


HE WAKA TAPU

Me mahi tahi tātou mo te oranga o te whānau





ANNUAL REPORT

1ST NOVEMBER 2020 – 31ST OCTOBER 2021



Manawa mai te putanga o te pūrongo-rongo-ā-tau
Tākina te kawa o He Waka Tapu
Tākina te reo o He Waka Tapu
Tākina te waipunenga o te tangata
Nau mai ki He Waka Tapu
Whakatairangahia o rongo
Hai pūreke whakaruruhau mō te nui, mō te rahi
Tihei uriuri, tihei nakonako, tihei mauri ora!

With open hearts we present our stories
Leading the He Waka Tapu way
Advancing the voice of He Waka Tapu
Bringing forth the wealth of knowledge of the people
Welcome to the excellence of He Waka Tapu
A shelter for the many and diverse
Heed the darkness, heed the dense night
Heed the ancient world of Kupe
To the world of enlightenment



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OUR WHAKATAUKĪ



**ME MAHI TAHI TĀTOU
MO TE ORANGA
O TE WHĀNAU.**

**WORKING TOGETHER
FOR THE WELLBEING
OF FAMILY.**





OUR VALUES



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.

CHAIR BOARD REPORT

Tuia i runga, tuia i raro

Tuia i roto, tuia i waho

Tuia i te herenga tāngata

Te whare e tū nei, tēnā koe

Tū tonu, tū tonu

E ngā rangatira, ngā reo, ngā waka,

E ngā mana whenua, te hau kāinga,

ngā kaitiaki o tēnei whenua tēnā

koutou katoa

2021 has been a big year for us at He Waka Tapu and continued the impetus of 2020, which saw the completion of and shift into our new whare at 161 Pages Road. This year, we have had to settle in while coping with the challenges thrown by the Covid-19 pandemic. Throughout, our focus has been firmly on the well-being and health of our whaiora, whānau and community. A heartfelt thanks to our CEO, Jackie Burrows and her amazing team, who are the driving force behind organisation.

As He Waka Tapu continues to grow we have been successful in securing an increasing number of contracts during the year, enabling us to expand our mahi. This has allowed us to reach out and help more whaiora and whānau than ever before in our 28 years as a kaupapa Māori organisation.

Our success was recognised in being chosen as a finalist in the 2021 Westpac Champion Business Awards, another testimony to Jackie and the team. But none of this would be possible without our stakeholders and supporters. We would like to thank you all sincerely for your ongoing confidence and trust.

Daryl Gregory, our founder, had a long-term dream of having a cafe attached to our organisation where whānau, friends and kaimahi

could meet, mingle, share a cuppa and a bite.

During the year this cafe became a reality and has been named "Papa D" in his honour.

I would like to thank my fellow directors for their invaluable support during the past year. Sadly, Brendan McNeill, who had been on the Board for 6 years, and Robyn Wallace were farewelled. On a brighter note, the Board of Directors was joined by Phillip Roth (vice-chairman), Zohnia McNeill and Toni Tinirau.

Ngā mihi nui, He waka eke noa (A canoe which we are all in with no exception).



Ivan Donaldson

Chair Board of Directors
He Waka Tapu Ltd

CHIEF EXECUTIVE OFFICER REPORT

Whāia te mātauranga hei oranga mō koutou

Seek after learning for the sake of your wellbeing

Another year around the sun for 2021. This year He Waka Tapu has been on a roller-coaster with some highs, some lows, and another Lockdown. Given the unforeseen circumstances of COVID-19, we have pushed these barriers and continued to support our kaimahi and whānau with the motto of 'business as usual' however with some slight adjustments along the way. We are so grateful to be continuing the mahi and supporting our whānau within the hapori of Ōtautahi and across Aotearoa.

I would like to acknowledge firstly our kaimahi, the passion upheld to continue supporting our whānau, to continue rowing the waka alongside them and their whānau and still building your own foundation within the everyday mahi we do at He Waka Tapu is remarkable.

I would also like to acknowledge our new and previous Board members for supporting and ensuring He Waka Tapu is continuing the legacy, our founder Daryl Gregory has set out.

As we continue to grow and expand with future endeavors, we have settled into our new building at 161 Pages Road and managed to expand down the road from our main office providing the community with a fitness centre named "Tinana Gym". This is a new initiative for He Waka Tapu, an initiative that is providing our community with free gym memberships and a variety of sessions with certified Personal Trainers.

The importance of communication cannot be underestimated and this year supporting the whole of He Waka Tapu we employed Marketing and Communications Specialist, Chloe Hunt.

Chloe's expertise and an eye for detail have provided our kaimahi with a monthly update across the organisation and stakeholders with a quarterly newsletter. This newsletter has given an opportunity for others to see how we are progressing and to gain an insight into all the changes occurring within the organisation.

We are proud to be doing our bit to support the kaupapa across Aotearoa in reaching the 90% vaccinated. Our priority alongside other kaupapa Māori organisations are providing support across both Hornby and South City vaccination clinics, and servicing pop up vaccination clinics within Ōtautahi. He Waka Tapu will continue to cater to our whānau needs and navigate this space with all restrictions in place ensuring we continue with our mission "Me mahi tahi tātou mo te oranga o te whānau".

Heoi ano, I am proud of He Waka Tapu and how we collectively come together to meet the needs of whānau well-being. We will continue to focus on our strategic goals, continue to work to develop services that build on the prevention model of supports and building on our kaimahi strengths. This will continue to hold He Waka Tapu in good stead for the future.



Jackie Burrows

Chief Executive Officer
He Waka Tapu Ltd

SUMMARY OF THE YEAR 2020 – 2021



6881

**WHAIORA & WHĀNAU
WERE SUPPORTED.**

THIS WAS ACHIEVED THROUGH



130

KAIMAHI



40+

**FUNDERS &
SPONSORS**



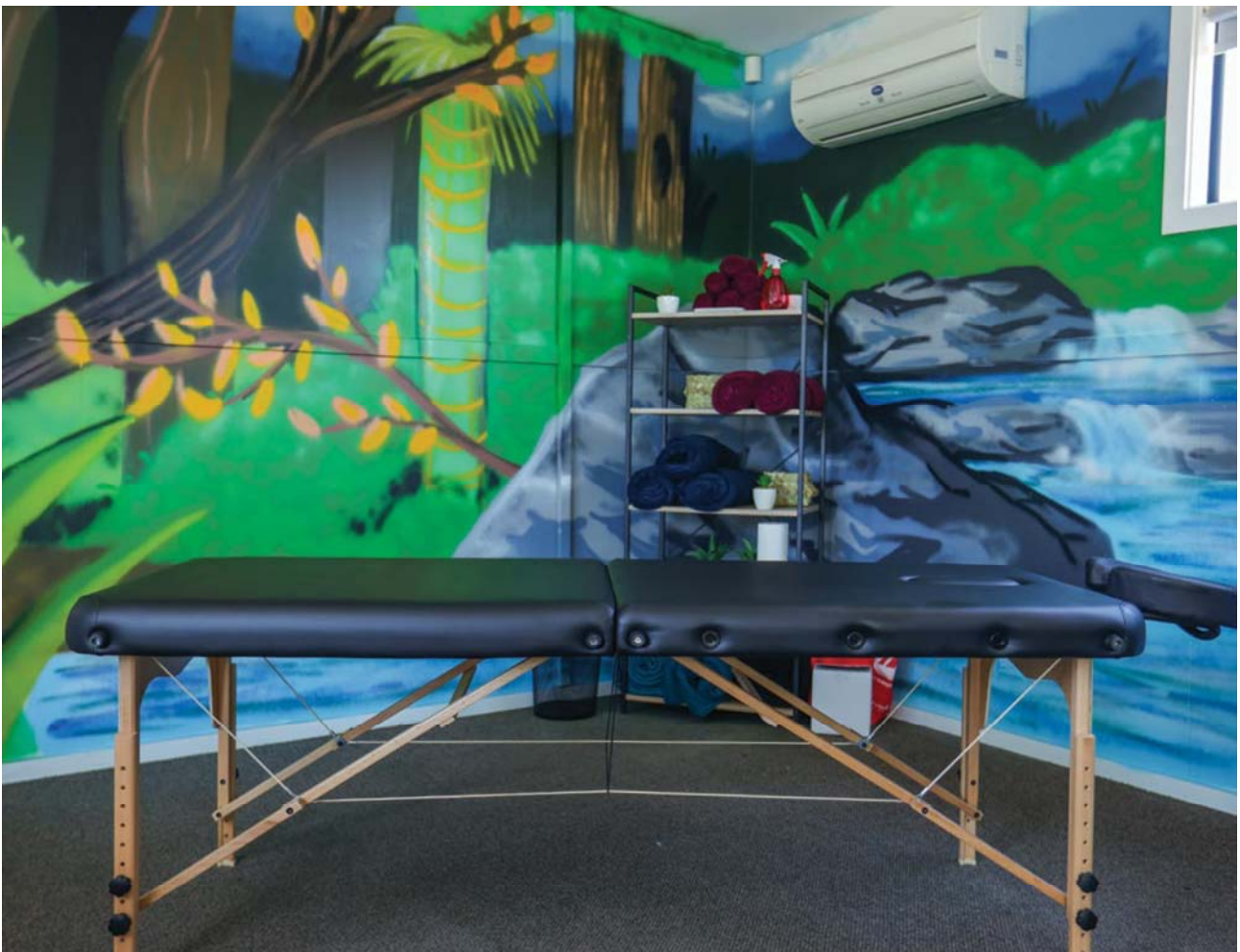
28

**PROGRAMMES
& SERVICES**

RONGOĀ

He Waka Tapu has brought an exciting opportunity to our whaiora and hapori in both Ōtautahi and Hakatere. The service is rongoā it includes karakia, whakapapa, whitiwhiti kōrero, and mirimiri. These rongoā services became available in October 2021 and the feedback received so far has been positive, a whaiora has quoted;

“I loved the mirimiri that Raine did for me yesterday. It lifted my energy levels, I had glowing purple and green colours in my mind right at the end of the mirimiri”.



TINANA COMMUNITY GYM

Tinana community gym has been a great addition to He Waka Tapu services operating since March 2020.

A free community gym located at 321 Pages Road, with options to attend health related pop-up clinics. Free access to a fully equipped gym, alongside free classes that cater to different skillsets for 16+ age group.

The overall aim of the gym is to reduce barriers to fitness options that support self-management of the of health-related issues whānau face like obesity, heart health, and diabetes etc.

A hidden gem of this gym is the non-exchange of money, it is free to all who use it, this includes the personal trainers who utilise the space to deliver their business and exchange they “pay” by providing a free option for the community to attend. This supports the sustainability of this initiative, a positive circle of life.

Memberships are up to **560** and counting. Within this quarter we delivered over **150** free community classes and pop-ups which is amazing and the feedback from the community tells us the same.



HE WAKA TAPU HAKATERE OFFICE

The Hakatere (Ashburton) office is continuing to support whaiora and whānau within the hapori from 8:30am – 5:00pm Monday – Thursday and 8:30am – 3:00pm Friday. We have employed 9 kaimahi to provide services of facilitating programmes, Mana Ake (school-based), rangatahi support, Whānau Ora, Whānau Navigator, Corrections and Ministry of Justice referred mandated sessions on anger management, as well as Integrated Safety Response (ISR).

The services provided is an extension of our main site in Ōtautahi. These services provide whaiora and whānau the support they need to ensure all whānau members are equipped to encourage one's journey and can utilise the tools provided for long-term goals, as kaimahi continue rowing the waka alongside them.

Our Hakatere office has established new relationships within the hapori, is continuously networking with other organisations to identify more Māori kaupapa services, and understand the needs identified from whaiora and their whānau. The points below identify some needs that He Waka Tapu has been given the opportunity to support.



***Whānau report
discriminative behaviour
from the existing
practices and a lack of
cultural acceptance and
competency.***



***Mental health
and well-being***

We have further employed the roles of Te Tumu Waiora Health Coaches and support workers. These new roles will be based in General Practice Medical Centres within Hakatere and our office. This opportunity ensures He Waka Tapu will continue to review services, programmes and supports that's accessible to our whānau and communities.

HAKATERE COMMUNITY ENGAGEMENTS

In collaboration with our rangatahi, kaimahi were fortunate to be able to deliver Kapa Haka and cultural support/guidance to Mount Hutt College this year. This was a first for the College who led their first pōwhiri for the Kāhui Ako which was hosted for their hui held in Methven. The college is also working towards competing at the 2022 Flava Festival in Timaru, and looking to perform at a hui involving all schools in the Opuke area. He Waka Tapu has also supported the college with weekly 1-hour sessions learning waiata-a-ringa, poi and haka. So far we have received a great amount of positive feedback from the schools, teachers, taura and principals who were a part of the Kāhui Ako.

Mount Hutt College's
Kapa Haka group



Hakatere Marae Matariki Night
Market & Harakeke Classes



Church, Hakatere Mana Ake
Team & He Waka Tapu Kaimahi



2021 City2Surf



TE WAKA





COVID-19 VACCINATION CLINIC



In May 2021, He Waka Tapu began working in the COVID-19 vaccination kaupapa. Christchurch Māori organisations working together under the Māui Collective understood the importance of being present in this mahi, and began working on various ways to encourage whānau to become vaccinated. After exploring options and supporting the opening of The Māui Clinic @ Hornby Hub, the Māui Clinic @ South City.

The Māui Clinic @ South City provides not only Covid-19 vaccinations but most importantly manaakitanga to all who come into the clinic; clients, whānau, visitors and kaimahi. We created an environment where kaimahi can engage with all cultures in a meaningful and personable way, to ensure a smooth and supportive process for them. The initial clinic held in South City focused on CALD (Culturally and Linguistically Diverse).

Communities were ensured they had a safe, culturally sensitive environment to have their COVID-19 vaccination. The Māui Clinic @ South City offers a follow-up service that includes access to other wrap-around services to all who attend the clinic.

As of October 28, 2021, there have been 4,712 vaccinations administered since opening on September 3, 2021.

The Covid-19 kaupapa is ever-changing and during the recent lockdown in September, there were over 700 appointments organised across Christchurch for vaccination appointments, and now have 3 different focus points:

1. A follow-up service to all who attend the Māui Clinic @ South City
2. Assisting with calling Māori communities in Ōtautahi who haven't yet been vaccinated
3. Participating in school vaccination clinics across the Canterbury region.

He Waka Tapu will continue to encourage and support whānau to be vaccinated, there is a need to start learning to live with COVID-19 in the community and helping our whānau to navigate our new way of life.

0800 HEYBRO (0800 439 276)



0800 HEYBRO is a He Waka Tapu trademarked phone number, set up in 2018 for men to call when they feel they are going to harm a whānau member. The number is available 24/7 throughout the motu. Calls have increased over time with an average of 47 calls received per month. Although small numbers, the need and support provided is essential, preventing harm to all whānau members within the whare. There was a total number of 588 calls received between 1st November 2020 to 31st October 2021.

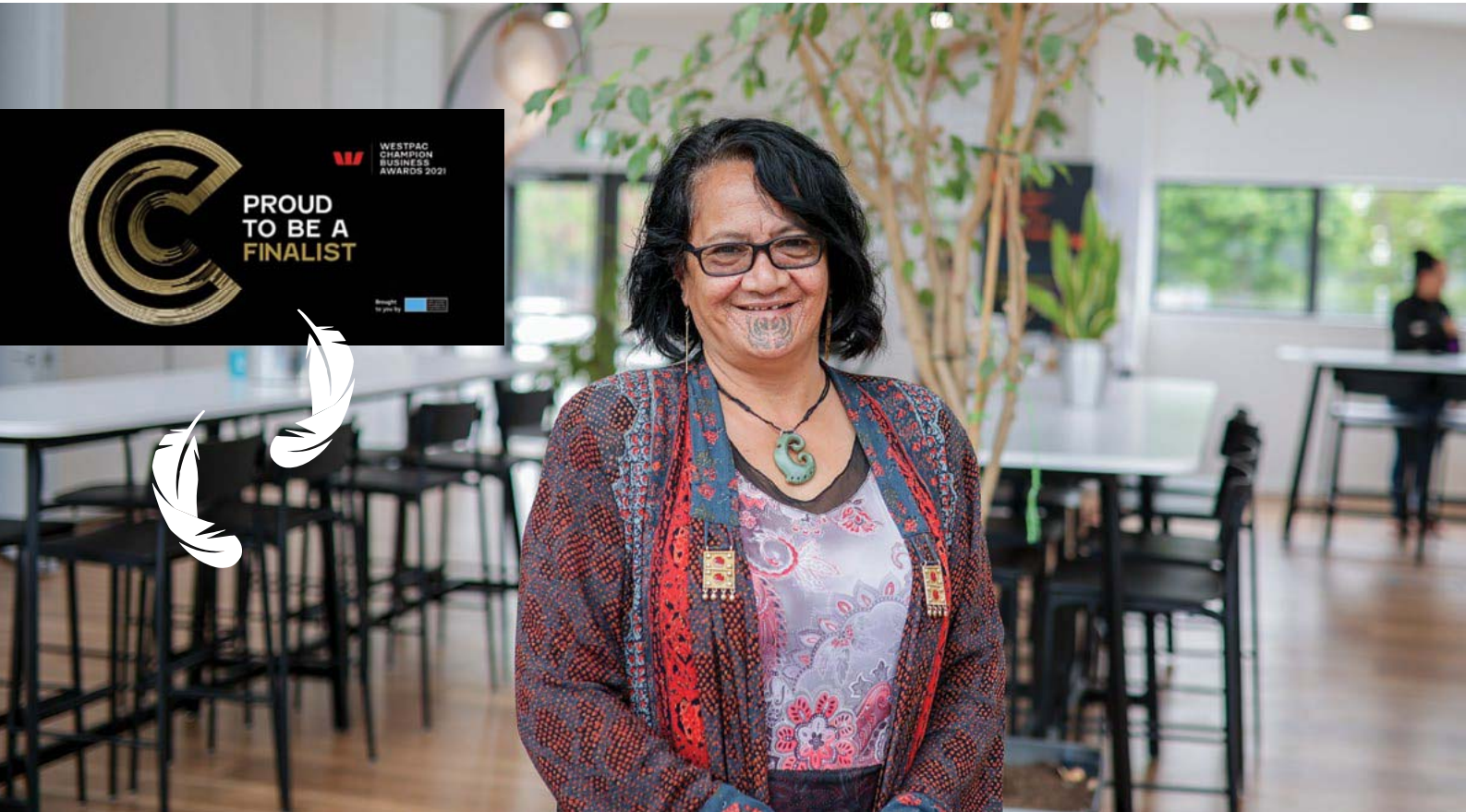
65% of calls received are Māori men reaching out for support, or partners calling for guidance and awhi. Some calls that are received have an element of providing mental health support around anxiety, depression and alcohol use, which the operators are equipped to navigate.

Calls that are received nationally are connected to local supports, and 25% of calls within Ōtautahi require wrap-around support, which can be a connection to further supports, a coffee, or a walk-in fresh air.

When a caller responds with, “Nah bro, you’ve given me everything I needed”, that is a great moment in preventing a loved one from being harmed, and the caller got the support they needed in a time that matters.

<https://www.hewakatapu.org.nz/services/0800-hey-bro>

WESTPAC CHAMPION BUSINESS AWARDS



The Westpac Champion Business Awards recognise and celebrate the excellence, innovation, and success of businesses and charities in the Canterbury Region. This year, He Waka Tapu entered in the 'The Press Champion Community Impact – Medium/Large Enterprise' category, which recognises not-for-profit organisations that positively impact the community.

We're extremely proud that He Waka Tapu was announced as one of this year's finalists alongside highly adaptive, responsive and innovative businesses across Waitaha.



OUR FUNDERS & SPONSORS





OUR KAIMAHI

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).

The Governance Board for He Waka Tapu is made up of over 50% Māori and this is something we are very proud of. Alongside this, 60% of our kaimahi are Māori and 16% of them whakapapa to Ngāi Tahu.



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

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

EVALUATION KAIMAHI AND WHAIORA 2021



Annually He Waka Tapu engages with independent evaluators to gain feedback from whaiora and kaimahi. Information gathered lets us know if the services we are providing are meeting the needs of hapori and if kaimahi are satisfied within their working environment.

KAIMAHI SATISFACTION

The kaimahi satisfaction survey told us that 95% are happy, which is great. Small improvements were required within management styles and approaches, professional development, workforce capacity and strengthening Te Ao Māori further.

Leadership met and planned ways to improve the kaimahi experience and implemented multiple changes to support these areas, a significant impact within this area was the employment of Elly Grant, who oversees professional development across the site. Twenty kaimahi have signed up to complete Level 4 Health & Wellbeing Certificate – some pursuing the Social and Community Services Strand and others focusing on the Mental Health & Addictions Strand of the apprenticeship.

Further evaluation is being carried out by Dr Sue Carswell that will highlight how we upskill and provide pathways towards leadership positions, due in 2022.

Workforce capacity has always struggled to meet the demand, on average we receive 120 referrals each week across the organisation. A review of how we manage the flow and the whaiora experience was prioritised. Starting January 2022, He Waka Tapu will be implementing a new way of accessing our services that meet the demands and supports the flow, we are excited to finally launch Te Pā Ora.

Te Pā Ora will strengthen our point of difference and whaiora will be empowered to manage their journey and gather the information that is relevant to them.

WHAIORA SATISFACTION

Although the demand is high, the quality of engagement has remained with 98% whaiora telling us that timely access to our services was really quick & good.

As a kaupapa Māori organisation, He Waka Tapu try to make all whaiora feel welcomed as soon as they arrive. Extending manaakitanga is an important aspect of tikanga and is considered vital to the initial engagement with whaiora. Therefore, it was important to find out how welcomed whaiora felt when they first arrived. Nearly all whaiora (96%) said they felt 'really welcomed'.

We asked whaiora, "What are the best things about going to He Waka Tapu?" Their responses were similar to whaiora responses in 2017, 2018 and 2019.

Similar to 2019, the positive findings provide good evidence that He Waka Tapu kaimahi are working with whaiora and whānau in a way that aligns with He Waka Tapu guiding values of manaakitanga, whanaungatanga, rangatiratanga and whakākoako.

83% of whaiora praised kaimahi for their support and their approach which expressed whanaungatanga and manaakitanga. The way kaimahi related to whaiora made them feel accepted, valued and respected which helped them to engage with He Waka Tapu services, and supported whaiora on their often difficult journey.



THEIR DIRECT FEEDBACK:

- **Whaiora specifically mentioned how friendly He Waka Tapu kaimahi are**
- **Similar to last year, whaiora specifically mentioned having someone to talk to, listen to them, discuss issues with, and provide advice were the best things**
- **Emphasised not being judged as one of the best things about He Waka Tapu. Feeling comfortable allowing them to open up and share their stories.**
- **Appreciated the honest, sincere communication, and being able to relate to kaimahi and other whaiora.**
- **Being a Māori service is one of the best things about He Waka Tapu.**
- **Meeting other whaiora was one of the best things about going to He Waka Tapu. Feedback included being welcomed, sharing knowledge with others, and connecting with other whaiora, this particularly relates to group programmes.**
- **Increased knowledge as well as the tools and skills they learnt as some of the best things about going to He Waka Tapu. This helped them to learn about themselves and gain better insights into who they were and how they could change the way they thought and behaved.**
- **A 'whole package' works together that enables positive experiences and service engagement and contributes to good outcomes for whaiora and whānau. Some whaiora also liked that He Waka Tapu provided a variety of services that met their and their whānau needs**

SENIOR MANAGEMENT



Jackie Burrows

Chief Executive
Officer



Tanith Petersen

Chief Operating
Officer



Beatrice Brown

Integrated Whānau Services
Operations Manager



Maree Edwards

Outreach Manager



Tyler Aukusitino

Integrated Whānau
Services Manager



Vick Siitia

Community Manager



Katrina Matete

AOD Residential
Manager



Ariana Tafea

Administration
Manager



Elly Grant

Clinical and Workforce
Development Manager

THE BOARD



Ivan Donaldson
Chair Board of Directors



Phillip Roth Deputy
Deputy Chair



Toni Tinirau
Director



Zohnia McNeill
Director



Vanessa Doig
Director







CONTACT US

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www.hewakatapu.org.nz

APPENDIX 1:

FINANCIAL STATEMENTS FOR THE YEAR ENDING 2021

Statement of Responsibility

He Waka Tapu Limited For the year ended 31 March 2021

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 2021.

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 Company'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 2021 financial statements are authorised for issue by the Board.



Director

03.12.2021

Date



Director

03.12.2021

Date

Statement of Comprehensive Revenue and Expenses

He Waka Tapu Limited For the year ended 31 March 2021

	NOTES	2021	2020
Revenue			
Revenue from Exchange Transactions	2	47,427	31,454
Revenue from Non-Exchange Transactions	2	9,221,483	6,793,949
Other Income	2	13,978	5,194
Total Revenue		9,282,889	6,830,597
Total Revenue		9,282,889	6,830,597
Expenses			
Accounting Fees		64,826	66,165
Audit Fees		4,893	4,850
Depreciation	13	108,828	96,768
Donations		8,528	445,000
Funding Expenses	5	1,525,589	920,819
Occupancy Expenses	4	370,763	242,571
Personnel	6	5,338,690	4,439,055
Vehicle Expenses		204,075	182,397
Other Expenses	7	462,330	386,494
Total Expenses		8,088,523	6,784,117
Surplus/(Deficit) for the Year		1,194,366	46,479
Total Comprehensive Revenue and Expense for the Year		1,194,366	46,479

Statement of Changes in Net Assets/Equity

He Waka Tapu Limited

For the year ended 31 March 2021

	2021	2020
Net Assets/Equity		
Opening Balance	2,275,469	2,228,990
Current Year Earnings	1,194,366	46,479
Total Net Assets/Equity at the End of the Year	3,469,835	2,275,469

Statement of Financial Position

He Waka Tapu Limited As at 31 March 2021

	NOTES	31 MAR 2021	31 MAR 2020
Current Assets			
Cash and Cash Equivalents	8	1,602,705	503,140
Receivables and Other Current Assets	9	2,046,208	1,646,705
Term Deposits		-	535,821
Total Current Assets		3,648,913	2,685,666
Current Liabilities			
Payables and Other Current Liabilities	10	188,440	242,823
Income in Advance	11	43,750	85,304
Employee Benefit Liability	12	436,961	293,462
Total Current Liabilities		669,151	621,589
Working Capital		2,979,763	2,064,078
Non Current Assets			
Property, Plant & Equipment	13	490,072	211,391
Total Non Current Assets		490,072	211,391
Net Assets		3,469,835	2,275,469
Equity			
Accumulated Funds		3,469,835	2,275,469
Total Equity		3,469,835	2,275,469




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

Statement of Cash Flows

He Waka Tapu Limited For the year ended 31 March 2021

	2021	2020
Statement of Cash Flows		
Cash Flows from Operating Activities		
Receipts from Customers	8,842,743	6,787,146
Operating Expenses	(7,932,132)	(6,602,099)
Net Cash Inflow/(Outflow) from Operating Activities	910,611	185,047
Cash Flows from Investing Activities		
Interest Received	13,978	25,672
Payments to Purchase Assets	(387,509)	(62,583)
Funds withdrawn from/(Interest added to) Investments	535,821	499,081
Concessionary Loans provided	26,664	(1,003,901)
Net Cash Inflow/(Outflow) from Investing Activities	188,954	(541,731)
Net Increase/(Decrease) in Cash and Cash Equivalents	1,099,565	(356,684)
Balance of Cash and Cash Equivalents		
Cash and Cash Equivalents at Beginning of Year	503,140	859,824
Cash and Cash Equivalents at End of Year	1,602,705	503,140
Net change for the period	1,099,565	(356,684)



HE WAKA TAPU

Me mahi tahi tātou mo te oranga o te whānau



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