



A Snapshot

Our vision

Whakamana te oranga wairua o te tangata me te whenua Wellbeing for our communities and restoration of the earth

Our mission

Kia u ki te mahi kotahi whakarawea te mana wāhine, te mana whānau, me te mana iwi whānui Working together to strengthen women, strengthen families and strengthen community

Our values

Te Tapu o te Tangata	Respect
Aroha	Compassion
Tika	Justice
Manaakitanga	Hospitality
Mana whakahaere	Mutual enhancement

What we do

To improve the health and wellbeing of the Tāmaki community, we:

- Build healthy relationships to reduce family violence
- Enhance child development and learning
- Innovate financial wellbeing initiatives
- Deliver community education opportunities
- Provide family support services
- Activate or support community-led initiatives

Our approach

Our Mercy kaupapa requires this kind of response:

- ▶ Collaborative, relational, holistic
- Community-based, community-led
- Whānau-centred, outcome-focussed
- Innovative, relevant, life-giving
- Earth-aware, Tiriti-based practice

Our goals

Our strategic plan challenges us to:

- Live our Mercy Kaupapa
- Demonstrate our positive impact on the community
- Develop a sustainable organisation

Outcomes we strive to achieve

- Women and their whānau are thriving and safe
- ▶ A viable organisation that offers a safe haven
- Recognition as an engaged member of the Tāmaki community
- Informed and committed stakeholders
- Evaluation and evidence-based reporting demonstrates impact
- A culture of open communication and working together
- ▶ A functioning relationship between the Board and Chief Executive
- Mercy kaupapa woven through all our activities and processes



Tumuaki (hair's Report

Tēnā koutou, tēnā koutou, tēnā koutou katoa

This Te Waipuna Puawai Annual Report offers a snapshot of our Mercy Mission in action over the past year. Every day, in a myriad of ways, our staff and volunteers engage with Tāmaki residents, whānau, groups, organisations and communities. Their stories convey so much more than statistics ever will and bear witness to a Mercy-centred approach.

Te Waipuna Puawai continues to offer a generative space – both relational and physical – in which diverse individuals and groups come together, do good work, and achieve meaningful outcomes that matter not only to Tāmaki whānau and communities but also to our funding partners.

This year we completed a rigorous year-long 'wayfinding' process beginning in April 2018. Facilitated by independent consultant Rachael Trotman, we conducted a comprehensive organisational review (including our programmes, services and initiatives). With support from the Tāmaki Regeneration Company, we also carried out research involving interviews with 68 Tāmaki residents. As a result, we refreshed our strategic plan and produced a robust whānau outcomes framework to guide our work going forward.

Our organisational decision-making is now more attuned to challenges highlighted in the wayfinding process. These challenges are to: remain viable and become sustainable; diversify our funding portfolio; demonstrate robust outcomes; ensure growth aligns to Mercy values and keeps the organisation current; stay abreast of the changing Tāmaki landscape, and identify new opportunities that align to our strategic direction.

The Board has worked hard over the past year to ensure a strong foundation going forward. I acknowledge our Board members for their wideranging expertise and invaluable support: Patricia Rowe rsm, Luke Ryan, Nicola Brehaut, Kylie Dunn, Tyrone Tangata-Makiri. I was pleased to welcome onto the Board Dickie Humphries, who has deep connections with Tāmaki, and most recently Paula Anamani, a Sister of Mercy. I especially value the contributions of longstanding Board Member Anna Jacob, who resigned in November 2018.

Without our staff, volunteers and extended Mercy family we could not achieve our Mercy Mission. I thank our Manukura (Chief Executive) Bill Takerei for his leadership, commitment and hard-work in helping to navigate change over the past year. I deeply appreciate the passion, dedication and generosity of our staff and volunteers. I am also grateful for the ongoing guidance and support of Ngā Whaea Atawhai o Aotearoa and Tiaki Manatū, the larger Mercy organisation to whom we are accountable.

After five years serving as a Board Member and two years as Chair, I will step down in May 2019 to take up an extended sabbatical, beginning with a personal pilgrimage walking the Camino del Norte. Luke Ryan will become the new Chair and Nicola Brehaut the Deputy Chair. I wish them well in their new roles and thank the Sisters of Mercy for the opportunity to contribute to the governance of this special organisation.

As a Mercy organisation we seek to embody the philosophy and values of our founder Catherine McAuley. Now approaching our 20th anniversary, we hope Catherine would recognise in our work that same vibrant spirit of Mercy that fashioned her life. We're grateful every day that so many Tāmaki whānau place their faith and trust in Te Waipuna Puawai. Twenty years on, I'm mindful that ours is a journey, not a destination, and an unfolding mission. The following whakataukī continues to capture the essence of our journey together.

Titiro whakamuri, whakarite ināianei hei hāngai whakamua

Embrace the past, prepare now to shape the future.

Judy Whiteman Tumuaki m te waipuna puawai | 2019 Annual Report



Manukura (hief Executive's Report

Tīhei Mauri Ora!

Ko te maunga o Maungarei e tu tonu mai

ki te awa o Tāmaki e rere atu rā ki te moana o Waitemata

ki te waka o Tainui, ki nga iwi o Waikato-Tainui, Ngāti Whātua, Ngāti Paoa Mihi mai, mihi mai ra

Ko Waiatarua te rohe

Ko Ruapotaka te marae, he marae mo te hapori katoa

Ko Te Waipuna Puawai, he wāhi atāwhai, he wāhi manāki

Ko nga Whaea Atāwhai o Aotearoa e mihi atu nei ki te ao hurihuri, ki te ao hou...

Tēnā koutou, tēnā koutou, tēnā tatou katoa

It's been another busy and productive year in which the vision, mission and values of Te Waipuna Puawai remain the driving force in everything we do. This report shows the multiple ways in which Mercy can fruitfully engage with diverse whānau and communities.

We work in a changing Tāmaki landscape in which whole neighbourhoods are disappearing and new ones are being built. We continue to work mainly with Māori and Pasifika families wanting the best for their children but struggling to make ends meet or dealing with other major problems. Ongoing evidence of consultation fatigue felt by Tāmaki residents is a good reminder to Te Waipuna Puawai to focus on delivery that makes a measurable difference in the lives of whānau and addresses those things that truly matter to them.

Much of my attention this year was focussed internally on progressing our wayfinding process and doing the groundwork to enable a new footprint. Going forward, we will pilot innovative, entrepreneurial, outcomes-focused financial wellbeing initiatives. HEART will develop its online presence, strengthen its change-agent programme and grow a new platform to support planning and reflection. HIPPY will retain existing enrolments, allowing for some drop-off, and recruit new whānau. We're aware other agencies in Tamaki offer comprehensive family services and will review our work in this area. We will also enhance administration and marketing for our community education programmes.

Staff and volunteers work hard to offer the same manaakitanga witnessed by the Sisters of Mercy over the generations. As of 31 March 2019, Te Waipuna Puawai had eight full-time staff, six part-time staff (ranging from four to 15 hours per week) and active or semi-active volunteers. I am enormously thankful for everyone in our team and the work they do in the name of Mercy.

I acknowledge long-serving staff member, Adelaide Sampson who left Te Waipuna Puawai in November 2018 to care for her mokopuna. Our former HIPPY Coordinators, Teri Ransfield and Arlene Fyfe, also left in June 2018. Sadly, our former receptionist, Raymond Kamuta, passed away at the end of 2018. Each one left their mark on Te Waipuna Puawai and will be remembered.

I am grateful to our Board for ongoing advice and encouragement. I especially thank Judy, whose focus, drive, passion and humour grounded the review process and helped to ensure Te Waipuna Puawai maintains its strong community development approach. I wish Judy a well-earned sabbatical and exciting challenges in the future.

Our Mercy mission requires us to engage in critical action for transformational change – at an individual, family and community level. It's time to be more outward-looking and progress new initiatives that not only demonstrate social and community innovation in Tāmaki but also carry the integrity of a Mercy approach.

Bill Takerei Manukura





Te Waipuna Puawai continues to act as Kaitiaki for HEART (Healthy Relationships in Tāmaki), offering leadership, support and administration. Launched in February 2012, this innovative community-led movement of change aims to reduce family violence by actively growing loving, safe and supportive relationships in Tāmaki homes, neighbourhoods and communities.

Focussing on healthy relationships, HEART helps to facilitate community conversations on the difficult topic of family violence. Whether at events, marches, training workshops, or through other engagements, HEART conversations shift language and thinking from a deficit to a strength-based approach. Strengthening connections between people and their places creates shared value and increases the sociability, cooperation, pride and influence needed to grow healthy relationships.

HEART builds readiness to prevent family violence through four distinct, interrelated, non-linear stages of change: *Learning, Connecting, Acting and Influencing.* As awareness grows, people seek support to change their behaviour and, in turn, support others to take transformative action in their lives.

HEART volunteers play a crucial role in changing social norms and behaviours, both in their own families and local communities. Their role is to cocreate generative conversations with/in whānau that stop family violence and encourage healthy relationships. Known as community change agents, they work collectively, offer peer support and build local leadership.

...the simple act of talking about issues is a way to normalise the value of healthy conversations and bring to light critical issues that are not usually discussed. [HEART] allows me to have conversations that I think are important.

Community change agent

Translating our 20-year theory of change into a strategic plan has challenged HEART to focus on outcomes that matter to Tāmaki whānau and communities. Last year we further embedded HEART in the community in various ways, including through diverse community-based events such as the Mana Wahine Conference, White Ribbon March and Colouring Tāmaki. Of 21 participants taking part in our annual survey, 86% thought HEART had increased awareness of building healthy relationships and preventing family violence in the community.

Switching to Mail Chimp, an automated marketing platform, enabled HEART to more effectively share emails, training opportunities and newsletters with our enrolled members. Launching our newsletter "HEARTBEAT" has also increased HEART's profile.

We developed existing and new training partnerships, provided a wider range of training and offered training in collaboration with other organisations. These learning spaces challenge the secrecy attached to family violence, discuss the impacts, and encourage dialogue to increase understanding and create hope for change. Many participants attended more than one HEART training. The HEART leadership course, for example, provides an opportunity for practitioners, change agents or residents to come together to grow self-awareness, encourage selfcare, and commit to personal transformation. In our annual survey, almost all of the respondents who participated in HEART training rated it as excellent or good.

Totally value HEART - and HEART training... I really appreciate this access to free training otherwise I probably wouldn't get any training at all from work...

Participant

This year's highlights

- 650 Tāmaki residents attended HEART events
- 513 HEART training participants, a significant increase
- 24 HEART active community change agents
- Improved information exchange and communications
- Many well-coordinated, collaborative, community-based events



Bringing women together

The Koru Group, a regular drop-in support group for women living and working in Tāmaki, hosted its first-ever Mana Wahine Conference on International Women's Day in March 2019. Surpassing expectations, 110 women gathered to connect, talk, listen, learn and grow the voice and influence of women.

"We wanted the conference to belong to all the groups and women of Tāmaki, so instead of marketing it with supporter logos, it was unbranded," explained HEART Programme Lead, Nandita Mathur.

Held at Te Oro, the Glen Innes Music and Art Centre, the conference cultivated conversations on women's stories, struggles, achievements, rights, and the crucial role they play in Tāmaki communities.

"Speakers and panellists, all local women, shared experiences of overcoming violence and other challenges. Their honesty inspired others to tell their stories," said Mathur.

The event also offered a catering opportunity for talented Tāmaki College students. "The lunch looked like it arrived from a five-star hotel!" a participant said.

Increasing interest

Growing interest in community mobilsation led to a steady stream of visitors seeking to learn more about the HEART Movement. Lake District Health Board Te Aka Matua Kaupapa Services team visited in September 2018, enabling deep connections, storytelling, and enriching conversation about how to put whānau at the centre of our work and thinking. HEART hosted the National Party social policy team in July 2018, including local MPs Simon O'Connor and Denise Lee. We discussed HEART's innovative approach, key challenges, the pivotal role of community change agents and agencies, and how to apply this approach elsewhere.



Funded through Great Potentials Foundation, the Home Interaction Programme for Parents and Youngsters is a two-year, home-based, intergenerational, structured programme. HIPPY actively engages parents in the education of their children aged between three and four years old. Parents work with their tamariki 15 minutes each day over a 30-week period, preparing them for a successful transition to school. Tutors support parents to progress their child through HIPPY workbooks and role-plays. Tutors meet weekly with whānau in their home, mainly with Mum but sometimes Dad or Nan.

Although contracted to work with 100 whānau, by mid-year we had less than 10 enrolments. We grappled with tight enrolment criteria, staff changes, and families moving within or out of the area due to the redevelopment of Tāmaki.

We successfully renegotiated the scope of the existing enrolment criteria with the Great Potentials Foundation. We can now enrol families wanting to participate but who are either living just beyond our geographical boundary or are just above the existing financial threshold for whānau. Also, we can enrol more than one child per whānau. The new criteria allows us to accommodate changing whānau circumstances and make the programme accessible to more whānau.

We hired two new HIPPY Kaiwhakaako (Coordinators), Roi Boyd and Reihana Riwaka, who are passionate about education. Working as a team and harnessing their local knowledge and networks, they activated a whānau-focussed approach.

Outcomes are unique to each child and whānau, and we're constantly encouraged by the change we see. A new whānau routine becomes established. Children begin to look forward to HIPPY time with Mum. Many learn to sit still and listen. Eye and hand coordination may improve. The programme stimulates young imaginations and builds confidence. Children learn to appreciate books and may develop a passion for reading. Parents become more engaged in their child's education and learn things they didn't know. A Mum might seem distant or uninterested, when really she's worried about putting enough food on the table for her kids. Providing a food parcel and emotional support can mean the difference between maintaining a commitment to the programme or giving up. HIPPY Coordinator

This year's highlights:

- 100 HIPPY enrolments
- Whānau enjoy being part of HIPPY
- Developed diverse community connections
- Programme referrals from multiple sources
- Ongoing whānau contact with families sustains their commitment

A father and son story

The email said a dad wanted learning support for his four-year old son. <u>Our Kaiw</u>hakaako visited the next day.

"Who are you? What do you want? Why wasn't I told you were coming?" said the dad.

She accepted his frustration, gently explaining how HIPPY could help and left him to think about it.

"Please come in," said the dad warmly when she returned. "I apologise for what happened. Please enrol my son; he doesn't listen when I read to him and I hope that will change."

The following week our Kaiwhakaako watched as the dad and the HIPPY Tutor did role-plays. "I witnessed a transformation," she said. "Although nervous, he wanted to learn how to help his son."

Four weeks on, this father is delivering the programme each day to his son. "I've noticed a huge improvement in my son's reading," he said. "His ability to adapt to a new routine has helped his progress. He listens to me now when I read to him!"



This year, again, we delivered G-FIT – Growing Financial Independence in Tāmaki. With the aim of enhancing financial wellbeing, this programme identifies ways to support Tāmaki whānau to get ahead financially.

G-FIT initiatives get people thinking about money in ways that forge links between health, wealth and wellbeing. A forward-looking approach encourages whānau to take action that will improve their quality of life now and contribute to a good future for their family. G-FIT builds confidence, connections, knowledge and skills, so whānau can successfully move along a financial continuum of surviving, growing and thriving.

G-FIT weaves 'money talk' and financial 'knowhow' into a range of courses. Whānau learn how to enhance their household income, reduce spending and debt, increase quality of life, and reduce their footprint on the earth. Practical strategies include changing spending habits, creating a household budget, work readiness preparation, and earning more income.

G-FIT collaborates with agencies across Tāmaki to plug gaps in service delivery, address service duplications, encourage service collaboration, and foster strengths-based thinking and language when working with whānau. Instead of 'a revolving door' approach, G-FIT encourages organisations to focus on a 'seamless progression' that staircases people into their next learning or employment opportunity.



This year's highlights:

- 400 residents attended four whānau-focussed events
- Increased enrolments in Money Mates, Work Readiness and Financial Mentoring courses
- 90 people attended courses with financial wellbeing messages
- Supported the delivery of 6 Mana Wealth courses for 140 participants
- Increased awareness of what agencies offer and better service collaboration

Opening doorways

The largest population in Tāmaki identify as Pasifika, so G-FIT invited the New Zealand Nutrition Foundation to deliver their eight-week, hands-on, Pacific nutrition course, Tika Tunu, at our Ellerslie facility.

"I was expecting to just learn healthier ways to cook our Island recipes and those of other cultures," a participant said. "But I learnt so much more - how to handle food safely, healthier food swaps, stretching your food budget, how to cook new recipes, how to save money, and even how to get support and get started if you have a product or food you want to sell in shops."

She said she had become more mindful when shopping and now tries to plan a list for dinner and lunches. She said she met great people and gained a certificate in food safety. She also valued the tutors.

"They asked about your interests and how the course could help you lead into another path. They were really helpful and encouraging. I'm looking forward to the next level," she said.

Of the 12 Pasifika women who completed the course, eight gained an NZQA Unit Standard in Food Safety, enabling them work in the food industry or create a food production micro-enterprise.

Family Services

Te Waipuna Puawai is an accredited Ministry of Social Development (MSD) family service provider and the social work support we offer is funded through an MSD contract. We receive social work referrals mainly from Oranga Tamariki, the Police, Anglican Trust for Women and Children, schools and the community. Some whānau walk-in off the street.

Most whānau identify as either Māori or Pasifika, live in Tāmaki, and receive assistance over a six-month period. Whānau are often dealing with a range of complex concerns, including inadequate income, family violence, drugs or alcohol abuse, mental health problems, court appearances and poor housing.

Our qualified social worker works with whānau to address the concern having the greatest negative impact on their lives. After an initial in-depth assessment, weekly contact is maintained for the first six weeks. Follow-up contact occurs every two-three weeks, depending on the need. Social work assistance often includes emotional support, a food parcel, a benefit review, advocacy or a referral to another agency or professional.

Outcomes vary but immediate action relieves pressure, things settle, and other issues can be addressed over time. Social work support reduces isolation, creates a positive pathway, and enables whānau to take action to address the challenges they face.

This year's highlights

- 140 whānau received social work support
- 750 food or bread parcels distributed to whānau
- Appropriate referrals and increased access to services
- Whānau receive benefit entitlements
- Immediate problems addressed

A whānau story

I (the social worker) met one young man when he was fifteen and he's now twentyone. Two years ago, he was arrested and needed an advocate. I found him a lawyer and supported him to tell his story in court and accept responsibility for his actions. With encouragement, his courageous mum supported her son through the court process and spoke for her boy. He was charged and completed community service. He had another brush with the law this year and I negotiated with the Police Team on his behalf. Everyone agreed he was unlikely to reoffend and no charges were laid. He's come out the other side, leaving behind the demands of the police, the courts and probation. He's become someone who is willing to take responsibility and do what's right for his family. Working with him and his whānau was a huge joy; our relationship was one of transparency, honesty and care.



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(ommunity Education

Community education remains a cornerstone of our Mercy Mission in Tāmaki. Our purpose-built Ellerslie facility is surrounded by wetlands, and we offer transportation so Tāmaki residents can enjoy this peaceful setting.

We ran fewer programmes and had fewer participants, due to staff changes, administration challenges, and a decision to revamp some courses. Partnering with Selwyn College Community Education, we offered classes, over a six or eightweek term, mainly to Māori and Pasifika Tāmaki residents.

Cultural specialist, Tamati Patuwai, taught an introductory te reo Māori course, building confidence and capability in basic language skills. Counsellor and cultural specialist Whaea Rangi Davis helped us to redesign and rebrand courses struggling to gain numbers. Her new courses draw on Te Ao Māori (Māori world) philosophy, pūrākau (traditional stories), human growth and development theory, and teach strategies for health, wellbeing, spirituality, restoration and healing. Rosemary Revell rsm offered our ever-popular sewing course, enabling participants to learn basic sewing skills and master a sewing machine. We achieved our attendance rate, but some participants dropped out because they gained employment, experienced personal/family issues (such as childcare) or encountered challenges (such as housing, health, or making ends meet). Organisational changes were a factor; we replaced a course tutor, our programme coordinator left, and it was hard to maintain regular contact with some participants.

our courses not only build confidence, connections, new knowledge and skills but also help to create a pathway to a lifegiving future. Participants grow new or existing relationships with others living in Tāmaki. They enjoy time-out from busy and often stressed lives, and feel nurtured on many levels – intellectually, emotionally and spiritually.

Te Waipuna Puawai Manukura

This year's highlights:

- 206 course enrolments, with an 80 percent completion rate
- ▶ 500 transports to/from courses
- Participant enjoyment and satisfaction
- Increased confidence, knowledge and skills
- New or enhanced relationships among participants





A special Mercy leader

With great sadness, we acknowledge the passing of former Manukura Puamiria Maaka in December 2018. Puamiria was an exceptional person and fearless leader. She was highly intelligent, incredibly hardworking, generous towards others and passionate about being Māori. Her open, transparent, ethical approach earned the respect of diverse people. A Leadership New Zealand graduate and a recognised Tāmaki leader, Puamiria was motivated by the call of justice. She embraced the Mercy story and effortlessly interweaved tikanga Māori and Mercy values with a commitment to Papatūānuku. During her tenure, she collaborated with others to spearhead innovative community-led initiatives such as TIES (which produced a book on community engagement) and HEART; she developed new Te Waipuna Puawai programmes such as G-FIT and maintained a high standard of service delivery to whanau needing support. We will always remember Puamiria as a Mercy role model as well as a loving mother and nanny.

On gratitude

Each year, we host a Gratitude Café, inviting our Mercy whānau, colleagues, donors, funders and other partners to join us for refreshments and storytelling. It's always a pleasure to see familiar faces and people we haven't met recently.

This event creates space in busy schedules for people to express gratitude for one another and the gifts we cherish in our work together. It's a great networking opportunity and we enjoy introducing colleagues to one another.

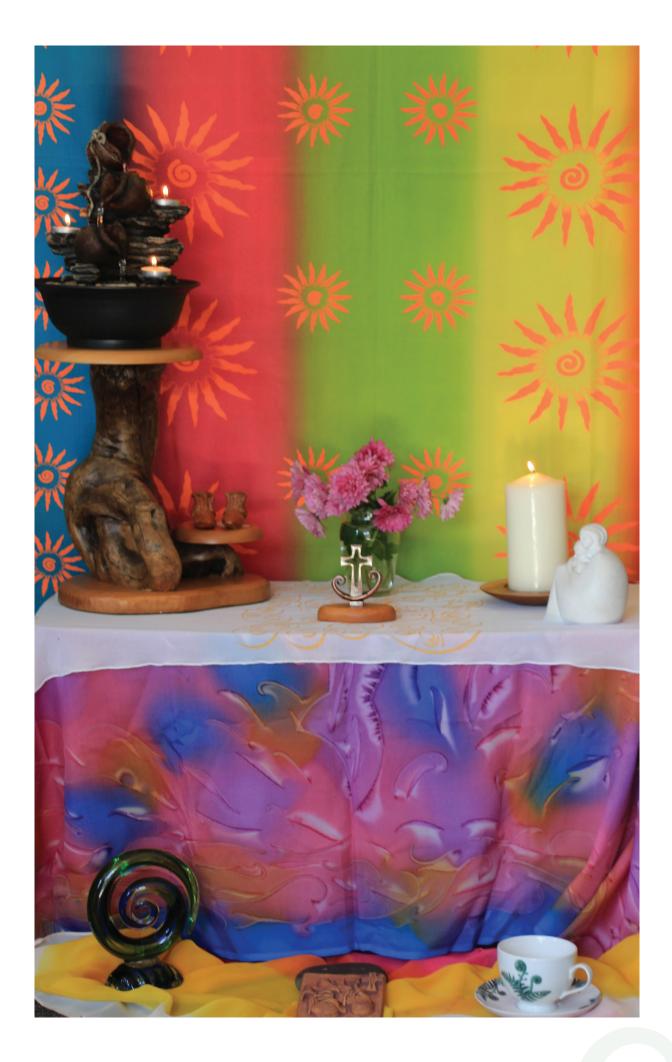
This event is special because it occurs during Mercy Month. In September, Mercy organisations around Aotearoa celebrate their Irish Catholic whakapapa and remember Catherine McAuley who opened the first House of Mercy in Dublin in 1827 and founded the Sisters of Mercy in 1831.

In 1850, Catherine's mission reached Aotearoa. Since then, works of Mercy have sprung up around the country, contributing to the fields of education, health, hospice care, aged care, spirituality and community development. We value the strength that comes from our whakapapa and being part of a wider Mercy network.

The tender Mercy of God has given us one another

Catherine McAuley



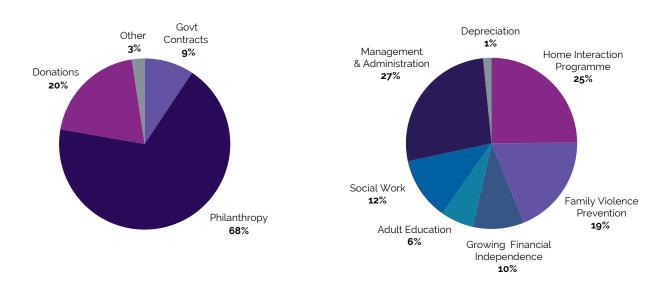


Financial review

For the year ended 31 March 2019, Te Waipuna Puawai had an operating budget in excess of \$900,000.

As in previous years, our revenue was mainly derived from philanthropic foundations (nearly 70%) and donations (20%). We maintain long-standing productive partnerships with several philanthropic partners and cash donations provide untagged funding that helps to cover programme shortfalls or address unmet needs. Audited accounts are available on request.

Three quarters of TWP's operating budget supported programme costs and just over a quarter of the budget covers centralised management, administration and depreciation costs.



Acknowledgements and thanks

Generous funders, donors and supporters sustain our mission. We especially acknowledge the following contributions and express our gratitude for their moral and financial support.

We received **funding from philanthropic organisations**: JR McKenzie Trust, Great Potentials Foundation, Foundation North, Ngā Whaea Atawhai o Aotearoa Tiaki Manatu – Sister of Mercy Ministries New Zealand Trust, Auckland Community Foundation, The Catholic Caring Foundation, Incredible Trust, Lotteries Grant Board, Charities Aid Foundation, SkyCity Auckland Community Trust, COGS Auckland City, COMET Auckland, Four Winds Foundation, Gl Business Association, Mt Wellington Foundation Limited, Sargood Bequest, Selwyn Community Education, The Lion Foundation, The Ted and Mollie Carr Endowment Trust, and Stevenson Village Trust Board.

We received **local and central government funding** from Auckland Council, Oranga Tamariki, Ministry of Social Development and Tāmaki Regeneration Company.

We received **food donations** from the Glen Innes Foodbank, Glendowie Catholic Parish, Glendowie Presbyterian Parish, Meadowbank Parish, De Paul House, Churchill Park Probus Group, Bakers Delight Howick, Michael Park School, St Ignatius Primary School, St Kentigern School, and other anonymous donations.

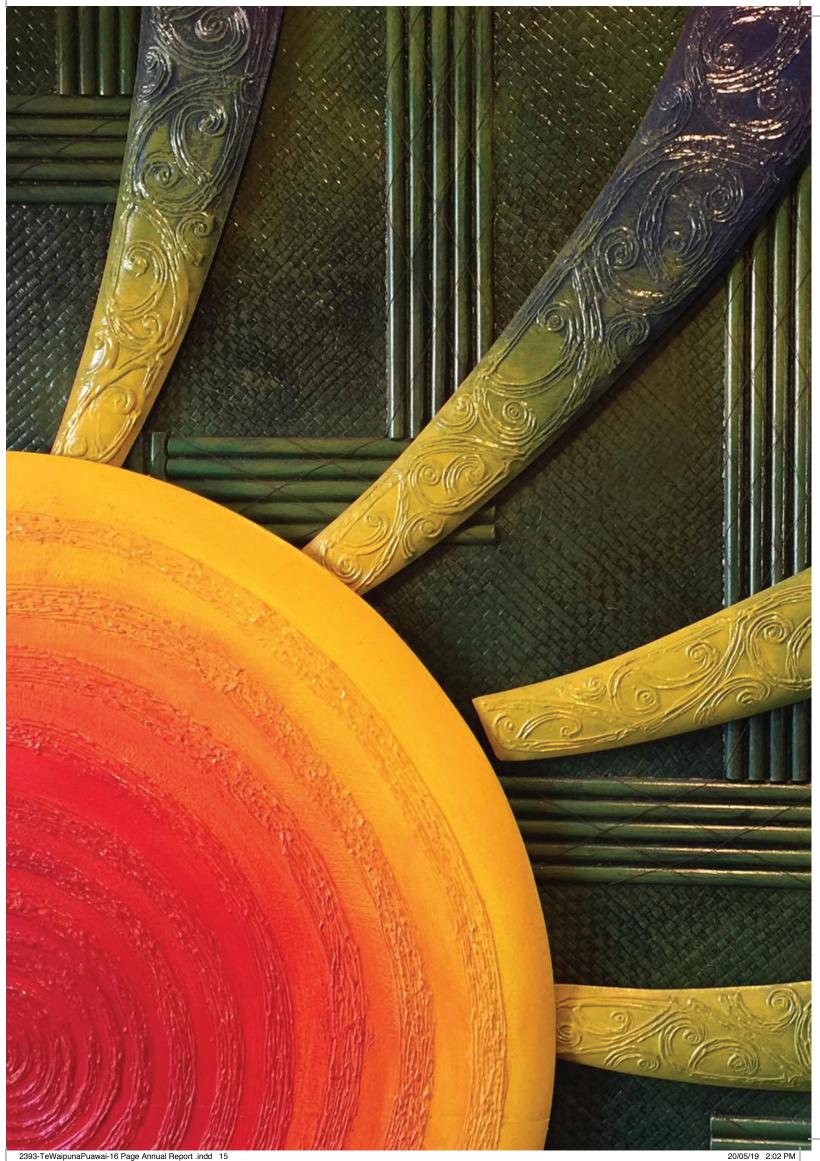
We received **gift vouchers, cash donations or other support** from PAK'nSAVE Glen Innes, Waiatarua Mercy Parklands, Oilseed Products NZ Limited, St Heliers Women's Probus Group, Panmure and Sylvia Probus Groups, St Vincent De Paul, Tony Verner, and Papatūānuku ki Tauranga, and other anonymous donations.

About the report

This report was written by Dr Frances Hancock and is presented in good faith using information provided by Te Waipuna Puawai. No liability is accepted for any inaccuracy or omission.

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