



# Annual Report

2023–2024

anglican care | waiapu

Fulfilled Lives, Connected Communities





## What drives us

### Our Values

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

### 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’

### Our Mission Statement

‘Living the gospel through loving service’

### Our Vision

Fulfilled Lives,  
Connected Communities







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**KEY**

 Progress FY 2023

 Planned FY 2024



# 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, family services, Growing Through Grief, and services for older people. 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**  
Chair Waiapu Anglican  
Social Services Trust Board



**Joanne Morris**  
Acting Chief Executive Officer

## Chair and CEO Joint Report

Last year was one of consolidation for ACW as we near the end of our current strategic plan and look forward to closer alignment between ACW and the wider Diocese of Waiapu strategy in the coming year.

There were many highlights this year as we have worked with Te Pihopatanga o Aotearoa (Tikanga Māori Anglican Church) to understand more of the concept of Te Oranga Ake o Te Iwi (broadly human flourishing or fullness of life) and begin embedding this into our culture and decision making. A focus going forward will be on having the greatest impact on people's lives with Te Oranga Ake o Te Iwi, o Te Ao, "The good towards which humans are meant to strive; a world in which everyone can take hold of a life worthy of our humanity". This will be underpinned with the values of Aroha (love), Rongo (peace) and Hari (joy) with "Lives of Aroha, striving for Rongo, realising true Hari".

WASSTB are working to develop a longer-term strategy involving wider engagement from the people of the Diocese of Waiapu, Te Amorangi o Te Manawa o Te Wheke and Te Amorangi o Te Tairāwhiti.

On the 14 February 2023 Hawkes Bay and Tairāwhiti experienced the devastating cyclone Gabrielle which impacted heavily on many

clients and our staff. In the face of communication challenges, disrupted access, and personal losses, the grace, determination and compassion of our staff shone and is a testament to the shared values we hold closely and the commitment to our communities. Our services were able to adapt to the changing situation and reach out to others at this time of crisis providing people and resources where it was appropriate to do so, also playing a pivotal role in facilitating the flow of resources from outside of the region to areas of need.

In 2023 we saw the resignation of our Chair John Palaret and Trustee Evan Turbott who have both faithfully served the organisation for many years, gifting us their time, talents and wisdom. We also saw a change in our senior management with the departure of CEO Lucy Laitinen who led the organisation for six years, guiding the delivery of our ambitious strategy and shifting us from a whare built on sand to a whare built on rock. We owe thanks to John, Evan and Lucy for their leadership and contribution to ACW over their years of service.



*Te Oranga Ake o  
Te Iwi, o Te Ao –  
“The good towards  
which humans are  
meant to strive;  
a world in which  
everyone can take  
hold of a life worthy  
of our humanity”*

Recruitment of the new Kaihautū/CEO is currently underway. This role is scoped differently this time to accommodate the new strategy coming forward. Recruitment of new trustees for the Board is also underway with the skills and attributes being considered to align to the needs and strategic direction of the organisation. This will ensure a diverse Board with a range of skills and experiences that will bring valuable perspectives and help drive the organisation’s success.

Thank you to our trustees, staff, volunteers, and supporters – you continue to inspire. We are living in challenging times with Te Oranga Ake o Te Iwi more relevant than ever as we step into 2024.

Ngā mihi,

Rt Rev’d Andrew Hedge  
Chair

Joanne Morris  
Acting CEO





## Governance & Leadership

### Board

**Chair:**

The Rt Rev'd Andrew Hedge

Dr Russell Wills

Ven Dr Hirini Kaa

The Rev'd Jo Crosse

Chris Malcolm

**Chair of Risk and Audit**

**Commitee:** Sarah Park

**RETIRED BOARD MEMBERS**

**Chair:** John Palairot

1 June 2012 – 24 September 2023

Evan Turbott

1 February 2012 – 25 October 2023

### Senior Leadership Team

**Acting Chief Executive Officer**

Joanne Morris

**Chief Financial Officer**

Jules Morgan

**GM Programme Design and Evaluation**

Sarah Mulcahy

**GM People and Culture**

Joanne Morris

**GM Early Childhood Education**

Joanne Hayes

**GM Community Services**

Andrea Nichols

**Waiapu Engagment Lead**

Graeme Brock

**PAST CEO**

Chief Executive Officer: Lucy Laitinen (Resigned August 2023)





Workplace diversity

**96%** Female employees

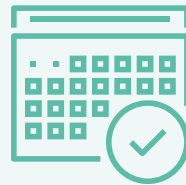
**4%** Male employees

# Our People



Hours donated by our volunteers

**8,434**



Hours worked by ACW employees to deliver services

**189,048**



- New Zealand European/ Pakeha 65%
- Māori 13%
- New Zealand European/Māori 5%
- Asian, Indian, Middle Eastern & Latin American 4%
- South African 2%
- Other 1%
- Unknown 10%



**87%** Staff Satisfaction  
(Employee Engagement Survey)





## Early Childhood Education

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 acknowledges the culture and whānau that the child brings with them and centres on equitable and excellent learning outcomes for the child.

During 2023 we further developed mechanisms for planning for and assessing individual children’s learning to enhance intentional teaching based on current evidence. This has increased the visibility of the progression of children’s learning. There has also been a focus on developing a relevant and robust local curriculum that is responsive to the aspirations of children and whānau, work that continues into 2024. Systems for continuous improvement have been redesigned and streamlined to encourage depth of reflection and impactful change. Alongside our continuous improvement activities there has been a substantial investment in professional development to support our ECE staff in delivering a varied and engaging curriculum.

Over the year there have been many celebrations and annual whānau events, including Matariki, Christmas, Nativity productions, Mother’s or Father’s Day celebrations and Easter. Each event is inclusive for whānau and fosters whanaungatanga and manaakitanga. All centres include external excursions within their curriculum to enrich the learning experience and encourage learning between tuakana (older) and tēina (younger) tamariki.

“

*Keep doing the great work you do. Absolutely love this centre and the mahi the teachers do.”*

— PARENT





*The number one thing I look for in a childcare centre is stable staff... it really makes a difference to a sense of belonging for both teachers, tamariki and parents. I always recommend the centre to other parents – The people centred and community vibe really makes it a great choice. I love it“*

—  
PARENT

In 2023 we experienced several external pressures which meant centres were operating within a context of a national teacher shortage and the implementation of partial pay parity for ECE teachers. Despite these pressures we have managed to keep qualified teacher ratios consistently above 80% and maintain Ministry of Education funding at this level. In the middle of 2023, the IT tool APT, used to manage our ECEs was phased out resulting in all centres shifting on to Infocare. While this updated tool provides much better information for business decisions, it was a major unexpected undertaking for all centre managers involving considerable investment in training.

Looking into 2024 we will implement a new approach to transition planning (including supporting Tamariki into school), continue to embed robust planning processes, further refine our annual planning. Our focus on enhancing the concept of Whānau Aroha in the centres at Te Hapara, Merivale and St Francis will use a community lead development approach to support whānau to achieve their aspirations. This will go well beyond the provision of early childhood education to enhance overall wellbeing of both tamariki and their whānau. ●



*I love the kai that is provided for our babies, I know how picky my 3 can be at home and I always hear/ see how well they eat when at kura as they see others eating the same as them. As for the end of year trips, I love being able to attend those with my babies, one thing I always looked forward to is being able to join them on their trips and they always have an awesome time with our Waiapu whānau”*

—  
PARENT



## **Waiapu Kids St Mary's Family Centre – Gardening and Fairy Adventures**

This past summer, our tamariki developed a keen interest in gardening and the enchanting world of fairies. Their enthusiasm sparked months of engaging activities, research, and conversations. Together, we created a fairy garden in the heart of our outdoor play area. This garden has since become a source of daily delight, with vibrant flowers and the occasional surprise vegetable plant adding to the magic. The fairy garden project not only fostered creativity and curiosity but also provided a hands-on learning experience about nature and ecosystems.

## **Waiapu Kids Abbotsford – Intergenerational connection**

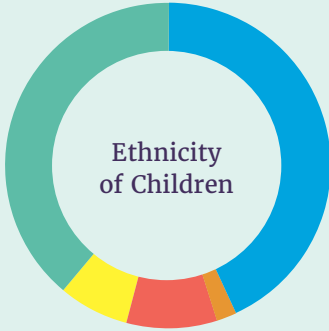
We have had many excursion highlights this year, one being the connection we have formed with another local ACW service, Pakeke Centre (Older People Programmes), taking turns hosting each other monthly. Our tamariki are always excited when it is “Pakeke Day”, and they are growing in confidence in their interactions with the Pakeke clients and staff.

YEAR IN

REVIEW

# Early Childhood Education Services

Who...



- Māori 39%
- NZ European/Pākehā 43%
- Pacific Island 2%
- Indian 9%
- Other 6%

How much...



571,430

Number of Hours children were enrolled for

554

Children attending ECE

132

Transitions to School

Outcomes...

Outcomes which ACW aims to contribute towards	Measures	Performance 2023
All "Waiapu Kids" children are able to access and experience high quality early learning, regardless of background, circumstance or ethnicity.	Registered teacher ratios are above 80% in every ACW ECE.	88% average
Effective initiatives that support learning, development and wellbeing are available to those children, families and whānau who require additional support.	Value of the equity and targeted funding received.	\$244,993
	% Parent feedback that is positive regarding the quality of teaching/care.	96%
	% of enrolled tamariki with access to whānau aroha support.	35%
ACW teachers and centre staff are engaged and satisfied with their roles and ACW is an employer of choice.	% ECE Staff turnover	17%
All children who reach school age experience a positive and supported transition to school.	Number of children graduating to primary school at age 5.	132
	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").	2022 Akarangi evaluation positive no referral for Akanuku review.
ACW ECE staff engage in relevant and valued professional learning and development (PLD) which strengthens practices that benefit children.	98% of Children enrolled are working towards learning outcomes aligned with Te Whāriki which is documented in StoryPark	85% children with a learning plan.











## Older People’s Day Programmes

Our three older people’s programmes which operate over four locations – Waipukurau, Hastings, Pāpāmoa and Te Puke.

Older Peoples Programmes offer companionship, mental and physical stimulation, and nutritious meals to enhance the quality of life for their clients. These services have maintained links with the local parishes in which they are based and are supported by dedicated volunteers.

During 2023 we made the difficult decision to close the Elske Centre in Dannevirke and established an alternative model of operation to support older people in the Tararua community that included coordinated programme activities and a companion caller programme within Tararua Community Services.

In 2023 our Hawkes Bay services experienced cyclone Gabrielle and during the initial service closure the staff established alternative ways of working to contact and support clients throughout this period. ●

“

*I am happy with the service provided. Van drivers are so special.”*

— CLIENT



### Kauri Centre – Getting out and About

This year Te Puke Kauri Centre members chose to commemorate Anzac Day by visiting Mount Maunganui RSA for lunch and a chance to remember loved ones. This was a fantastic day out, and much enjoyed by all. Our Te Puke members also enjoyed their outing to Maketū Beach, lovely sun, sand and good company. One of the most enjoyable outings for our Pāpāmoa members was a trip to McLaren Falls for a picnic lunch and outdoor games.

## Heretaunga Seniors

Heretaunga Seniors has continued to thrive over the past 12 months, with client numbers rapidly increasing. Over the past year we have been able to take our clients on a monthly van outing – supporting not only small businesses but ensuring that our clients get out to see some of our beautiful area. We have added another van with a hoist seat to our vehicle pool and this means we are able to serve more clients.

In 2024 Heretaunga Seniors have been nominated as a recipient of a Hastings District Council Civic Honours Award. These awards are made to individuals and groups for outstanding voluntary service within the community and is an award that Heretaunga Seniors has won in past years.

“

*As I have lost my driving licence due to health, I appreciate everything you do for me.”*

—  
CLIENT

“

*Doing a wonderful job. Lovely friendly atmosphere.”*

—  
CLIENT



## Pakeke Centre – Kai and Compassion after Cyclone Gabrielle.

A highlight this year was our connection with students from Hukarere Girls College. After Cyclone Gabrielle, senior girls and leaders from Hukarere Girls College visited Pakeke Centre. Clients shared lunch, entertainment, prayer, and conversation with the students, creating an emotional yet rewarding experience. During the visit 100 knitted crosses were gifted to the Hukarere students to share across the school.



**YEAR IN  
REVIEW**

# Older People's Programmes

**Who...**



- Māori 7%
- NZ European/Pākehā 82%
- Pacific Island 1%
- Indian 1%
- Other/unknown 9%

**How much...**



**414**

Total number of clients



**569**

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



**10,867**

Total number of attendances

**Outcomes...**

Outcomes which ACW aims to contribute towards	Measures	Performance 2023
<p>All older people and their carers engaged in ACW programmes are supported to age well in ways appropriate to their needs and cultures.</p> <p>All older people and their carers engaged in ACW programmes experience positive relationships with others, feel connected and enjoy life.</p> <p>All older people and their carers engaged in ACW programmes access the support and advocacy they need to live their lives positively.</p> <p>Older people engaged in ACW are prepared for transition as their independence changes and they remain connected to a social network throughout their transition.</p>	Change in Older People's Quality of Life measure (OPQOL) at enrolment and then at review. (1 very good to 5 very poor)	<p><b>Average score 2.08 on entry</b></p> <p><b>Average Score 1.97 on review</b></p>
	Number of days programmes were provided.	<b>569 days</b>
	% Programme attendance by ethnicity	<p><b>82% Pākehā</b></p> <p><b>7% Māori</b></p> <p><b>11% other</b></p>
	% Client and carer satisfaction feedback with Activities	<b>96% Satisfied or Very Satisfied</b>
	Number of clients on a waiting list at year-end	<b>0</b>
Number of clients referred to the service.	<b>120</b>	









## Family and Community Services

ACW’s two Family and Community services in Tararua and Te Hapara (Tairāwhiti), provide counselling, social work, family harm services, group programmes, and community initiatives to support people to make positive changes in their lives.

“

*My child does some happier and able to deal with her feelings herself.”*

— CLIENT

We have been collecting wellbeing data for several years to measure the overall impact of the services. Aggregated for the years from June 2020 to December 2023 clients have told us that their wellbeing has improved substantially because of engaging in our services with a 43% improvement in the wellbeing score of “happiness with life”. This information reflects the very real difference the service is making in people’s lives.

Demand for services in Tararua and Te Hapara continues to grow, and the cost-of-living crisis alongside severe weather events have impacted heavily on these communities. Although ACW is not formally considered a food provider both services have been supporting food rescue programmes with the distribution of kai.

There have been a number of external pressures that we have faced including a national shortage of social workers and counsellors making recruitment in our services particularly challenging. The implementation of pay equity for social workers in 2023 has impacted staffing at both services and involved renegotiation of government contracts. The future of the government contracts held by the organisation is always uncertain and as an organisation we have been diligent in working positively with our funders.

During 2023 the difficult decision was made to close our third service in Pāpāmoā with clients being transferred to other organisations. ●



## Tararua Community Services – Bounce Back

A highlight this year was an addition to our suite of family harm services with the introduction of the ‘Bounce Back’ programme in primary schools. This programme aims to build resilience by offering a range of skills and tools to move beyond traumatic experiences. Children’s voices can be overlooked in family harm response work, however the impact for families as they listen to their child’s story is extremely powerful. The feedback from tamariki, whānau and school staff has been excellent.

This year, we provided 1,719 frozen meals and gave 315 kai packs to people who needed this help. As the cost of living continues to impact on families, we are committed to doing our best to provide kai and we are very grateful to the volunteers and community organisations that support this mahi.

“

*I have seen my son gain confidence and walk away when angry”*

—  
CLIENT



## Te Hapara Family Services – Increased Demand

We have provided social work and counselling support and delivered our Strong Women and Post-natal Depression Programmes. We have seen a 50% increase in counselling clients engaged over 2023 and have also had an increase in referrals for children and young people suffering from anxiety, trauma, grief and behavioural issues. Of note, severe weather events and rain continue to trigger anxiety and fear in children and adults in Tairāwhiti.





YEAR IN

REVIEW

# Family Services

Who...



Ethnicity of clients

- Māori 42%
- NZ European/Pākehā 38%
- Pacific Island 1%
- Other 15%
- Other/unknown 5%

How much...



749

Referrals to our services



640

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

% of Client Goals achieved. (Partial & Fully)

% Of Client satisfaction feedback that is positive.

% Improvement in client wellbeing score.

Compliance with MSD/OT reporting, monitoring and audit.

Number of referrals of engaged clients to external organisations.

Hours of professional development provided.

## Performance 2023

84.3%

97.8%

39.6% Adults  
18.8% Tamariki  
30% Strong Women

Yes

30

284









## Growing Through Grief



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.

Although our programmes receive no Government funding, ACW is committed to providing these programmes in the current ten locations they operate in around Waiapu.

For many of the services in Anglican Care Waiapu, 2023 began with the violence of Cyclone Gabrielle. Growing Through Grief (GTG) with services impacted in Hawke’s Bay, Tairāwhiti, Central Hawke’s Bay and Tararua, meant needing to focus on our communities in a different way. Stormbirds, a programme for communities faced with the aftermath of a natural disaster, was introduced by GTG and many schools welcomed the support, especially Wairoa. This community has embraced GTG allowing us to continue providing support.

In early 2023 GTG was focused on the launch of its new logo. Through a collaborative process with our team and the wider organisation, we created a logo that speaks of who GTG is. We are proud of our Service and our new logo; a stylised pair of koru that represents growth, nurturing, conversation and self-reflection. The two koru can be read as being in conversation or with one supporting the other. They can also represent one person growing and reflecting through their journey of grief.



*Knowing that everything changes. I will be okay when changes happen.”*

CLIENT



In 2024, we will continue to grow the provision of GTG and commence development of additional programmes and partnerships that offer more support for those dealing with grief, loss and change. ●



“

*Hope, optimism, allowing change and welcoming it, embracing time and change, embracing hope.”*

—  
CLIENT

“

*That although we feel it differently, we all have commonality.”*

—  
CLIENT



## Collaboration for those with Alzheimers

Relationships can take time to build and through efforts within our team, relationships with Alzheimers Tauranga and Dementia Hawke's Bay have been formed, seeing successful delivery in our programmes for clients of these services but also for their carers. Both clients and carers are people who often feel alone in their struggles of health change and to creating a space for connection and conversation about navigating the changes has been a privilege.

“

*Sometimes we got to let go of stuff.”*

—  
CLIENT

“

*The good times never last and neither do the bad.”*

—  
CLIENT

**YEAR IN  
REVIEW**

# Growing Through Grief

Who...



- Māori 48%
- NZ European/Pākehā 45%
- Pacific 2%
- Other/unknown 5%

How much...



**600**

Total Clients engaged all our programmes

**132**

Number of Programmes Children & Young People 6-18 years

**8**

Number of Adult Programmes

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.	Level 1-3 = 9.7 % Level 4 = 18.4% Adult = 25 %
Whānau across the Diocese of Waiapu have access support for loss, grief and change regardless of their circumstances.	Participant numbers by, age, gender, and ethnicity.	Programmes = 600 Seminar = 225
Communities are better informed about grief loss and change.	Evaluation reporting on impact of new programmes.	Stormbirds Introduced
Whānau engaged with Growing through Grief have improved wellbeing.	% Positive participant feedback the programme met its aims on completion (how much the programme helped them).	Level 1-3 = 97% Level 4 = 95% Adult = 100%
People engaged with Growing through Grief experience improved communication within their whānau.	Number of volunteer companions available in the year.	60
	Volunteer/ Companion satisfaction. (Would recommend volunteering).	100%





# Parish Projects

## 28

Total number of  
Agreements with Parishes  
2019 to 2023 (Cumulative)

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 a post-Christian context, parish projects provide a way the church can continue to have a community presence through community development.

## 114

Total clients enrolling  
in Senior Chef

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

### Women Seafarers

ACW's research on women seafarers' vulnerability led to a partnership between the Mission to Seafarers Tauranga and the Archdeaconry of Tauranga City and Coast. This partnership aimed to address the welfare needs of women seafarers. The research findings emphasised challenges such as period poverty, sexual health, mental health issues, bullying, and sexual harassment experienced by women seafarers. In response, welfare packs were created, containing feminine hygiene products, contraceptives, chocolates, lip balm, and informational materials on mental health, sexual health, harassment, and crisis contacts. These packs serve as a way for ship visitors to check in on the welfare of women seafarers.



## RSE Workers

For many years, the Anglican Parish of Te Puke, under the leadership of Rev Ruth Dewdney, has been a pillar of support for ni-Vanuatu RSE workers. What began as a partnership project with ACW providing winter warmer packs has evolved into a comprehensive and adaptive support system. This system, which now includes community meals, RSE church services, and Bibles in Bislama, has been instrumental in providing a sense of home and community for this vulnerable group, far from their homeland.

## Senior Chef



The Senior Chef program continues to thrive with excellent facilitators across the Diocese. Participants consistently express gratitude for the program, which has motivated them to eat well, increased their confidence in the kitchen, and facilitated connections with others. Many groups continue to meet informally after the 8-week program, gathering in each other's homes and cafes.

### Outcomes which ACW aims to contribute towards

People engaged in Parish Projects are supported to build positive relationships and connection with others appropriate to their age, needs and culture.

Parishioners are connected to their local communities and find purpose and fulfilment in their service through Parish Projects.

Parishes are equipped to serve their communities through outward-focused projects.

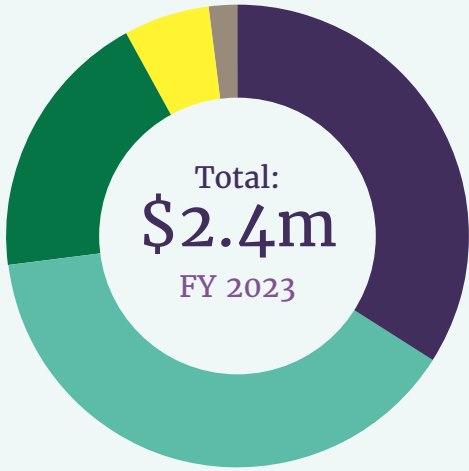
People engaged within parish projects experience Oranga ake.

Connectivity between ACW and Parishes is enhanced.

Parish Projects have rigour and accountability that enhance the profile of local parishes and the Diocese of Waiapu.

Measures	Performance 2023
Number of MOUs signed	28 (Cumulative)
Number of parishes with active parish projects at end of the year	19 (Cumulative)
Programme Participant numbers by ethnicity and age gender	Embedded in Senior Chef programme and reported
% Participant satisfaction feedback after programmes or activities	99 % Senior Chef – Like or very Likely to recommend
Hours of training/ education or development provided	200 +
Parish satisfaction with what the parish project delivered and if the project has strengthened the connection with the community.	83% strengthened the connection a great deal or a lot
The number of media stories published.	3
Shared repository of resources and collateral	Parish Projects Toolkit available.
Photos, testimonials and storytelling are captured for communication and evaluation purposes.	Photography captured from most initiatives
Presence on the Diocese of Waiapu website.	Under development

# Mission Aligned Investments FY23



## Kete 1 ACW and parish

- Early Childhood Education Centres 34%

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- Community Programmes 39%

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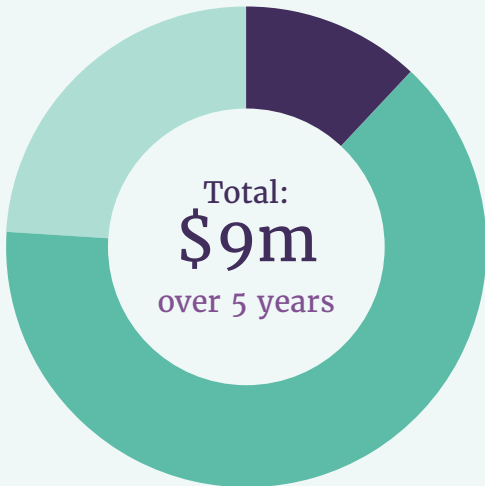
- Growing Through Grief Programmes 19%

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- Parish Projects 5%

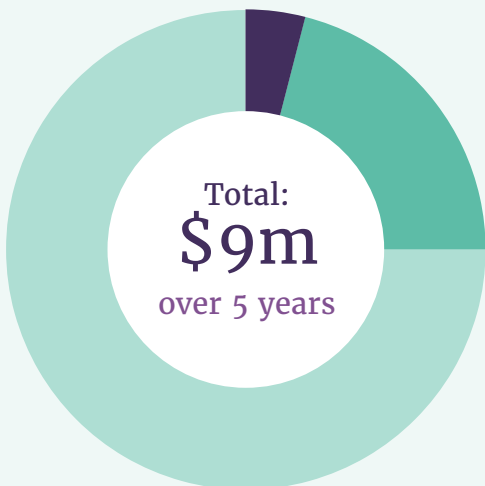
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- Cyclone Gabrielle Grants 2%



## Kete 2 Impact partnerships

● Invested in FY2023	\$1,102,660	12%
● Committed for FY2024-2027	\$5,767,934	64%
● Uncommitted as at FY2023	\$2,129,406	24%
<b>Total Provision</b>	<b>\$9,000,000</b>	



## Kete 3 Impact investments

● Invested in FY 2023	\$350,000	4%
● Invested prior to FY 2023	\$1,860,000	21%
● Uncommitted	\$6,790,000	75%
<b>Total Provision</b>	<b>\$9,000,000</b>	

# Mission Aligned Impact Partnerships

## Kete 2

The impact partnership (Kete 2) work is overseen by a sub-committee to WASSTB chaired by Russell Wills. Below are the details of the four impact partnerships supported during 2023.



### Te Pihopatanga o Aotearoa

Support and funding Te Pihopatanga / Māori Bishopric to build and strengthen key Mihinare / Māori Anglican administrative functions. An initial relationship agreement was signed in 2022 and continued through 2023. This relationship agreement includes support to the Hukarere and Te Aute colleges Principals roles, provision of a counsellor within the colleges who is employed by our sister organisation Te Aka Ora and resources for the Amorangi to build financial capability. Within the agreement there is also a focus on the support to Te Hui Amorangi o Te Tairāwhiti and Te Manawa o Te Wheke.

170 regular service users and served nearly 17,000 meals during breakfast and dinner. The service is led by Warren Heke and a team of staff, many with lived experience of homelessness. The aim is to provide non-transactional relationships, building trust to enable people to engage with the services that will support them achieve their aspirations. This includes probation, mental health, primary care, WINZ and housing first amongst many others.

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. In 2023 the work was independently reviewed by ImpactLab who calculated the social return on investment of \$7.10 for every dollar. This is an impressive figure for any social initiative and rates amongst the highest seen by ImpactLab.



### Diocese of Waiapu

Support and funding the Diocese of Waiapu to build capability and strengthen Diocesan administrative functions within shared services. 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.



### Tūpuna Parenting – Ngākau Aroha

The Ngākau Aroha Parenting Programme by Tūpuna Parenting aims to revive traditional Māori parenting values to nurture happy and loved children. It equips children’s workers with this knowledge and supports their learning.

WASSTB has been informally supporting Tūpuna Parenting for two years and formalized their partnership in 2023. They agreed to ongoing support and to commission a social return on investment report. This will provide evidence of the programme’s impact on New Zealand’s children’s workforce, supporting work with families. ●



### 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 2024 the service provided support to



# Mission Aligned Impact Investments

## Kete 3



### Money SweetSpot

**Equity holding \$360,000**

Investment in Money SweetSpot – a startup that supports loan consolidation and financial literacy as an alternative to pay-day lending or high interest finance companies.

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.

Whilst they may be a lender, a core part of what they do is supporting people to unlock their finances and belief in themselves through empathy and curiosity. Money SweetSpot creates capacity for them to take action to feel in charge of their own financial future.

Since launching in December 2022 Money SweetSpot has spoken with over 3,000 families juggling over \$60m of higher cost debt and has been able to provide financial reset loans of over \$13m to nearly 550 families; creating breathing space and a pathway out of debt that includes financial education, incentives, rewards, and a focus on positive impact over profit.



### Christian Savings

**Equity holding \$1,500,000**

Investment in Christian Savings – an organisation that supports lending to those that are focused on community initiatives and social housing.

Christian Savings is New Zealand's only Christian charitable deposit-taker, a leading financial institution for ethical, Christian investments and lending. Enabling New Zealanders to feel good about their finances, knowing their savings are helping Christian charities in Aotearoa, New Zealand.

Their core business is growing investments of everyday individuals, families, churches and charities, while also lending to churches and Christian charities to help build and transform their ministries, with deposits up by \$116 million (85%) and the volume of loans up by \$144 million (138%) in the last 5 years.



### Critical.

**Equity holding \$350,000**

Investment in Critical Design – a company that is contributing to the sustainable circular economy, through recycling and re-using plastics.

Critical. is a Māori owned company, who believe our wellbeing and our future depend on the mauri (life force) of te taiao (natural world). 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. empower consumers of plastic-based products, who are looking for ways to improve their environmental footprint, with better sustainable choices. One such consumer was a Childcare Centre in Rotorua, who instead of buying new classroom tables, replaced their damaged and swollen MDF laminate tabletops with Critical. Cleanstone, a solid block of 100% recycled plastics, extending the life of the old tables by a lifetime, while diverting waste from the landfill and embodying the principles of the circular economy. ●

# Our Services

## 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 Road, Pāpāmoa

## Family and Community Services

### Tararua Community Services

P: (06) 374 5029 / (06) 376 7608  
A: 8 Ward St, Dannevirke  
A: 43 Main Street, Pahiatua

### Te Hapara Family Services

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

## Growing Through Grief

### GTG Central Hawke's Bay

P: (0800) 229 484  
A: PO Box 276, Waipukurau

### GTG Tairāwhiti

P: (0800) 229 484  
A: 776 Childers Rd, Gisborne

### GTG Hawke's Bay

P: (0800) 229 484  
A: PO Box 227, Napier 4140

### GTG Ōpōtiki

P: (0800) 229 484  
A: PO Box 453, Ōpōtiki

### GTG Rotorua

P: (0800) 229 484  
A: PO Box 351, Rotorua

### GTG Tararua

P: (0800) 229 484  
A: 8 Ward Street, Dannevirke

### GTG Taupō to Tūrangi

P: (0800) 229 484  
A: PO Box 767, Taupō

### GTG Tauranga and Te Puke

P: (0800) 229 484  
A: 35e Hartford Ave, Pāpāmoa Beach 3118

### GTG Whakatāne

P: (0800) 229 484  
A: PO Box 164, Whakatāne

## 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

### The Kauri Centre – Pāpāmoa

P: 021 135 9090  
A: 30 Evans Rd, Pāpāmoa

### The Kauri Centre – Te Puke

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](http://www.acw.org.nz)



A map of the Waiapu region in New Zealand, showing various towns and geographical features. The map is overlaid on a light green background with a faint, stylized pattern. The towns marked are: TAURANGA, PĀPĀMOA, TE PUKE, WHAKATĀNE, ROTORUA, OPŌTIKI, WAIAPU RIVER, TAUPŌ, GISBORNE, HASTINGS, NAPIER, WAIPAWA, WAIPUKURAU, WOODVILLE, DANNEVIRKE, and PAHIATUA. The geographical features labeled are Bay of Plenty, Eastland, and Hawke's Bay.

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*Fulfilled Lives, Connected Communities*