

Outcomes Report

2025



anglican care | waiapu

Te Oranga Ake — Flourishing Together

Our Purpose

Growing Te Oranga Ake o te Iwi o te Ao

To acknowledge, enhance, sustain, and restore Te Oranga Ake o te Iwi o te Ao and the wellbeing of communities in the Diocese of Waiapu.

Our Values

Aroha

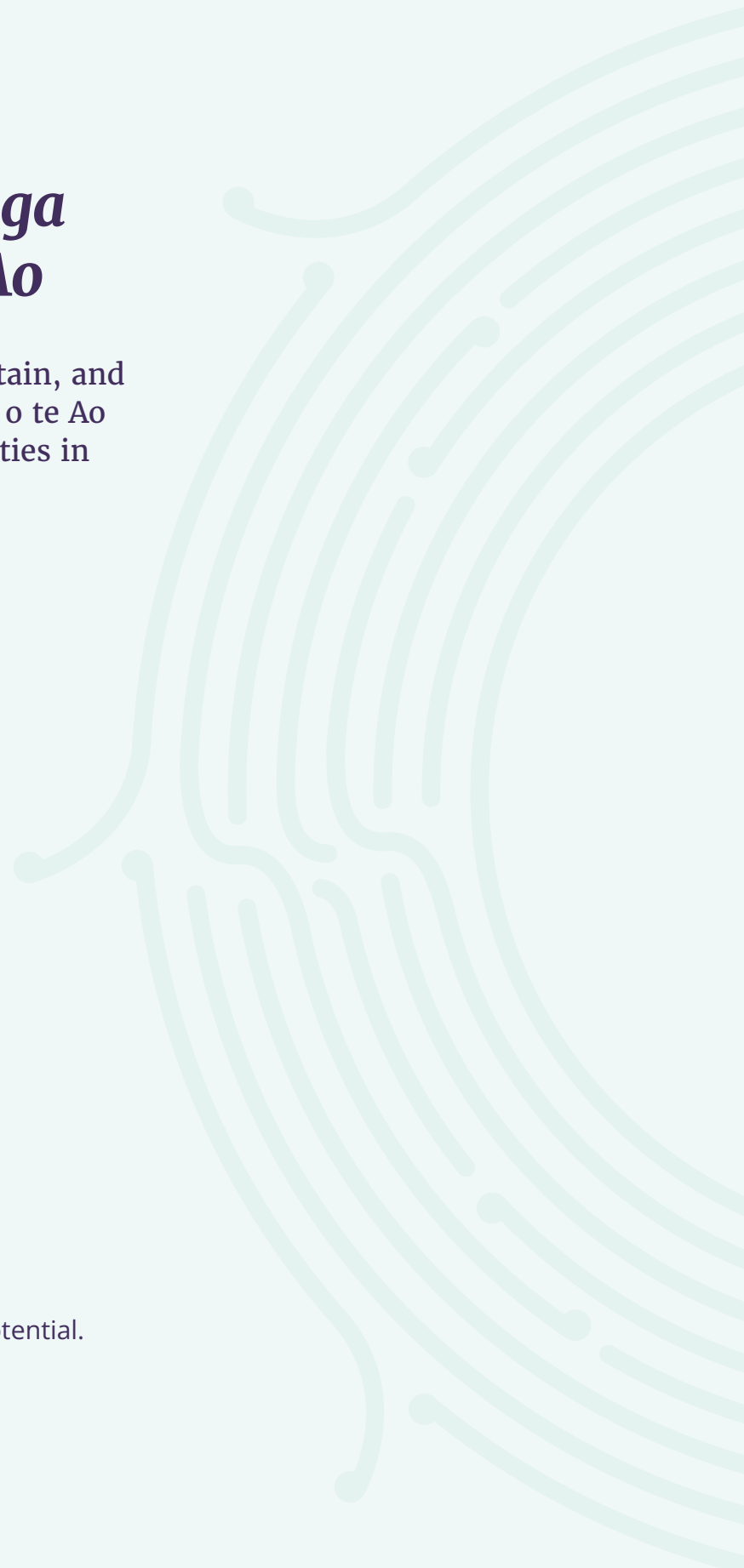
A life grounded in love.

Rongo

A life lived in peaceful relationship.

Hari

A life lived with joy seeking to fulfil potential.





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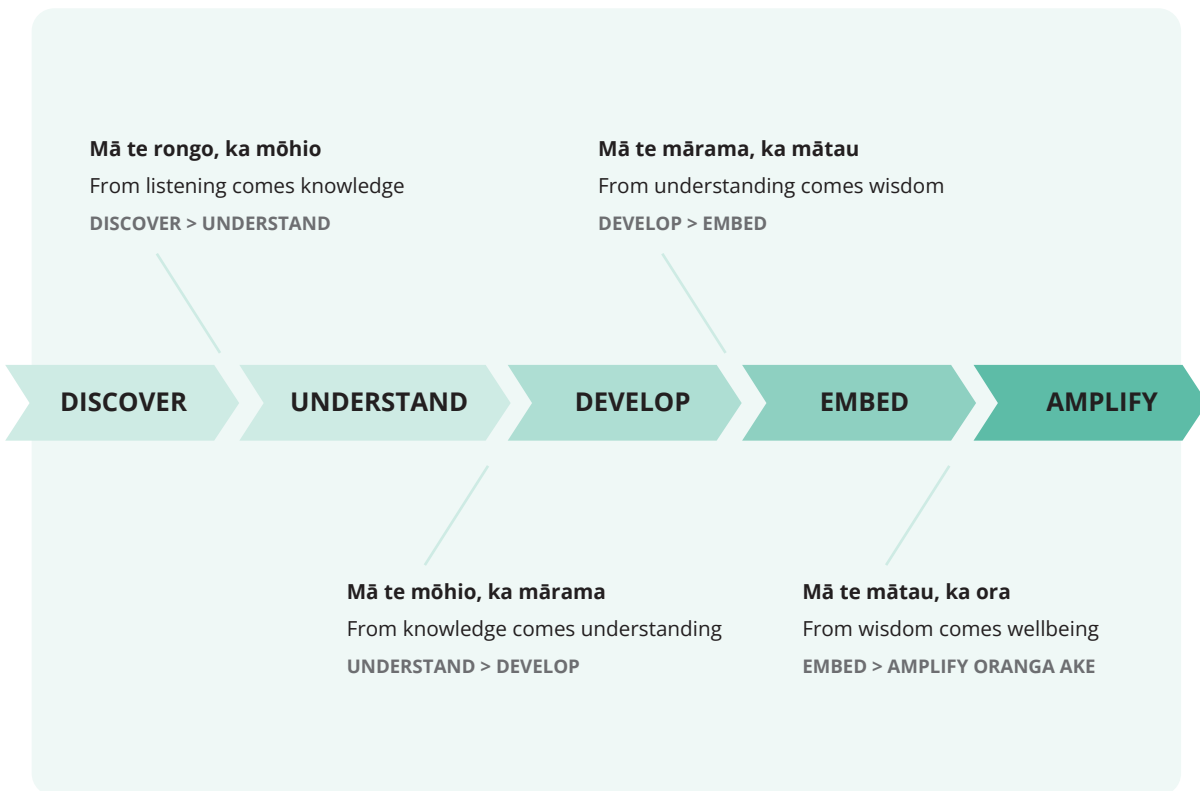
Strategic Outcomes Progress 2025

Our Purpose: To acknowledge, enhance, sustain, and restore Te Oranga Ake o te Iwi o te Ao and the wellbeing of communities in the Diocese of Waiapu.

Anglican Care Waiapu (ACW) will measure, track, and improve its impact across communities in alignment with the Strategy 2025 and Beyond. It ensures that our outcomes and activities are grounded in Te Tiriti o Waitangi and the ACW values of Aroha, Rongo and Hari, and that our work contributes meaningfully to Te Oranga Ake o te Iwi o te Ao.

Outcomes have been identified across ACW's four strategic priorities – Whakapapa, Connection, Equity, and Innovation acknowledging that these overlap in their contribution to delivering our purpose of Te Oranga Ake o te Iwi o te Ao.

Across the organisation we have data collection and feedback mechanisms in place so we can monitor the outcomes the strategy delivers for the people that we serve and identify quality improvement opportunities. Our progress in achieving the strategic goal for each strategic priority will be measured, guided by the whakatauki below on a continuum with five steps. Discover, Understand, Develop, Embed, Amplify.



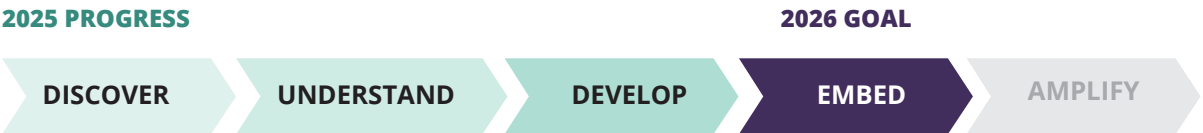
1. Whakapapa – Living into our Waiapu and Anglican identity

STRATEGIC GOAL: The tamariki, whānau and people we serve experience services that honour Te Tiriti o Waitangi, that reflects and celebrates who they are, where they live and the connection to our Waiapu Anglican whakapapa fostering a deep sense of belonging.



2. Connection – Building and sustaining trusting relationships

STRATEGIC GOAL: ACW will build lasting connections, respectful and trusting reciprocal relationships, and faith-based communities grounded in Te Tiriti o Waitangi and our ACW values to serve the people and communities within the Anglican Diocese of Waiapu.



3. Equity – Acknowledging and embedding Oranga Ake o te Iwi o te Ao in all we do

STRATEGIC GOAL: ACW supports individuals, whānau and communities to flourish guided by Te Tiriti o Waitangi and through providing services or entering partnerships that adapt over time to build equity in our society.



4. Innovation – Amplifying impact through evidence and collaboration

STRATEGIC GOAL: Innovation is woven into our work guided by Te Tiriti o Waitangi and our values and driven by a commitment to continuously improve the services we provide either directly or with partners.



Foreword from our Chair and Kaihautū



**The Right Reverend
Andrew Hedge**
Chair



Rawhia Te Hau-Grant
Kaihautū

Tākiri mai i te ata

Korihi te manu

Ka Ao, Ka Ao, Ka Awatea

Tihei Mauri Ora


This Outcomes Report is offered as both an account of our work and an invitation into deeper understanding. It reflects not only what Anglican Care Waiapu has done during the year, but what we are learning about impact, relationships, and the conditions that enable people and communities to flourish. In a complex and changing social environment, we are committed to remaining transparent, reflective, and accountable — using evidence and lived experience together to guide faithful decision-making into the future.

In 2025, Anglican Care Waiapu launched its new strategy, *2025 and Beyond*, setting a clear direction for the future of our organisation. The strategy establishes four core priorities that will guide our work and decision-making in the years ahead: Whakapapa, Connection, Equity, and Innovation. It builds intentionally on the strong foundations already laid and brings Anglican Care Waiapu into clear alignment with the wider strategic direction of the Anglican Diocese of Waiapu.

The development of *2025 and Beyond* was shaped through meaningful engagement with staff from across the organisation and informed by the wisdom and guidance of Te Pihopatanga o Aotearoa. It is a strategy that looks forward with confidence while remaining grounded in who we are — recognising our history, honouring Te Tiriti o Waitangi, and affirming the values that underpin our work: Aroha (Love), Rongo (Peace), and Hari (Joy). At its heart is the concept of Te Oranga Ake o te Iwi o te Ao, broadly understood as human flourishing or fullness of life, which we are embedding deeply into our culture, practice, and decision-making.

This strategic direction challenges us to hold fast to our identity while responding courageously to what is changing around us. Centring dignity, belonging, and equity is not always the easiest path in a constrained funding environment, yet it is a faithful one. We remain committed to building services and partnerships that prioritise long-term wellbeing over short-term solutions, and relationships over transactions.

We continue to honour and strengthen our shared whakapapa through relationships within the Diocese of Waiapu, Te Pihopatanga o Aotearoa, Te Amorangi o Te Tairāwhiti, and Te Amorangi o Te Manawa o Te Wheke. These relationships are central to our identity and enable us to grow in understanding while finding practical and meaningful ways to support each other's mission and ministry. Our work is grounded in a Christian understanding of service — one that values presence, accompaniment, and hope — expressed daily through care that honours the whole person and the communities to which they belong.



Across the Diocese of Waiapu, our services have continued to deliver high-quality support to the tamariki, whānau, and all people we serve. Like much of the social and community sector, we are operating in a challenging environment characterised by increasing demand and ongoing uncertainty in government policy and contract funding. Throughout this, our people have remained steadfast in their commitment, continuing to deliver responsive, compassionate, and high-quality services. Their resilience, integrity, and deep care for others remain one of Anglican Care Waiapu's greatest strengths, and we are deeply grateful for their commitment.

In 2025, we also celebrated the completion of our new development in Tararua, with the opening of a new facility in Dannevirke adjacent to St John's Church. This development reconnects Tararua Community Services with its parish roots and strengthens our presence and ability to serve the local community. In the coming year, we will be focusing on amplifying the delivery of services within our Whānau Aroha Early Childhood Education centres, listening closely to the aspirations of whānau and working alongside them to support those aspirations to become a reality.

As trustees, we recognise our responsibility as stewards not only of financial sustainability, but of mission, culture, and trust. For financial reporting purposes, the Waiapu Anglican Social Services Trust Board (WASSTB) is a controlled entity of the Anglican Diocese of Waiapu. The financial statements for WASSTB (trading as Anglican Care Waiapu) are included in the

consolidated financial statements of the Anglican Diocese of Waiapu Group, are publicly available through the Charities Services website, and are audited annually by Deloitte New Zealand.

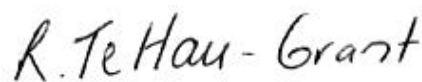
As we look ahead, we do so with humility and hope. This report reminds us that learning is ongoing, impact deepens through listening, and flourishing is grown collectively. We remain committed to strengthening relationships, amplifying what works, and holding fast to the values that shape who we are, as together we continue this work in service of God's kingdom of love expressed through Te Oranga Ake o te Iwi o te Ao.

To our trustees, staff, volunteers, partners, the tamariki, whānau and people we serve, and our supporters — thank you. Your commitment, generosity, and faithfulness remain the foundation of our work and make it possible for us to continue serving with aroha, rongō, and hari.

Ngā mihi,



Rt Rev'd Andrew Hedge
Chair



Rawhia Te Hau-Grant
Kaihautū

Governance & Leadership

Board



Chair
The Rt Rev'd Andrew Hedge



Dr Russell Wills



The Rev'd Dr Helen Jacobi



The Rev'd Jo Crosse



Chris Malcolm

Senior Leadership Team



Kaihautū
Rawhia Te Hau-Grant
Rongomaiwahine,
Ngāti Tūwharetoa



**General Manager
People and Culture**
Joanne Morris



Chief Financial Officer
Jules Morgan



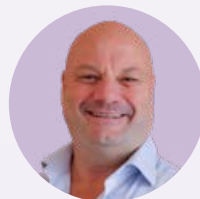
**General Manager
Programme Design
and Evaluation**
Sarah Mulcahy



**General Manager Early
Childhood Education**
Joanne Hayes



**General Manager
Community Services**
Andrea Nichols



Waiapu Engagement Lead
Graeme Brock (seconded to
the Diocese of Waiapu)



Our People



As at 31 December 2025

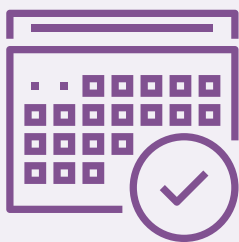


- New Zealand European/Pākehā 53%
- Māori 17%
- Pacific Peoples 0.6%
- Middle Eastern / Latin American / African 3%
- Asian 8%
- Other Ethnicity 8%
- Unknown 10%



Hours donated by our volunteers

6,638



Hours worked by ACW employees to deliver services

159,842

Early Childhood Education

Our Waiapu Kids Early Childhood Education (ECE) and Whānau Aroha centres continue to be places where tamariki are nurtured in environments that honour their identity, language, and culture. Grounded in the belief that each child is a taonga with inherent potential, we purposefully create learning spaces that reflect and respond to the diverse communities we serve.

In 2025, the collective efforts across ACW's ECE centres contributed strongly to nurturing Te Oranga Ake o te Iwi o te Ao (human flourishing), through a renewed focus on four key priorities: Whakapapa, Connection, Equity, and Innovation.



WHAKAPAPA



CONNECTION



EQUITY



INNOVATION

Together, these priorities guide our delivery of Te Whāriki, the Aotearoa New Zealand early childhood curriculum, supporting children to grow as confident, competent learners who are healthy, have a strong sense of belonging, and contribute positively to society.

Our ECE centres have continued to strengthen in a range of ways during 2025. There has been a focus on growing and strengthening the planning for and assessment of tamariki (children's) learning. The introduction of a new tool for managers to use to evaluate kaiako (teacher) planning and assessment practice has seen targeted feedback on practice, resulting in a significant improvement in the documentation of individual learning. Alongside this, a new approach for planning the localised curriculum was introduced to ensure the daily curriculum for all tamariki is intentional and reflects ACW's Christian Values and the centre's community and location.





Whakapapa: Honouring Our Waiapu and Te Hāhi Mihinare/Anglican Identity

ACW ECE centres are deeply committed to living into their Waiapu and Anglican identity while honouring Te Tiriti o Waitangi.

This was brought to life by:

- **Localised Curriculum:** Merivale Whānau Aroha Centre tamariki participated in the launch of *Te Tai Whanake*, a Te Ao Māori curriculum developed in partnership with kaumatua for Tauranga Moana centres.
- **Iwi Partnerships:** St Mary's Tahatai partnered with local kaumatua to gain knowledge of local iwi, Nga Potiki, culminating in a team wānanga at Waikari Marae.
- **Cultural Exploration:** Abbotsford has set a future focus on connecting with the hapū of Mataweka Marae (Ngāti Kahungunu) to learn local history, while Te Hapara is prioritising the embedding of whakapapa and cultural identity into their daily learning environment.
- **Organisational Identity:** Across centres like St Francis Whānau Aroha, staff are engaging with ACW's new strategy and starting te reo Māori lessons to ensure cultural competency is visible in all documentation and practice.



Connection: Building and Sustaining Trusting Relationships

Prioritising whanaungatanga (relationships) ensures that our ECE centres remain vibrant parts of their communities.

This was brought to life by:

- **Intergenerational Bonds:** St Mary's Family Centre and Abbotsford have fostered deep connections with older generations. SMFC tamariki regularly visit the Kauri Centre for shared kai, games, and music, while Abbotsford maintains a strong relationship with the Pakeke Centre and local parish.
- **Whānau Engagement:** Centres like St George's and St Matthew's are strengthening partnerships with parents through regular hui, celebrations, and real-time communication tools to ensure whānau aspirations are heard and valued.
- **Community Integration:** Within Whānau Aroha Centres, the Kaitūhono roles at Merivale and St Francis have "blossomed," building extensive networks with local agencies to support whānau needs.



Equity: Acknowledging and Embedding Te Oranga Ake o te Iwi o te Ao

Our ECE centres actively work to remove barriers, ensuring that every child has the resources they need to thrive.

This was brought to life by:

■ **Inclusive Support:** Abbotsford successfully advocated for extended hours and Education Support Worker (ESW) funding for a student with diverse needs, alongside creating robust transition plans for tamariki moving to primary school.

■ **Responsive Environments:** St Matthew's invested in sensory resources and implemented *He Māpuna te Tamaiti* strategies to support tamariki with challenging behaviours, creating a calmer, more peaceful (Rongo) atmosphere.

■ **Accessible Learning:** St George's introduced flexible approaches to enrolment and routines to ensure learning remains accessible to all families regardless of their circumstances.



Innovation: Amplifying Impact through Evidence and Collaboration

By looking for new approaches and using evidence-based practice, our ECE centres enhance their impact on child wellbeing.

This is brought to life by:

■ **Environmental Transformation:** Te Hapara and St Matthew's innovated through intentional redesigns of their learning spaces. By introducing home-like soft furnishings and high-quality resources, they observed increased levels of Hari (joy) and curiosity among tamariki.

■ **Practice Improvements:** Centres are strengthening frameworks, such as the Notice-Recognise-Respond assessment framework at St Mary's Family Centre, to ensure teaching is more purposeful and responsive to individual learning growth.

■ **Operational Efficiency:** Innovation also includes practical updates, such as Tahatai involving whānau in centre refurbishments and St Matthew's overhauling their laundry and hygiene systems to improve the daily experience for families.

■ **Planning:** During 2025, every ACW ECE has been embedding new planning tools to support tamariki learning and to reflect on the progress each tamaiti (child) makes.



Parent/Caregiver Feedback

“

We are so lucky to have endless support and kindness towards our child. She is thriving within the centre.”

“Very happy with the teachers and level of care. It’s a welcoming and inclusive centre – always so many activities and new experiences to enjoy.”

“My daughter has settled in amazingly; she loves coming to daycare.”

“Keep being the caring, loving and enthusiastic teachers you are! We love it here!!”

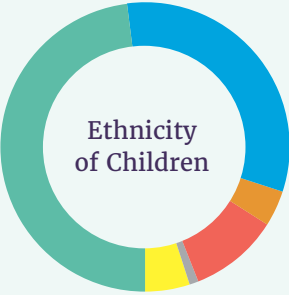
“We love Waiapu Kids – the teachers are outstanding.”

Through these diverse examples of focused action, ACW’s ECE centres continue to nurture Aroha (love), Rongo (peace), and Hari (joy), ensuring that tamariki wellbeing and learning are grounded in respectful, responsive relationships.

Early Childhood Education

YEAR IN REVIEW

Who...



- Māori 48%
- NZ European/Pākehā 32%
- Pacific Island 4%
- Indian 10%
- Chinese 1%
- Other 5%

How much...



156,174

Number of Hours children were enrolled for

521

Children attending ECE

85

Transitions to School

85% to 99%

Qualified Teacher Ratio

Outcomes...

Measures Relevant to ECE and Whānau Aroha	Outcome
% of tamariki, whānau and people we serve who recognise ACW's values in their interactions with us. (Very or extremely clearly)	92.0%
% of tamariki, whānau and people we serve who confirm that our services respect their culture and identity. (Always or usually)	95.6%
% of tamariki, whānau and people we serve who indicate that ACW's faith-based identity is of some importance.	59.3%
% of tamariki, whānau and people we serve who confirm that they have been able to share their aspirations with ACW staff. (Always or usually)	83.2%
% of tamariki, whānau and people we serve who would recommend ACW services to others.	99.1%

Older People's Day Programmes

Anglican Care Waiapu's (ACW) Older People's Day Programmes are dedicated to Growing Te Oranga Ake o te Iwi o te Ao—nurturing human flourishing and fullness of life for the older members of our community. Building and sustaining trusting relationships is at the heart of reducing social isolation.

By providing meaningful companionship, stimulating activities, and nutritious meals in warm, welcoming environments, these programmes help older adults stay active, engaged, and able to enjoy life to the fullest. Through the work undertaken in 2025 to align with ACW's four strategic priorities, these services ensure that older members of our community experience programmes grounded in Aroha (love), Rongo (peace), and Hari (joy).





Whakapapa: Honouring Our Waiapu and Te Hāhi Mihinare/Anglican Identity

Our programmes honour our Anglican identity and the diverse cultural backgrounds of older people who attend, ensuring they remain connected to their roots.

This was brought to life by:

- **Spiritual Care:** Monthly visits from Anglican Vicars and Reverends provide devotions, communion, and emotional support, ensuring faith remains a vital part of centre life at both the Kauri and Pakeke centres.
- **Cultural Celebration:** Heretaunga Seniors is deepening its focus on cultural identity by celebrating Matariki, Te Wiki o Te Reo Māori, and Cook Island Language Week.
- **Cultural Capability:** To better serve their communities, Pakeke Centre is engaging with local cultural staff from Te Taiwhenua o Heretaunga and Tamatea to support clients and staff on their cultural journey.



Connection: Building and Sustaining Trusting Relationships

Through whanaungatanga, our centres act as vibrant hubs that reduce social isolation and build intergenerational bonds.

This was brought to life by:

- **Intergenerational Partnerships:** Strong connections have been established with Early Childhood Education (ECE) centres. Pakeke and Kauri centres enjoy regular visits from Abbotsford Kids and St Mary's Tahatai, bringing joy through shared activities between tamariki and seniors.
- **Community Integration:** Kauri Centre has built extensive community networks, including workshops with Ava Nui Pasifika and partnerships with local volunteers and businesses, such as the Te Puke Community Garden, which provides fresh vegetables for nutritional meals.
- **Reducing Isolation:** Heretaunga Seniors provides a “friendly, welcoming place” where fellowship, shared lunches, and laughter help seniors feel valued and “at home”.



Equity: Acknowledging and Embedding Te Oranga Ake o te Iwi o te Ao

We are committed to removing barriers so that all seniors, regardless of their circumstances, can access resources and flourish.

This was brought to life by:

- **Advocacy for Access:** Pakeke Centre is actively liaising with the Ministry of Health (MOH) to secure funding for clients who live alone, ensuring that social isolation does not deny them basic care and community engagement.
- **Inclusive Design:** Heretaunga Seniors prioritises equity by adapting activities for specific needs, such as those of the sight-impaired, ensuring everyone can participate fully.
- **Holistic Wellbeing:** Families at the Kauri Centre have observed significant positive changes in the health and behavioral wellbeing of their loved ones, contributing to a peaceful and flourishing atmosphere.



Innovation: Amplifying Impact through Evidence and Collaboration

By embracing creativity and evidence-based practices, our centres are extending their reach and impact.

This is brought to life by:

- **Expanded Services:** Due to significant growth and new programme ideas, the Kauri Centre successfully moved to larger premises in the Parish of Mt Maunganui, allowing for the expansion of community services.
- **Creative Engagement:** Heretaunga Seniors has welcomed new staff who bring “fresh ideas” and “new energy,” leading to more creative ways of engaging participants based on their individual interests.
- **Dynamic Programming:** Pakeke Centre has innovated its daily routine by introducing Tai Chi for physical stimulation and bringing in entertainers to provide music therapy for those living with dementia.

Through these efforts, ACW continues to foster communities where older people feel seen, heard, and empowered to form connections with others, reducing social isolation and enabling respite for carers.



Client/whānau Feedback

“

Volunteers and staff do an exceptional job with their caring, kindness, and thoughtfulness.”

“Really love the days my husband goes to Pakeke, this is my time.”

“They should grow wings so all can recognise the angels in our midst.”

“Very grateful for the Service. Mum looks forward to seeing the van pull up twice a week.”

“Lovely heartwarming place and people.”

Older People’s Day Programmes

YEAR IN REVIEW

Who...



- Māori 7%
- NZ European/Pākehā 78%
- Pacific Island 2%
- Other/Unknown 13%

How much...



Outcomes...

Measures Relevant to Older Peoples Day Programmes	2025
% of tamariki, whānau and people we serve who recognise ACW's values in their interactions with us. (Very or extremely clearly)	99%
% of tamariki, whānau and people we serve who confirm that our services respect their culture and identity. (Always or usually)	73%
% of tamariki, whānau and people we serve who indicate that ACW's faith-based identity is of some importance.	81%
% of tamariki, whānau and people we serve who confirm that they have been able to share their aspirations with ACW staff. (Always or usually)	100%
% of tamariki, whānau and people we serve who would recommend ACW services to others.	85%
% of tamariki, whānau and people we serve who report improvement in their overall wellbeing or happiness. (overall quality of life improved)	93%

Family and Community Services

Anglican Care Waiapu's (ACW) Te Hapara Family Services and Tararua Community Services are dedicated to responding to the increasingly complex needs of the whānau that we work with using a values-based approach.

This year, ACW completed the development of a new facility in Dannevirke in partnership with the Parish of Southern Hawkes Bay. The building provides a modern space for the community and brings Tararua Community Services back to its original roots in the Parish. Over the past few years, the services have worked to improve access and create welcoming and comfortable spaces. The new Dannevirke facility strengthens this approach.

In 2025, ACW's Family and Community Services continued to deliver a mix of government-funded alongside additional services resourced directly from ACW to meet the needs of the people we engage with. The funding environment remains challenging across the sector, and ACW has continued to operate through this uncertainty while maintaining a skilled and committed workforce.





Whakapapa: Honouring Our Waiapu and Te Hāhi Mihinare/Anglican Identity

Living into our Waiapu and Anglican identity means honouring our roots and Te Tiriti o Waitangi within our Family and Community services. We recognise that a strong sense of belonging is essential for wellbeing.

This was brought to life by:

- **Cultural Capability:** Both services are committed to our E Tipu e Rea programme to strengthen Tikanga Māori and Te Reo Māori capability. Te Hapara focuses on culturally grounded, whānau-led practice supporting identity and belonging for whānau Māori, who remain the largest client group.
- **Legacy and Learning:** Tararua Community Service is prioritising learning the rich history of the Anglican Church/Te Hāhi Mihinare in the formation of Te Tiriti o Waitangi and weaving this whakapapa into kaimahi learning and development journeys.



Connection: Building and Sustaining Trusting Relationships

Strong relationships are central to our work, foster connection, reducing isolation and strengthening community wellbeing.

This was brought to life by:

- **Reducing Isolation:** Tararua Community Service operates the Companion Caller service, matching community volunteers with socially isolated older people to create lasting friendships. Events like the 'Spring Fling' held at St Peter's Anglican Church provided a "sanctuary" for seniors to enjoy kai and fellowship.
- **Collaborative Care:** Te Hapara Family Service maintains strong partnerships across health, education, iwi, and government sectors to provide coordinated responses for whānau experiencing family harm, mental distress or complex challenges.
- **Parenting Support:** Tararua Community Service joined forces with Wairarapa REAP for 'Building Tiny Rangatira' sessions, supporting māmā Māori and pēpi through the sharing of kōrero and pūrākau (stories).



Equity: Acknowledging and Embedding Te Oranga Ake o te Iwi o te Ao

We strive to remove barriers so that every whānau we work with can access the resources they need to flourish.

This was brought to life by:

■ **Addressing Basic Needs:** Both centres continue to provide essential kai support. Te Hapara Family Services partnership with Gizzy Kai Rescue plays a vital role in reducing food insecurity, enabling whānau to then engage more fully with counselling and social work support. Kai provision remains a cornerstone of Tararua Community Services’ response.

■ **Accessible Services:** Tararua Community Service is focused on creating warm and welcoming environments where whaiora (those seeking wellness) feel more comfortable seeking support. Te Hapara Family Service extends its reach by providing additional support to the Whānau Aroha Early Childhood Education Centres.



Innovation: Amplifying Impact through Evidence and Collaboration

Innovation and creativity enable our Family and Community services to respond to flexibly and effectively to evolving community need.

This is brought to life by:

■ **Resource Sharing:** Tararua Community Service is leading the formation of the Tararua Collective, an innovative approach for shared resourcing across provider organisations to strengthen local service delivery and funding alignment.

■ **Flexible Delivery:** To engage “hard-to-reach” whānau, Te Hapara Family Service has innovated through online sessions, school-based support, and a free 0800 number.

■ **Wrap-around Models:** Te Hapara Family Service and Tararua Community Service continue to deliver a holistic, wrap-around model integrating counselling, social work, and specialist programmes like Strong Women and Bounce Back to address complex and interconnected needs.



Parent/Caregiver Feedback

“

You guys are amazing and are always there for us by a drop of hat.”

“The difference the services made in my life is to bring back my self-esteem.”

“Was life changing in the support I received and am now on to living a more safer, empowering and healthier life for myself and my whānau.”

“It supported me through a tragedy & the ensuing seemingly impossible & complex consequences.”

“They helped me get back my voice for me for my daughter, I feel empowered that people do truly care.”

“I loved this service; it’s such a safe space. Every time I left there, I felt really happy, clear-headed, sure, like I had a hand to get up and go again. I could speak. I felt heard, I felt loved.”

Through this work, ACW continues to acknowledge, enhance, and restore the wellbeing of individuals, whānau and communities across Taranui and Tairāwhiti.

Family and Community Services

YEAR IN REVIEW

Who...



- Māori 36%
- NZ European/Pākehā 38%
- Pacific Island 2%
- Other 18%
- Unkown 6%

How much...



842

Total clients engaged in our services



501

New clients engaged in our services

Outcomes...

Measures Relevant to Family and Community Services	Outcome
% of tamariki, whānau and people we serve who confirm that our services respect their culture and identity. (Cultural awareness).	97%
% improvement in overall wellbeing or happiness. (% Change in wellbeing score adults).	34%
% of tamariki, whānau and people we serve who indicate that ACW's faith-based identity is of some importance.	56%
% of tamariki, whānau and people we serve who confirm that they have been able to share their aspirations with ACW staff. (set own goals).	97%
Number of referrals received into ACW services from partners and community sources. (External referral in).	391
% Feedback from the tamariki, whānau and people we serve confirming service relevance. (Satisfaction with service).	99%

Growing Through Grief



Anglican Care Waiapu's (ACW) Growing Through Grief (GTG) service is a cornerstone of our mission to nurture Te Oranga Ake o te Iwi o te Ao (human flourishing) for those navigating change, loss, and grief. The following summary highlights how GTG's 30-year legacy continues to evolve through ACW's four strategic priorities.





Whakapapa: Honouring Our Waiapu and Te Hāhi Mihinare/Anglican Identity

Growing Through Grief is deeply rooted in its Waiapu and Anglican identity, having been established by a group of local clergy in 1994 to support tamariki dealing with grief.

This was brought to life by:

■ **30 Years of Service:** In 2025, the service celebrated three decades of serving the community, evolving from its initial appointment of a single coordinator in Tauranga to a comprehensive network spanning across Rotorua, Taupō, Ōpōtiki, Hawke's Bay, Tararua, Tairāwhiti, and Whakatāne.

■ **Parish Connection:** The parishes and people of the Waiapu Diocese remain the “home and heart” of the service, where volunteers and supporters have spent decades advocating for and caring for whānau.



Connection: Building and Sustaining Trusting Relationships

Growing Through Grief focuses on building connections through peer-support groups, providing a safe space where individuals navigate their grief journey alongside others who understand.

This was brought to life by:

■ **Reducing Isolation:** The service addresses the isolation of grief by emphasising that “talking to people is important” and that everyone has emotions that are okay to share.

■ **Volunteer Impact:** The service is supported by 50 volunteer companions, 92% of whom reported they would recommend the volunteering experience.



Equity: Acknowledging and Embedding Te Oranga Ake o te Iwi o te Ao

We strive to remove barriers so that support for loss and grief is available to all whānau regardless of their circumstances.

This was brought to life by:

- **Removing Access Barriers:** To increase equitable access, the service is expanding its reach beyond traditional programmes and venues to include, school presentations, and community events, specifically targeting those impacted by distance or time barriers.
- **Proven Outcomes:** The impact of this equitable support is measurable, with tamariki, rangatahi and adults all reporting an increase of in their overall happiness and wellbeing scores upon completion of the programme.



Innovation: Amplifying Impact through Evidence and Collaboration

By looking for new approaches and using evidence-based frameworks, Growing Through Grief enhances its social impact.

This was brought to life by:

- **Digital Engagement:** The service launched the “What the Grief!?” podcast on Spotify, offering honest and real conversations about all aspects of loss to reach a broader audience.
- **Tailored Program Design:** Recognising an increase in specific community requests, Growing Through Grief trialled innovative new programmes in late 2025, including support after a suicide in schools, workshops for wāhine aged 16–24, and a unique “grief obstacle course”.
- **National Leadership:** The Growing Through Grief manager serves as a co-master trainer for Seasons for Growth in Aotearoa, ensuring our local expertise influences the oversight and delivery of grief programmes nationwide.

Client Feedback

“

*A fantastic workshop!
It was delivered
well and I'm going
away with a better
comprehension and
fantastic tools.”*

“Don't be scared to tell people your feelings.”

“Learning about my feelings and memories
can help.”

“Understanding it is okay to be sad and to
stay calm and be grateful.”

“That I am not alone and that there are
many avenues in which to get help.”

“I learned how to care for my feelings when
I am sad.”

“Be happy with yourselves and there are all
different emotions you can feel.”



Growing Through Grief

YEAR IN REVIEW

Who...



- Māori 47%
- NZ European/Pākehā 45%
- Pacific Island 1%
- Other/Unknown 7%

How much...



122

Number of Programmes Children & Young People 6–18 years

679

Total Clients engaged all our programmes

19

Number of Adult Programmes

28

Number of Seminars

Outcomes...

Measures Relevant to Growing Through Grief	2025
% of tamariki, whānau and people we serve who would recommend ACW services to others. (Parent feedback)	100%
% of tamariki, whānau and people we serve who report improved connection with others. (% change in talking about feelings)	Child 6.8% Youth 6.8% Adult 12.2%
% of tamariki, whānau and people we serve who report improvement in their overall wellbeing or happiness. (% Change in wellbeing score adults)	Child 12.7% Youth 12.5% Adult 21.1%

Parish Projects

In 2025 Parish Projects were re-launched with reviewed and renewed with a focus on alignment with the strategies of both ACW and the Diocese of Waiapu.



Whakapapa: Honouring Our Waiapu and Te Hāhi Mihinare/Anglican Identity

Kai Tāima Taupō

Kai Tāima continues to be a powerful expression of ACW's commitment to whakapapa, hospitality and faith in action. The whare kai, named after the matriarch whose gifting of land enabled the church to be built, grounds this ministry in story, identity and belonging. Today, some of her descendant's volunteer, welcoming and feeding those who come through the doors, embodying a living connection between past and present. Under Rev Robert's leadership, those who gather are not treated as recipients of a service but as part of the wider Tāima Ricketts whānau. Over the past year, the number of people receiving kai and community has doubled, reflecting both growing need and deepening trust. This ministry offers more than food; it provides a place of dignity, culture, and the Anglican faith, and a shared table where relationships are restored and strengthened.



Connection: Building and Sustaining Trusting Relationships

Senior Chef

Senior Chef continues to flourish across multiple parishes as a practical and relational response to social isolation. While it is promoted as an eight-week cooking programme for older adults learning to cook for one or two, its enduring impact is the community it creates. Participants form lasting friendships and support networks that continue long after the formal sessions end. One men's group has now met weekly for 4 years, walking alongside one another as they navigate the challenges of partners living with dementia. Through simple acts of cooking and eating together, parishes are fostering connection, resilience and pastoral care in ways that significantly enhance wellbeing and reduce loneliness.





Equity: Acknowledging and Embedding Te Oranga Ake o te Iwi o te Ao

Duffy Books in Homes, Taradale

Through sustained bulk funding, the Anglican Parish of Taradale has enabled Tamatea Primary School to participate in the Duffy Books in Homes programme. This commitment ensures that tamariki do not grow up in bookless homes and are given a fair opportunity to develop strong literacy foundations. This is a tangible expression of equity in action, removing barriers, supporting aspiration and investing in long-term educational and life outcomes for children and their whānau.



Innovation: Amplifying Impact through Evidence and Collaboration

These ministries also demonstrate innovation through partnerships, shared resources, and locally led responses to community needs. The growth of Kai Tāima shows how culturally grounded, faith-based food ministries can scale while maintaining deep relational integrity. Senior Chef's replication across parishes demonstrates a sustainable programme-delivery model that multiplies impact through volunteers and collaboration. Taradale's strategic use of bulk funding to improve literacy outcomes demonstrates how parish resources can be leveraged to drive systemic change. Together, these initiatives reflect ACW's commitment to creative, community-shaped mission that is responsive, relational and future-focused.



26

Cumulative Projects



15

Current MOUs



93

Senior Chef Participants 2025

Mission Aligned Impact Partnerships Kete 2

Impact partnerships utilise funds and expertise for mission-aligned activities without the expectation of financial return. The impact partnership (Kete 2) work is overseen by a sub-committee to WASSTB.

Below are the details of the four impact partnerships supported during 2025.



Te Pihopatanga o Aotearoa

An initial relationship agreement was signed in 2022 and continued through 2025. This relationship agreement is reciprocal in nature based on the values of Aroha, Rongo and Hari. The support has resourced Te Pihopatanga o Aotearoa to strength its operational capacity and capability to progress the mission and ministry of Te Oranga Ake o te Iwi, o te Ao. Within ACW, the growth of this relationship has enabled the organisation to lean into our Hāhi Mihinare/Anglican whakapapa, grow the understanding of Te Oranga Ake o te Iwi o te Ao in our context and begin to implement the intent of our Canon 18 changes into our work by informing the development of our new strategy from 2025 and beyond.



Diocese of Waiapu

Support and funding for the Diocese of Waiapu to build capability and strengthen Diocesan administrative functions within shared services. Underpinning this agreement is our intent to bring our organisations together in practical ways, ensuring that both entities support each other in the delivery of the mission in practical ways. This includes support with training and development, provision of chaplaincy within the former ACWL facilities, and funding to sustain the delivery of shared services to the parishes and other Diocesan entities. It also supports our technology journey through shared IT systems, management and IT support.



Connect Community Trust — Kuhu Mai

Connect Community Trust provides mission-aligned social services for the Hastings Church within the Assembly of God. Kuhu Mai is a central hub serving people with housing insecurity in Hastings. In 2022, WASSTB signed a five-year collaborative partnership with Connect Community Trust and Hastings District Council that ensures our long-term commitment to Kuhu Mai and the work with some of the most marginalised people in society.

Grounded in their Mā te Ara Whāngai framework, Kuhu Mai operates from a commitment to presence, reciprocity, and collaboration rather than transactional service delivery. Relationships are treated as the primary intervention, with trust, dignity, and belonging understood as essential preconditions for sustainable change. This approach aligns closely with Anglican Care Waiapu's values and purpose of enhancing and sustaining Oranga Ake o te iwi. The consistency of support from Anglican Care Waiapu has enabled Kuhu Mai to prioritise long-term stabilisation, deepen collaborative practice with statutory and community partners, and remain anchored in relational work with those experiencing the greatest levels of exclusion.

In 2025, the service provided support to 120–200 regular service users and served 14,395 meals during breakfast and dinner. The service is led by Pastor Warren Heke and a team of staff and volunteers, many with lived experience of homelessness. 2025 saw Kuhu Mai consolidate its position as a credible provider in Hastings and has growing support and funding from agencies and philanthropic organisations. The opening of a vibrant outdoor space added a new opportunity for addressing the high level of unmet need amongst users of the service.

“We often support people who no longer meet the threshold for clinical admission yet cannot sustain a tenancy. One man with a long history of mental distress would cycle between the emergency department, police contact and sleeping in carparks. He never stayed long enough in any system for meaningful support. At Kuhu Mai, he found a predictable daily rhythm and people who could sit with him through the turbulence. That consistency helped him stabilise his symptoms, engage with Kuhu Mai Hauora, and accept support from Oranga. He still needs ongoing wraparound care, but he is now living in a place where housing agencies are willing to work with him because there is a stabilising partner in the background.”

Pastor Warren Heke



Tūpuna Parenting — Ngākau Aroha

Tūpuna Parenting aims to revive the gentle and respectful Māori parenting values from pre-colonial times to nurture tamariki who are happy, loved and strong. They do this in many ways, but especially through Ngākau Aroha for Kaimahi, a professional development journey that equips children’s workers with this knowledge and how to share it with whānau they support, either in hui or in wānanga.

WASSTB has been informally supporting Tūpuna Parenting for two years and formalised their partnership in 2023 in an impactful agreement that covers professional development, whānau wānanga and evaluation support. Initially, WASSTB supported the independent evaluation of Ngākau Aroha with a social return on investment (SROI) that was published last year. The report showed that \$11.20 value was created through every dollar invested in Ngākau Aroha. This level of return provides confidence to future funders of the programme and highlights the very real benefits of utilising mātauranga Māori in practice for whānau.

WASSTB has gone on to make funding available for scholarships for children’s workers within small NGOs to access Ngākau Aroha who would



otherwise not be able to attend, which was taken up by 9 people in 2025. Two cohorts of whānau wānanga within the Diocese of Waiapu were delivered by Ngākau Aroha graduates last year. These supported 10 parents and whānau over 8 weeks to raise their whānau gently and respectfully, like their tūpuna did. Tūpuna Parenting is a systems change kaupapa that is striving for intergenerational changes in parenting and whānau relationships that WASSTB is proud to support. Quotes from the whānau wānanga attendees:

“I did not realise that pūrākau was part of what I had been told from my Nanny in the past. I just knew of our whānau stories and put them away in my mind. Now, after learning more, I will be making a point of sharing these pūrākau with my tamariki mā so they too can pass these on.”

“I am not Māori but my Tamariki mā are and this is the culture I connect the most with myself.”

Ngākau Aroha Graduate

Mission Aligned Impact Investments

Kete 3

Missioned Aligned Impact Investments under Kete 3 seek to optimise social or environmental impact, while also obtaining financial returns. All impact investments made under Kete 3 are assets of WASSTB and are recorded at market value. Ethical investing partners are evaluated across an array of ethical, spiritual, moral, cultural, legal and Te Tiriti o Waitangi considerations to ensure they are values aligned.



Christian Savings Limited

Christian Savings Limited is New Zealand's leading financial institution for ethical, Christian investments. Their goal is to have every dollar that is deposited with them re-invested in New Zealand Christian churches and charities to help them thrive.

Christian Savings is New Zealand's only Christian charitable deposit-taker, a leading financial institution for ethical, Christian investments and lending.

Starting in 1962, they now lend over \$270 million to Christian churches and charities.



Money Sweetspot

Money Sweetspot is a nationwide, purpose-driven, ethical debt consolidation lender whose mission is to support motivated New Zealanders out of debt, and on with their lives through a financial reset loan, financial education, and incentives and rewards for staying on track. They support debt consolidation alongside financial literacy as an alternative to payday lending or high-interest finance companies.

Money Sweetspot offers a digital platform that encourages its customers to engage in financial education and supports them in increasing their knowledge and understanding of their own finances. This feature is unique in New Zealand.

Money Sweetspot is working to launch the journey out of debt as a product, even for those who don't take out a loan and exploring with external partners who want to help their customers in a similar manner.



Critical.

Critical. is a company that is contributing to the sustainable circular economy through recycling and reusing plastics. Their mission is to end global plastics pollution through building both the products and the technology platform to transform plastic waste into beautiful, low-carbon and endlessly recyclable materials. Critical. believes that our wellbeing and our future depend on the mauri (life force) of te taiao (natural world).

Critical. is building both the products and the technology platform to transform plastic waste into beautiful, low-carbon and endlessly recyclable materials to empower the next generation of buildings. The Cleanstone product from Critical is a 100% recycled plastic panel made in Aotearoa, New Zealand. To complete the cycle and be a truly sustainable product, at the end of its life, Critical. buy back Cleanstone and reform it into a new Cleanstone over and over again.

Our Services

ACW Napier Office

P: (06) 834 0376
A: 21 Hastings St, Napier 4110
PO Box 227 Napier 4140

Family and Community Services

Tararua Community Services

P: (06) 374 5029 / (06) 376 7608
A: 174 High St, Dannevirke
A: 43 Main St, Pahiatua

Te Hapara Family Services

P: (06) 927 7070
A: 776 Childers Rd, Te Hapara,
Gisborne

Older People's Programmes

Heretaunga Seniors

P: (06) 870 7025
A: 1120 Willowpark Rd Nth,
Hastings

Pakeke Centre

P: (06) 858 7682
A: 71 Porangahau Rd,
Waipukurau

Kauri Centre – Mt Maunganui

P: 021 135 9090
A: 1 Marlin St, Mt Maunganui

Kauri Centre – Te Puke

P: 021 135 9090
A: 47 Jocelyn St, Te Puke Rd

Early Childhood Education

Waiapu Kids Abbotsford

P: (06) 857 8965
A: 16 Kenilworth St, Waipawa

Waiapu Kids Merivale Whānau Aroha

P: (07) 571 5121
A: 45 Henderson Cres, Merivale,
Tauranga

Waiapu Kids St Francis Whānau Aroha

P: (07) 347 3080
A: 13 Thomas Cres, Western
Heights, Rotorua

Waiapu Kids St George's

P: (07) 308 6934
A: 32 Domain Rd, Whakatāne

Waiapu Kids St Matthew's

P: (06) 878 6924
A: 207 Lyndon Rd West, Hastings

Waiapu Kids Te Hapara Whānau Aroha

P: (06) 867 6770
A: 776 Childers Rd, Te Hapara,
Gisborne

Waiapu Kids St. Mary's Family Centre

P: (07) 575 9915
A: 1 Marlin St, Mt Maunganui

Waiapu Kids St Mary's Tahatai

P: (07) 572 5016
A: 114 Evans Rd, Pāpāmoa

Growing Through Grief

GTG Central Hawke's Bay

P: 021 751 814
A: PO Box 276, Waipukurau

GTG Tairāwhiti and Wairoa

P: 021 814 810
A: 776 Childers Rd, Gisborne

GTG Hawke's Bay

P: 021 981 271
A: PO Box 227, Napier 4140

GTG Ōpōtiki

P: 027 284 8540
A: PO Box 453, Ōpōtiki

GTG Tararua

P: 021 228 9947
A: 174 High Street, Dannevirke

GTG Taupō and Rotorua

P: 027 555 6707
A: PO Box 767, Taupō

GTG Tauranga and Te Puke

P: 021 857 846
A: 35e Hartford Ave,
Pāpāmoa Beach 3118

GTG Whakatāne

P: 021 245 2164
A: PO Box 164, Whakatāne



ACW Napier — SLT & Support Staff

- **Early Childhood Education — Waiapu Kids**
 Waiapu Kids St George's, Whakatāne
 Waiapu Kids Merivale Whānau Aroha, Tauranga
 Waiapu Kids St Mary's Family Centre, Mount Maunganui
 Waiapu Kids St Mary's Tahatai, Pāpāmoa
 Waiapu Kids St Francis Whānau Aroha, Rotorua
 Waiapu Kids St Matthew's, Hastings
 Waiapu Kids Abbotsford, Waipawa
 Waiapu Kids Te Hapara Whānau Aroha, Gisborne

- **Family / Community Services**
 Te Hapara Family Services, Gisborne
 Tararua Community Services, Dannevirke / Pahiatua

- **Older People's Programmes**
 Pakeke Centre, Waipukurau
 Kauri Centre, Te Puke
 Kauri Centre, Mount Maunganui
 Heretaunga Seniors, Hastings / Napier

- **Growing Through Grief**
 GTG Tauranga / Te Puke
 GTG Whakatāne
 GTG Ōpōtiki
 GTG Rotorua / Taupō
 GTG Tairāwhiti / Wairoa
 GTG Hawke's Bay
 GTG Central Hawke's Bay
 GTG Tararua