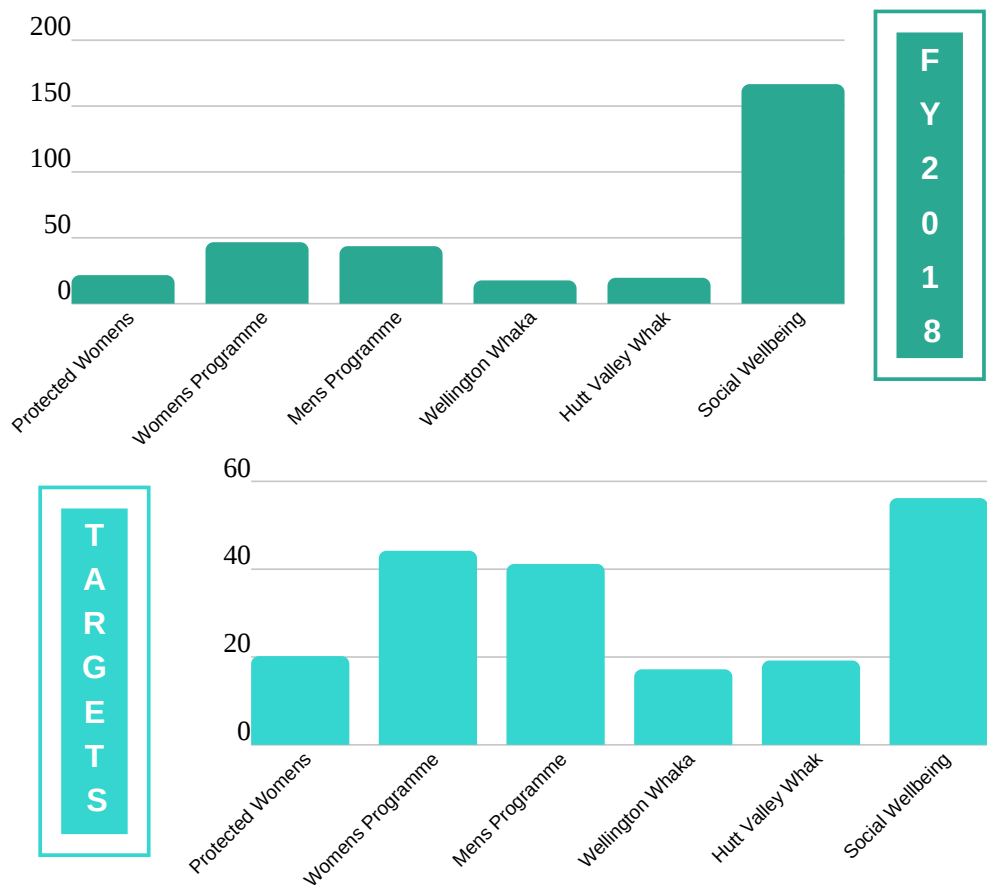


KAHUNGUNU WHANAU SERVICES ANNUAL REVIEW 2019





MSD CONTRACTS



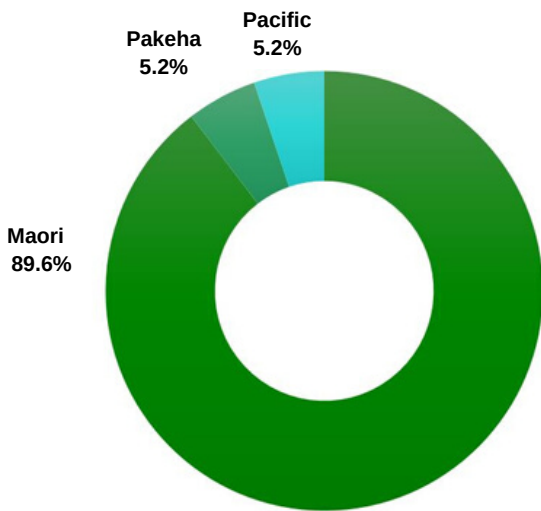
WHĀNAU DIRECT



48



48



EMPLOYMENT STATUS



1

ACC

36

Employed

7

Un
employed

1

Retired

HOUSING FIRST

O U T C O M E S

3

Transitional
Housing



4

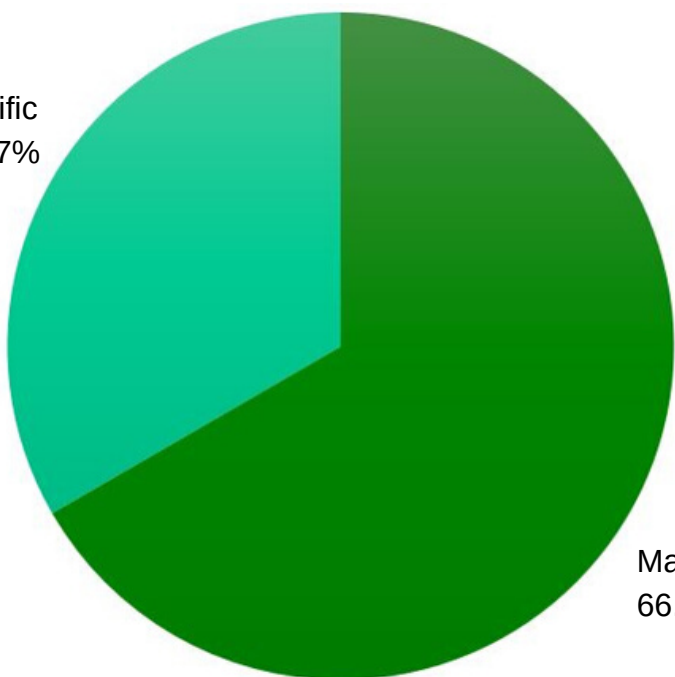
Adults

4

Children

ETHNICITY

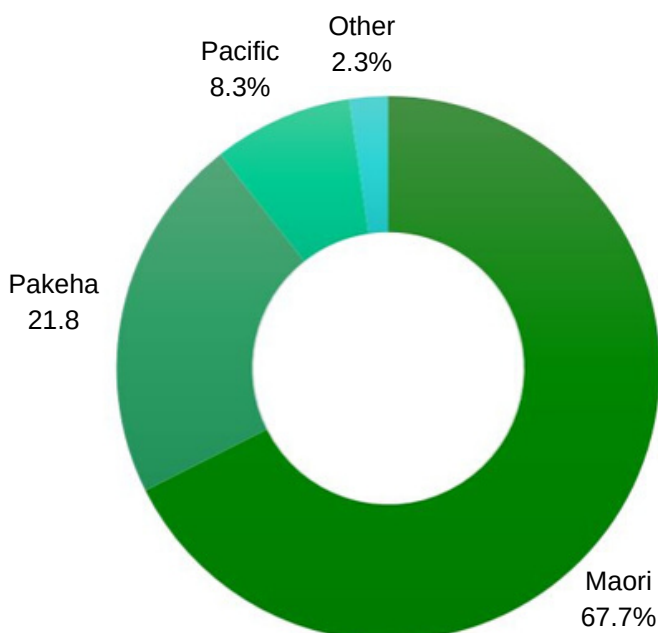
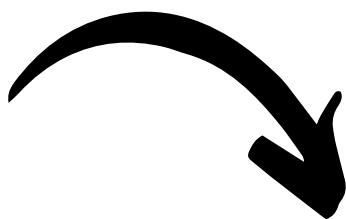
Pacific
66.7%



Maori
66.7%

SERVICES & SUPPORT TO THE HOMELESS

133
Enrollments



 38

 95



11

Transitional
Housing

13

Permanent
Housing

38

Emergency
Housing



MOEMOEĀ; VISION

Mā te manaaki ka whai hua
Inspire Whānau to Thrive

KAUPAPA; MISSION

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

Ā MĀTOU UARA; VALUES

Manaakitanga
Whakawhanaungatanga
Kotahitanga
Rangatiratanga

CHAIRS REPORT



Tēnā koe e Mana Whenua o te rohe nei, arā Taranaki Whānau Whānui ki te Te Upoko o Te Ika o Whanganui-a-Tara.

He Matawaka o ngā hau e whā , karanga atu i ō koutou maunga teitei, mai i ngā waipuna ki te awa mamao me wāhi tapu hoki, tēnā koutou. Ka tangihia i ō tātou mate takoto mārie koutou, moe mai rā, okioki atu rā .He mihi mīharo ki te uri o Ngāti Kahungunu ki Pōneke Hapori ratonga, i ō koutou whānau me koutou kaupapa hei whakarangatira i whānauora hoki. Nō Reira, tēnā koutou katoa, he whakatāuke o Ngāti Kahungunu, Mā te manaaki ka whai hua

I wish to acknowledge our Society members, and our Board as they continue to offer guidance and governance across the business of Ngāti Kahungunu ki Pōneke Community Services.

It was with sadness that I accepted resignations this year from Karen Waterreus and Paula Ngata. I thank them for their contribution and wish them well. Mrs Lynn Hollands and Mr Mike Hinton have joined us and of significance we now have Peggy Luke-Ngaheke and Kura Moeahu as lwi appointments to the board; their added expertise will support our growth across all areas.

Te Ātiawa ki Waiwhetū Rūnanga has this year invested significant time in partnering with Kahungunu Whānau Services. Our alliance with lwi is one we treasure and look forward to developing outcomes for our rohe. Together we will lead relationships with other lwi and Māori who wish to work collectively from a tikanga lens. Our collectivity offers a unique point of difference tō whānau through whakapapa and connection. I'm reminded that Ngāti Kahungunu and Te Ātiawa have a long whakapapa built in earlier times through the many partnerships and marriages of our tūpuna . Respect and kotahitanga underpin the strength of our relationship and make light of the heavy mahi ahead. Mā pango mā whero ka oti te mahi (if worker and chief pull together the job is done).

Our Chief Executive Officer, Ali Hamlin-Paenga has led us through another exciting year. By attracting and securing new opportunities she has led the organisation to double in size and turnover allowing us to enrich our services and deliver further. Under Ali's leadership I am confident we will continue to trend in the right direction. Coupled with the outstanding dedication and performance of our kāmahi we continue to support the aspirations of whānau.

Our values, Whakawhanaungatanga, Manaakitanga, Kaitiakitanga, Rangatiratanga and Mauri Ora continue to inform our relationships with each other, the whānau wē support, our partners, stakeholders and the funders of our services. Our goal is for these values to be adopted far and wide to connect whānau in need. Ngāti Kahungunu ki Pōneke Community Services remains optimistic and will continue to provide a quality kaupapa Māori service driven by tikanga handed down from our tūpuna until the day our services are no longer needed.

Te Roera Puna
Chairman

CHIEF EXECUTIVE REPORT



Ngā mihi mahana kia koutou katoa

Throughout the year we have made significant inroads into the promise of tomorrow and Ngāti Kahungunu ki Pōneke Community Services' aspirations for the future. Our tangata whenua approach to Housing First has been phenomenally successful since its outset. I must thank Mathew Maynard Snr for the tremendous amount of skill and effort he put into supporting us to get this contract across the line.

We are absolutely changing the way services are delivered - connecting whānau with their whakapapa and whenua through our ability to provide homes to the chronically homeless without any readiness conditions. Our professional and passionate kaimahi have housed some of our most vulnerable and continue to weave services around whānau promoting wellbeing and economic independence with the prospect of sustaining generational change.

I traveled this year to bring back to the team knowledge on innovative approaches and how public sector players may better enable outcomes for our whānau - visiting:

Orange Sky in Brisbane - the world's first free mobile laundry service for people experiencing homelessness – an idea founded in Australia by two mates, what started as an idea to improve hygiene standards and restore dignity to people doing it tough has evolved into something much bigger and more powerful;

And attending the Australia New Zealand School of Government conference in Melbourne focused on 'Reimagining Public Administration: First Peoples, governance and new paradigms'. It was encouraging to hear discussions on the value Indigenous knowledge and culture, not just for their importance to Indigenous communities, but for the broader community and the need to build Indigenous capability within public services and embed Indigenous views and practice across the sector

We are building on a culture of learning and acceptance and inspiring leaders at all levels of the organisation. Three Social Work placement students have accepted permanent roles with us bringing our staff complement to 21 which speaks volumes to the mahi we do, the passion with which our kaimahi commit and the outcomes we are evidenced in achieving for the whānau who are welcomed into our service.

We have strengthened our relationships and partnerships with iwi and I am immensely grateful for their support and that of our Board, led by Te Roera Puna. My team and I are focused on making a significant impression on the political and economic landscapes within which we work, to improve outcomes for all. We look forward to a future that reflects strong leadership, relationships, service organisation and knowledge systems that contribute to the aspirations of whānau.

Ali Hamlin-Paenga
CEO

OUR BOARD

Chairman

Te Roera Puna

Board Members

Naomi Taylor

Justan Clarke (appointed 20 November 2018)

Kim Allan (appointed 20 November 2018)

Paula Ngata

Karen Waterrues

Te Rae Ngaheke (appointed during the year)

Whiti Turner (resigned during the year)

Susie Hohipa (resigned during the year)

4 new Board members have since been appointed to take us into the future including two Iwi appointed represented from Te Atiawa.

OUR TEAM

Chief Executive

Ali Hamlin-Paenga

Business KonnX

Manager

Matthew Maynard Snr

Amber-Jade McCaskill

Marc Paenga

Matt Maynard

Moera Martin

Ananda Gotty

Moana Paruru

Whenua KonnX

Manager

Rua Eagle

Bernice Te Ahuru *

Rua Eagle *

Karmen Wallace

Helen Davies

Brian Matthews

Marc Paenga
(7 months)

Whanua KonnX

Manager

Puti Kaika

Terry Brady

Luana Murray

Kiri van Stratum

Jenny Langford-
James

Property KonnX Team appointment underway.....

**B. Te Ahuru transferred to Business Team*

**R. Eagle was appointed Manager of Whenua KonnX*

**M. Paenga transferred to Business Team*

TRANSFORMATIONAL CHANGES

RELOCATION

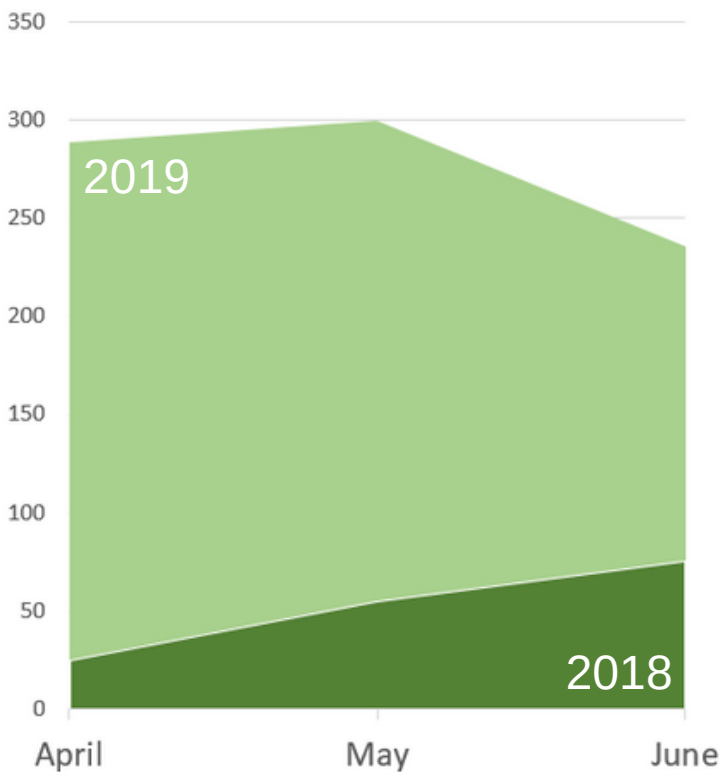
A relocation for KWS was necessary in order to unlock new opportunities. Our relocation has been a catalyst for our entire organisation to undertake a strategic make-over, and not just an aesthetic one.

It has given us a kick-start into assessing the way we operate and has motivated and encouraged performance. It has altered funder perception, supported leadership throughout our team and more importantly given whanau a safe space to engage. It has opened up ways in which we can be more efficient and effective at what our organisation does.

Having a team of leaders who have been able to articulate a compelling future and transform our commitment to change has been a key factor to a successful move. Our relocation has created a space for our kaimahi to change to new efficient ways of working. Understanding this and developing a change management approach to our move has been a great opportunity to enhance our approach to service delivery.

It has been an ideal time to implement new ways of working and change processes for the better, improving accuracy, efficiencies and effectiveness and driving positive organisational growth.

IMPACT OF RELOCATION



This graph shows the number of people who visited our service between April –June 2018 while at Lukes Lane compared to April-June 2019 at our new premises.

(These numbers reflect whanau and stakeholder visits only)

IMPLEMENTATION OF RECORDBASE

Several months prior to making the decision to move KWS had realised that its client management system was not keeping abreast of the organisation's growth and contractual reporting requirements and this move was a prime time to incorporate implementation of a new system. A decision was made to canvas the market for a more suitable replacement tool focused on customer management, contractual reporting and compliance.

We chose Recordbase, by Wild Bamboo, a client management system. This system has improved KWS's service delivery practices and is approved by our funders.

Our Recordbase implementation was well planned. Our Systems Specialist received on-line and on-site training from the Wild Bamboo training and development team. We have a supportive relationship which means we are able to improve and develop the system to meet contractual, organisational and whānau centric goals and compliance requirements.

Kaimahi work more efficiently with the use of data validations, tasks and reminders based on standard workflows. The organisation benefits from improved data quality at reporting time. Configurable dashboards enable us to see, at a glance, information that is important to us. Kaimahi have had consistent and on-going training by our IT team. Recordbase has really improved the internal knowledge Kaimahi have around compliance and reporting and the system's ease of use means immediate access to up to date information about whānau being supported by our teams.

At a team level, we're able to see how individual kaimahi are going, and how we are performing against service delivery targets. It keeps us accountable to each other and to our whānau. Funder reports are recorded on a contract by contract basis, can be run on demand and are always kept up-to-date and compliant.

Data accuracy had not always been easy to consistently achieve for KWS in the past, but it is no longer a problem. We now have secure relevant data which may then be appropriated by whānau for personal use and our organisation at an anonymised level to: measure impacts, help develop interventions and programmes to achieve improved outcomes for whānau & funders.

It's important to realise that now we can work from anywhere, access people and information remotely and create greater work-life balance and flexibility. The capability to safely and securely capture and manage data will be invaluable and will be utilised in evidenced based reporting to measure the impact housing has on the health and well-being of whānau.

OUR SERVICE DELIVERY MODEL

Whānau in control of the pathway to realising their aspirations

Whakawhanaungatanga

Manaakitanga

Kaitiakitanga

Rangatiratanga

Mauri Ora



Connect



Assess



Respond



Maintain



Wellbeing



Whakawhanaungatanga

Connecting with whānau through whakapapa and shared values



Manaakitanga

Understanding needs by placing whānau at the centre of decision making



Kaitiakitanga

Providing support in a way that works and makes sense to whānau



Rangatiratanga

Ensuring that whānau have the skills, knowledge and community support to sustain tenancy



Mauri Ora

Moving with whānau in pursuit of Mauri Ora

OUR MAHI

As a strengths based whānau ora service provider we continue to provide services to whānau that enable them to become as self-sufficient as they can be in their environment.

Our aim is to support whānau with the skills, and knowledge to enable them to live well healthy and happy lives. We continue to offer advocacy counselling range of programs and social support to all whānau, those experiencing homelessness and our most vulnerable.

Once whānau are ready for housing we extend these services to budgeting, home maintenance and all manner of home-making activities and support to help maintain and sustain their living situations. Ultimately enabling whānau to aspire to their goal of securing long-term housing and potentially home ownership.

Through our mahi we have a real opportunity to enable whānau to break generational patterns and create sustainable change. KWS has extended its mahi this year into new programs of work including:

- Housing First
- Transition to Adulthood and
- Sorted Kainga Ora

We have during the year built our organisation to a complement of 21 kaimahi having established 3 dedicated teams of social workers, counsellors, youth workers, community support workers and property management and a business team with expertise in health, IT, information and data management.

- Whānau KonnX – Our social responsibility and capability team works closely with whānau supporting them through the daily challenges they face. We work to enable them to be independent through wrapping all manner of services around them.
- Whenua KonnX – Provides a tangata whenua response to ending homelessness allowing whānau who are chronically homeless to access housing with no readiness conditions.
- Property KonnX – Provides property location and property management services to the organisation this team co-ordinates with our Whenua KonnX team to house our most vulnerable.
- Business KonnX – Led by a new position of Business and Innovation Lead this team manages data, compliance and information management both internally and externally and is focused on using data to secure emerging opportunities.

WE serve whānau who face challenges, crisis, complex situations and issues on a daily basis. Some whānau are disconnected from whānau, hapū and iwi, and their cultural practice and intelligence is fragmented from living in today's society. We also support whānau to reconnect with their cultural identity and provide a safe space for whānau to be heard and share their lives. Our whānau ora plan and Mauri Oho assessment tool are used with whānau to plan a move from crisis to a place of being in control of their wellness. Although whānau who connect with us face multiple challenges and have been, or are still in crisis, we see their potential to flourish.

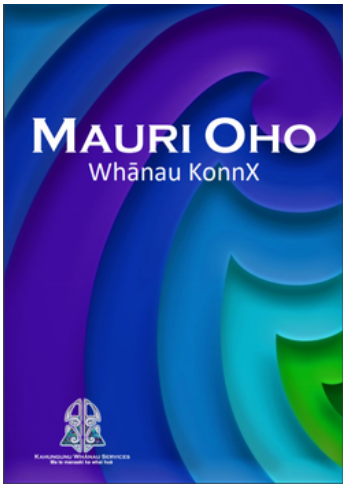
MAURI OHO ASSESSMENT TOOL

A team of staff sat alongside a group of whānau over several months to design Mauri Oho. This tool charts whānau aspirations and achievements. The original piece of work was focused on the financial capability of whānau. It is now used across the organisation as our assessment tool, and has been created in Recordbase our new case management system.

Mauri Oho is guided by a Whānau Ora framework and Te Whare Tapa Wha. It provides a space for whānau to think about positive identity, whānau, hapū and iwi connections, in a non-linear way – whānau are able to unpack what is important to them now, in the past and in to the future.

Recognition must go to all whānau participants. Without their knowledge and experience this would not have been possible. Your voices, stories and insights in the co-design of Mauri Oho have been critical to the successful outcome.

At the core of the development of Mauri Oho is the ability to give whānau the opportunity to recognise their strengths, and identify and plan for their aspirations. The value of working together under the mantle of whanaungatanga, manaakitanga, and kotahitanga must not be underestimated.



STATEMENT OF SERVICE PERFORMANCE

YEAR ENDED 30 JUNE 2018

DESCRIPTION OF OUTCOMES

This Summary of Performance is based on the information and evidence collected and collated by Ngati Kahungunu ki Poneke Community Services for the financial year 2018/2019

Ngati Kahungunu ki Poneke Community Services (KWS) provides a breadth of social service support to whanau and a range of comprehensive and intensive wrap around services to homeless communities and our most vulnerable across the wider Wellington region. These services include emergency and transitional housing support and the Housing First Programme

Our services are strongly underpinned by a Te Ao Māori worldview with practices shaped by our values Whānaungatanga, Manaakitanga, Rangatiratanga and Kotahitanga. This provides a significant point of difference in the way that KWS operates and forms the foundational platform through which we view all actions striving for Mauri Ora.

Our approach is based on Whānau Ora; a philosophy, an outcome and a model of practice for achieving Whānau wellbeing. It is strength-based, placing Whānau at the centre, focusing on; self-determination; self-management; and self-sufficiency.

Our approach to service delivery is also strongly reinforced by Mason Durie's, Te Whare Tapa Wha model, which emphasises four dimensions of wellbeing for Māori; taha wairua; taha hinengaro; taha tinana; and taha whānau. 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 faced in our communities 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. Our values translate into a strength based service delivery model where whānau are in control of the pathway to realising their aspirations;

- Whakawhanaungatanga; develop and gain an understanding of the needs of all whānau, regardless of their situation
- Manaakitanga; focus on the strengths of whānau to identify their aspirations and opportunities on their journey to wellness
- Kaitiakitanga; support whānau to be confident to manage the day to day complexities of life
- Rangatiratanga; whānau actively navigating the system and making informed decisions in relation to their wellbeing
- Mauri Ora; whānau have all the tools they need to flourish

STATEMENT OF SERVICE PERFORMANCE

Our relationships with other services increases our ability to connect whānau to the right person, and 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 cultivate their potential.

STATEMENT OF FINANCIAL PERFORMANCE

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2019

	Note	30 Jun 2019	30 Jun 2018
Assets			
Current assets			
Cash and cash equivalents	5	63,052	207,549
Trade and other receivables	5	157,721	147,280
Total current assets		220,773	354,829
Non current assets			
Property, plant and equipment	6	98,142	23,551
Total assets		318,915	378,380
Liabilities			
Current liabilities			
Trade and other payables	5	79,433	53,185
Total liabilities		79,433	53,185
Net assets		239,482	325,195
Equity			
Accumulated surplus		239,482	255,195
Reserves		-	70,000
Total equity		239,482	325,195

This performance report has been approved by the Board, for and on behalf of Ngati Kahungunu ki Poneke Community Services Incorporated:

Dated: 31 October 2019



Board Member



Board Member

STATEMENT OF MOVEMENTS IN EQUITY

YEAR ENDED 30 JUNE 2019

	Accumulated surplus	Reserves	Total equity
At 1 July 2017	134,540	130,000	264,540
Surplus for the year	60,655	-	60,655
Transfer from reserves	60,000	(60,000)	-
At 30 June 2018	255,195	70,000	325,195
Loss for the year	(15,713)		(15,713)
Transfer from reserves	-	(70,000)	(70,000)
At 30 June 2019	239,482	-	239,482

These statements must be read in conjunction with the notes to the performance report and the audit report

ANALYSIS OF REVENUE

	30 Jun 2019	30 Jun 2018
Revenue from providing goods or services		
Ministry of Social Development	351,177	324,396
Ministry of Housing and Urban Development – Housing First	326,622	-
Wellington City Council	98,865	197,294
Conditional Grants (from prior year reserves)	70,000	-
Te Puni Kokiri	38,310	-
Grant - NZ Lottery Grants Board	35,000	35,000
Ministry of Social Development – Transition to Adulthood	30,793	-
Boys and Girls Institute	1,400	2,077
Other Income	391	-
Whanau Ora	-	233,600
Te Roopu Awhina	-	50,800
	952,558	843,167
Interest, dividends and other revenue		
Interest	1,542	3,469
	1,542	3,469
Donations, fundraising and other similar revenue		
Nikau Foundation Grant	-	5,000
Donations	-	1,520
	-	6,520

ANALYSIS OF EXPENSES

	30 Jun 2019	30 Jun 2018
Volunteer and employee related costs		
Salaries and employee related costs	783,266	654,268
Motor Vehicle Expenses	15,811	9,042
Board costs	1,476	3,882
	800,553	667,192
Costs related to providing goods or services		
Rent	22,857	11,500
Computer Support	19,898	8,713
Staff training and development	10,411	11,812
Telephone & Internet	9,443	7,356
Travel and Supervision	6,748	415
Programmes and Projects	6,151	12,130
Meeting costs	5,658	1,225
Insurance	5,571	4,058
Rent – Leased Carports	5,018	-
Office Expenses	4,585	4,126
Printing & Stationery	4,133	3,195
Office Relocation costs	4,028	-
Contractor	3,331	11,680
ACC	1,743	1,663
Cleaning and Waste Removal	1,470	842
Uniforms	1,340	-
I Payroll Service Fee	1,278	1,736
Light, Power, Heating	1,258	2,064
Recruitment	336	15,725
Xero	307	499
	115,564	98,739
Other expenses		
Loss on sale of fixed assets	10,433	-
Depreciation	8,889	8,105
Conference Expenses	7,400	1,734
Accounting Services	7,000	5,530
Equipment purchased (low value items)	5,408	-
Other Expenses	5,037	4,371
Compliance	3,313	2,800
Koha Given	2,449	2,996
Events	2,250	696
Memberships	1,434	250
Bank Fees	83	88
Legal Expenses	-	-
	53,696	26,570

ANALYSIS OF ASSETS AND LIABILITIES

	30 Jun 2019	30 Jun 2018
Cash and cash equivalents		
Current accounts	63,052	207,549
	63,052	207,549
Trade and other receivables		
Accounts receivable	156,821	145,532
Prepayments and other receivables	900	1,748
	157,721	147,280
Trade and other payables		
GST payable	34,359	24,546
Accrued leave and other employee costs	26,599	20,159
Accounts payable and accrued expenses	18,475	8,480
	79,433	53,185

PROPERTY, PLANT AND EQUIPMENT

2019	Opening Carrying Amount	Additions	Disposals	Depreciation	Closing Carrying Amount
Vehicles	10,066	74,465	12,113	2,482	69,936
Plant and equipment	13,485	23,666	2,538	6,407	28,206
	23,551	98,131	14,651	8,889	98,142
2018	Opening Carrying Amount	Additions	Disposals	Depreciation	Closing Carrying Amount
Vehicles	15,143	-	-	5,077	10,066
Plant and equipment	8,492	8,021	-	3,028	13,485
	23,635	8,021	-	8,105	23,551

RESERVES

	30 Jun 2019	30 Jun 2018
Reserve Fund - Contracted Services Paid in Advance	-	70,000
Total reserves	-	70,000

OUR FUTURE

#TANGATAWHENUARESPONSE

#NOTONEMOREFOODPARCEL

#NOMOREFOODBANK

#INSPIREWHANAU

#NOMOREHOMELESSNESS

#WHANAUORA

#KONNX

