



te waipuna puawai
MERCY OASIS Ltd

2021

Annual Report



A Snapshot

Our vision

Whakamana te oranga wairua o te tangata me te whenua
Well-being 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, learning and family wellbeing
- ▶ Innovate financial wellbeing initiatives
- ▶ Deliver community-based education programmes
- ▶ 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 whānau are thriving and safe
- ▶ A viable organisation offering a safe haven
- ▶ Recognised as an engaged member of the Tāmaki community
- ▶ Informed and committed stakeholders
- ▶ Evaluation and evidence-based reporting that demonstrates impact
- ▶ A culture of open communication and working together
- ▶ Mercy kaupapa woven through all our activities and processes



Tumuaki Chair's Report

E ngā mana, e ngā reo, e ngā rangatira o Tāmaki Tēnā koutou, tēnā koutou, tēnā koutou katoa

In February 2020 we signed off our annual plan intending to be much more active in our Tāmaki communities. We had intentionally scaled down and let go some services to make way for a new strategic approach focused on community-led innovation and development. Things changed suddenly, however, with the arrival of COVID-19. Along with everyone else, we found ourselves in a state of shock and national crisis. We put aside our plans and banded together with others in the community to work on a collaborative response.

COVID-19 became an opportunity to shift how we work with Tāmaki communities. Again, we were challenged to listen. Our communities needed something different from us and believed we could deliver. We were called to a new role of coordinating a community-led response to the pandemic in partnership with other providers and government. The result was collective ownership of a successful strategy with diverse workstreams. I recognise our Manukura Chief Executive Bill Takerei for his role in that community-wide effort.

The pandemic has shown the power of communities across the country in responding to diverse needs in a time of crisis. Tāmaki demonstrated its ability to embrace a joined-up approach and exercise ingenuity in unprecedented circumstances. Te Waipuna Puawai will continue to respond to community calls to action and support community-led initiatives that empower community leadership.

Engaging closely with Tāmaki providers and others this year highlighted that we need to communicate better with our key stakeholders and communities around our new strategic direction. Some stakeholders were unaware of our new developments such as our Financial Wellbeing Project, which is still in an early innovation phase, and our emerging Whānau Resilience focus.

We continue to focus on delivering outcomes that make a tangible difference for our communities. Looking ahead, we will review the utilisation of our different spaces to ensure maximum value. Our Glen Innes site offers a base in the community enabling involvement and support. Our purpose-built Ellerslie centre offers an oasis for healing, gathering, education and transformation.

A movement of change is also underway within our own Mercy organisation, to reconfigure governance arrangements and reimagine a Mercy commitment to community development. The Sisters of Mercy want to ensure the delivery of Mercy ministries into the future. What this purpose-driven change means for us is yet to be fully determined, but it's certain that our presence in Tāmaki will continue. We look forward to new opportunities to grow Mercy's community development legacy.

I'm grateful for the ongoing commitment of our current board members, Deputy Chair Nicola Brehaut and Dickie Humphries. This year we were delighted to welcome Janine Roberts (an accountant) and Scott Russell (a lawyer) to support governance oversight of fiduciary duties and long-term strategy. We farewelled Paula Anamani rsm and lawyer Kyle Dunn, and remain ever grateful for their service. I also acknowledge our staff and volunteers for rising to the challenge this year.

We are thankful to be reminded of the importance of staying grounded, carrying on despite uncertainty and discomfort, and being open to invitations from the community to exercise leadership or improve our performance.

**Nā te Atawhai hūmārie
He whānau kotahi tātou**
*The tender Mercy of God
Has given us one another*

Luke Ryan
Tumuaki/Board Chair



Manukura Chief Executive's Report

Tihei 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

Tāmaki continues to undergo significant change as whānau move out of the area to make way for the housing redevelopment and others take up residence. The COVID-19 pandemic put considerable pressure on Tāmaki whānau, communities, and organisations, but also created an opportunity to work together.

COVID-19 coincided with our plans to move away from traditional social work service delivery and enabled a new focus on whānau resilience. Strongly aligned to our Mercy community development kaupapa, whānau resilience combines community-led action with wellness/wellbeing opportunities. We activated this new approach through a call to coordinate a community-led response called *Tāmaki Whānau*. Working in partnership with Tāmaki Regeneration Company (TRC) and the Ministry of Social Development, alongside community providers, showed the value of a flexible, agile, community-grounded approach. We need to continue mobilising ourselves as a community around such opportunities in changing times.

This year I was invited to sit on the TRC Community Liaison Committee. In February 2021 Georgie Thompson (Ruapōtaka Marae) and I joined the TRC Board as community representatives. These opportunities help us to better understand Tāmaki housing redevelopment plans as well as to ensure that community voices / perspectives are heard and actively contribute to affordable housing options. Sitting at the table also supports the work Te Waipuna Puawai is doing to enhance community coordination and communication.

This year we continued to deliver HIPPY to around 80 whānau. We also activated a mana enhancing counselling service for whānau needing professional support. Te Waipuna Puawai is now developing other wellness/wellbeing opportunities for whānau.

Our community education programmes received excellent feedback but COVID-19 restrictions reduced our offerings. Looking ahead, we need to plan for online provision.

We continue to hold the privileged role of kaitiaki for the community-led HEART movement, which aims to reduce family violence and support healthy relationships. HEART continues to exceed all expectations and its impacts are wide-ranging. Guided by an independent HEART Advisory Group and talented HEART Lead Ren Joe, the movement is expanding rich possibilities for community-driven action and leadership.

The financial wellbeing project, *In the Flow State*, being developed in collaboration with home-grown digital storytellers, lost a little momentum in 2020 due to a funding gap, but the vision and voluntary commitment of project lead Tyrone Tangata-Makiri enabled work to continue. In early 2021 we commissioned Tyrone to continue developing the Tāmaki Entrepreneurial Collective, *Estblshd*, and the exciting podcast series on money matters, *We Can All East*.

Responding to different COVID-19 Alert Levels added to our workload but also brought our team together via zoom to deliver core business. We maintained a stable workforce of five FTE and five PTE staff. We were very fortunate to have Linda van Bussel rsm to help us implement COVID-19 public health guidelines and other health and safety requirements. Sister Linda moved within the Mercy group this year and we will consider how best to continue the huge contribution she made. Maree Brown rsm continues her long-standing voluntary efforts, offering spiritual support and helping in a myriad of ways. She is still driving the van that transports whānau to our Ellerslie site for educational opportunities and other hui.

Amidst all the challenges there is much to be grateful for and core Mercy values help to keep us faithful to our vision and mission in Tāmaki.

Bill Takerei

Manukura/Chief Executive Officer





Established in 2012, HEART is an innovative community-led movement seeking to reduce family violence and grow healthy relationships in Tāmaki homes, neighbourhoods and communities. Whether at events, marches, workshops, or online, HEART kōrero fosters a strength-based, resilient approach. HEART Change Agents build knowledge, connections, interpersonal skills, self-awareness and self-care strategies. The HEART Collective consists of representatives of member groups and some Change Agents who meet regularly to support community-led planning and decision making. Our work is grounded in a theory of change focussed on four key concepts: LEARNING (through face-to-face and online training), CONNECTING (through community initiatives and with partner organisations); ACTING (through HEART Collective Projects) and INFLUENCING (by sharing knowledge and stories through newsletters, hui, Instagram, Facebook and in other ways).



What a year it's been! Our burgeoning engagement during the year defied pandemic logic while beautifully expressing HEART logic. Instead of slowing down or pausing during COVID-19 lockdowns, we created as many opportunities as possible for our community to safely connect and be supported. In collaboration with our many talented Change Agents, we created online space for workouts, healthy cooking, parenting conversations, New Zealand Sign Language classes, and support groups for men, women, families and parents of under five-year-olds (English and Mandarin). We even distributed masks to the entire Tāmaki community over a 72-hour period (See this story on the opposite page).

"Thanks for this morning's training. Very useful and so glad to hear there are others to follow. Thanks everyone for the resources as well. Kia kaha."

Participant

Our online [community trainings during lockdowns](#) drew 585 participants and reached the 100-participant limit in our Zoom room four times. Lead trainer, Peter Thorburn, covers the tough issues like dealing with grief, bullying, drug and alcohol addiction, methamphetamine harm, suicide prevention, mental health issues, and how to help others and ourselves. Peter also offers strengths-based and resiliency-based training and skill development for practitioners. Our other key training partners include Family Planning, Shine, Rape Prevention Education and Blueprint for Learning. Participant feedback is consistently positive and demonstrates the value of high quality, accessible education.

Intensive online activity led to engagement from other parts of the country. If ever we needed a pilot to test HEART's broader potential to reach communities beyond Tāmaki, COVID-19 created that opportunity! We fielded enquiries, hosted practitioners and responded to other interest from Nelson, Tauranga, Rotorua and Canterbury. Our [Introduction to Sign Language course](#), for example, drew interest from all over.

"Really enjoyed the online trainings with Peter. So informative and helpful."

Participant

Alongside online offerings, we designed a project to [activate our Change Agents](#). We invited them to collect posters depicting each of the stars of Matariki, to put up around our community. The posters included a note about kai or technological support, keeping safe over lockdown and how to make contact if needed. Change Agents displayed the posters in public places, on their fences and even on their car doors! Residents had great fun finding them all and sharing selfies with the posters online. Local businesses joined in the fun, donating vouchers for spot prizes. All up, a great success and a safe physical outreach during a time when we were unable to be physically present.



Supporting mask distribution

In August 2020, as part of a community-led pandemic response, HEART Change Agents and others helped to distribute 10,000 disposable masks to the 2,500 Tāmaki Housing Association homes during Alert Level 3. Change Agent and Tāmaki Regeneration Company (TRC) designer Tara Moala put out the call to action and the Ministry of Social Development provided funding. The Kai Collective gave another 2,500 masks from their stash! Health and safety briefings via zoom involved packers, drivers and deliverers. Envelopes, mask information sheets, snacks for packers and HEART flyers were quickly gathered or designed. Tāmaki Primary School printed the HEART flyers within 24-hours. Ten packers, including two local Kaumātua Margaret and Tom Ngapera, worked tirelessly at Faith Baptist Church in Panmure over two days to pack the envelopes. Two drivers delivered the envelopes to 14 Change Agent whānau bubbles for a specific letterbox drop in their neighbourhoods. TRC staff also joined the ranks! Positive messages and photos flowed into the 'mask distribution' messenger chat group. A very rewarding community initiative! The next phase involves sewing reusable masks to distribute as part of a sustainable approach to protect ourselves and community.





The [HEART Collective](#) has the challenging job of deciding which community-led projects to fund. Successful projects receive \$2500, and are supported or led by a HEART Change Agent. This year successful projects included online workout classes during lockdown; a podcast series 'Lockdown Talks: Extended'; development of a supportive online gaming community; and another podcast series led by HEART Change Agent and digital storyteller Tyrone Tangata-Makiri fostering a healthy relationship with money called 'We Can All East' (See Financial Wellbeing Project).

When COVID-19 restrictions eased, we continued face-to-face engagement through existing groups and events including Women's Koru Group, Mana Wāhine Day, a Halloween Barbecue and the HEART Family Christmas.

We maintained strong relationships with key funders. The JR McKenzie Trust continued to fund the HEART Lead role, development of HEART Change Agents, and our HEART Collective community-led projects. Foundation North provides essential funding to support our community-led action, coordination, and programme delivery. Tāmaki Regeneration Company supports projects like the Summer Series events and the Lockdown Stories. We depend on the Incredible Trust for financial support for our community training and events.

More great feedback...

Debbi from Rape Prevention Education works all over Auckland and says there isn't anything quite like the HEART Movement. She and her colleague Leslie always squabble over who gets to attend HEART Collective hui. She says they're both buoyed by the great work they experience through HEART.

Highlights

- ▶ **488 HEART training participants (up by 177 on last year)**
- ▶ **1,696 residents at HEART events (up 1438)**
- ▶ **1203 additional online attendees during lockdown Alert Levels 4 & 3**
- ▶ **42 HEART Change Agents (up 10)**
- ▶ **2269 Facebook followers (up 393)**
- ▶ **225 Instagram followers (up 102)**
- ▶ **1122 newsletter subscribers (up 672 plus)**
- ▶ **Incredible HEART response to COVID-19**
- ▶ **Impact reaching far and wide**

WHĀNAU RESILIENCE

A community call to action

The pandemic generated a community call to action for Te Waipuna Puawai to lead the coordination and communication of more than 20 providers across Tāmaki. We all came together to develop a collective response to the impacts of COVID-19 on Tāmaki families. The Ministry of Social Development, Lotteries and Tāmaki Regeneration Company helped to fund this community-led initiative called *Tāmaki Whānau: Community Isolation Support*.

We joined forces with our community marae, schools, churches, Glen Innes and Panmure business associations, NZ Police, not-for-profits, businesses, groups and an early childhood centre. We put aside our own interests and committed to working together to collectively respond to the immediate and evolving community needs.

We maintained contact through a new Tāmaki Whānau Facebook page and during lockdowns connected via weekly zoom meetings. When restrictions eased, a core group met fortnightly and now meet monthly. This group consists of Te Waipuna Puawai, Ruapōtaka Marae, Glen Innes Family Centre, Tāmaki Community Development Trust, Mad Ave, NoSix, and HEART. Together, we created a community-led strategy with multiple workstreams: Kai and hygiene distributions, wellbeing efforts, business support, coordination, and communications.

Tāmaki creatives Tamati Patuwai (MadAve) and Tyrone Tangata-Makiri (NoSix) developed Facebook videos and a website incorporating community-friendly messaging of public health advice and other critical information.

Tāmaki Regeneration Company also funded a new community research project aligned to the existing Tāmaki Outcomes Framework, developed by researcher Rachel Trotman under our Te Waipuna Puawai umbrella. The new research project was called Te Rangahau and activated a community-led TIES approach within a Kaupapa Māori framework. Community researchers examined how the Tāmaki community responded to COVID-19 lockdowns. These initiatives will continue to inform community preparedness and response to the pandemic as well as support the vaccination roll-out.

Counselling

From 1 July 2020 to 31 March 2021, we provided a free counselling service to whānau as part of our pandemic response. Trained psychosynthesis counsellor Whaea Rangi Davis provided this restorative, mana-enhancing professional service. Whānau presented with a range of issues including trauma, violence, abuse, addiction, isolation, depression, and anger.

“Witnessing the growth and change in a person is a blessing and reflects the importance of having a Māori Counsellor in this organisation because of the high number of Māori and Pasifika families it serves.”

Whaea Rangi Davis, Psychosynthesis Counsellor

Whānau are entitled to five free sessions offered at our Glen Innes site in Waddell Ave, with some needing further counselling support. Whānau are encouraged to take up other opportunities offered through Te Waipuna Puawai to support their ongoing growth and development. Some COVID-19 Alert Levels prevented face-to-face contact. We responded with telehealth phone call and zoom options, but the uptake was limited.

Highlights

- ▶ **Coordinating a community-led pandemic response**
- ▶ **Increased whānau and community engagement**
- ▶ **17 people received counselling**
- ▶ **65 counselling sessions attended**



FINANCIAL WELLBEING

In 2021 we continued to develop a community-led, strengths-based, entrepreneurial approach aimed at supporting financial wellbeing in Tāmaki. Local entrepreneur, digital storyteller and HEART Change Agent Tyrone Tangata-Makiri is the project lead for *In The Flow State* (ITFS). ITFS supports entrepreneurs so their businesses can thrive, explores ways to enhance whānau financial wellbeing, and develops inspirational content to help move Tāmaki forward. In the early stages of innovation, the project has just completed its second year.

This year ITFS continued to develop a thriving Tāmaki entrepreneurs collective, now called *Estblshd*. The collective creates space for collaboration, sharing and growing local entrepreneurs. Although there was a dip in activity due to COVID-19, ITFS hosted two events this year and the Facebook membership doubled.

During a six-month funding gap, our Project Lead forged ahead on a voluntary basis with a podcast series called 'Triple Down', exploring the journeys of local businesses. Tyrone recorded 13 inspirational stories of mainly Māori or Pasifika entrepreneurs. They ranged from content creators and community development practitioners to others who have established or are working for electrical, building and clothing companies. The 30-minute conversations were live-streamed to the ITFS Facebook membership. The series enhanced the visibility of local businesses (who they are and what they do) as well as sharing their connections to Tāmaki, personal and business challenges, and the sticking points they negotiate in their industry.



Building whānau knowledge to support financial wellbeing

During the year I collaborated with HEART to produce a series of visual podcasts called '[We Can All East](#)', focussing on money, with Te Oro providing a recording space.

Building on this work, in January 2021, Te Waipuna Puawai commissioned ITFS to develop a new podcast series exploring how to improve financial literacy and wellbeing. This series engages with 26 Tāmaki whānau who are known to the Project Lead and feel confident to share their stories. The conversations focus on their upbringing in Tāmaki, their relationship with money, and their ideas about paid work and employment, as well as factors that either enable or create roadblocks to financial wellbeing.

The podcasts give whānau new ideas to think with and focus on values that cultivate a healthy relationship with money. The aim is to increase understanding of financial systems, exchange and use values, perceptions and inequities attached to money as well as developing a more conscious mindset towards money and spending behaviours.

Money can be a highly sensitive topic that, for some, taps into deeply traumatic experiences. Whānau receive written information before taking part in the podcast series and sign a permission form. They can pull out at any time. My role is to create an open, informative, non-judgemental, natural conversation that builds awareness, understanding and insight. It's important whānau feel safe and only share what feels comfortable. Recorded conversations usually take just over an hour and are edited to between 20-40 minutes of airtime. Whānau approve the podcast before it goes to air.

My aspiration now is to create a digital archive of 100 easily accessible whānau stories that can inspire others to think about their relationship with money and begin to take small but significant steps towards financial wellbeing as part of a wider movement of change. There's potential in the future, with whānau permission, to repurpose and reformat content, to extend its reach.

Tyrone Tangata-Makiri
ITFS, Project Lead





The pandemic drew attention to the pressure on whānau relationships when encountering financial struggles as well as the needs of whānau unable to access capital and at risk of taking on bad debt. Recognising that different options are needed to support financial wellbeing, the Project Lead (volunteering his time) initiated a small pilot for 'a whānau savings pool' involving members of his own whānau. This idea draws inspiration from Living Economies, which promotes sustainable, interest-free means of exchange to strengthen local economies.¹ The idea is to enable whānau members to invest in, and loan money from, a savings pool to which they contribute. To make the savings pool work and become sustainable, Tyrone established clear expectations and processes upfront. Ten people joined the savings pool, investing \$20 each with the ability to loan money for things like debt clearing, family trips, dentist bills, funeral costs or similar costs. The next step is to design a savings pool that more whānau in the community can begin to access.

We learned good lessons this year. It's often challenging to know where social innovations like ITFS are headed until you immerse yourself in the mahi and begin to see possibilities. A funding gap following the first phase of the project slowed progress, highlighting a need to plan earlier to keep momentum going. However, being actively engaged in the community on other projects (such as HEART's Lockdown Stories, 'Triple Down' podcasts, and communications for the community-led COVID-19 response) as well as

maintaining the ITFS Facebook page meant our Project Lead was able to sustain relationships within the collective. The silver lining in taking a break was having time to rethink our direction and explore some other possibilities such as the idea of a savings pool. Starting up again in early 2021 emphasised the importance of getting people on board early for the next phase of the project. Producing a podcast series requires focus and attention, effective coordination, strong relationships, creativity and technological expertise.

This innovative project is already demonstrating the benefit of harnessing home-grown talent, leadership and networks in spearheading a community-led approach. Different/creative strategies can work side-by-side to enhance the financial knowledge and wellbeing of local entrepreneurs and whānau. Watch this space!

Highlights

- ▶ **51 Facebook members, in business or wanting to grow a business (up 25)**
- ▶ **An emerging entrepreneur collective now named *Estblshd* including two events**
- ▶ **13 'triple down' podcasts on local Māori and Pasifika businesses**
- ▶ **Trialling a whānau savings pool**
- ▶ **A developing community-led approach**

See: <https://liveingeconomies.nz/>



HIPPY

Funded through Great Potentials Foundation, HIPPY (Home Interaction Programme for Parents and Youngsters) is a two-year, home-based, inter-generational, structured education programme. HIPPY engages parents in the education of their children aged three-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. The contract with Great Potentials includes quarterly written reports and annual site visits.

Our two full-time Kaiwhakaako (Coordinators) Roi Boyd and Reihana Riwaka are passionate advocates for HIPPY. They each aim to enrol 50 families and are responsible for a particular site: Glen Innes and Pt. England/Panmure respectively. Whānau are considered 'active' when they have received four or more workbooks and make steady progress through the programme. The aim is to complete 60 workbooks over the two-year period. Ideally, whānau would begin as a cohort at the start of each year and journey through the programme together. Instead, enrolments occur throughout the year. Having different whānau at different stages of the programme can create challenges for tutor training and parent support.

"HIPPY has allowed me to be with my moko for a purpose. My moko enjoys collecting the resources needed for our lessons. I want her to have the confidence to make mistakes and be OKAY with that."

(Nanny)

Part-time tutors are based at each site. They do weekly home visits and support fortnightly group meetings with parents. Their main role is to help parents to progress their child through HIPPY workbooks and role-plays. Tutor changes this year delayed some home visits and increased the workload of our Kaiwhakaako. Finding the right person for the tutor role can be challenging but recruiting from within the programme has been successful. Kaiwhakaako provide tutors with weekly professional development training and new tutors can require significant input.

Gaining new enrolments is a constant challenge. Enrolment strategies include door-knocking, word-of-mouth, hosting stalls at community events, making contact with Plunket and early childhood centres,

and self/agency/family/friend referrals. This year, encouraging more agency referrals resulted in some new enrolments. Glen Innes enrolments increased from 36 to 39 families over the year (including 21 new enrolments and 12 exits). Pt. England/Panmure enrolments went from 40 to 28 mid-year and up to 41 whānau by the year's end (including 24 new enrolments and 14 exits).

Retaining active enrolments is also challenging. This year many whānau struggled to keep up with workbook activities and attend fortnightly group meetings. A lot of families were under financial pressure. Some were slow to restart the programme after summer holidays, or their priorities changed during the year, or other commitments got in the way, or their tamariki fell outside the HIPPY age range. In some cases, whānau were kept on the roll longer than expected, with the hope they would re-engage with the programme. Kaiwhakaako endeavour to make contact with whānau a number of times before exiting them, using text or Facebook messaging, emails, phone calls and door-knocking. Whānau exit the programme when they move out of the area, graduate or drop out.

"It's rewarding to hear stories that show the difference and the progress being made by whānau through the programme."

(Reihana Riwaka, Kaiwhakaako)

Changing COVID-19 Alert Levels required our HIPPY team to adapt their approach and be vigilant with public health guidelines. Staff relied on technology to stay connected with whānau and one another, using Zoom, Facebook messenger, texts, phone calls and emails. Some families couldn't take part in weekly zoom group chats because of work commitments or they didn't have access to technology. Others didn't



"I've been a HIPPY mum for three years and my son Steven graduated from the HIPPY programme in December 2020. I've also been a HIPPY tutor for nearly 2 years. I've gained a lot of knowledge and confidence being in this role as well as paid employment. I've made many great relationships and really enjoy what I do in the community, helping the parents and their children to succeed further. While seeing all the benefits my son has gained from HIPPY, I also love hearing wonderful comments from the families when I've done small things to help them. Previously I worked in finance and retail, but now I want to pursue a career either in early childhood education or as a teacher aide."

(Leanne Martin, HIPPY Tutor)

want to meet face-to-face until the city had returned to COVID-19 Alert Level One. But, maintaining contact with whānau meant tutors were able to arrange food parcels for families needing extra support during lockdowns.

The Great Potential site visit and two-day coordinator training acknowledged staff strengths and provided a fresh focus for making improvements. Other sites have struggled to achieve numbers. Moving forward, our Kaiwhakaako plan to be more active in managing the roll, improve tutor training, maintain current documentation for all families, and ensure prompt exiting when necessary. They plan to balance the challenge to meet numbers with the requirements of delivering the programme.

Highlights

- ▶ 45 new enrolments across the year
- ▶ 80 enrolments at 31 March 2021
- ▶ 10 HIPPY graduates
- ▶ Positive whānau feedback



COMMUNITY EDUCATION

We offer free Adult Education Courses at our purpose-built Ellerslie facility, providing transportation to and from Tāmaki. We typically run six or seven-week modules. We advertise through word-of-mouth, Facebook and our database of past participants.

'Ei katu

This year we offered a new seven-week course on the Cook Island Māori art of 'ei katu making. 'Ei katu is a crown worn on the head adorned with single or multiple colourful flowers and leaves. Colours portray mood, love, preference and fashion. There are different ways to interpret 'ei katu. The course offered a practice model that transfers ancestral knowledge to the next generation. Ten women began the weekly three-hour sessions and nine completed the course. The women increased their understanding of the cultural values attached to 'ei katu, especially spiritual associations and connections to whakapapa, whānau and future generations. They learnt knowledge, skills and safe practices required for designing and making 'ei katu. They made 'ei katu to keep or sell, and learnt how to apply their new skills to create corsages and bouquets.

"The women loved it! There was lots of laughter and fun. Making and wearing 'ei katu is a way to celebrate ourselves and enjoy our culture. Sharing our stories while making 'ei katu supports deep learning and builds new connections. For some women, it was an opportunity to de-stress and share their struggles. 'Ei katu making also offers potential for women to use their new skills to make money for their families."

(Roi Boyd, course facilitator)



Te Reo Māori

Cultural specialist and Mad Ave innovator and Kaiako (teacher) Tamati Patuwai continued his popular te reo courses using material from Te Wheiao Wānanga. The original plan of four eight-week courses was derailed by changing COVID-19 Alert Levels. Tamati taught a six-week course (18 hours) in the third semester, with nine registrations and seven people completing the course. He also taught a five-week course (15 hours) in the fourth semester, with 19 people registering and 16 completing the course. Taking a new approach, he also invited all the whānau to come together for graduation, to celebrate and reflect on what they had learnt throughout the year.



Te Reo Māori

"I learnt the importance of learning the language and the culture in an environment with other people. I struggled to learn on my own because it feels lonely. But being surrounded by other people eager to learn made the experience absolutely different. [This opportunity is important for whānau] because of the importance of connecting with their culture. ... learning Te Reo Māori is a way to ... keep it alive."

(Participant)



PouPou Karanga

PouPou Karanga

Working in partnership with Te Wānanga o Raukawa and Ruapōtaka Marae, we also offered an approved NZQA Level 4 Certificate (40 credits) in PouPou Karanga. Aimed at wāhine Māori living in Tāmaki, this course began in March 2020 (the previous financial year) and ended in August 2020. Led by tikanga adviser, Māori spirituality specialist and Kaiako Whaea Rangi Davis, the course focussed on the foundations and practice of karanga. Whaea Rangi facilitated dynamic teaching and learning experiences using technology (PowerPoint, YouTube, zoom), storytelling, diagrams, poetry writing, question and answer sessions, personal reflections, group feedback, waiata and karanga practise as well as noho marae. Students were encouraged to express their thoughts, deepen their understanding of te ao Māori and mātauranga

Māori and give voice to the stance of wāhine in their own mana. Wāhine arrived well prepared and were highly engaged in the sessions. Notwithstanding changing COVID-19 Alert Levels, of 30 enrolments, 28 women graduated.

Highlights

- ▶ **68 registrations with 60 people completing courses**
- ▶ **New partnership with Te Wānanga o Raukawa**
- ▶ **High quality training**
- ▶ **High participant satisfaction**



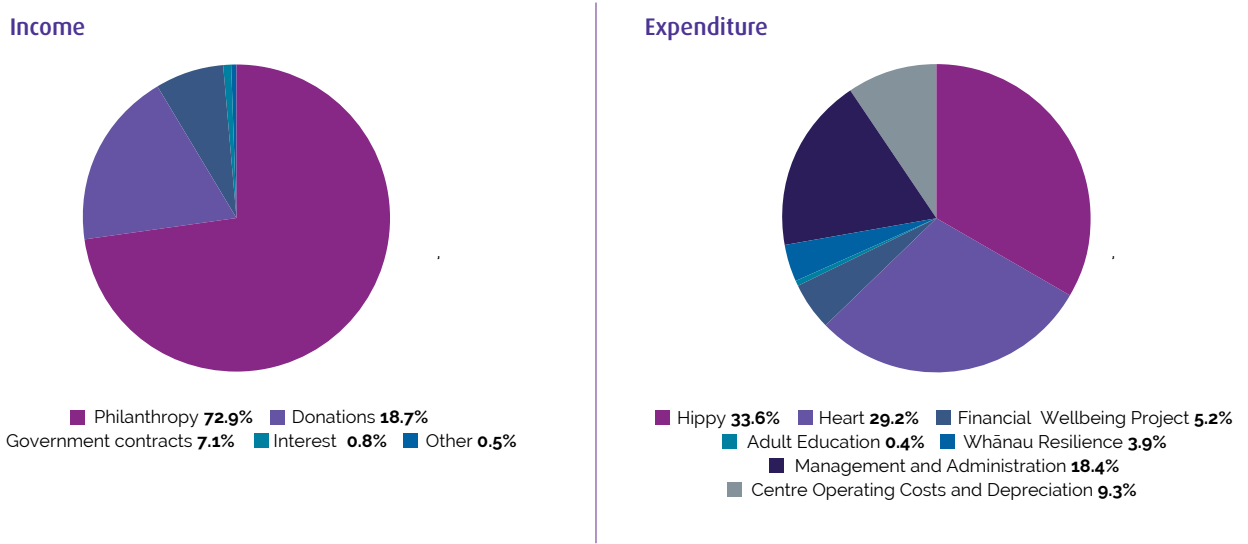
Financial review

For the year ending 31 March 2021, Te Waipuna Puawai had an operating budget just under \$800,000 with a small operating surplus just over \$7,000.

The distribution of our income was largely consistent with the previous year and mainly derived from philanthropic foundations (72.9%) and donations (18.7%), with remaining income from government contracts for services (7.1%) and other sources (1.3%).

Similar to the previous year, just over 72% of our operating budget supported programme costs. Other expenditure covered management and administration costs (18.4%), centre running costs (for our Ellerslie and Glen Innes sites) (8.1%) and depreciation costs (1.2%).

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.



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, listed alphabetically:** Auckland Community Foundation, COGS Auckland City, COMET Auckland, The Ted and Mollie Carr Endowment Trust (proudly managed by Perpetual Guardian), Foundation North, Great Potentials Foundation, Incredible Trust, John Ilott Charitable Trust, JR McKenzie Trust, Mt Wellington Foundation Limited, New Zealand Lottery Grants Board (COVID), Ngā Whaea Atawhai o Aotearoa Tiaki Manatu – Sister of Mercy Ministries, The Lion Foundation, The Catholic Caring Foundation and Te Wānanga o Raukawa.

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

We received **food donations** from Churchill Park Probus Group, De Paul House, Glendowie Catholic Parish, Glendowie Presbyterian Parish, Glen Innes Foodbank, Meadowbank Parish, Michael Park School, St Ignatius Primary School, St Kentigern School, The Produce Company, Tegel Foods Limited and other anonymous donations.

We received **gift vouchers, cash donations or other support** from Air New Zealand, Margaret Fitzgibbon, PAK'nSAVE Glen Innes, Papatūānuku ki Tauranga, Panmure and Sylvia Probus Groups, St Heliers Women's Probus Group, St Heliers and Glendowie Church Groups, Tony Verner, Waiatarua Mercy Parklands, and anonymous donors.





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