office. For clients who are full-time workers and require budgeting assistance we can provide other options.

### Year ahead

We plan to be actively involved with the Commerce Commission and contributing towards Law Reform changes. We will also offer more budget advisory talks and financial literacy workshops, as well as offering practical support to the people we work with in whatever way we can.

We constantly seek to grow our own knowledge and resources, and will pursue ongoing training and personal development opportunities as they arise.

### Good News Story

One of our current clients, Johnny, has a number of issues that mean he is struggling with his financial situation. As a result of a back injury Johnny is currently unemployed. He has also separated from his partner and is now living alone in a boarding house. He feels isolated and his living situation means that he cannot provide a place for his children to visit him for overnight stays. Johnny is a former rugby league player and assists in coaching his son's league team. Johnny misses his family and being able to spend time with his children is his ultimate goal. Johnny has been very proactive with the support and advice given by our budgeting service and has a real desire to improve his financial position. As part of the

support we offered Johnny, we partnered with the Adventure Specialties Trust and sent Johnny and his son to a weekend father and son camp.

This experience was a lot of fun and created a really special memory for him and his son. Johnny said that he enjoyed meeting other dads and making new friendships. He said, "It was well worth it for the short weekend away, staying at a campsite and experiencing outdoor activities, gaining new skills and being in a beautiful part of our country that was full of past local history."





# Kindergarten



**Shirley Motupalli**  
Kindergarten Manager

## The Year

Over the last year we have noticed more of our mums are going back into the paid workforce with these families looking for longer hours of care. There are also families wanting full days for younger children. As a result we have had to look at ways of accommodating this as we try to cater for the needs of our families as much as possible.

This year we focussed on supporting families to help encourage their children to make healthy eating choices. As a reward for this effort we have received the Silver Healthy Heart Award from the Heart Foundation. To develop the children's health and wellbeing further we invited Sports Waitakere to come in and train the teaching team for two school terms. They have been helping the team advance their skills in active fundamental development so we can develop the children's social and motor skills. We believe what research has shown - that fundamental active development helps in school readiness and helps in reducing depression and anxiety.

The Education Review Office has been looking specifically at services that nurture and promote the individual child's competence to communicate, participate, and learn.

## The Team

This year, in the area of professional development, we have provided our team with training to help develop their observation skills. These skills help to highlight the individual children's interests. As part of this process, we have been working with the team to revisit their observations and learning stories. They have started using the children's portfolios to highlight areas of critical thinking, musicality, drawing and a number of different forms of literacy including cultural, technological, emotional, and environmental literacy. The parents are enjoying reading these stories.



The Ministry of Education provided some staff training around literacy in the environment as a focus. Our Teachers are mentoring each other to encourage and improve the talents and the skills that God has blessed them with.

During the year, Elizabeth Middleton moved into the Senior Teacher role.

## Year Ahead

From July 2014 we will change the session options available for our families. Families will now have three choices. They may either choose morning sessions, afternoon sessions or a full day session. Parents have been supportive of this new change. The new system will result in less interruptions to learning as has previously been occurring due to children coming and going during the session. The team are looking forward to the children being able to stay focussed on their learning and enjoying their time at kindy.

In the coming year we will be working towards applying for our Gold Healthy Heart award. We also intend to review our outside playground area. This is part of our self-review focus and is designed to help create more opportunities for the children to develop holistically.

## Good News Story

One of our families was having a difficult time at home. In just a few short months the parents separated and it was a very traumatic time for mum and the two children. We prayed for the family in our meetings throughout this challenging time. Since then, the mother has shared with us that she felt really supported and cared for. We have seen her grow in confidence and in her ability to stand up for herself. Now she is currently doing extra study to help her get back into the work force. She has also mentioned that the "Word for Today" has been helpful and has helped her feel supported. Over the period of time that her family has been journeying with us we have been able to support her with a range of the Trust's support services. This made her feel that she is part of the family here at VisionWest. She mentioned that she feels comfortable and cared for at the kindergarten. She said that she "feels like this is her home."



# Community Banks



**Kelly Melville**  
Community Banks Manager

## The Year

Demand in all our banks, which include the Food Bank, Curtain Bank and School Uniform Bank, has increased this year. Every week there are new clients coming in. People are having great difficulty making ends meet and we are finding that only one change in their circumstances, such as an unexpected expense, can push people to the edge financially. We are working closely with our Budgeting service to refer clients for budget assistance, and refer clients to other services wherever possible.

This year we have expanded the Curtain Bank to get more support into the community. The Curtain Bank has been offering services at Glendene Community Hub and also Ranui Baptist Church. Ranui has been a particularly successful with an average of approximately 90 curtains/rods being distributed each week of the 2014 winter season.

Our Op Shop has been very successful. We celebrated 12 months in the new premises in May with a sale and sausage sizzle. Increased marketing brought new customers into the shop and also increased the donations. The Op Shop support is very important to the sustainability of the Food Bank as funds it provides contribute to purchases of supplies for the Food Bank.

## The Team

We have a very dedicated team of volunteers who support the work of Food Bank, Op Shop, Curtain and School Uniform Bank without whom we could not offer these services. We would like to give out a BIG thank you to them for helping us achieve so much.



A new addition to the team this year has been our new Op Shop Coordinator, Olivia, who started in August, and brought with her sales expertise to the role. We also introduced a new role, casual seamstress, to the Curtain Bank to help with making up curtains from the vast amount of donated material we have received.

## Year Ahead

We are continuing to make steps towards a more empowering and sustainable model at our Food Bank where clients are able to choose the items that they need and will use. During the next twelve months there will be a focus on building our supply base for Food Bank as we need to ensure there is sufficient ongoing supply to meet the increasing demand.

Over the next year we will continue to explore how we can further grow the Op Shop business to increase financial support for the Food Bank. We will be looking at a number of options, including extending the hours.

## Good News Story

Recently a social worker contacted our Curtain Bank Coordinator requesting help for an immigrant family who were living in a cold house without adequate curtains. They were living in a difficult situation and were unable to access the usual support networks. The children were



having respiratory problems which were compounded through living in a cold house, and doctors' visits were too costly.

Fortunately we were in a position to be able to provide curtains for them. On receipt of the curtains, the family was very happy and were smiling from ear to ear and Daraima\* said, "New Zealanders work so very hard to help us out."

*\*Names have been changed*



# Community Care

## The Year

Time and time again Community Care is contacted by families and individuals that are at crisis point in their lives. They often do not know where to turn and often do not have sufficient resources. We often find ourselves in the role of advocate with WINZ and Housing New Zealand. It is often difficult to know how to help, but some of the things we can do is offer support with information, advice and try to meet some of those immediate needs such as food, referrals to budgeting and goal planning.

Another way we have been able to support families we see is by inviting them to 'Te Aka.' 'Te Aka' is a client support group set up to encourage people to connect and support one another. This is an opportunity where we get to share a meal as well as share a spiritual journey, finishing by giving those who would like prayer an opportunity to pray with them.

Community Care believes that, by continually networking together with other agencies and attending networking meetings, we can be better equipped to support families that we walk alongside.

## The Team

The Community Care Service is currently under review. One of the things we have learned this year is that the issues our clients present can often be quite complex and our staff need to develop a higher level of skills to be able to ensure that we are positioned well to help. Yvonne Limmer, our Community Care worker, is currently undergoing study towards a social work degree and this is proving invaluable to support her work. We are therefore looking at how we can resource this area more with these skills to ensure we can meet the need going forward.

## Year Ahead

Going forward we are continually looking at ways to improve and provide the most appropriate support to our people. We will be looking at our practice and policies and ensuring we have a safe working environment. We also intend to review ways of working with the bicultural sector to ensure we are delivering kaupapa Maori and culturally relevant services.

## Good News Story

It is always a privilege to walk alongside our clients in their journey. One solo mum, Penny\*, required urgent dental care as her teeth were causing a number of other

health issues for her. We were able to advocate for Penny at WINZ for financial support as the quote for the dental treatment was over two thousand dollars. WINZ were very supportive of Penny's claim and granted the full amount with an affordable weekly repayment plan. The news that Penny was able to go to the dentist was overwhelming for her, "It was a dream that I never thought I could have. We were also able to advocate for Penny at Parent Aid Waitakere and they were able to provide a support person, at no cost to Penny, to take care of her children while Penny was seeing the dentist.

*\*Names have been changed*



# Counselling Centre



**Leanne Frost**  
Counselling Centre Manager

## The Year

A theme for the Counselling Centre this year has been people presenting with either multiple, or more complex issues than previous years. This is often due either to a lack of finances and having waited until things have become unmanageable, or the clients' coping skills being stretched by increased external pressure. Clients experiencing the effects of trauma and abuse have also been an increasing theme in our referrals and as such we have seen a need to continually up skill our counsellors to meet this, as well as to strategically seek funding sources to assist these clients longer term. Youth remain highly represented in our referrals as they struggle with the pressures of teen life, and self-harming issues predominantly. In response we have specifically resourced our team with staff skilled and passionate about working with youth. We have offered 'on the day' sessions in order to assist clients needing support quickly and have offered introductory assessment sessions to assist clients with engaging with our service and their counsellor.

The loss of Procure funding available via GPs in the community has impacted our clients significantly. We have seen a slight decrease in client sessions - many people who have needed counselling have struggled to access support with this funding no longer available.

## The Team

We have a dedicated and passionate team of qualified counsellors made up of full and part time counsellors supported by our administrator, offering child, youth, couple, family and individual adult counselling. In addition we are fortunate to have two Intern counsellors from Laidlaw College and Bethlehem Tertiary Institute in the team enabling us to provide low cost and, at times,



free counselling to those who would otherwise miss out. The team make it a priority to stay relevant and current with the latest research and training in order to offer the best ethical practice.

## The Year Ahead

It is evident that a place of safety, confidence and support is vitally important to many people in our community. We are currently seeking support to fund trauma counselling for people who have experienced the effects of childhood abuse and sexual assault. This key project would have us collaborating with several other professionals in our community and able to offer funded support to a wider group of clients. In addition we hope to extend our services to the elderly of our community, particularly by initiating a friendship group to reduce loneliness and isolation as well as to provide a place where issues such as depression, grief and elder abuse can be spoken about. Diversity in the way sessions are offered is being explored including home, phone and skype sessions.

## Good News Story

A Counselling Centre Client recently shared the following story with us:

"Before I began my journey with VisionWest I lacked confidence in myself and who I truly was, I was anxious to let someone into my life and expose areas of trauma, hurt and personal pain. In a sense I was embarrassed and ashamed that I actually needed help and could no longer



cope with life by myself. Coming to VisionWest enabled me to transform into something much more than I had intended. Having support and help is something I never thought I would have the courage to do; my counsellor has given me hope and opened up the beautiful parts of my life, who I am as a woman and has given me the tools to tackle my life head on with confidence in knowing who I truly am. Without her help and support I would not be where I am today nor would my life be unfolding into something I never imagined. I truly believe that no matter how hard it is to admit we need help - it is the best gift we can give ourselves".





**Christine Dyson**  
General Manager Home Healthcare

# Home Healthcare

## The Year

Home Healthcare continues to be a valued provider of home based services in the communities we serve, demonstrating growth and success. This has included growth in the client base and in services and hours of care delivered, again exceeding expectations of previous planning. The expansion into the North Shore has been a key focus as we have worked to build both a client and workforce base. We are receiving many good reports from people who are pleased about VisionWest's entry into the North Shore area.

Home Healthcare has continued to focus on boosting Support Worker staff qualifications. This year saw over 70 Support Workers qualify with level 2 and level 3 qualifications in the National Certificate in Aged Support. We all felt very proud of the Support Workers for putting so much effort into getting these qualifications. Home Healthcare continued to be innovative in the use of training. We developed specialised courses for our Support Workers in the areas of dementia care, diabetes, palliative care, medication management, and cooking classes. The courses have proven to be successful and we have had to provide additional classes due to their popularity. We are fortunate to have a team of professional staff who are passionate about quality training initiatives.



The provision of Individualised Funding has grown significantly, and along with this growth a keen understanding of the issues faced by those people with a disability.

## The Team

Home Healthcare boasts a passionate, caring and hardworking team that always places the clients first, taking time to listen and interact in a way that is responsive to our clients' needs. The team consists of registered nurses, coordinators, support workers, administration staff,



and management working closely together to achieve the best possible outcomes for those we serve. Quality Assurance is at the centre of the teams' activities. During the year we have attended conferences, seminars and workshops in aged care and care of those with a disability to ensure we have knowledge and are conversant with impending sector changes.

Key relationships are a big part of our success at Home Healthcare. Although we work in a competitive environment we have maintained good working relationships with other providers of Home Healthcare and have met with them at scheduled provider meetings to look at ways we can work together with the WDHB and MOH to build quality care and service. Our relationships are built on integrity, trust and respect.

## Year Ahead

Home Healthcare is structured and equipped to enter into the next year with capability, confidence, and proficiency. Focus over the next 12 months will include:

- Further development in our model of care
- Continuing to develop our capacity in the clinical team
- Building further upon the services we provide for Individualised Funding
- Expansion of services in private care
- Seeking new opportunities to achieve improved integration of our services with primary and community care

## Good News Story

During a recent lengthy power cut in West Auckland many of VisionWest's Support Workers went above and beyond for their clients, taking supplies of hot water, tea, coffee and food to those clients in the community who were without power. Support Workers went out of their way to check in on clients who were not on their roster for that day just to make sure they were safe and comfortable. This demonstrated the caring nature and commitment of VisionWest to our clients.





**Andrew Ayles**  
Training Centre General Manager

## Training Centre

### The Year

The methods of regular school does not always suit all learners and there are many young people who are disengaged from mainstream education. It is the Training Centre's responsibility and challenge to connect with this group. We create a welcoming environment and aim to re-engage students in the learning process. We develop individual learning and education plans for each person, containing education curricula and personal self-development and improvement goals. Once engaged and involved in learning, pathways are developed to either return the student to mainstream education, or on to further tertiary study.

This year, as part of the Training Centre's Youth Guarantee Programme, we had our first intake of students studying towards National Certificates in Hospitality. The students have been doing a great job and catered well for a number of staff events as well as offering a weekly lunch at the campus café.

Our Training for Work (TfW) Programme works in conjunction with Work and Income to assist unemployed adults with skills to ensure they are work ready. In an exciting new initiative, VisionWest received funding from MSD to partner with the Adventure Specialties Trust, an organization that uses outdoor adventure to grow great communities, to give some of our TfW students the chance to attend "Mums on the Move." It was a great success with the confidence and self esteem of the students boosted.



The Training Centre also offers an Intensive Literacy and Numeracy Programme. One of the key challenges has been the higher number of ESOL migrants who enroll. Many of these students need more one-on-one attention so we have to keep class numbers low and, as soon as learners reach their allocated hours, they must leave to make room for more enrolments. At the other end of the scale, there is a push in the adult education and training sectors to embed literacy and numeracy into their programmes. The Level 5 certificate in literacy and numeracy that we offer extramurally is in great demand, but the places are limited.

### The Team

The 2013/2014 year has seen some changes in our staffing as we adapt to the changing requirements within the centre. We have also been fortunate to have some volunteer assistance in the Literacy department and in the Café. These volunteers are invaluable to the smooth running of both areas, assisting tutors and helping with supervision of students

Due to the nature of the challenges our students are facing in their lives, particularly the at risk youth, we are currently exploring ways to provide a stronger social work resource into the centre to relieve the pressure on our tutors who have limited training in this area.

### The Year Ahead

The Training Centre is planning for a busy year ahead. Our plans include the following:

- Work with an external consultant to prepare for the next External Evaluation and Review. It is essential to gain Category 2 status to enable applications for Student Achievement Component funding to be submitted. This could enable delivery of the Carpentry and Retail certificates, giving our learners more opportunities to gain their NCEA L2.
- Develop an Investment Plan for submission to Tertiary Education Commission to apply for funding for 2015.
- Investigate the possibility of hosting the National Certificate in Adult Literacy and Numeracy on an



e-learning platform which is the trend for many adult programmes.

- Expand on Maori and Pacific cultural awareness and learning styles and monitor achievement rates.

### Good News Story

Jayde first came to VisionWest after getting involved at Glen Eden Baptist Church (GEBC). She needed to perform community service and the Youth Pastor at GEBC helped her meet the required hours. In the course of working with the Youth Pastor, Jayde began asking questions about GEBC and VisionWest. She knew she needed to make some significant changes in her life so she joined the youth group at GEBC and got to know some of the young people. As she began to feel more a part of the community, she decided to give education and training another try. Jayde enrolled at VisionWest Training Centre. Since enrolling at VisionWest and joining in at GEBC, Jayde has become a regular part of our community and has now been baptised. She is also well underway to completing her NCEA.



## Financial Headlines



**Philip Ayers**

Operations Manager

### The Year

The 2014 financial year has seen continued growth in both the Trust's operating income and equity. Operating income increased from \$9.8 million in 2013 to \$10.6 million and equity grew from \$8.5 million in 2013 to \$9 million. These are positive signs of a financially healthy trust.

Our operating surplus has increased from a break even position last year to \$70,000 this year.

Further capital grants of \$637,000 for Community Housing have enabled us to increase the number of houses we have to offer our community and this will increase further in the next 12 months.

### The Year Ahead

We expect that we will see more growth in 2015 especially in the following areas:

- Funding for Community Housing
- Funding and Contracts for services for Youth and Families
- Building partnerships with funders and corporates working towards sustainable community development

## Statement of Financial Position

As at 30 June 2014

	2014	2013
<b>ACCUMULATED FUND</b>		
Opening Balance	7,913,771	3,312,375
Net Surplus	564,059	4,601,396
<b>GENERAL EQUITY</b>	<b>8,477,831</b>	<b>7,913,771</b>
<b>SPECIFIED FUNDS</b>		
Building & Capital repayments	505,000	505,000
Redundancy	60,000	60,000
<b>TOTAL EQUITY</b>	<b>9,042,831</b>	<b>8,478,771</b>
<b>REPRESENTED BY :</b>		
<b>CURRENT ASSETS</b>		
Cash on hand & Bank Balances	621,766	788,250
Accounts Receivable	760,674	651,156
Other Current Assets	281,011	9,720
<b>TOTAL CURRENT ASSETS</b>	<b>1,663,451</b>	<b>1,449,126</b>
<b>LESS CURRENT LIABILITIES</b>		
Accounts Payable	86,645	59,394
Designated Funds	111,950	58,382
Accrued Expenses	1,168,132	970,271
<b>TOTAL CURRENT LIABILITIES</b>	<b>1,366,727</b>	<b>1,088,047</b>
<b>WORKING CAPITAL</b>	<b>296,724</b>	<b>361,079</b>
<b>FIXED ASSETS</b>		
At Net Book Value	11,979,955	11,151,875
<b>LESS TERM LIABILITIES</b>		
Term Loans	3,233,848	3,034,183
<b>NET ASSETS OVER LIABILITIES</b>	<b>9,042,831</b>	<b>8,478,771</b>

## Combined Statement of Financial Performance

For the year ended 30 June 2014

	2014	2013
<b>INCOME FROM :</b>		
Income from Services	9,493,957	8,805,252
Income from MSD/CYF Contract	91,917	91,917
Grants & Donations	418,693	387,137
Fundraising	173	11,635
Interest	27,344	29,604
Rental Income	460,613	423,268
Sundry Income	106,392	86,429
Gain on Sale of Fixed Assets	-	3,425
<b>TOTAL INCOME</b>	<b>10,599,089</b>	<b>9,838,667</b>
<b>STAFF COSTS :</b>		
Wages & Salaries	8,445,384	7,990,356
Other Expenses	148,113	181,123
Travel Reimbursement	510,235	467,245
<b>TOTAL STAFF EXPENSES</b>	<b>9,103,732</b>	<b>8,638,724</b>
<b>OVERHEAD EXPENSES :</b>		
Other Expenses	1,110,474	872,342
Depreciation	168,433	187,900
Grants & Donations	1,784	1,500
Audit Fees	9,232	7,500
Rent and Rates	135,425	129,088
Loss on Sale of Fixed Assets	-	-
<b>TOTAL OVERHEAD EXPENSES</b>	<b>1,425,348</b>	<b>1,198,330</b>
<b>TOTAL EXPENDITURE</b>	<b>10,529,080</b>	<b>9,837,054</b>
<b>NET OPERATING SURPLUS (LOSS)</b>	<b>70,008</b>	<b>1,613</b>
Capital Grants Received	656,916	4,599,783
Less Extraordinary Item: Provision for Holiday Pay	162,871	-
<b>NET SURPLUS (LOSS)</b>	<b>564,054</b>	<b>4,601,396</b>
Being Total Recognised Income less Expenses		

## Independent Auditor's Report to the trustees of the VisionWest Community Trust *for the year ended 30 June 2014*

We have audited the financial statements on pages 1 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 2014. 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 2014.

### 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 1 to 7 give, in all material aspects, a true and fair view of the financial position of the VisionWest Community Trust as at 30 June 2014, and of the results of its operations for the year ended on that date.

Our audit was completed on 18th September 2014, and our unqualified opinion is expressed as at that date.



Peter Conaglen CA PP  
Manukau

### Sponsors

- ASB Community Trust
- Auckland City Council
- Auckland City Mission
- Bakers Delight
- Baptist Community Ministries
- Blast Entertainment
- Carlton Party Hire
- Child Youth and Family Services
- COGs
- Columbus Coffee Glen Eden
- Community Post
- Countdown Auckland Airport
- Curtain Studio
- Earnest Hyam Davis Charitable Trust
- FairFood Trust
- Fairy Flowers Titirangi
- Fresh Choice Supermarket, Glen Eden
- Fuel Divine Catering
- Fumacare Limited
- Genesis Energy
- Glen Eden Baptist Church
- Henderson Massey Local Board
- Hubbards
- Keith Hay Homes
- Little India Glen Eden
- Lotteries Commission
- Mad Butcher
- Maclures ITM
- Ministry of Education
- Ministry of Health
- Ministry of Social Development
- NASC
- New Zealand Housing Corporation
- PressPrint
- Ricoh
- Sir John Logan Campbell
- SkyCity Community Trust
- Sport Waitakere
- Strathlachlan Fund
- Stronglite Staging
- TEC
- The Parker Family
- Tindall Foundation
- Trust Community Foundation
- Vinci Law

- Waitakere Local Board
- Waitemata District Health Board
- Western Gas – Z
- Westpac Bank
- Westnet Tax Accounting
- Work and Income
- Your Choice – Te Puna Manawa

### Partners

- Adventure Specialties Trust
- Athens Education
- Best Training
- Bunnings
- Call Centre People
- Caprice
- Citizen advice Bureaux
- Confidential Listening and Assessment Services
- Coverstaff
- Croxley
- Dunedin Methodist Mission
- EAPWorks
- Foot Painting
- Glen Eden Baptist Church
- Glen Eden Youth Network
- Greater Glen Eden
- Green John
- Mitre 10
- New Zealand School of Computing
- Other Budgeting Services
- People Potential
- Plant Barn
- Project Twin Streams
- Skills Update
- Sports Waitakere
- Te Wananga
- Tegal
- Unitec
- Waitakere Consortium
- West Auckland Community, Health, & Social Services
- Westpac Mussels
- Work & Income
- Youth Link
- Youth Services West



# CELEBRATING VISIONWEST'S AWARD-WINNING SOCIAL HOUSING



A collaboration between VisionWest, Unitec and SGA (Strachan Group Architects)



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VisionWest Community Trust - Community Services of Glen Eden Baptist Church.