



# ANNUAL REPORT

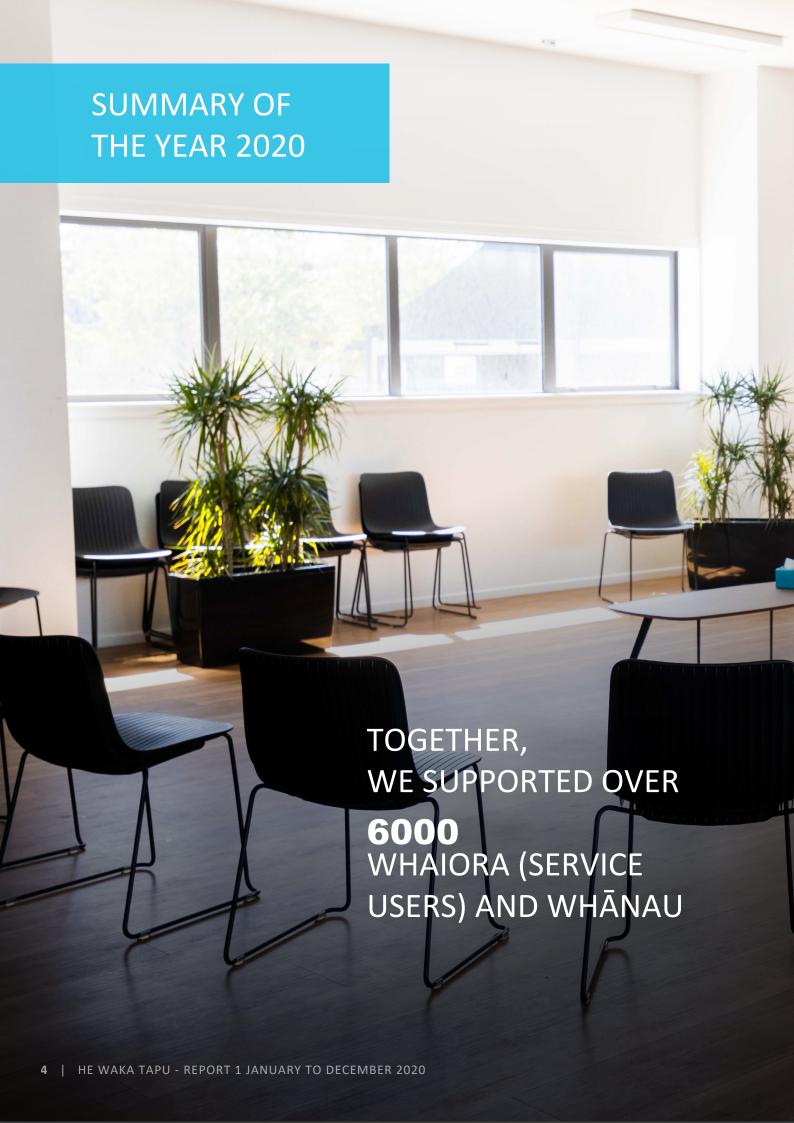
1 JANUARY TO DECEMBER 2020





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# THIS WAS ACHIEVED THROUGH







PROGRAMS & SERVICES



34+
FUNDERS & SPONSORS

## **WE MADE AN IMPACT IN 2020**





We housed

people within the Residential Service for Alcohol and Other Drugs (AOD).



We received 0800HEYBRO Calls from

men and women throughout New Zealand.



We fostered external relationships with over

organisations.

# **DURING COVID-19 LOCKDOWN 2020**



1200

COVID-19 testing swabs were administered at the Pages Road CBAC testing station.



parcels of food/toiletries/ essentials were delivered to our whaiora and whānau community.

## **BOARD CHAIR REPORT**

Tuia i runga, tuia i raro, Tuia i roto, tuia i waho, Tuia i te herenga tāngata. Ki te whare e tū nei, tēnā koe; Tū tonu, tū tonu.

E ngā rangatira, e ngā reo, e ngā waka, E ngā mana whenua, e te hau kāinga, E ngā kaitiaki o tēnei whenua, tēnā koutou katoa.

Me mahi tahi tātou mō te oranga o te whānau

What an amazing year we have all had in 2020. A big congratulations to our CEO Jackie Burrows and her team for bringing us through what has been a worldwide event with regards to Covid-19. Not only were we able to continue providing essential services to our community by having planned for a way of working from home using the IT skills and equipment already in place, but also to build strong relationships with others. He Waka Tapu have one of the most successful Covid testing stations in the city, ensuring people of the East side of Christchurch continued to be safe.

On top of that we also managed to complete the building of Te Waka our new whare at 161 Pages Rd. What a whare it is. A huge congratulations to the whole team for this amazing feat.

To my fellow directors thank you all, new and old, for your continued support of the kaupapa to serve our community to help whānau reach their full potential, we have farewelled Carl and Nicole over the last 12 months but have been blessed to be able to welcome four new directors to the team.

It is with somewhat mixed feelings that I step down as a director of He Waka Tapu after 27 years of being actively involved at all levels of the organisation, but I know it is in good hands and the future looks bright. In saying that, I will not be going too far as I will remain in a small capacity to assist management and board wherever I can. Also, I remain a trustee of He Waka Hou trust and look forward with excitement at our emergency housing complex in Shortland Street.

Once again, the growth in new contracts and staff is testimony to Jackie and her team and the trust we have built up with our funders and wider community.

To our support people such as BDO, Phillip Roth and Jenna Murray, for not only being our accountants but taking a personal interest in the organisation and your support of myself and the work of He Waka Hou Trust, is much appreciated.

The many people who have supported Jackie and myself through the new build, W2 Architects, Farrells Construction, Alan Edge from Southern Demolition, the many sub contractions, RATA foundation and Patrick Bryant from Westpac, thank you all.

It was a joyous occasion the opening day of Te Waka, officiated by Rino Tirikatene MP for Te Tai Tonga, a huge success and that was followed up in the afternoon with a community day attended by many.

I also want to acknowledge the opening of our partnership with the Whānau Ora Community Clinic now at 161 Pages Rd and as mentioned earlier with NgāāMaata Waka and ourselves running a testing station over at Ngā Hau e Whāā marae, fantastic

Lastly to all the staff and their whānau, thank you for the great work you offer to whaiora who come to us for support. I know that this is not an easy year but it is very pleasing the comments I hear back from whanau and community about how we are truly helping make positive changes, kia kaha, and we all look forward to a healthy non-violent 2021.

Once again, my congratulations to the management team and our Board of Directors for what has been another great year for the organisation. I firstly want to acknowledge Nicole Manawatu-Brennan who resigned from the Board this year and thank her for her contribution and wish her well. I also acknowledge our longest serving director Moana-O Hinerangi who also is resigning. Thank you for your support to the kaupapa and I wish you well in the years to come. To the rest of my fellow directors thank you all for supporting the kaupapa of He Waka Tapu, especially as we move into what looks like another year of firsts and growth.

He waka eke noa;

A canoe which we are all in with no exception.



**Daryl Gregory Chair Board of Directors** He Waka Tapu Ltd

### **CEO REPORT**

#### Titiro Whakamuri Kōkiri Whakama

# Look back and reflect so you can move forward

COVID-19 pushed pause in New Zealand and the world. We all diligently played our role, to do all we could in keeping our community safe and relatively COVID free. Our community was locked down, events and activities were postponed or cancelled. He Waka Tapu adjusted their sails accordingly and focused on what we could do to meet the needs of our whaiora, kaimahi and whānau.

One of our core strengths as an organisation has always been the ability to adapt and despite a year of uncertainty we did this with enthusiasm and commitment. We remained available throughout, engaging with our whaiora online, over the phone and through pātaka kai packages, delivered to their homes.

To our Board, I welcome our new directors, ensuring the success of He Waka Tapu continues. The Board plays a huge part in supporting myself in my role and the whole of He Waka Tapu as an organisation ensuring we are meeting whānau needs, focusing on wellbeing and moving with changing times.

I wish Daryl Gregory, Founder and Chairman of the Board a heartfelt farewell, Daryl is a true strength for the mahi that I am able to do and across the whole of He Waka Tapu as an organisation. Although Daryl is moving out of the Chair role and off the Board he will still be an integral part of He Waka Tapu and I know he will continue to be an ideas man, with his texts arriving at all hours saying "what about this idea" and continuing as my sounding board when I need assurance that I am heading in the right direction. I also wish Moana all the best as she steps down from the He Waka Tapu Board with Daryl and thank her for all the support she has provided over the last few years.

This year has been an exceptionally busy year with the completion of our new building "Te Waka" and the setting up of the Whānau Ora He Waka Tapu Community Clinic, in partnership with George and Raewyn Ngatai who already have a number of General Practice Whānau Ora Community clinics in the North Island. Being able to provide low cost General Practice services is a dream come true for us working at He Waka Tapu and over 2021 we would like to grow this where we can and provide low cost dental services.

Congratualations to all the kaimahi that work at He Waka Tapu, you have shown an incredible ability to work in difficult circumstances with Covid-19 and all the issues that came with this and a lack of space due to building limitations. My Operations team, Beatrice, Toni and Tanith alongside their management team ensured communication continued, even without the ability to always be able to work face to face and whaiora still continued to receive outstanding support.

Over 6000 whaiora accessed services within He Waka Tapu across both Canterbury, North Canterbury and Mid and South Canterbury. We even had a few whānau from the Chatham Islands call in for some support. The 0800HeyBro number has been a huge success in the prevention of family harm and certainly was a huge support nationally for Tane and Wahine while New Zealand was in lockdown. Over 2021 we will continue to look at what whānau are asking for, where the gaps are and work at how we can help support in filling those gaps.

I am proud of He Waka Tapu and how everybody has worked to ensure whānau wellbeing is at the centre of the mahi we do. We will continue to focus on delivering on our strategic goals and building wellbeing within the communities, this will not only include providing much needed services, but kai for whānau in their homes and for our tamariki in schools. We will continue to work to develop services that build on the prevention model of support as our 0800Heybro and Precinct mahi does. Building on our kaimahi strengths will hold He Waka Tapu in good stead for future growth.

It is our people who are the heart of He Waka Tapu, our whānau that access our services, kaimahi who bring their best every day, the Board who provide guidance and support, and altogether we are continuing to do great things. This has been a year of challenges across the whole of New Zealand where we have been able to shine in our ability to hold onto hope, believe in the strengths of individuals and how through the sometimes hard weeks, were able to always lift each other up.



Jackie Burrows Chief Executive He Waka Tapu Ltd

# **OUR MISSION**

He Waka Tapu is the go-to place for practical knowledge about whānau wellbeing.

# **OUR VALUES**

He Waka Tapu is committed to act within the values of;



### Manaakitanga

We are respectful, show generosity and care for others to ensuring everyone's mana is upheld.



### Whānaungatanga

We build relationships through shared experiences and working together.



### Rangatiratanga

We lead by inspiring others to see what is possible.



Whakākoako

We all learn.





# **OUR GOALS**

### Create a multipurpose health hub, as part of the network of health hubs

Strategies and Actions to Achieve this Goal:

- Develop outreach services to communities.
- Increase He Waka Tapu visible presence across the community health sector.
- Increase whaiora online accessibility sector-wide.
- Widen the range of health and social services at Pages Road.
- · Engage with our community to develop a relationship of care (Manaakitanga), ensuring all kaimahi (staff) have the ability to provide services both on and off-site.

### Be a sustainable and relevant organisation

Strategies and Actions to Achieve this Goal:

- · Strengthen and broaden our professional development and education capability.
- Te Reo Māori learning will be prioritised across the whole of the organisation with all kaimahi (staff) having the opportunity to achieve NCEA level 2.
- Strengthen workplace values understanding across the organisation.
- Develop multiple revenue streams beyond Government contracts.



## **OUR MEASURES**

- We will measure our contribution through the outcomes for our whaiora whānau.
- · The indicators will be the % of whaiora who stay with us until their wellbeing is assured.

## INTEGRATED SAFETY RESPONSE

Canterbury Police and He Waka Tapu work together to combat family harm. In 2018, Canterbury Police, He Waka Tapu and Integrated Safety Response (ISR) launched a six-month pilot programme to tackle domestic violence.

ISR is a multi-agency intervention designed to ensure the immediate safety of victims and children, and to work with perpetrators to prevent further violence. The programme involves workers, called navigators, going into police cells to work with offenders. ISR takes a whole-ofwhānau approach that puts the risk and needs of whānau at the centre.

In 2019, the Government ensured that funding from the Wellbeing Budget enabling the continuation of the ISR service into 2021. An evaluation of the pilot found that a significant drop of 18% had occurred for re-offending. ISR has been expanded to Ashburton and North Canterbury with two kaimahi roles created to provide whānau support.

There have been a range of significant family violence related legislation changes since ISR's inception: providing enhanced safety measures including raising the youth age to include 17 year olds, extending Police Safety Order (PSO) duration (up to 10 days), new user-friendly application forms for Protection Orders, the introduction of three new offences (strangulation, coercion to marry, assault on a family member), making victim safety the primary consideration in bail decisions and making it easier for victims to give evidence by video recording.



### THE BROTHERHOOD



The Brotherhood is a programme that sources useful male products for our Tane who are in programmes at He Waka Tapu. Utilising networks of people and businesses, high quality goods are donated and then distributed to men when they need them.

The Brotherhood is replicated from the successful model 'The Aunties' who works with the Womens's Refuge's and woman across Canterbury. Heather Milne, the founder of 'The Aunties', is now employed with He Waka Tapu and busy setting up a sustainable version for our men.

'The Brotherhood' logo is represented by the hoe. The logo was gifted to He Waka Tapu by Keryn Williams, from Matukituki Creative. A soft launch is planned prior

to Christmas and we have a promotional face book page, detailing 'The Brotherhood' service and how you can donate goods. http://www.facebook.com/HeWakaTapuBrotherhood



### **OUT OF GATE**

He Waka Tapu deployed the Out of Gate Reintegration service and Remand Reintegration programme, 1st June 2020. Funded by the Department of Corrections the Remand Reintegration programme is delivered in the Christchurch Men's Prison and the Christchurch Women's Prison. The Out of Gate Reintegration programme is delivered in the Canterbury district including Rolleston Prison, Christchurch Men's Prison and Christchurch Women's Prison. The key outcomes for the two services are;

- Providing our people with advice, support and information, which will enable them and their whānau to succeed on their reintegration journey from prison into the community.
- Enable and improve access to relevant sector agencies and community-based services.
- Improve wellbeing for individuals and their whānau who use the service.
- Have safer communities.
- Reduce re-offending.
- Have participants and their whānau thriving and becoming self-sufficient.

Since deployment, 93 men and women have accessed the Out of Gate Reintegration service, and

127 men and women have accessed the Remand Reintegration programme.



He Waka Tapu in partnership with "The Whanau Ora Clinic" have opened a community clinic at 161 Pages Road, Wainoni – the first in the South Island. This is a new low-cost medical centre in Christchurch, offering GP services for as little as \$2 a week per whānau. Whānau can set up a direct debit payment of \$2 per week, or \$8 a month, and all family members would then be able to access consultations from a GP and heavily discounted vaccinations.

He Waka Tapu are expecting 1500 to 2500 whānau to register with the new clinic as many whānau find current GP's too expensive. The clinic is based on kaupapa Māori and we welcome anyone from the Christchurch community. Phone (03) 595 6481 to book an appointment.

#### **Enrolled Patient**

#### Best package offer

- 15 minute session
- Extra 15 min FREE
- ACC FREE
- Follow up FREE
- Driver license Medication \$40
   Insurance Medical/Legal \$75
- WINZ Forms FREE
- Flu Vaccines \$10
- Nurse Forms FREE
- Minor Operations \$150-\$350
- Repeat Prescriptions \$5

#### Non Enrolled

### **Per Session**

#### Not a NZ resident

- 15 minute session
- Extra 15 min \$15
- ACC \$25
- Follow up \$15
- Driver license Medication \$80Insurance Medical/Legal \$150
- WINZ Forms \$20
- Flu Vaccines \$35
- Nurse Forms \$25
- Minor Operations \$280-\$480 Repeat Prescriptions \$25

- 15 minute session
- Extra 15 min \$10

**Casual Patient** 

- ACC \$15
- Follow up \$10
- Driver license Medication \$60

**Per Session** 

- Insurance Medical/Legal \$105
- WINZ Forms \$10
- Flu Vaccines \$20
- Nurse Forms \$20
- Minor Operations \$200-\$400
- Repeat Prescriptions \$20

# COVID-19 HE WAKA TAPU RESPONSE

#### FREE COVID-19 TESTING STATION

He Waka Tapu supported the free COVID-19 Testing Station based at the Community Based Assessment Centre (CBAC) at Ngā Hau e Whā Marae.



**Approximately** 

swabs were carried out over the period of March 23rd to end of May 2020, along with the additional non-swab contacts



This service is a phenomenal success. He Waka Tapu continues to support one of the few CBAC testing station's in Canterbury where people can drive to and be tested at no cost. Our service is unique in that He Waka Tapu staff are available on-site to follow up with social services and can support anyone who is being tested.

# 0800 HEYBRO (0800 439 276)



0800 HEYBRO is a He Waka Tapu trademarked phone number for men to phone when they feel they are going to harm someone or whanau member. This is 24 hour, 7 days a week phone line with a dedicated team just a phone call way to listen and provide help.

During COVID-19, extra funding was utilised to cover the increased need for additional staff to cover the 0800HEYBRO phone line. HEYBRO calls increased by nearly 80% during the lockdown period and we received calls from all over New Zealand.

# Below are the number of HEYBRO calls received for 1st January to 31st July 2020

Months	January	February	March	April	May	June	July
	2020	2020	2020	2020	2020	2020	2020
Calls Received	26	18	60	104	75	59	73

We are encouraged that our Māori men are reaching out for support.

The O800HEYBRO team also provided anger management support via zoom for men in remote and rural locations throughout New Zealand including Clutha, Alexandra and as far away as Northland. This service was necessary for men who were unable to access local support due to services being closed during lockdown.

# **ONLINE COMMUNITY FITNESS** AND WELLBEING



Throughout lockdown, He Waka Tapu ran Tinana (Body) Fitness classes via live streaming on Facebook. The fitness sessions were run by our fitness instructor Rawiri Maniapoto, and available to anyone who wanted to join.

This group attracted 562 members online. During the first couple weeks of lockdown the group attracted on average of 30-40 viewers per session with comments about the great engagement this service provided.

The positives we have found using an online group is that we created a video library of resources we can use in the future if needed. This also provided a way for whanau to stay connected by getting together online to work-out. With whānau returning to work, they can also rewatch the sessions at a time that suits them.

News article with a piece from our trainer Rawiri Maniapoto:

https://www.stuff.co.nz.keeping spirits up during the first two weeks of lockdown

Online group link:

He WakaTapu Tinana Facebook Community Fitness

Promotional link:

https://www.facebook.com/events/231560451169390/

Video link:

https://www.facebook.com/lionsgymchristchurch/videos/3245774842117073/?t=0



# PĀTAKA KAI (COMMUNITY PANTRY) AND MAARA KAI (COMMUNITY GARDENS)

Pātaka Kai (Community Pantry) was created prior to COVID-19 to provide food for our whaiora in need. He Waka Tapu also created a Maara Kai (community garden) at our 161 premises, our Residential Service location (377 Pages Road) and at the Chief Executives (Jackie Burrow's) premises in Rolleston.

Garden beds were dug, and raised gardens were built on these locations. Seedlings were planted and fresh vegetables were picked and put into the Pātaka Kai (community pantry) for our whaiora and community to come and collect daily. Because of the preparation that went into our gardens, we were well set up to provide fresh vegetables as soon as we went into lockdown.

Over time, it became difficult for the community to physically gain access to our Pātaka Kai (community food pantry) and for whānau experiencing financial hardship, the need for food increased. In response to this, we launched our Mobile Pātaka Kai deliveries. He Waka Tapu also added extra staff on the phone lines to handle the larger volume of calls for Pātaka Kai requests and deliveries.

During the peak lockdown periods, packages containing fresh vegetables from our gardens along with food donated from Food Bank Canterbury were delivered to 20-30 whānau per day. Since level 4, we have continued the mobile Pātaka Kai delivery service and deliver 15-20 parcels per day.

The feedback from whānau receiving Pātaka Kai packages has been wonderful.

- 104 whānau answered the survey.
- 99 said the Pātaka was beneficial to their whānau.
- 99 said it was easy to access.

"I have found everyone I have met and talked to so considerate, courteous, knowledgeable and helpful. I would have been lost without the support I received. Thank you so much."

"This was so helpful. Kia ora, thank you so much."



1901

parcels have been distributed to our people in Christchurch and Ashburton (Hakatere).





At He Waka Tapu, we value our kaimahi. Our kaimahi bring their lived experiences, skills, training and expertise to provide the largest kaupapa Māori service within Ōtautahi (Canterbury).

He Waka Tapu's Governance Board is made up of over 50% Māori and this is something we are very proud of. Alongside this, 70% of our kaimahi are Māori and over a quarter of them whakapapa to Ngāi Tahu.



Tikanga Māori values and traditions are weaved throughout our work and influence all that we do, from frontline, through to Governance.

Me mahi tahi tātou mō te oranga o te whānau. Working together for the wellbeing of family.



# **OUR NEW BUILDING "TE WAKA" AND** THE MULTI-PURPOSE HEALTH HUB

He Waka Tapu keenly anticipated the opening the of our new building named 'Te Waka' and the new health hub service at our 161 Pages Road location. Not only does He Waka Tapu now have a magnificent new building, we also have our new General Practice (GP) service running alongside our Whānau Ora community clinic, physiotherapy and Rongoā clinics with the potential to have dentistry and midwifery services on site in the future as well.

For kaupapa Māori health services to be available alongside mainstream GP services marks a new era for our whānau and our community. Fulfilling a longstanding dream shared by many at He Waka Tapu, including our founder, Darryl Gregory, He Waka Tapu is breaking new ground. We can now offer wraparound services and most of all, we can offer a whānau welcome for our whaiora.

Watch this space for innovation, new approaches and an even greater community connection.

# **OUR FUNDERS & SPONSORS**





















































# SENIOR MANAGEMENT



**Jackie Burrows** Chief Executive jackie@hewakatapu.org.nz



**Tanith Peterson** Operations Manager tanith@hewakatapu.org.nz



**Toni Tinirau** Clinical Operations Manager toni@hewakatapu.org.nz



**Beatrice Brown** Integrated Whānau Services Operations Manager beatrice@hewakatapu.org.nz



**Maree Edwards** Te Pā Tipu (Community) Manager maree@hewakatapu.org.nz



**Rana Holt** Integrated Whānau Services Manager rana@hewakatapu.org.nz



**Tyler Aukusitino** Administration Manager tyler@hewakatapu.org.nz

# THE BOARD



**Daryl Gregory** Chairman and Founder



**Ivan Donaldson** Deputy Chair



Vanessa Doig Director



Moana-o-Hinerangi Director



**Brendan McNeill** Director



**Phillip Roth** Director



**Zohnia McNeill** Director (Pending at time of Publication)



**Robyn Wallace** Director (Pending at time of Publication)





## **APPENDIX 1:**

# FINANCIAL STATEMENTS FOR YEAR ENDING 2020

### Statement of Responsibility

### He Waka Tapu Limited For the year ended 31 March 2020

The Board of Directors has pleasure in presenting the financial report of He Waka Tapu Limited, incorporating the financial statements for the year ended 31 March 2020.

The Board accepts responsibility for the preparation of the annual financial statements and the judgements used in these statements.

The management accepts responsibility for establishing and maintaining a system of internal control designed to provide reasonable assurance as to the integrity and reliability of the Trust's financial reporting.

In the opinion of the Board and management, the annual financial statements for the financial year fairly reflect the financial position and operations of the Company.

The Company's year end 2020 financial statements are authorised for issue by the Board.

-//42 Date

Director

7/12/20 Date

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# **Statement of Comprehensive Revenue and Expenses**

### He Waka Tapu Limited For the year ended 31 March 2020

	NOTES	2020	2019 AS RESTATED
Revenue			
Revenue from Exchange Transactions	2	31,454	35,812
Revenue from Non-Exchange Transactions	2	6,793,949	5,664,902
Other Income	2	5,194	546
Total Revenue		6,830,597	5,701,260
Total Revenue		6,830,597	5,701,260
Expenses			
Accounting Fees		66,165	47,490
Audit Fees		4,850	4,685
Depreciation	14	96,768	99,154
Donations		445,000	
Funding Expenses	5	920,819	823,114
Occupancy Expenses	4	242,571	219,259
Personnel	6	4,439,055	3,319,710
Vehicle Expenses		182,397	169,027
Other Expenses	7	386,494	327,813
Total Expenses		6,784,117	5,010,252
Surplus/(Deficit) for the Year		46,479	691,008
Total Comprehensive Revenue and Expense for the Year		46,479	691,008



These financial statements are to be read in conjunction with the accompanying Notes and the Independent Auditor's Report. These statements have been audited.

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# **Statement of Changes in Net Assets/Equity**

### He Waka Tapu Limited For the year ended 31 March 2020

	2020	2019 AS RESTATED
Net Assets/Equity		
Opening Balance	2,228,990	1,537,981
Current Year Earnings	46,479	691,008
Total Net Assets/Equity at the End of the Year	2,275,469	2,228,990



These financial statements are to be read in conjunction with the accompanying Notes and the Independent Auditor's Report. These statements have been audited.

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# **Statement of Cash Flows**

### He Waka Tapu Limited For the year ended 31 March 2020

•	2020	2019 AS RESTATED
Statement of Cash Flows		
Cash Flows from Operating Activities		
Receipts from Customers	6,787,146	4,402,226
Operating Expenses	(6,602,099)	(4,031,760)
Net Cash Inflow/(Outflow) from Operating Activities	185,047	370,466
Cash Flows from Investing Activities		
Interest Received	25,672	35,812
Payments to Purchase Assets	(62,583)	(111,482)
Funds withdrawn from/(Interest added to) Investments	499,081	(34,902)
Concessionary Loans provided	(1,003,901)	
Net Cash Inflow/(Outflow) from Investing Activities	(541,731)	(110,572)
Net Increase/(Decrease) in Cash and Cash Equivalents	(356,684)	259,894
Balance of Cash and Cash Equivalents		
Cash and Cash Equivalents at Begining of Year	859,824	599,929
Cash and Cash Equivalents at End of Year	503,140	859,824



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