

ANNUAL REVIEW 2018



NGĀTI KAHUNGUNU KI PŌNEKE
COMMUNITY SERVICES INC

MOEMOEĀ; VISION

Mā te manaaki ka whai hua
Inspire whānau to thrive using
kaupapa Māori practices

KAUPAPA; MISSION

Deliver quality kaupapa Māori
services and nurture
collaborative relationships with
our community.

Ā MĀTOU UARA; VALUES

Whakapakari whānau
Kahungunutanga
Tika
Pono
Te Wero
Manaakitanga

TE WHAKAMURA AI TE AHI



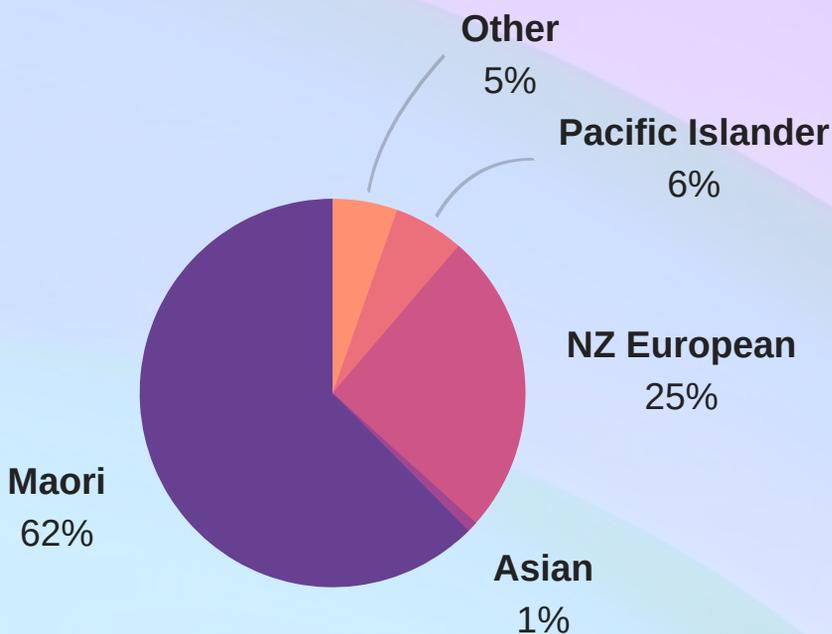
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154



Whānau Direct
Support for
Homeless



Private



Wellington City
Housing

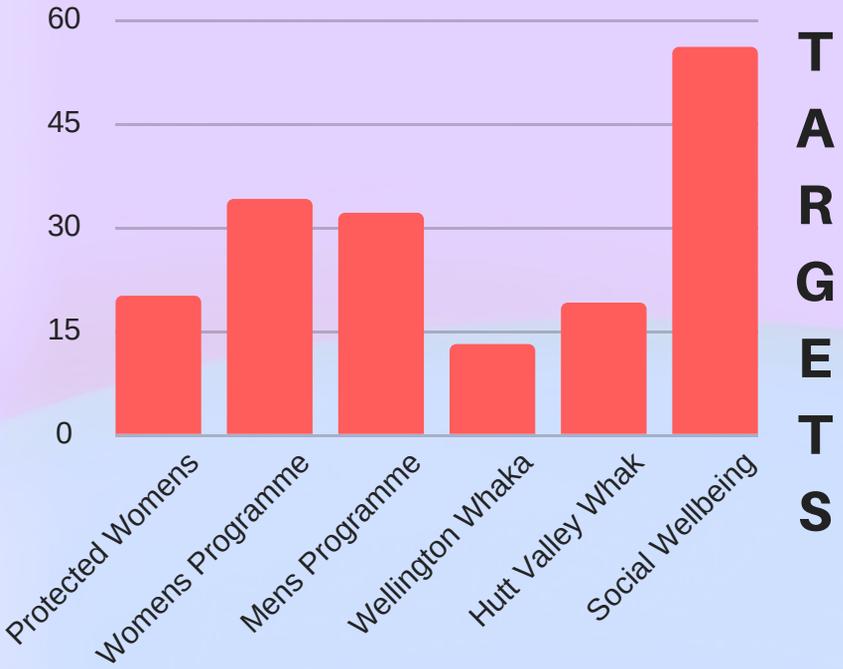


HNZ

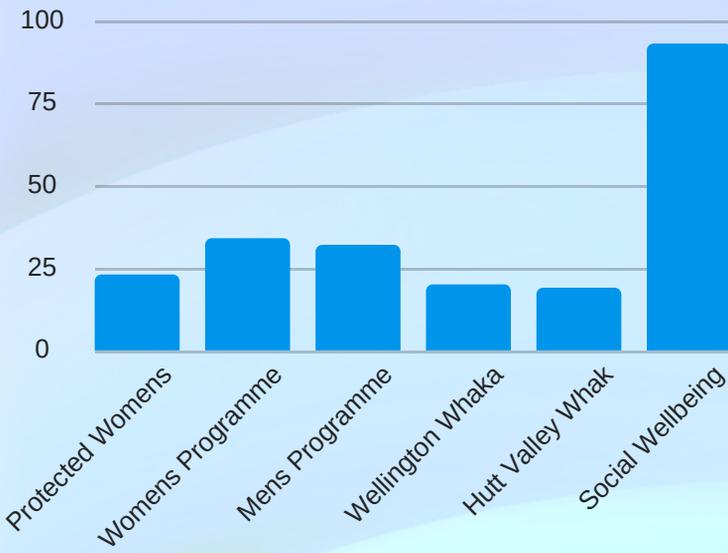


Temporary/ Emergency
Housing

MSD CONTRACTS



FY16/17



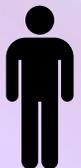
FY17/18



WHĀNAU DIRECT



68

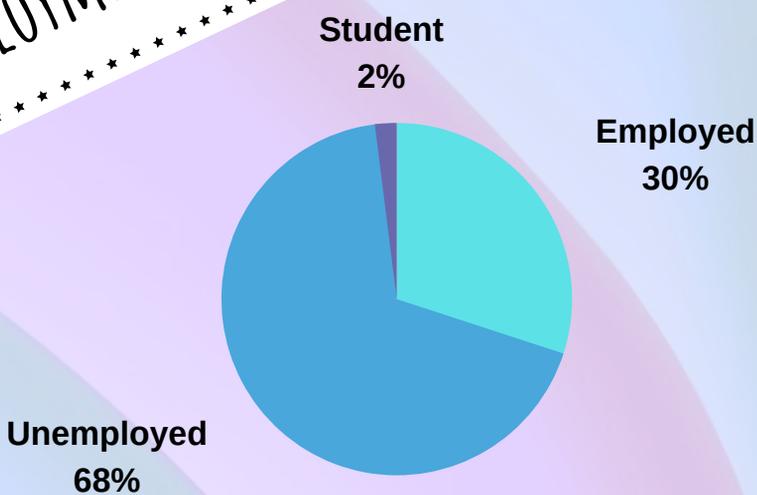


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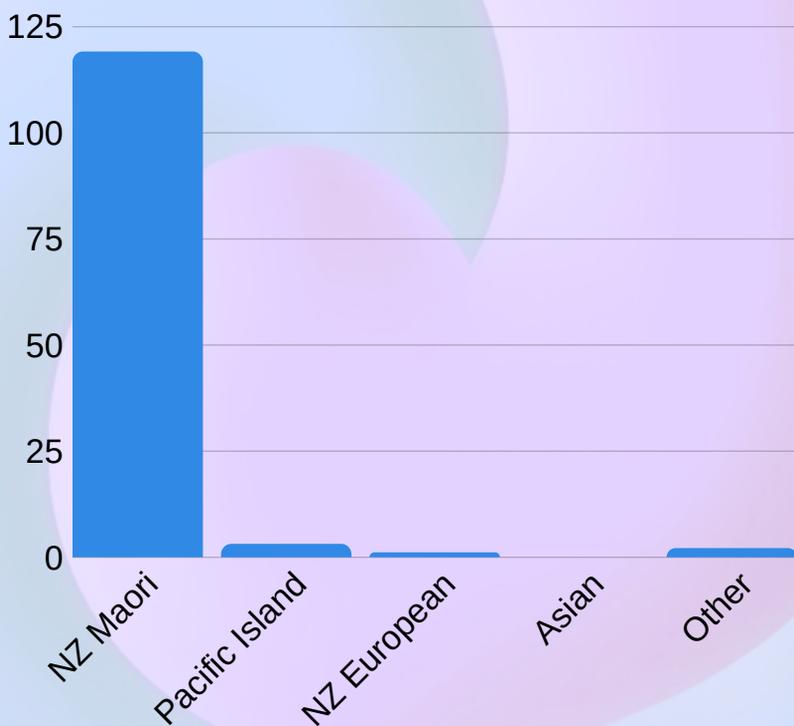
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Identifies as unknown

EMPLOYMENT STATUS



Ethnicity



CHAIR'S REPORT



Tena koutou, tena tatou,

Whakataka te hau ki te uru
Whakataka te hau ki te tonga
Kia mākinakina ki uta
Kia mātaratara ki tai
E hi ake ana, te atakura,
he tio, he huka, he houhu,
tihei mauriora.

Tena koutou te Mana Whenua o te rohe nei, ara Taranaki Whanau Whanui ki te Te Upoko o Te Ika o Whanganui-a-tara. Kei te mihi atu ki nga maunga kārangaranga ki nga puke korero ki nga whakaruru hau. Ka tangihia o tatou mate takoto marie koutou, moe mai ra, okioki atu ra.

Ma te manaaki ka whai hua.

He mihi nunui ki nga tangata, nga whanau whanui, te uri o Ngati Kahungunu ki Poneke Hapori me koutou katoa hoki. Kei te mihi i o koutou whakatautoko i muri nga tau mo matou kaupapa hei whakarangatira i whanau ora.

He aha ko te mea nui o te Ao, he tangata, he tangata, he tangata, tihei Kahungunu.

Our name and proverb acknowledges past and present society members of our organisation who have contributed over the decades to the vitality, diversity and quality service enjoyed today by many seeking Aroha, Manaakitanga, and Whānaungatanga.

Our Board is diverse and our members bring with them important values from their organisations, which include Te Kohanga Reo National Trust, Wellington Community Law Centre, New Zealand Police and the Ministry of Social Development. Mrs Karen Waterreus, a former Chief Executive also joined us and brings a wealth of experience. We look forward to welcoming our new members this year who will be entrusted to continue to provide sound strategic leadership

With the appointment of Mrs Ali Hamlin-Paenga as Chief Executive, the organisation has advanced to another level in quality of service and reach. We are excited about the opportunity to work in close partnership with Mana Whenua and other like-minded organisations that share the same vision and goals. Strengthening strategic, working relationships and partnerships to ensure our service provides the best possible care for all people seeking our help.

We also acknowledge the strength and tenacity of our kaimahi who often work in very trying situations. Our kaimahi are the backbone of our organisation and the first point of contact for whānau seeking help. Confronted with a range of social issues and climate change, Ngati Kahungunu ki Poneke Community Services remains optimistic and visionary in its ability to be a quality kaupapa Maori service driven by tikanga handed down from our tipuna.

We thank all who have used or contributed to our service and look forward to the future.

Nāku noa, na
Te Roera Puna Chairperson

CHIEF EXECUTIVE REPORT



This year we have achieved tremendous results and at the same time faced many obstacles. It is gratifying to see our solutions play a critical role in supporting our whānau to live well.

At the time of my appointment we undertook a range of reviews in preparation for changing the landscape of what a Kaupapa Maori approach to social service delivery could look like in Wellington City. The most significant outcome of this process has been endorsement by Mana Whenua; Taranaki Whānui ki te Upoko o te Ika, and Te Runanga o Te Atiawa as the preferred Social Service Provider in Wellington City.

We must play a pivotal role in working to end homelessness and support those who are least likely to experience positive wellbeing outcomes. As Maori we know that the loss of land erased our economic base and impacted upon the social fabric of our Whānau, Hapu, and Iwi; being landless made us homeless.

Ultimately we must work in collaboration to regain our Rangatiratanga and our ability to be self-determining. This must be recognised as essential to meet the future direction of the sector. It is acknowledged that this will cause significant but positive disruption. We must encourage others to better understand our Maori aspirations for housing, our whānau and the importance of Maori led solutions.

Leading an organisation through change can be difficult and exciting at the same time. It has been made possible by a supportive Board a compassionate team and visionary Iwi leaders. I have the greatest admiration for our staff who throughout the year remained unwavering in their commitment to the work they do.

Looking ahead, I am encouraged by the promise of tomorrow and Ngati Kahungunu ki Poneke Community Services' aspirations for the future: a future that inspires leaders at all levels of the organisation, builds on a culture of learning and acceptance, allows for mistakes and places a greater focus on the application of our knowledge.

There have been many challenges and achievements this year, but through it all we remain steadfast to our main goal – to do our very best to provide the support our whānau need to achieve their goals and aspirations. This ultimatum gives us strength to move forward.

This year's report reflects on the end of an era, as we are about to embark on a new journey. I continue to be inspired by the courage and determination of those we support, their stories and the challenges they face in pursuit of a positive future.

Ali Hamlin-Paenga
Kaihautu – Chief Executive

OUR BOARD



Karen Waterreus, Paula Ngata, Naomi Taylor



Whiti Turner



Susie Hohipa

OUR TEAM



Left: Helen Davies, Marc Paenga, Kiri Van Stratum, Rua Eagle, Puti Kaika, Amber McCaskill, Jenny Langford-James Bernice Te Ahuru, Moera Martin.

Insert: Terry Brady, Luana Murray.

OUR MAHI

ENDING HOMELESSNESS

We have continued to provide outreach services through the Te Whakamura Ai te Ahi (TWATA) contract. TWATA helps people who are rough sleeping or are homeless to secure housing that meets their needs as quickly as possible, with wraparound services to help the transition to housing and to ensure sustainable tenancies.

The TWATA team takes our outreach services to whānau on the street as well as supporting those who come to us. Our goal is to find housing for everyone who needs and wants it, then support them to realise their goals and aspirations. Our point of difference as a Kaupapa Maori provider means that we also have the ability to connect whānau through whakapapa. Our Iwi connections across Aotearoa allows us to make this possible.

We build relationships with homeless whānau to establish trust and let them know what support options are available that could make a positive difference to their lives. This can involve identifying their housing needs and options and using our connections to make it happen as quickly and safely as possible.

Support can also involve advocating for whānau at appointments and providing information around how and where to find food parcels and meal services, clothing, blankets and basic necessities. We also support access to primary and secondary services.

The team has strong relationships with many key sector agencies. As part of the Whānau Ora Collective we are also able to engage collaborate and collectively support the homeless whānau with navigation services not only across the entire city but across other regions. Providing access to resources that can further support whānau to achieve their aspirations and regain confidence and motivation.

The TWATA contract came to an end in June 2018. Over the year we have been actively monitoring progress and gaining an understanding of the Housing First Programme and working towards providing a Tangata Whenua response to homelessness. We will continue to provide this critical service and endeavour to end homelessness through our newly launched Whenua KonneX Outreach and Service Team.

OUR MAHI

SOCIAL CAPABILITY TEAM

Our frontline team deliver wraparound social support services to homeless or vulnerable whānau. The team includes four social workers, two councilors and a community support worker.

The team is qualified and experienced with everyone continuing their professional development through formal qualifications. We deliver a range of services to whānau with kaimahi typically supporting ten to fifteen families at a time, with five to six services wrapped around each whānau.

Our support to whānau extends to mentoring, strengthening families, preparing for family group conferences and advocating on behalf of whānau with other providers. Nearly every person we engage with sees an impact in their circumstances and in some cases the impact is dramatic.

A key part of being able to provide these services in a sustainable way is supporting our kaimahi and ensuring their wellbeing is looked after.

Whānau Ora

We are part of the Wellington Whānau Ora Collective, which includes:

- Te Roopu Awhina
- Ngati Toa
- Ngati Kahungunu Whānau Service
- Takiri Mai Te Ata (Kokiri Marae)
- Te Ati Awa

The collective has piloted an after-school programme aimed at year 9–13 students focusing on lifting NCEA Levels 1, 2 and 3. Piki Te Ora After School Programme offers homework support, fun literacy and numeracy activities and aspects of tikanga Maori. Students come from all over greater Wellington and enjoy the whakawhānaungatanga while succeeding academically.

As a collective, we are able to offer whānau the opportunity to apply for Whānau Direct funding. This enables whānau to receive financial assistance to avoid an immediate crisis but also to support their medium to long term goals to better their situations. We supported 47 whanau with a Whānau Direct application. Common resources are winter clothing, blankets, heaters, basic home appliances car repairs and reducing debt.

OUR WHANAU



FROM STRENGTH TO STRENGTH

BRIAN MATTHEWS

I was homeless at the night shelter. Living with depression and anxiety - as well as with people with drug addiction and mental health problems. This was taking its toll on me.

What pushed me to get out was living with 24 guys and all the drama. It was wearing me down. I was motivated by the need to have my own privacy and independence. I reached out through Te Aro Health and they put me in touch with Kahungunu Whānau Services.

After that first interview with Bernice I got put into Hotel St George straight away. It was a damn good step towards my independence. Now I've got my privacy. I had come to Wellington from Raglan. My profession had been pumping concrete. I'd been doing 60-70 hour weeks, there was a lot of pressure. I'd been living on the land, staying off the grid. After my relationship broke up I caught a bus to Wellington on the spur of the moment.

I got involved with Regenerate magazine and the more I thought about social work the more I was drawn to it. Now I'm a voluntary peer support worker for Kahungunu Whānau Services.

I do two days' a week outreach. One day we'll jump in the car and look for those who are homeless in their cars. The next day we'll walk the street and have a korero with people, see what's happening.

When you tell someone about the services available, it's like a golf smack when they find out. Then it's up to them. We can show them the door but it's up to them to move through it. Those that do engage always end up getting somewhere to stay and it's another step closer to where they want to be in their life.

Getting thanks from guys off the street is a buzz I've become addicted to. You can't understand someone unless you've been there. It's not just about housing. The wraparound services are there for people's mental stability.

The people here are so inspiring. The wairua, the korero, the waiata - it all gives you confidence. I can see things are going to get bigger and better.

OUR WHANAU



AWHIMAI

FIONA GLANCY

I have care of my three grandchildren. They came to me because their parents were unable to care for them due to domestic violence, drug and alcohol addiction. I've had the kids for two years now.

The kids were aged 4,8 and 10 and were suffering badly. The two eldest came first. I came home and they were on my doorstep with their bags packed. Then six months later the four-year-old came too.

I had no income support that first year then I came to Kahungunu Whānau Services. Puti put me in contact with the right people. She called a big meeting and had all the different groups come in so I didn't have to tell my story over and over. They were all there in one hit - social workers, counsellors, budgeting advisers, the works.

The support has been for me, so I can support the kids. I've kept them out of CYFs. Kahungunu Whānau Services was a safe organisation for me to tap into. I didn't feel like I was jeopardising my kids' safety. And being Maori, I wanted that acknowledged too.

I'm South Island Maori and I went to Kahungunu. They were completely open door.

The goal has been to get the kids to a safe place, physically and in their own heads. Now I can ring up any time for advice. It gives you security knowing that someone else knows and can talk it through – even if you don't always agree. Puti gave me that challenge and I'm glad she did.

Puti and her lot have a lot of aroha. That's what stood out more than anything for me. They were accepting. There was no judgement. They'd meet me at school and run me to appointments I had concerning the children. Now I'm referring people to them all the time.

The kids' Mum moved to Wellington to be closer to them. She's doing exceptionally well, getting off the P. She's got her two girls back now, being monitored daily by me. I see the kids every day. We'll share their care until I know she's 100% on board.

OUR WHANAU



A SECOND CHANCE AT LIFE

MATTHEW AUKUSO

I was living rough and needed accommodation. I'd been living rough since I was 14. I'm 31 now. I come from Tokoroa originally.

I was sitting in a foyer playing guitar when I found out about Kahungunu Whānau Services. I went in and filled out some forms to help a friend, but he ended up not doing it. They were very helpful with all the paperwork, I'm not one for paperwork.

I've been fortunate enough to have a roof over my head for a year now. I live out by the airport in a two-bedroom place. It's peaceful. Not many people will bother you if you don't bother them. I've got a happy life.

Living here has opened quite a few doors for me. It's changed my outlook on life. I'm not an angry person any more. I've got a more positive outlook now that I've got somewhere to call home.

I feel like I've got a second chance at life. It was just me taking the first steps to getting my life back on track. All you have to do is take the first step and have a positive mindset.

With the help of Kahungunu I am now in part time employment. They believed in me and connected me to a company that gave me a shot. I now get to work with Shaun and the team at Fusion Interiors Limited FIL.

At Kahungunu Whānau Services they take the time to sit down and talk with you. They don't just send you on to someone else. They get to know you – you're actually part of the family.

I've started busking recently, but I've been playing guitar on and off since my primary days. It's helped me a lot through the bad times as well as the good times.

OUR WHANAU



NAU MAI HAERE MAI
HARANGI NGENGERE

I've been with the service for a couple of years. I used to be down in the dumps – no whānau, no support, at rock bottom. I'd moved from my own family and moved to my man's family.

My ex-partner had hit rock bottom too. He moved to Wellington first then I followed. We didn't know where to turn so we came here to Kahungunu Whānau Services. I am currently living in a Women's Refuge with my three-year-old son Jacob.

I did a one-on-one women's programme with Kahungunu Whānau Services. It helped me a lot. I've gone from rock bottom to the top of the world. I'm 100 times stronger than I've ever been. My mind is clean, I'm not so clogged up with difficult emotions like before. I'm way stronger. I'm a better mother too, more focused.

Now I just pop in when I need that person to talk to. I come in and have a korero then I'm back on track. They helped with things like WINZ too. I know I can do it but having someone with me, it's easier to speak my mind.

To others I would say, nau mai, haere mai – don't be scared to come and ask for that help and love. Kahungunu Whānau Services are always here with open arms.

I would recommend them to anyone that is too scared to open up to their own whānau or friends. Here they just sit down with you and help you with whatever is happening.

ACHIEVEMENTS

After a year of many changes we are in a strong position going forward.

We have been through a period of significant organisational transformation. This year has been about designing and developing the processes, systems and tools that will give us a strong base to achieve our goals next year.

Over the year we worked with 1020 whānau to make positive changes in their lives. As well as providing support through Whānau Ora social services and ending homelessness we are building our capability around social housing, working towards becoming the first Maori Housing First provider in Wellington. We are in the process of becoming a registered social housing provider, which will expand our reach and impact.

Mana Whenua Endorsement

In negotiation with governance leaders and kaumatua of Mana Whenua; Taranaki Whānui ki te Upoko o te Ika and Te Runanga o Te Atiwa, endorsement as the preferred social service provider on their behalf has been bestowed on the organisation. This partnership formalises the relationship between us and ensures that the organisation is providing the level of manaakitanga and whānaungatanga that is expected by Mana Whenua.

Strengthening our relationships

We are continuing to nurture existing relationships and build ones with people and organisations who share our vision. We have raised the level of where we engage, focusing on high influence and huge impact. This means being part of discussions at the national policy level, as well as maintaining our grassroots connections. We have taken a strategic view of our stakeholder relations and know where we need to be.

Future-proofing our technological response

We have replaced and updated our entire IT system to make it more secure, transitioned to cloud accounting and changed banks. We are in the process of going paperless and as part of that are reviewing many aspects of our administrative functions.

Adapting to staff changes

As well as a change of Chief Executive we have had staff changes in social work and administrative roles. This created a challenging period of temporary understaffing along with subsequent reorganisation of roles to support an integrated service delivery model. Throughout this time staff remained focused on our shared purpose, as well as continuing their own professional development.

Auditing and reporting

All ISO actions have been completed and we have again received accreditation .

Partnership for Youth 2030

We joined 55 college students from Japan, Hawaii, Indonesia, China and New York, and 35 New Zealand Rangatahi for the third East West partnership for Youth (P4Y) 2030 forum. The forum was hosted by Waiwhetu Marae and Te Kura Kaupapa Maori o Te Ara Whānui. The aim was to create a space for future international leaders - young people with passion and to share ideas for a cooperative global future and the revitalisation of indigenous languages and cultures. We hosted the students for a day and shared the work we do. They came on outreach with us, visited the Soup Kitchen and contributed their ideas about ending homelessness.

ACHIEVEMENTS

Wellington City Council Safety Awards

These annual awards recognise and celebrate individuals, groups, programmes and safety heroes that make exceptional contributions to the safety of the city. We are proud to report that Bernice Te Ahuru was one of the winners of the 2017 Award.

Bernice supported a group of people who had camped for extended periods in Civic Square to move on. With the support of several agencies, she helped to find accommodation for them all and connected them to a range of wrap around services.

Matariki Festival

This year we collaborated with the Soup Kitchen to host a two-week festival to celebrate Matariki. We held events to share our Mātauranga, mahi toi, mahi rāanga, puoro and mahi rongoa with excursions to the National Library to show whānau Te Tiriti o Waitangi and He Whakatuputanga. The festival ended with a hakari hangi feeding 150 whanau.

Initially, whānau were reserved and quiet but by the end, everyone was confident and inspired - sharing childhood stories, life experiences and knowledge. The festival helped whānau to feel open and comfortable with staff from both organisations as well as other people in the community. To everyone who helped to make this special event happen - Whakawhetai ki a koutou katoa.



Nga Raiti Ngaia is a year 11 first year NCEA student at Wellington East Girls College. With the support of her mum Nga Raiti and her sister Riana enrolled into our Piki te Ora Programme. At her end of year prize giving this year she was highly commended in all subject areas with endorsed excellence over all academic areas. She also received the Daisy Small prize for Proficiency, Influence and Leadership in year 11. Riana a year 9 student received her class prize for Physical Education and Health. We would like to congratulate both Nga Raiti and Riana on their outstanding achievements.

"The additional support outside of the home has contributed to her success and reduced the pressures that school work brings. Everybody wants their children to do well. Thank you Ngati Kahungunu for opening this programme to our whanau". (Tara Ngaia, Mum)

OUR FUTURE

Our future is about stabilisation, collaboration and aspiration.

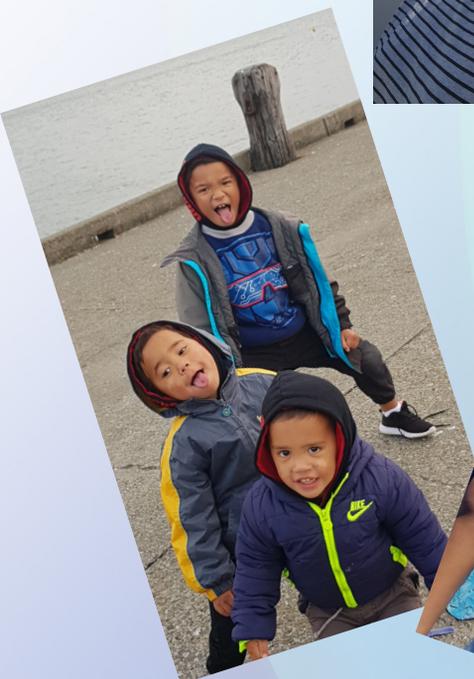
Our focus is on continuing to ensure that our relationship with Iwi is strong. Valuing reciprocity, having a presence in the right places and working together for the benefit of everyone who comes to us for help. Being able to give to all who come – regardless of where they have come from – is our responsibility as Maori and it's a responsibility we take very seriously.

Creating the space for whānau to flourish and take the lead for their wellbeing is critical. This theme echoes throughout our organisation where each person is considered a leader in their area of expertise. Our whānau must be encouraged to become leaders in their own lives.

In the coming year we will be the only kaupapa Maori Housing First programme provider in Wellington. We will become a registered social housing provider, sourcing housing stock and matching people in need with homes while providing and connecting them to the support they need to stay in their homes.

We will strive to build on our reputation as a whānau driven service that is proactive and extends a hand up not a hand out. We will not create need instead we will instill the mana wehi and ihi back into our whānau.

ITS ALL ABOUT WHĀNAU



STATEMENT OF FINANCIAL PERFORMANCE

YEAR ENDED 30 JUNE 2018

	Note	30 Jun 2018	30 Jun 2017
Revenue			
Revenue from providing goods or services	3	843,167	656,107
Donations, fundraising and other similar revenue	3	6,520	27,705
Interest, dividends and other revenue	3	3,469	3,875
Total revenue		853,156	687,687
Expenses			
Volunteer and employee related costs	4	667,192	618,198
Costs related to providing goods or services	4	98,739	160,263
Other expenses	4	26,570	24,434
Total expenses		792,501	802,895
Surplus for the year	7	60,655	(115,208)

STATEMENT OF FINANCIAL PERFORMANCE

AS AT 30 JUNE 2018

	Note	30 Jun 2018	30 Jun 2017
Assets			
Current assets			
Cash and cash equivalents	5	207,549	286,912
Trade and other receivables	5	147,280	4,308
Total current assets		354,829	291,220
Non current assets			
Property, plant and equipment	6	23,551	23,635
Total assets		378,380	314,855
Liabilities			
Current liabilities			
Trade and other payables	5	53,185	50,315
Total liabilities		53,185	50,315
Net assets		325,195	264,540
Equity			
Accumulated surplus		255,195	134,540
Reserves		70,000	130,000
Total equity		325,195	264,540

STATEMENT OF SERVICE PERFORMANCE

YEAR ENDED 30 JUNE 2018

DESCRIPTION OF OUTCOMES

The organisation's outcomes include:

- Whakapakari whānau: Developing whanau in tino rangatira ways. Whānau first and always, they know what they want, and our role is to support them to achieve that.
- Kahungunutanga: We value whakapapa as the whāriki / base to provide assistance, safety and help integrate whānau back into the Wellington community; their hapū, hāpori and iwi.
- Tika: We value being fair and appropriate.
- Pono: We are honest, sincere and act with integrity. We treat everyone with respect.
- Aroha: We act with empathy, concern and compassion. We value people and our relationships with them.
- Te Wero: We pursue excellence. We are courageous when required, take calculated risks and focus on outcomes.
- Manaakitanga: We are caring, accepting and inclusive.

This Summary of Performance is based on the information and evidence collected and collated by Ngāti Kahungunu ki Poneke Community Services (trading as Kahungunu Whānau Services) for the financial year 2017/2018.

Overall, our purpose is to cultivate whānau potential so they may experience positive outcomes across a wide range of domains. To achieve this, our approach to providing services is based on Whānau Ora principles that place whānau at the centre and acknowledge the significance of cultural insights and practices.

The organisation provides comprehensive and intensive support to many 'hard to reach' vulnerable whānau. Hard to reach describes people that organisations find difficult to contact or engage with for a particular purpose. It is common for whanau, who we assist, to have a range of high and complex needs and they are more often Māori.

The organisation recognises that by offering a variety of services; being involved in a range of initiatives and activities beyond business as usual; and, having a focus on strategic and operational relationships, this has resulted in the people it serves achieving remarkable and significant change.

The organisation provides a range of comprehensive and intensive social service support. Our approach to service delivery is anchored in Te Ao Māori, with practices shaped by Whānaungatanga, Manaakitanga, Rangatiratanga and Wairuatanga.

These are the tools we use to connect and build the strengths of all whānau who engage in our services. These practices identify immediate needs, whānau strengths, and enable the team to support all whānau in their journey to wellness.

A large percentage of whānau that access our services have experienced some form of crisis and have multiple and complex needs. As a service provider understanding the complexity of the various challenges whānau face and the impact it has on whānau wellbeing is critical. We continue to readily demonstrate our experience to respond well in these situations.

Being responsive at a time when whānau are in crisis and working to eliminate the barriers that cause stress and vulnerability is our priority. A planned and deliberate approach when working with whānau is what we strive to achieve. We have worked to;

- Develop and gain an understanding of the needs of all whānau, regardless of their situation;
- Focus on the strengths of whānau to identify their aspirations and opportunities on their journey to wellness;
- Support whānau to be confident to manage the day to day complexities of life;
- Connect and provide support to whānau to navigate the system; and
- Identify the necessary tools they need to flourish as whānau.

Our relationships with other service providers increases our ability to connect whānau to the right person, right service at the right time. We recognise that as an organisation we cannot support whānau alone and a collaborative approach with the wider sector is necessary.

As an organisation we take our relationships seriously. We ensure our relationships are with experienced and understanding professionals, who have passion, who are courageous and will take calculated risks if it means a better outcome for whānau.

These meaningful relationships enable the organisation to engage effective support systems that have the ability to transform the lives of all who choose Ngāti Kahungunu ki Poneke Community Services as their preferred provider. This increases the likelihood of successful outcomes for whānau.

Investing in whānau means we create the space for whānau to be successful despite their unique complex situations and personal circumstances. As an organisation we will continue to strive to transform the lives of whānau and to cultivate their potential.

