

A photograph of children playing on a playground structure under a canopy. The ground is covered in grey safety mats. A woman in a black shirt is standing on the left, and another woman is on the right. The background shows a black metal fence and a clear blue sky.

Annual Report

2021-2022



What drives us

Our Values

- > Vitality
- > Integrity
- > Compassion
- > Respect

Our Vision

Fulfilled Lives,
Connected Communities



Our Mission Statement

‘Living the gospel
through loving service’

Our Purpose

‘Anglican Care Waiapu is
the social service arm of the
Anglican Diocese of Waiapu,
partnering with our parishes
and communities to nurture
lasting transformation’



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Strategic Progress 2022

2019



A WHARE BUILT ON SAND

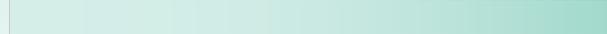
% COMPLETED

0 10 20 30 40 50

1. Little organisational knowledge of community development.



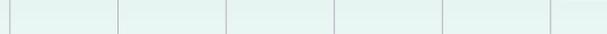
2. Little or no point of difference – unclear what our core business is.



3. Operating deficit and over-reliance on investment income.



4. Low paid staff that receive little training but who are passionate about our clients.



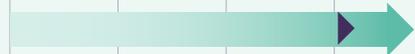
5. Inconsistent data collection and poor understanding and articulation of impact.



6. Outdated and inefficient systems and processes.



7. Few meaningful partnerships.



8. Rundown assets with no maintenance plans (buildings, vehicles, IT).



9. Interventions based on “what we have always done”.



10. Patchy relationships and little practical partnership with parishes.



11. Fragmented services that largely operate independently.



12. Low brand awareness and low brand relevance.



KEY



Our target for FY 2022



Progress FY 2022

2024



A WHARE BUILT ON ROCK

60 70 80 90 100

	Growing organisational expertise around community development that is beginning to be demonstrated in our work.
	Social service agency with a strong purpose delivering high quality early childhood education, after school/holiday programmes, family services, Growing Through Grief, and services for the isolated elderly. Becoming known for its community development approach via wraparound services for ECE.
	Deliberate investment approach with a focus on client outcomes and efficiencies.
	Highly skilled, well-trained staff who are passionate about making difference in the lives of our clients and are committed to continuous improvement.
	Robust data collection, analysis, and evaluation enables us to measure and articulate impact.
	Strong systems, processes, and policies, including IT.
	Strong partnerships that complement and enhance our services.
	Fit for purpose, well managed assets (buildings, vehicles, IT).
	Evidence-based interventions that respond to client needs.
	Strong ACW-parish relationships that help facilitate loving service at parish level.
	Unified organisation where good practices are shared and efficiencies are realised.
	A well-known and trusted organisation.



The Right Reverend Andrew Hedge
Bishop of Waiapu

Foreword

Within God's good gift of creation, humanity, male and female, is made in God's image and blessed by God's care and love. This gives all human beings a dignity that cannot be taken away. "Whenever we face another, we see a reflection of God's infinite love and glory."

... As God's image-bearers, human beings are called to love God and to love each other.

Lambeth Conference 2022

The Diocese of Waiapu celebrates the work and ministry of Anglican Care Waiapu in the communities that make up our Diocese. In 2021 the Diocesan Synod adopted a new canon for the Waiapu Anglican Social Services Trust Board, the governing body of Anglican Care Waiapu. In that canon we reshaped how the Board and ACW can do the work of their mission and introduced the important concept of Te Oranga Ake o te Ao. This concept has been gifted to Waiapu through Te Pihopatanga o Aotearoa and reflects the life-giving and well-being of all people. The revised canon deliberately reflects the relationship that Waiapu has with Te Pihopatanga o Aotearoa from our long history and importantly how that relationship is worked out locally with nga hui amorangi o Te Tairāwhiti, me Te Manawa o Te Wheke.

The work of placing this relationship within the canon gives special meaning to how we minister together, how we serve together and how we grow communities together that are shaped by the Gospel of Jesus Christ. We commit ourselves as God's image-bearers, to love God, to strive for equity, to serve with joy, to build up and restore lives in our communities.

I am excited by the steps we have taken to forge this new pathway together, to be refreshed and revitalised for the present and the future of Anglican Care Waiapu.

The Right Reverend Andrew Hedge
Bishop of Waiapu



John Palairet
Chair Waiapu
Anglican Social
Services Trust Board



Lucy Laitinen
Chief Executive Officer

Chair and CEO Joint Report

The undoubted highlight of the last year was the historic revision of ‘Canon 18’, the document that acts as our trust deed and sets the direction and parameters of the work of Anglican Care Waiapu.

Following work with the Board and wider Diocese of Waiapu in previous years, in September the Synod (governance body of the Diocese) voted unanimously to revise Canon 18 to broaden our purpose, allow us to work and invest within and outside of Waiapu, and to deploy our financial resources for social good, not just financial return.

In preparing for the change, we worked closely with the Mihinare (Māori Anglican) Church who introduced to us the concept of *oranga ake o te iwi* (broadly human flourishing or fullness of life), which we embedded into our canon as a beacon for decision making. Our purpose is to support *te oranga ake o te iwi* of the people of our Diocese with particular focus on *Te Pihopatanga o Aotearoa* and the Diocese of Waiapu. You can read more about the far-reaching implications of this change in the report.

The work of Anglican Care Waiapu was again disrupted by COVID-19 last year but staff and volunteers have gone above and beyond to ensure that clients and *whānau* are well cared for and the results of our second annual outcomes report are pleasing. We implemented a significant organisational change to deepen our sector expertise and as a result farewelled some longstanding staff and brought on new staff. This change coincided with us bringing all parish-based Growing Through Grief Services into Anglican Care Waiapu under one manager.

After the balance date we took on the staff and contracts of The Trust Tararua in Pahiataua, forming a new service in the Tararua region called Tararua Community Services.

In the last year we have seen significant changes in governance. We have farewelled two of our trustees: Brian Watkins from Havelock North and Karen (KB) Williams Below (Ngai Te Rangi and Ngati Whakaue) from Wellington. Both brought a strong focus on social justice and both shared a particular commitment to staff wellbeing. We thank them for their service and wish them all the best for the future.

At the end of 2021 we welcomed new trustee Chris Malcolm of Napier, a parishioner at All Saints Taradale and a lecturer in mental health, addictions, and wellbeing at Eastern Institute of Technology. After the balance date, historian and priest Venerable Dr Hirini Kaa of Auckland (Ngāti Porou, Ngāti Kahungunu and Rongowhakaata) joined the Board. Rev'd Kaa is Archdeacon Matauranga for Te Pihopatanga and his appointment deepens our organisation's connection with the Mihinare church and will significantly enhance our Board's understanding and practical application of *matauranga*. We also brought on an independent Risk and Assurance Chair, Sarah Park of Napier, to ensure a greater level of oversight of how we use our resources.

Thank you to our trustees, staff, volunteers, and supporters. We are living in unusual times but our vision of Fulfilled Lives, Connected Communities is more relevant than ever – you continue to inspire.

Ngā mihi,

John and Lucy





From left to right: Chris Malcolm, Rev'd Jo Crosse, Ven Dr Hirini Kaa, John Palairet, Bishop Andrew Hedge, Russell Wills. Inset image: Evan Turbott

Governance & Leadership

Board

Chair

John Palairet

Chair of Risk and Audit Committee

Sarah Park

Trustees

The Rt Rev'd Andrew Hedge

Evan Turbott

The Rev'd Jo Crosse

Russell Wills

Brian Watkins

(resigned December 2021)

Karen Below

(resigned May 2022)

Chris Malcolm

(appointed December 2021)

Ven Dr Hirini Kaa

(appointed August 2022)

Senior Leadership Team

Chief Executive Officer

Lucy Laitinen

Chief Financial Officer

Jules Morgan

General Manager People and Culture

Joanne Morris

General Manager Operations

Andy Pilbrow (appointed September 2022)

General Manager Programme Design and Evaluation

Sarah Mulcahy

46

Number of new staff

50

Number of staff leaving the organisation



Workplace diversity

97% Female employees

3% Male employees

Our People



Hours donated by our volunteers

7,602



Hours worked by ACW employees to deliver services

195,942



- Māori 15.3%
- NZ European/Pākehā & Māori 5.46%
- European 5.46%
- NZ European/Pākehā 60.66%
- Pacific Island 0.55%
- Asian, Indian & Latin American 4.37%
- Unknown 4.92%
- Other 3.28%



Staff Satisfaction (Employee Engagement Survey)

95% ACW as an organisation (up from 93% in 2020)



95% ECE Staff Satisfaction



Staff Turnover (all ACW)

28%

NB: Staff Turnover includes COVID exits and organisational restructure.



Highlights

21-22

Highlight - Mission Aligned Investment

At the beginning of 2021 we put in place a mission aligned investment framework but needed to wait for the historic revision of 'Canon 18' at the Diocesan Synod in September to bring this framework and way of thinking to life. We now have three distinct investment strategies, or Kete of resources:

- › Kete 1 is continued investment in ACW operations and support to parish outreach;
- › Kete 2 is impact partnerships with other organisations to bring about *oranga ake o te iwi*; and
- › Kete 3 is impact investment in which we seek to achieve "blended" financial, social and/or environmental returns, not just financial returns.

Our first action was to take an equity share in **Christian Savings Limited**, a non-bank deposit taker that provides loans to churches, church organisations, and community housing providers. This was our first Kete 3 impact investment and it has already resulted in fruitful relationships and opportunities for other impactful investments.

We then proceeded to develop formal relationship and funding agreements with the **Diocese of Waiapu** and **Te Pīhopatanga** as our first Kete 2 investments. Through these relationships we seek to support the work of both entities, bound by a shared commitment to the Five Marks of Mission. In the Kete 2 space we have also developed a collaborative partnership with **The Hastings Church and Hastings District Council** to set up a community hub for the homeless, grounded in Gospel values of love, inclusion, compassion, justice, and hope.

Our new Kete 2 and Kete 3 Board sub-committees oversee this new and important work. ●



Highlight - Embracing best practices

One of our strategic foundations is having robust processes and systems in place. This year we implemented *enableHR* and *TimeFiler*, new systems that support our human resources and payroll business processes. These enable ACW to work toward paperless processes, increased efficiencies by automation, and better reporting capabilities, impacting the whole organisation. ●

Parish Projects Highlights

The parish projects facilitator role is diocesan-wide and designed to empower parishes to make a difference in their local communities. As parishes navigate the challenges of undertaking ministry in our current environment, parish projects provide a way the church can continue to have a community presence through community development.

Through ACW funding, the parish projects facilitator role provides a resource to local parishes by researching the needs within their local communities, providing seed funding and advice to get started, and finally, evaluation so we can learn together.

In the last year, 'Senior Chef', a free 8-week cooking programme for those over 60, has been rolled out across the Diocese of Waiapu. This highly successful programme originated in Canterbury over 12 years ago and helps older people to gain kitchen confidence, motivates them to cook healthy meals, offers savvy shopping tips and is a place make new friends.

One of the significant advantages of this programme being parish-based is that it grows from a cooking programme focussed on older people's nutritional needs into a pathway into a community. It addresses social isolation issues in older adults. It is a programme that, with the help of ACW funding, meets a need within our communities and fits nicely with the demographic of our parishes.



Rev'd Alan Burnett and children at Tamatea Primary School.

Senior Chef is currently run in Pāpāmoa East, Otūmoetai, and Gate Pā. We have memorandums of understanding signed for Senior Chef to run in Ōpōtiki, Whakatāne, Taradale, Central Hawke's Bay and Hastings.

Another initiative is the development of part-time roles in the parishes of Otūmoetai, Holy Trinity Tauranga, and Taradale, which offers the capacity for these parishes to be outward-focused. These roles focus on engagement with the community by coordinating activities such as lunches, play groups, and pastoral care.

Other parish projects have included:

- › providing St John Mental Health First Aid training through the Parish of Greater Hastings;
- › A 'Village Green' concept at Holy Trinity in Tauranga. This provides the parish opportunity to explore and develop the activities utilising the greenspace surrounding the church and inviting community to use the space in new ways;
- › community meals for Ni-Vanuatu RSE workers in the Parish of Te Puke;
- › a 'Duffy Books in Homes' partnership with Tamatea Primary School and the Parish of Taradale;
- › COVID-19 wellness packs for the parish of Central Hawke's Bay. ●





Early Childhood Education (ECE)

Waiapu Kids early childhood education centres provide community-centred, quality early childhood education across Bay of Plenty, Tairāwhiti, and Hawke’s Bay.

Our early childhood education philosophy is underpinned by the belief that every child is unique and created in the image of God. Along with connections to local parishes, our local curriculum and philosophy supports education and care that centres on equitable and excellent learning outcomes for the child and acknowledges the culture and whānau that the child brings with them.

COVID-19 restrictions provided challenges once again this year with further lockdowns under level 3 and 4 before moving into the traffic light system which saw our centres working under both the orange and red settings. During the lockdowns staff continued to work remotely collaborating with each other and engaging with tamariki and their whānau through online tools and phone calls, providing opportunities to continue to engage with the learning process. All staff were retained and paid in full. Child attendance dropped during the period reflecting a national trend; however, we have seen a steady increase since the lifting of restrictions.

Proving a bigger challenge towards the end of 2021 was the impact of mandatory vaccination for roles in education. This affected all staff working in our ECE centres. A consultation process was completed with all staff on this mandatory requirement and resulted in losing five valued staff members who opted not to be vaccinated. This was a particularly difficult period for all involved and all staff were supported throughout this process.

This year the eight Waiapu Kids early childhood education centres have been reviewed by the Education Review Office (ERO) under the new cluster approach. This involves reviewing governance and

“

*Kia ora e te whānau,
I just wanted to
flick through a little
kōrero on behalf
of myself and my
little whānau for
our beautiful kaiako
and preschool”*

—
PARENT

management aspects of the organisation as a whole and then visiting and reviewing all eight ECEs separately. The review, *Akarangi | Quality Evaluation* evaluates the extent to which our early childhood services have the learning and organisational conditions to support equitable and excellent outcomes for all learners.

This was a great opportunity for us to evaluate the effectiveness of our approach to governance and management and how effectively our Education Practice Framework and tools that were implemented in 2020 were supporting excellence in pedagogical practice and identify where we need to make improvements. The full report was not available at time of writing, however the preliminary findings from the centre reviews have been very positive and are summarised as follows:

- › Governance has supportive robust systems that support investigation and help curriculum decisions while supporting outcomes for children.
- › Leaders and kaiako collaboratively develop and maintain responsive and respectful partnerships with children.
- › Kaiako work in partnership with children, parents and whānau to support children’s developing social competence, emotional well-being, and cultural connectedness in play-based contexts.
- › Leaders and kaiako have professional knowledge, including subject knowledge, which enables them to respond meaningfully to children’s interest-based inquiries and to support the development of their understandings, working theories and dispositions.
- › Leaders and kaiako take personal responsibility for their own professional learning.
- › Kaiako actively engage in critical reflection, problem solving and collaborative practice.
- › Kaiako apply new knowledge and engage in professional discussions.
- › Relational trust at every level supports collaboration, risk taking, and openness to change and improvement.

Recognising the importance of building resource capacity and capability in quality early education practice led to the reorganisation of our structure, resulting in the creation of a new role of Education Manager that is accountable for practice and operational leadership, enabling a practice/technical lead approach rather than a geographic approach to leadership and management oversight. ●

Waiapu Kids Merivale Whānau Aroha Renovations

Waiapu Kids Merivale Whānau Aroha in Tauranga has been operating in a mixed age setting in the community of Merivale since 2005. In 2016 they increased their license (number of children) to respond to the community’s needs to cater for more children under the age of two. As a result of this the decision was made to undergo a major renovation project to create an environment that better supported teachers to promote more positive social competence and appropriate spaces for age-related learning. The centre was closed for six weeks during the renovation project. During the shutdown staff kept in close contact with centre whānau and updated them on the renovations along the way. Staff kept themselves busy completing training and professional development along with visits to other ACW services in the Bay of Plenty where they gained new perspectives and established new professional relationships.

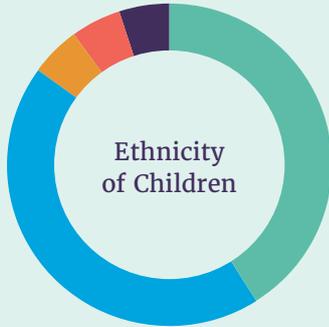
Since reopening, staff and tamariki are benefiting from the improved functionality the centre brings with older children able to do projects in the project room and the infants and toddlers sleeping longer in their new secluded sleep sanctuary. The improved access to the outdoor environment has given the tamariki increased freedom and space to explore.

YEAR IN

REVIEW

Early Childhood Education Services

Who...



- Māori 41%
- NZ European/Pākehā 44%
- Pacific Island 5%
- Indian 6%
- Other 5%

How much...



84,746

Number ECE contact hours provided

553

Children attending ECE from 01.04.20 to 31.03.21

110

Transitions to School

Outcomes...

Outcomes which ACW aims to contribute towards

All "Waiapu Kids" children are able to access and experience high quality early learning, regardless of background, circumstance or ethnicity.

Effective initiatives that support learning, development and wellbeing are available to those children, families and whānau who require additional support.

ACW teachers and centre staff are engaged and satisfied with their roles and ACW is an employer of choice. All children who reach school age experience a positive and supported transition to school.

ACW ECE staff engage in relevant and valued professional learning and development (PLD) which strengthens practices that benefit children.

Measures

Registered teacher ratios are above 80% in every ACW ECE.

Value of the equity and targeted funding received.

Average value of fees charged to parents.

Hours and type of professional development provided.

% Parent feedback that is positive regarding the quality of teaching/care.

% Enrolled tamariki with access to whānau aroha support.

Number of children graduating to primary school.

100% of Waiapu Kids Centres undergo Akarangi ERO evaluation without triggering an Akanuku (assurance) review. (Pre 2022 measure was achievement of ERO Quality Evaluation rating of "sustaining" or "excelling")

Performance 2021-2022

87%

\$241,161

Fees not standardised

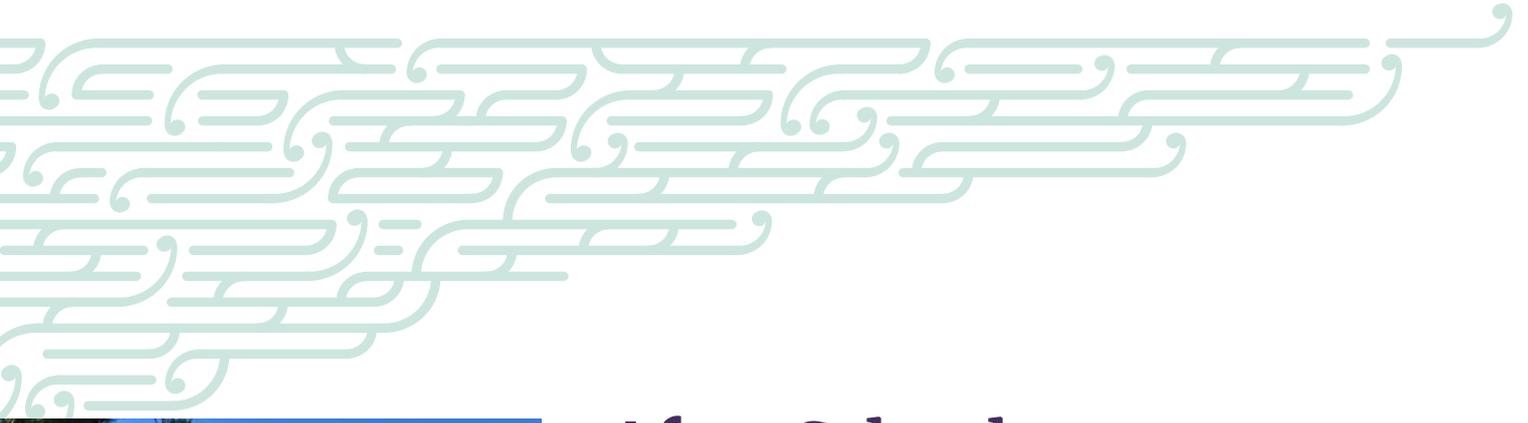
1420

95.43% for ECE
100% for OSCAR

36%

110

Shift to new ERO review framework
100% of centres underwent Akarangi evaluation (reports awaited)



After School Programme

After School @ St Luke's OSCAR programme ran from the St Luke's Parish in Havelock North.

The past year saw the programme face challenges caused by COVID-19. After School @ St Luke's relied on parish volunteers to support the programme, run the homework service and be a connection between the parish, the children, and families. Due to their vulnerabilities the volunteers were encouraged to stay home while the COVID-19 risk was high.

The community garden at the back of St Luke's was of great interest to the children all year. Different vegetables for the different seasons were sown and harvested. Children shared the produce with their families and community. The experiences had in the garden were extended throughout the programme. Children made bird feeders, garden decorations, and learnt the names of different plants and how to care for them. Learning and wonder were fostered through growing sunflowers and observing the lifecycle of the monarch butterfly in the same garden. Children from the neighbouring primary school attended the after school programme. Each day they were collected from school and returned to St Luke's by a walking school bus. On their way the children walk past the garden and were eager to get in to it to apply their developing horticulture skills.

Post the balance date ACW and the Parish of Havelock North made the difficult decision to close the After School @ St Luke's programme due to staffing challenges and a drop in the role resulting from changes in parents' working patterns as a result of COVID-19 (i.e. more work from home).

We are open to reviewing this decision in the future if the situation changes. ●

YEAR IN

REVIEW

After School Programme (OSCAR)

Who...



- Māori 2%
- NZ European/Pākehā 66%
- Pacific Island 2%
- Indian 2%
- Other 37%

Ethnicity of OSCAR children



- Māori 8%
- NZ European/Pākehā 62%
- Other 31%

How much...



93

Total Number of children attending OSCAR After School from 01.04.21 to 31.03.22



192

Number of days OSCAR has been provided

123

14

Number of Days Holiday Programmes ran from 01.04.21 to 31.03.22







Older People's Programmes

The COVID-19 global pandemic has continued to disrupt our clients' normal routines. Our four older people's programmes, which operate over five locations, have needed to be responsive to different needs the past year.

Our staff are often a key connection to the outside world for our clients in a time that has created many obstacles and boundaries to connection. Our programmes were closed or operated in a very limited way during alert levels 2 and 3 and in the red traffic light setting.

Our dedicated staff, volunteers and clients have endured an ever-changing landscape of programme delivery.

Our usual activities of hot meals and friendship in familiar surroundings have continued to operate but with smaller numbers to adhere to Ministry of Health guidelines.

When we were unable to open we changed to an outreach version of our programme where we connected with our clients by phone or video calls. We dropped off meals and did their weekly shopping.

We were sad to close the Arohaina Centre in Gisborne during the middle of the August 2021 COVID-19 lockdown. This difficult decision was made due to many factors but especially that the building had been sold and we were given notice. The decision was not made lightly and we undertook a review of the Arohaina Centre's relationship with the Gisborne parish, the services provided to our clients, the client group, our outcomes, staff, and funding, and what other services were available for older people in Gisborne.

Despite the challenges faced throughout the year our older people's programmes were well supported with clear policies and mandatory guidelines. We kept our clients safe and the positive outcomes for our clients were able to be tracked.

“

*As a cook
at Pakeke
I thoroughly
enjoy preparing
and cooking
nutritional meals
for the clients.”*

—
STAFF MEMBER

Overall our clients feel their quality of life has improved as a result of attending our programmes and the support offered during COVID-19 has been of great assistance. Key words that often pop up in our feedback are excellent service, happy, satisfied, good and well. These are great outcomes for the older people in our community. ●

“

As a van driver I enjoy interacting verbally with the elderly. The Pakeke vans are safe vehicles to drive.”

—
VOLUNTEER

Client Story

Recently we noticed that the personality of one of our clients had changed. He was usually outgoing but had become quiet and grumpy. He was worried that he would lose his driver's licence. We discussed the matter and we encouraged him to talk to his GP. We also had a phone call from his wife who was distraught because her husband was being extremely difficult at home.

A little bit of good listening and practical advice went a long way.

After a few weeks the husband successfully renewed his driver's licence. His positive demeanour returned. His wife called to say how things were much better at home now too.

Both husband and wife were tremendously grateful for the support they were given. His wife commented “Thank you so much for all your help. I haven't got anyone else to talk to. You have been so kind.”

Client Story

Mr A was referred to Pakeke by his GP, due to social isolation after his wife had passed away. The first day Mr A walked into Pakeke he was a little overwhelmed with the acknowledgements from people/other clients who knew him as a past business owner in Waipukurau. This created lots of conversation and reassurance. Mr A participated in all the activities and especially enjoyed his 2-course lunch. At the end of the day Mr A asked if he could attend again. He is now attending twice a week and is grateful for the renewed friendships.



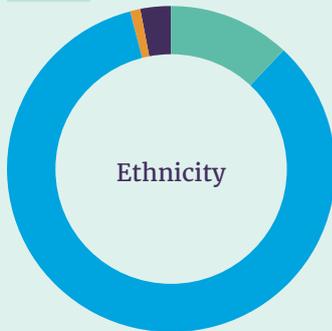
Murray and Rhena at the Kauri Centre.

YEAR IN

REVIEW

Older People's Programmes

Who...



- Māori 12%
- NZ European/Pākehā 84%
- Pacific Island 1%
- Other/unknown 3%

How much...



364

Total number of clients



599

Total number of days older peoples' day programmes ran (group programmes only)



9,376

Total number of attendances

Outcomes...

Outcomes which ACW aims to contribute towards

All older people and their carers engaged in ACW programmes are supported to age well in ways appropriate to their needs and cultures.

All older people and their carers engaged in ACW programmes experience positive relationships with others, feel connected and enjoy life.

All older people and their carers engaged in ACW programmes access the support and advocacy they need to live their lives positively.

Older people engaged in ACW are prepared for transition as their independence changes and they remain connected to a social network throughout their transition.

Measures

Change in Older People's Quality of Life measure (OPQOL) at enrolment and then at review. Rated from 1 very good to 5 very poor.

% Client and carer satisfaction feedback.

Number of clients on a waiting list at year-end.

Number of clients referred to the service.

Referrals to external organisations and other ACW services.

% Staff turnover.

Number of client incidents - trips and falls.

Performance 2021

Average score 1.94 on entry
Average Score 1.77 on review

99% Satisfied or Very Satisfied

0

83 new clients

29 referrals made

14% (excluding COVID-19 exits and service closure)

5





Family Services

ACW’s three family services in Pāpāmoa, Gisborne, and Tararua provide counselling, social work, financial advice, group programmes, and community initiatives to support people to make positive changes in their lives.

After the balance date we took on the staff and contracts of The Trust Tararua, in Pahiatua, and joined them with Tararua Family Services to form a new service called Tararua Community Services. This followed two years of relationship building with the trustees and staff of The Trust Tararua to ensure values alignment and shared commitment to the Tararua region. The new service, with offices in Pahiatua, Woodville, and Dannevirke, will allow our reach to extend from Dannevirke down to Eketāhuna. Our challenge now is to ensure our services are accessible to the whole community and continue to offer the mix of clinical social work and counselling care traditionally provided by ACW’s Tararua Family Services alongside the responsive community-driven activities The Trust Tararua was known for.

Our other two family services, Te Hapara Family Services in Gisborne and Pāpāmoa Family Services in Tauranga, continue to provide social work and counselling support and both run therapeutic group programmes. Pāpāmoa Family Services also provides financial advice and food to the community, much of which is gathered at the annual community food drive at Christmas each year. ●

“

Thank you very very much for the kai and general support. What an outstanding service you provided with genuine care. My whānau and I appreciated this very very much.”

— CLIENT

Client Connect Contract at Tararua

Community Connectors are funded by the Ministry of Social Development and tasked with providing a response service to the impacts of COVID-19. Unlike other contracts, the specifications of the Connector service change regularly, pivoting from supporting whānau during times of virus outbreak to focussing on wider issues, like employment support. Community Connectors are 'roll-up-your-sleeves' type people who are passionate about supporting those who have been impacted by COVID-19. We are blessed to have Trudie Flynn and Janine Bonny providing this service for Tararua Community Services covering Woodville, Pahiatua and Eketāhuna.

"Our roles allow us to bring empathy and understanding to isolating families. We lend an ear and help them through the seven days of isolation by picking up medical prescriptions and doing grocery shopping. At first contact whānau receive a pre-prepared COVID-19 pack with the latest Government information about isolating at home, where to get help, along with paracetamol and throat lozenges to help ease symptoms. We include playdough, puzzles, and toys to entertain children and provide kai packs and pre-made meals so adults can rest and recover."

So far this year the team have supported 275 whānau – a total of 1,042 people in the southern Tararua communities. A total of 249 kai packs and 248 care packs have been distributed. A small group of volunteers have also cooked and distributed 606 meals. Trudie and Janine have also provided RAT test packs to 195 households.

The feedback from recipients of this service has been 100% positive. Most people cannot believe that they have been cared for so well by their community which is exactly how we want them to feel. Aroha in action!

Client Story

'Kate' was exposed to family violence from childhood which led to removal from her parents' guardianship. She spent time in multiple foster homes which left her scarred but determined to never let her children go into foster care.

Drugs and alcohol were a problem for Kate who became the victim of partner violence. Police and Oranga Tamariki intervened for her children's safety.

Our family service was contacted as part of an early intervention multi-agency response, where all agency professionals work together to share resources and information. A plan was developed involving all the relevant agencies, based on the whānau's needs.

Kate formed a trusting therapeutic relationship with our social workers and enrolled her children at Waiapu Kids. Attending the centre increased their support, safety and protection. This has led to their learning and developmental needs being assessed and addressed.

Clients' strengths and needs are at the heart of how our family services work. Working collaboratively with other agencies helps keep the dignity of clients and whānau intact who do not have to repeat their stories over and over to many people. Kate has worked towards achieving a home without violence.

YEAR IN

REVIEW

Family Services

Who...



Ethnicity of clients

- Māori 42%
- NZ European/Pākehā 46%
- Pacific Island 2%
- Indian 1%
- Other/unknown 11%

How much...



354

New clients referred into our services



495

Total clients engaged in our services

Outcomes...

Outcomes which ACW aims to contribute towards

Individuals and families/whānau engaged with ACW family services are empowered and experience positive relationships.

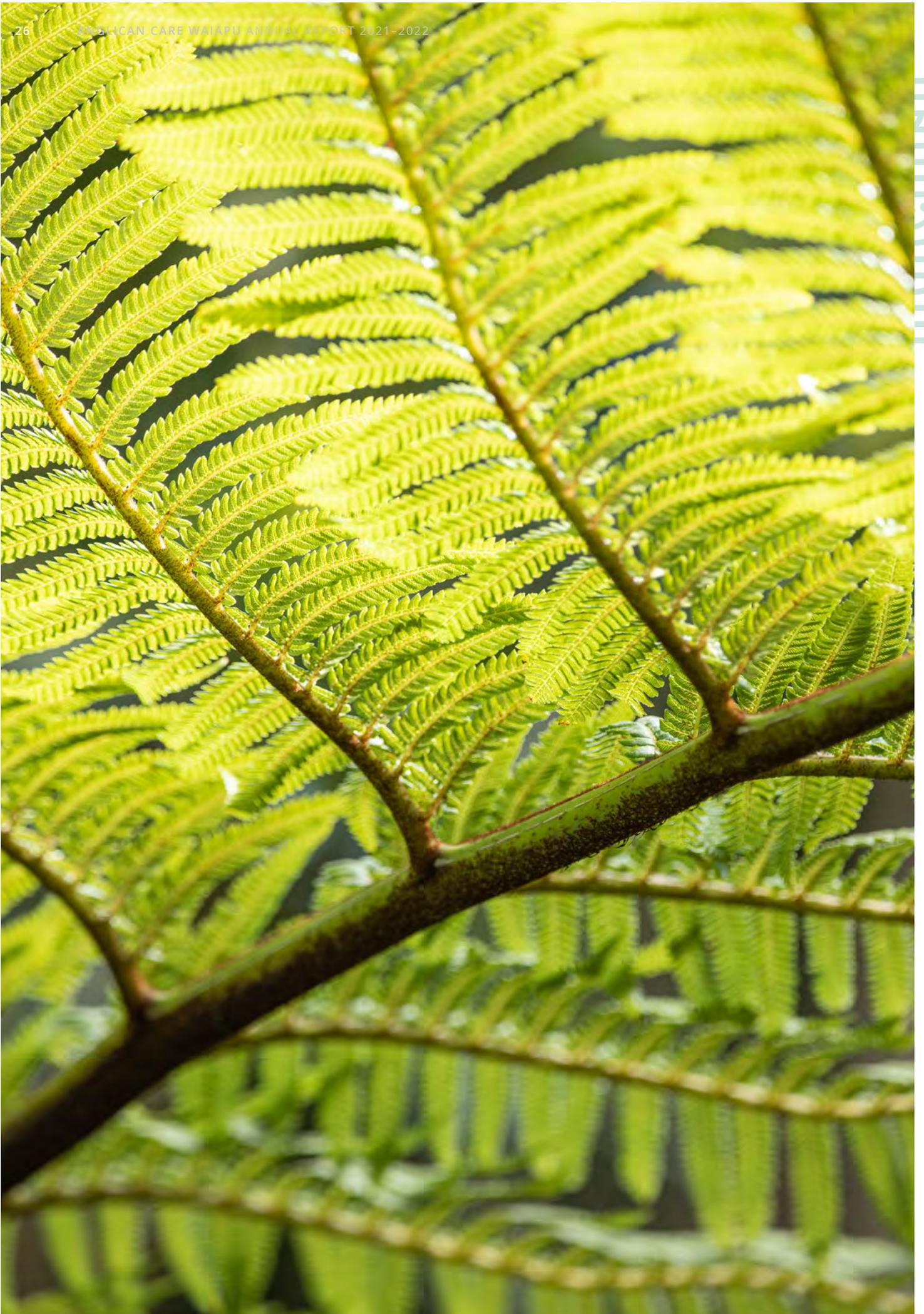
Individuals and families/whānau engaged with ACW family services are supported to achieve their self-determined goals and have access to the resources they need to thrive.

Whānau engaged with ACW family services are living violence-free lives and are supported to recover from trauma.

Measures

Performance 2021

% of client goals achieved. (Partial & Fully)	90.3
% of client satisfaction feedback that is positive.	99.5%
% Improvement in client wellbeing score.	43.2% Adults 16.7% Tamariki 19.1% Strong Women
Compliance with MSD/OT reporting, monitoring and audit.	Level 2 Social Sector Standard Accreditation. Seven standards met, three partially met.
Number of referrals of engaged clients to external organisations.	62
% BFC Closed Clients with reduced debt.	4.3%
% Staff Turnover	25%
Hours of professional development provided.	357





Growing Through Grief



Just wanted to let you know me and the kids are doing great, and I think of you so often and so much gratitude for the space you gave us”.

CLIENT

ACW’s Growing Through Grief service provides Seasons for Growth® education and peer-support programmes for children, young people, and adults who are experiencing change, loss, and grief in their lives. This might be the death of a loved one, parental separation or divorce, moving house or school, or any other life changes and losses.

The metaphor of the four seasons provides a framework within which participants can explore their experiences of grief with others. They learn skills to understand their loss and strengthen social and emotional wellbeing in a safe constructive environment.

Our programmes receive no Government funding but ACW is committed to provide these programmes in ten locations around Waiapu.

GTG hit a milestone in February 2022 when four previously parish based GTG co-ordinators were welcomed into our ACW whānau. This means all locations have been combined under a single management structure. Each co-ordinator brings passion, local knowledge, and an earnest drive to help those struggling with grief or change. Growing Through Grief would not be where it is today without our parishes and all those who have been supportive since its beginning over three decades ago.

This coincided with our own internal restructure to better support the delivery of these programmes. The pathway forward to expand our presence and have a greater GTG voice in our communities has begun.



The Seasons for Growth® programme is evidence-based and since 2019 we have been consistently gathering outcomes data. We have measured the social impact of our programmes. We ask participants to complete an approved age-appropriate methodology questionnaire that gauges wellbeing before and after each programme. The evidence collected shows improved wellbeing after attendance and the results continue to be exceptionally positive.

Between the single leadership approach and the collective passion of the team we are now able to really focus on further strengthening this service. We look for ways to increase our impact in communities while continuing to work closely with our parishes. ●

Client story

Often when adult whānau are enrolling their children into Growing Through Grief, the children do not always know why or are as keen as the person enrolling them. This was the case for a 13yr old male this year. He came (having to walk from school) reluctantly, to the first session.

Before the second session, the following week, the whānau phoned to say he was not that keen and what should they do. It was agreed to see if he would come one more time and then decide what he thinks. Fast forward to the final session, seven weeks on. The whānau got in touch to say the boy was torn because he had a sports game after school on the same day and time as the final session and he didn't know what to choose. The whānau asked if we would do an individual session (even offered to pay) as he didn't want to miss out. The offer was declined and as it turned out he decided to come to his final GTG session instead of sports. What an amazing commitment to himself this young person made and an example of how our GTG service relates well to those who need support.

YEAR IN

REVIEW

Growing Through Grief

Who...



- Māori 46%
- NZ European/Pākehā 49%
- Cook Island 1%
- Other/unknown 3%

How much...

51

Companions trained to deliver Seasons for Growth programmes

23

Parents assisted with supporting their children's feelings of loss and grief through Growing Through Grief service

463

Number of children and young people assisted with managing their feelings of loss and grief through the Growing Through Grief service

20

Number of adults assisted with managing their feelings of loss and grief through the Growing Through Grief service

Outcomes...

Outcomes which ACW and DoW aims to contribute towards	Measures	Performance 2021
People engaged with Growing through Grief have improved confidence and self-expression.	% Change in participant overall happiness (wellbeing) score on completion of the programme.	Children = ↑ 8.6% Teenagers = ↑ 15.9% Adult = ↑ 16.9%
Whānau across the Diocese of Waiapu have access support for loss, grief and change regardless of their circumstances.	% Change in participant confidence scores on completion of the programme.	Children = ↑ 8.0% Teenagers = ↑ 10.3 Adult = ↑ 11.3%
Communities are better informed about grief loss and change.	Number of Sessions or programmes provided by location and type.	Children = 106 Teenagers = 8 Adult = 14
Whānau engaged with Growing through Grief have improved wellbeing.	Participant numbers by, age, gender and ethnicity.	Total Participants 526
People engaged with Growing through Grief experience improved communication within their whānau.	% Positive participant feedback that the programme met its aims on completion (how much the programme helped them)	Children = ↑ 98% Teenagers = ↑ 100% Adult = ↑ 92.6%

GTG figures are from 1 January 2021 to 31 December 2022. COVID-19 had a large impact on the delivery of the service and this is reflected in a drop in the number of programmes we were able to run.

Consolidated Annual Financial Statement

Statement of Revenue and Expenses

	2022	2021
	(\$000)	(\$000)
Operating Revenue		
Operating Income	6,079	4,883
Other Income	2,064	4,499
Total Operating Revenue	8,143	9,382
Operating Expenditure		
Employee Costs	7,440	5,891
Operating Expenses	2,418	2,220
Depreciation	235	381
Other Expenses	120	79
Total Operating Expenditure	10,213	8,571
Surplus/ (Social Investment)	(2,071)	811
Revaluation of Investments	1,042	12,341
Reported Surplus/(Deficit)	(1,029)	13,152

Statement of Financial Position

	2022	2021
	(\$000)	(\$000)
Assets		
Non Current Assets		
Property Plant and Equipment	3,183	2,950
Other Receivables	372	537
Financial Assets	70,973	72,544
	74,528	76,031
Current Assets		
Cash and Cash Equivalents	81	937
Trade and Other Receivables	262	369
Other Investments	4,881	3,435
	5,224	4,742
Total Assets	79,753	80,773
Liabilities		
Non Current Liabilities		
Other Liabilities	18	-
	18	-
Current Liabilities		
Trade and Other Payables	1,721	1,741
Other Liabilities	10	-
	1,731	1,741
Total Liabilities	1,750	1,741
Net Assets/Equity	78,003	79,032

These summary financial statements have been extracted from the full financial statements.

All figures are in \$NZ and rounded to the nearest \$1000.

The full financial statements were authorised for issue by the Trustees on 18th August 2022.

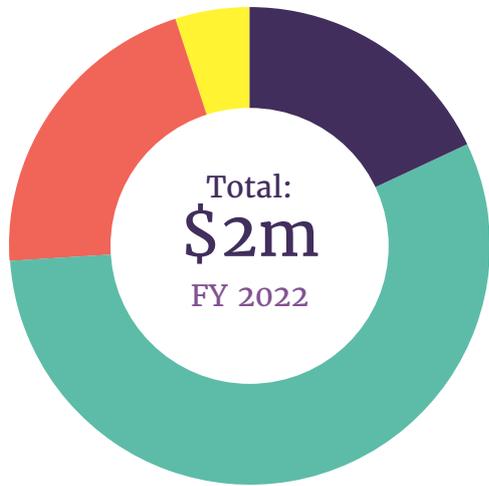
The full financial statements have been prepared in accordance with the Public Benefit Entity Standards Reduced Disclosure Regime (PBE Standards RDR) and they comply in full with those standards.

The summary financial statements do not include all the disclosures provided in the full statement and cannot be expected to provide as complete an understanding as provided by the full financial statements. The full financial statements have been audited and an unmodified opinion was expressed over all periods presented in these summary financial statements.

A full set of the audited financial statements is available from the Charities Services website www.register.charities.govt.nz.

1. Operating Income includes Government Income, Fees, Fundraising and Sundry
2. Other Income includes Grants, Donations, Investment and Other Income

Mission Aligned Investment



Kete 1 ACW and parish

- Education Sector

- Community Programmes

- Growing Through Grief Sector

- Parish Projects



Kete 2 Impact partnerships

- FY 2022 funds invested in partnership

- Committed funds

- Uncommitted funds



Kete 3 Impact investments

- Kete 3 - Investments made FY 2022

- Kete 3 - Investments committed

- Kete 3 - Uncommitted funds



Our Services

Early Childhood Education

Waiapu Kids Abbotsford

Manager: Stephanie Bond
E: stephanie.bond@acw.org.nz
P: (06) 857 8965
A: 16 Kenilworth St, Waipawa

Waiapu Kids Merivale Whānau Aroha

Manager: Saskia Dean
E: saskia.dean@acw.org.nz
P: (07) 571 5121
A: 45 Henderson Cres, Merivale, Tauranga

Waiapu Kids St Francis Whānau Aroha

Manager: Erin Batley
E: erin.batley@acw.org.nz
P: (07) 347 3080
A: 13 Thomas Cres, Western Heights, Rotorua

Waiapu Kids St George's

Manager: Phillip Ozanne
E: phillip.ozanne@acw.org.nz
P: (07) 308 6934
A: 32 Domain Rd, Whakatāne

Waiapu Kids St Matthew's

Manager: Vacant
E: stmatthews@acw.org.nz
P: (06) 878 6924
A: 207 Lyndon Rd West, Hastings

Waiapu Kids Te Hapara Whānau Aroha

Acting Manager: Julz Hohipa
E: julz.hohipa@acw.org.nz
P: (06) 867 6770
A: 776 Childers Rd, Te Hapara, Gisborne

Waiapu Kids St. Mary's Family Centre

Manager: Alice Heath
E: alice.heath@acw.org.nz
P: (07) 575 9915
A: 1 Marlin St, Mt Maunganui

Waiapu Kids St Mary's Tahatai

Manager: Trish Parkes
E: trish.parkes@acw.org.nz
P: (07) 572 5016
A: 114 Evans Road, Pāpāmoa

Family Services

Pāpāmoa Family Services

Manager: Tara Hedgman
E: tara.hedgman@acw.org.nz
P: (07) 574 7170
A: 35E Hartford Ave, Pāpāmoa

Tararua Community Services

Manager: Kelly Wyllie
E: kelly.wyllie@acw.org.nz
P: (06) 374 5029 / (06) 376 7608
A: 8 Ward St, Dannevirke
A: 43 Main Street, Pahiatua

Te Hapara Family Services

Manager: Nicola Dimery
E: nicola.dimery@acw.org.nz
P: (06) 927 7070
A: 776 Childers Rd, Te Hapara, Gisborne

Growing Through Grief

Growing Through Grief Manager: Sandie Speeden
E: sandie.speeden@acw.org.nz
P: (0800) 229 484
P: 0275556707

Central Hawke's Bay

Coordinator: Sally White
E: sally.white@acw.org.nz
P: (0800) 229 484
P: 021751814
A: PO Box 276, Waipukurau

Tairāwhiti

Coordinator: Nicole West
E: nicole.west@acw.org.nz
P: (0800) 229 484
P: 021814810
A: 776 Childers Rd, Gisborne

Hawke's Bay

Coordinator: Susan Haldane
E: susan.haldane@acw.org.nz
P: (0800) 229 484
P: 021581512
A: PO Box 227, Napier

Hawke's Bay

Coordinator: Kristen Swain
E: kristen.swain@acw.org.nz
P: (0800) 229 484
P: 021981271
A: PO Box 227, Napier 4140

Ōpōtiki

Coordinator: Robyn Hahipene
E: robyn.hahipene@acw.org.nz
P: (0800) 229 484
P: 0272848540
A: PO Box 453, Ōpōtiki

Rotorua

Coordinator: Wendy Leong
 E: wendy.leong@acw.org.nz
 P: (0800) 229 484
 P: 021814816
 A: PO Box 351, Rotorua

Tararua

Coordinator: Wendy Lansdown
 E: wendy.lansdown@acw.org.nz
 P: (0800) 229 484
 P: 0212289947
 A: 8 Ward Street, Dannevirke

Taupō

Coordinator:
 Marilyn Collins-Dawson
 E: marilyn.collinsdawson@acw.org.nz
 P: (0800) 229 484
 P: 021767548
 A: PO Box 767, Taupō

Tauranga

Coordinator: Tracey Maris
 E: tracey.maris@acw.org.nz
 P: (0800) 229 484
 P: 021857846
 A: 35e Hartford Ave, Pāpāmoa Beach 3118

Tauranga

Coordinator: Fran Carter
 E: frances.carter@acw.org.nz
 P: (0800) 229 484
 P: 0210438894
 A: 35e Hartford Ave, Pāpāmoa Beach 3118

Te Puke

Coordinator: Claire Roberts
 E: claire.roberts@acw.org.nz
 P: (0800) 229 484
 P: 02108155377
 A: PO Box 67, Te Puke

Whakatāne

Coordinator: Suzanne Maguire
 E: suzanne.maguire@acw.org.nz
 P: (0800) 229 484
 P: 021767538
 A: PO Box 164, Whakatāne

Older People's Programmes

Elske Centre

Manager: Kelly Wyllie
 E: kelly.wyllie@acw.org.nz
 P: (06) 374 7070
 A: 174 High St, Dannevirke

Heretaunga Seniors

Manager: Kirsteen Keene
 E: kirsteen.keene@acw.org.nz
 P: (06) 870 7025
 A: 1120 Willowpark Rd Nth, Hastings

Pakeke Centre

Manager: Janette Birdsall
 E: janette.birdsall@acw.org.nz
 P: (06) 858 7682
 A: 71 Porangahau Rd, Waipukurau

The Kauri Centre - Pāpāmoa

Manager: Colin Oomen
 E: colin.oomen@acw.org.nz
 P: 021 135 9090
 A: 30 Evans Rd, Pāpāmoa

The Kauri Centre - Te Puke

Manager: Colin Oomen
 E: colin.oomen@acw.org.nz
 P: 021 135 9090
 A: 47 Jocelyn St, Te Puke Rd





p. (06) 834 0376

2 Bower Street, Napier 4110

PO Box 227 Napier 4140

www.acw.org.nz



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Fulfilled Lives, Connected Communities