



Pūrongo ā-tau: Annual Report 2022-2023

‘Ma pango, ma whero ka oti ai te mahi’
Work together to get the job done

Lifewise Board of Trustee Chair's Introduction

During the 2022-23 financial year, the rising cost of living placed more pressure on the community, not helped by major weather events including Cyclone Gabrielle. Accordingly we saw – and are still seeing – heightened demand for the services and support which Lifewise can provide. We are proud of our efforts to help.

During the financial year we welcomed new trustees Rhonda Koroheke (Te-Whānau-ā-Apanui, Ngāti Maniapoto, Ngāpuhi) and Viliami Liava'a (of Tongan ethnicity). Both Rhonda and Viliami bring valuable new skills to our Board. We also gratefully farewelled Sasha Lockley who served Lifewise as a trustee for three years.

For the first time we also commenced a Board “shadow” programme which allows emerging leaders to participate in our Board meetings and gain governance experience. With thanks to PwC for their support in this initiative, we welcomed Tess Riwai (Tūwharetoa) to be our inaugural shadow trustee.

Our organisation continued its sound financial performance, with a small surplus for the year and total income (revenue) up 16 per cent to over \$30 million. The rapid growth of Lifewise in recent years shows that we have been, broadly, successful in our various models of service delivery.

However, this growth also illustrates the growing scale of community need in our core service areas of Auckland and Rotorua. There are big challenges ahead for Aotearoa New Zealand in mitigating poverty and improving equity. At present we are seeing continued growth in homelessness.

We are committed to working to offer better housing options to those who are homeless or not stably housed, as well as the wraparound services which will allow them to sustain their tenancies.

At the same time, our inaugural Statement of Service Performance described the breadth and scale of our activities, indicating we are having a positive impact on a wide range of communities which greatly need our support at this time.

On behalf of the Board, I would like to thank all our management and staff for their hard work this year. We are grateful for the leadership of Haehaetu Barrett, who has just completed her first year as our Chief Executive. And we acknowledge the ongoing partnerships with and support from our sister trusts, Methodist Mission Northern and Airedale Property Trust. Ngā mihi nui ki a tātou.

We are all looking forward to continuing our work and to making a difference to our clients and the communities we serve.



A handwritten signature in black ink, appearing to read 'Rohan MacMahon'.

Rohan MacMahon

Board Chair

A message from the Chief Executive

Lifewise Trust is an organisation that requires a workforce that is fit for purpose to stand confident against social injustice. The cutting-edge services that Lifewise delivers across the most vulnerable communities are recognised nationally for commitment to serve and provide a 'hand up and not hand out approach'.

As the Chief Executive for Lifewise I stand strong with our workforce, and I am proud to contribute to the 2023 Annual General Report.

The known factor for any Non-Government Organisation is to have a sound infrastructure as the back bone for effective provision levels to be delivered. This year we introduced three key significant roles to the executive level; Chief Operating Officer, Group Quality Manager, and Practice and Development Manager. Each role has made significant and immediate impacts at the senior leadership level and given tremendous support to continue the daily work they do in our communities.

Lifewise have maintained the international philosophy of the Housing First Programme. We only believe in permanent housing and intense wrap around support for whānau we serve.

The Lifewise Chief Executive has presented our advocacy cause throughout 2022-2023 at national and international conferences. The conviction of the work we do at each presentation has attracted international and national political attention with Lifewise fast becoming the first point of reference for community solutions.

As a sibling in the Three Trusts Totara of addressing the inequalities in Aotearoa New Zealand, the Lifewise Trust is proud to be a part of this unique approach.

The three Chief Executive Officers meet regularly to discuss our individual operation levels to ensure we uphold our values to the Theological principals of the Methodist Mission Northern. I would like to acknowledge my executive colleagues for the high trust relationship we hold with each other and hope we are role-modelling our connection into our respective teams.

A special thanks to the Lifewise Board for being courageous with all the challenges we have faced over the year together and the Board Chair for his ongoing support to my risk taking approaches to fight for our communities in the best way possible.

Finally to all our staff, volunteers, family and whānau of the streets, we are here because of your unconditional resilience to ensure that our families are safe and provide care and love. We are an amazing team of Ambassadors of Hope and I am proud to be a part of the Lifewise Trust



Haehaetu Barrett

Chief Executive - The Lifewise Trust



About Lifewise

The Lifewise Trust (Lifewise) is domiciled in Aotearoa New Zealand and is a registered charitable trust. Lifewise was established in 2009 as one of three Trusts that resulted from the split of the Methodist Mission Northern (MMN) into the Three Trusts: Lifewise, Airedale Property Trust (APT) and MMN. Lifewise is the social service delivery arm, APT is the commercial arm, taking the lead on all MMN's income-generating activities while MMN retained Chaplaincy and the important connection to the Methodist Church.

The Lifewise Trust – Board of Trustees 2022-2023

Rohan MacMahon (Chair)	Jai Nario	Vaughn Davis
Shirley Rivers	Rhonda Koroheke	Marion Hines
Viliani Liava'a	Tess Riwai (Shadow)	Sasha Lockley (to September 2022)

Our Vision / Our Purpose

Our Vision is to support connected, just, and inclusive communities. Lifewise is an innovative organisation working together with marginalised people to create better services and solutions to enable their full participation and ability to thrive. Central to the work we do is working along people to address social justice and health equity issues. **Our Purpose** is about creating the means and ways for people to thrive.

To achieve our vision and purpose, we deliver services throughout greater Tāmaki Makaurau Auckland, Te Tai Tokerau Northland and Rotorua through six Services.

- Merge Community, Lifewise Works, and Merge Café
- Community Housing Services Tāmaki Makaurau
- Family Services
- Hauora - Supported Accommodation, Housing First and Supported Housing Pathways
- Care and Education Centres Services
- Health and Disability Services

Our Values

Compassion | Arohanui - Courage | Māia - Respect | Whakaute - Integrity | Ngākau Pono

Merge Community, Merge Café and Lifewise Works

What we delivered/Our impact.

Merge provides three services to whānau. In 2022-2023:

- Merge Café provided **5548 subsidised \$5 meals** to whānau. Merge Café is located at 453 Karangahape Road. All money spent at Merge Café goes towards support for whānau experiencing homelessness.
- Merge Community provided support for street whānau. This is whānau who are homeless or 'vulnerably housed', such as those in emergency housing, overcrowded homes or boarding houses. Street whānau also includes those at-risk of becoming homeless such as those leaving prison or those currently in emergency housing.
- Lifewise Works develops whānau capability and capacity on their journey to permanent housing and recovery. One initiative focuses on whānau employment capability and capacity and provides opportunities for them to earn income that fits around them. Lifewise Works provides cleaning and moving services to social housing providers and new builds. Whānau worked **778 paid hours** through Lifewise Works.

Merge Café

During 2022-2023 Merge continued its evolution from a café to a thriving community hub. It is beyond the conventional role of a dining establishment, becoming a refuge and support system for whānau. The incorporation of essential services for whānau demonstrates a commitment to holistic well-being.

Merge Café serves as a gateway to a range of comprehensive wraparound services provided by Lifewise and other social service agencies. Facilitating whānau access to housing, employment, and health services transforms the café into a conduit for positive change. Offering amenities like free Wi-Fi and phone charging extends its impact, enabling whānau to connect with their loved ones and access vital resources. In essence, Merge's continued evolution to a holistic community hub is a testament to Lifewise's dedication to social responsibility and positive community impact.



Merge Community, Merge Café and Lifewise Works

Lifewise Works

During 2022-2023 Lifewise Works, with Merge Community, developed a new capability and capacity initiative. It developed and delivered Ringa Wera, a pilot programme, focused on food affordability. Ringa Wera acknowledges the following factors:

- Affording healthy food is increasingly challenging. For whānau living in the city, food is expensive which limits supermarket choices.
- Often when whānau are housed, they become socially isolated and bored, especially if trying to overcome addiction and mental health issues.

Ringa Wera offers community cooking sessions where each week whānau cook a meal using found, foraged, or food parcel items. At the cooking sessions:

- We see how we can adapt the meal for dietary requirements (diabetes, blood pressure, gout, heart disease)
- Look at an item to add to grocery shopping, and the pantry.
- Ask whānau what they would like to cook, so we're building the programme around people, not people around programme.

During 2022-2023 we ran **16 Ringa Wera** sessions. Whānau cooked, shared their cooking tips, tried new recipes and took learnings home to teach their new ideas to whānau and neighbours. Feedback to date includes:
"Great to be back in the kitchen".

"So lovely to have fresh crisp food. I ate my salad for both lunch and dinner and will make it again AND I've been telling all my mates to come and cook as well".

Merge Community

Merge is a doorway for whānau to access support and housing within Lifewise, the community, and various agencies. More importantly, it is a doorway for whānau to create their own solutions.

Through Merge Community, whānau who have lived on the street are trained and supported to guide street whānau, and be role models.

Support is provided in three ways by whānau with lived experience:

- Volunteers support whānau face to face at Merge Café on Karangahape Road or in the space upstairs from the café.
- The Outreach team connects with street whānau living and sleeping rough in the inner city, working with them to access other support services when they are ready.
- Haven is an after-hours support space hosted at Merge Café, in collaboration with Lifewise, Odyssey and Mind and Body.



Housing First, Youth Housing and Community Housing

During 2022-2023, in Tāmaki Makaurau we provided the following housing services:

The **Housing First Te Pou Tuatahi o Tāmaki programme** is designed to deliver a pathway to exit homelessness and to provide a system of support that is needed to sustain housing. The service is exclusive to whānau who are chronically homeless in Auckland City Centre.

- During 2022-2023, we worked with **166 whānau** by offering immediate access to housing, combined with person-centred, community-based, and recovery-oriented support.

The Youth Housing Programme provides accommodation and wrap around support for rangatahi aged 16-24, who are either homeless, at risk of becoming homeless, or have a serious housing need.

- During 2022-2023 across our five youth housing sites in South Auckland, Central Auckland, and West Auckland we secured housing for and worked with **66 rangatahi**.

The **Community Housing Programme** provides Sustaining Tenancy Services and Navigator Services. Our Sustaining Tenancy Services provides clients with practical and emotional support to keep their home when they are finding it hard to manage their tenancy, or are at risk of losing their tenancy. Navigator Services assist clients (individuals or families) who are currently living in emergency housing supported by the Ministry of Social Development to move into permanent housing.

- During 2022-2023 Community Housing assisted **85 clients** to keep their tenancies or move into permanent housing.



Housing First, Youth Housing - Review

2022 Pause and Review Process

A Pause and Review process was initiated across our Tāmaki Makaurau Housing First and Youth Housing in late 2022. During this time we did not accept any new whānau and rangatahi to our respective programmes. The heavy impact of moving in and out of COVID Alert Levels over the previous two years meant it was timely to work with Housing Services staff in a structured way to support and assist their work with whānau and rangatahi.

As a result, we were able to make important changes to these Housing Services. These have included clear and direct leadership approaches so staff are more supported, and can undertake their core responsibilities safely.

New processes and systems are being rolled out to support whānau and rangatahi.

In particular:

- **Housing First** has had a deliberate focus on infrastructure and training and strengthened its front-line practice. This was achieved by better managing the referral and onboarding process and introducing new practice guidelines. An increased focus on access to professional supervision and core competency training is occurring. The above is contributing to the Housing First team being well equipped to manage whānau's increasing complexities, and supporting them on their journey towards permanent housing. For the Housing First leadership team, these achievements have been a significant move in the right direction and are a delight to observe.
 - **Youth Housing** has worked hard to improve the services we provide to rangatahi, ensuring they have a safe and supportive environment to grow and to ensure our staff have the resources and support they need to do their job. At the beginning of the year, our Manaaki Team completed an audit to help us understand our service needs. As a result a plan was implemented to improve systems and processes which support the team to work together more effectively. Increased staff training and development have improved productivity. As part of our commitment to ensuring the wellbeing of rangatahi, we have increased the safety value of our sites, and to improve outcomes we are working towards youth development best practice standards across Youth Housing. The Youth Housing team is looking forward to together taking the service to the next level in the new year.
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Supported Accommodation, Housing First & Supported Housing Pathways Services

For Lifewise ki Te Arawa, in Rotorua, Manaaki, Aroha and Tautoko embed the values within the services and assert mana motuhake for staff, residents and manaha (clients), their whānau, hapu, iwi and their community.

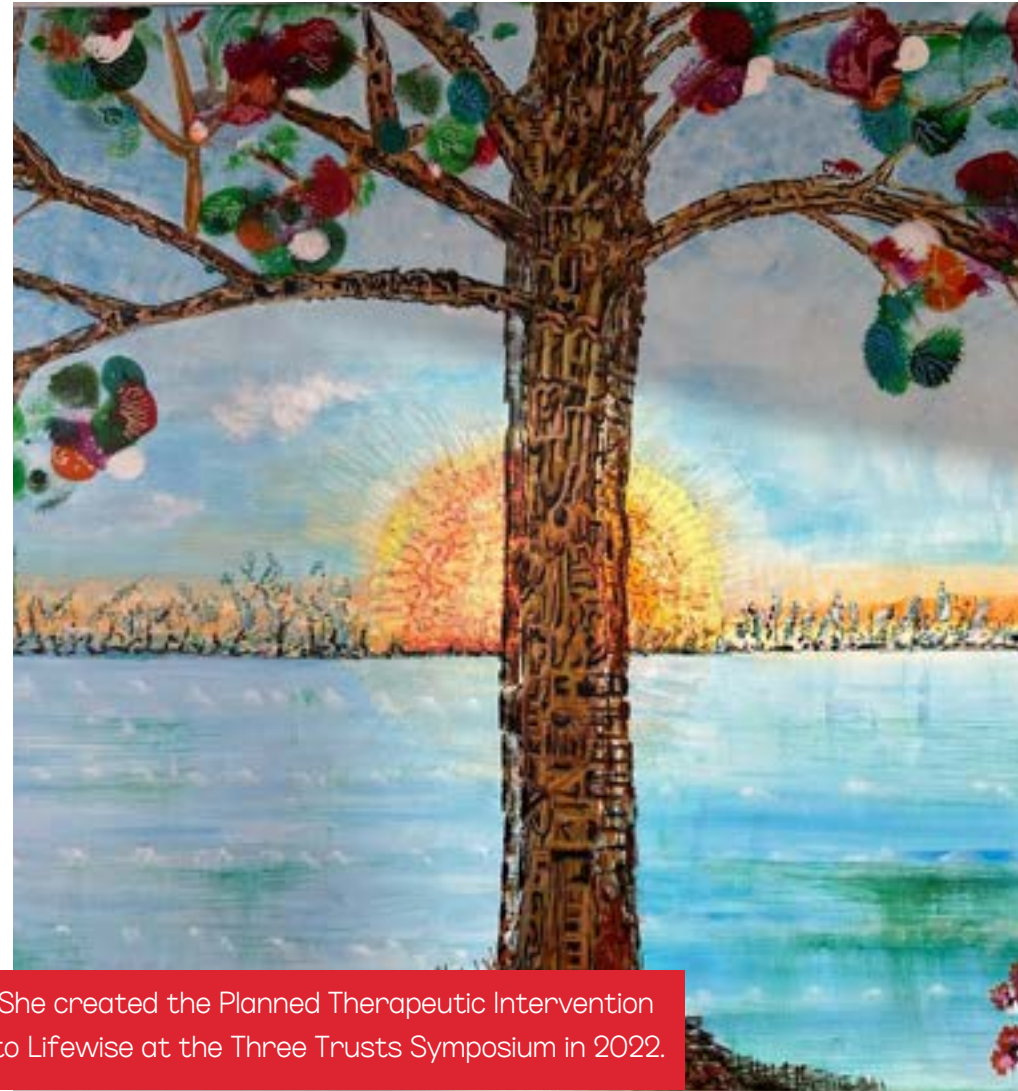
In 2022-2023 Lifewise ki Te Arawa delivered these service outcomes:

- **85 people** participated in our **Supported Accommodation Services**, in our recovery-focused residential service for adults. This is our 14-bed residential service.
- **284 manaha** were engaged and housed in our **Housing First Programme**. Our programme, which is in its fourth year of operation, was the first indigenous Housing First programme. We deliver Housing First in partnership with Te Taumata O Ngāti Whakaue Iho Ake.
- From July 2022 **Supported Housing Pathways**¹ our newest service, reduced from **43 to 7 people** in its first year transitioning people into appropriate alternative accommodation.

Housing First and Supported Housing Pathways are services specific for people who experience chronic homelessness in Rotorua. Our services and programmes support residents and manaha to connect with their whānau, hapu, iwi and communities.

Lifewise ki Te Arawa continues to serve the Rotorua / Bay of Plenty community with integrity and excellence. Mana-enhancing practise enables the workforce to deliver competently to support the unmet needs of our people.

¹ During the first two years of the pandemic, this was a Covid response motel which provided emergency housing. Lifewise took over the Ministry of Housing and Urban Development service agreement for this in 2022.



In memory of Annie Clegg, who joined Lifewise ki Te Arawa in 2017, first as a client. She created the Planned Therapeutic Intervention placement for people with chronic addiction issues. This is her artwork she gifted to Lifewise at the Three Trusts Symposium in 2022.

Family Services

In 2022-2023 Family Services provided whānau led services for families/whānau which included:

Mana Whānau is our 6-month Intensive In-Home Parenting Support programme to support reunification, keep whānau together and to prevent children/tamariki from entering or remaining in state or non-kin care.

- During 2022- 2023, we supported **18 whānau** to keep **58 tamariki** in their care.

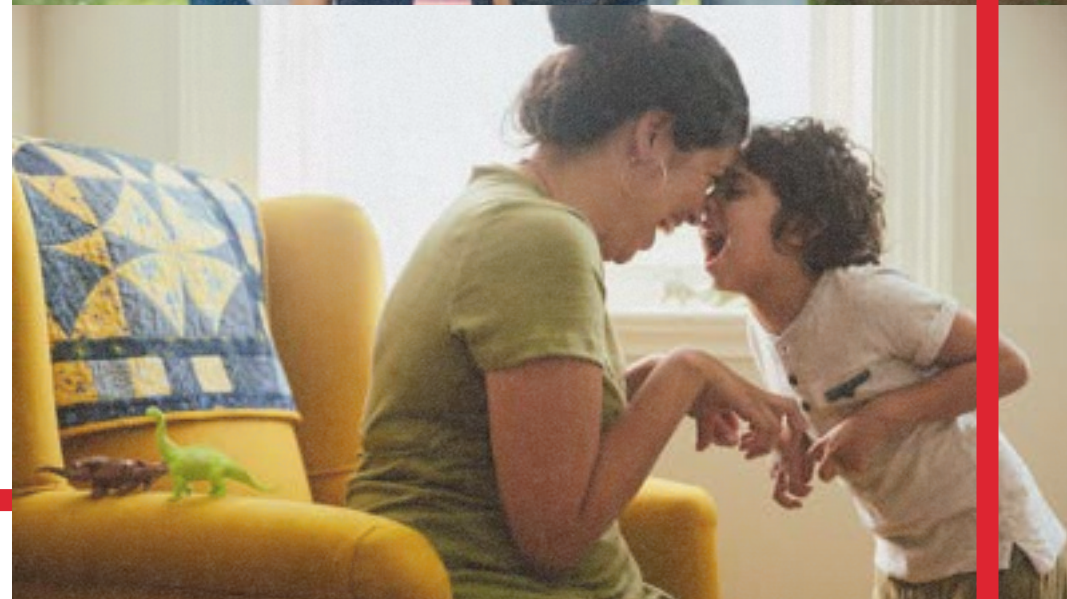
Toolbox Parenting Programmes is made up of four specific courses which are each offered four times per year. These are Infant Years, Primary Years, Teenage Years, and Building Awesome Whānau.

- In total **16 courses** were delivered in 2022-2023 with **161 parents and caregivers** attending.

Community social work support in relation to parenting, advocacy, budgeting and family harm prevention is a key part of Family Services.

Tōku Whānau is a new 12-week whānau-led and strengths-based programme for parents who have experienced family harm.

- During 2022-2023, the Tōku Whānau programme completed its pilot. We are delighted that the Ministry of Social Development has continued to fund its implementation through a five year service agreement.



Early Childhood Education Centres

In 2022-2023 Lifewise provided services for children, parents and whānau through its four **Early Childhood Centres** as follows:

- **Waimumu Road Early Childhood Education (ECE) Centre** in Massey
- **Glen Eden ECE Centre**
- **Royal Road Preschool** in Massey
- **Akoteu Tengai Musita (Mustard Seed Preschool)** in Ōtara.

Akoteu Tengai Musita (Mustard Seed Preschool) is part of the Methodist Church of New Zealand - Te Hāhi Weteriana O Aotearoa. It is a Tongan ECE and based in the Parish. It is delivered via a joint venture between the Preschool and Lifewise.

In 2022-2023, **164 children attended** Lifewise ECE Centres and Preschools. Our ECE Centres and Preschools:

- Prioritise enrolment for children of low socio-economic whānau, Māori, and Pasifika children. The centres also prioritise children with diverse and difficult family, developmental and social circumstances.
- Provide access to affordable, high-quality early childhood education.
- Provide community connection services for parents and whānau.

Three Educators from our Mustard Seed Preschool were awarded for their contribution to ECE. The awards and recognition for Mele Vailala, Junisi Ha'unga and Ana Longi at the Pasifika ECE Leadership and Grand Ball 2023, not only celebrates their achievements but also highlights the importance of having Pasifika teachers in ECE. Pasifika teachers bring unique perspectives, cultural richness, and a deep understanding of diverse learning styles ensuring that every child receives an education that is not only academically enriching but also culturally inclusive. As we applaud Mele, Junisi and Ana, we also recognise the broader significance of their achievements; a step forward in building a more culturally responsive and inclusive ECE system.



Congratulations to Mele, Junisi and Ana, and all Pasifika teachers who play a pivotal role in shaping the future of our young learners!

Health & Disability Services

During 2022-2023 we delivered these health and disability services:

- Home and Community Support Services (HCSS) which supports older people and disabled people to lead independent lives in their own home via our Homecare services. During 2022-2023, we delivered **199,289.1 HCSS input hours** to older and disabled people living in their own homes.
- Individualised Funding gives disabled people control of the decision-making, sometimes with support, about their disability support services. It is for people of all ages who manage personal budgets for disability support services. Its purpose is to support the person to maximise the benefits of their funding in a way that best meets their needs and preferences. During 2022-2023 we supported **762 people** to receive their disability support via Individualised Funding (IF).

Person and whānau-centred service delivery is consolidating within our Health and Disability service as evidenced by the ongoing growth of IF. Three main themes emerged from a survey² of people using our services.

- People appreciate our support.
- Working with our IF coaches and home and community staff is helpful.
- We make our processes easy.

Specifically in our Disability Service, the results were outstanding and based on the Enabling Good Lives principles, which are incorporated in Ngā Paerewa Health and Disability Services Standard (2022). This is partly a result of our commitment to getting to know the people we work with by meeting with them in person.

We use these opportunities to put the Lifewise values 'front and centre' because strong engagement is the foundation for excellent service!

² As part of their graduate studies, the survey was conducted by an AUT Healthcare Management student who reviewed our services with older people and disabled people during the first half of 2023.



Mahi Tahī

Collaborations & partnerships

Lifewise is grateful to sister organisations Airedale Property Trust and Methodist Mission Northern. We're also grateful to the Methodist Church of New Zealand - Te Hāhi Weteriana o Aotearoa, for making what's possible, possible.

There have been a lot of people, Iwi, organisations, providers, agencies and funders, who have contributed to Lifewise's work during 2022 to 2023. In particular we want to acknowledge:

Government agencies:

- Te Manatū Whakahiato Ora - Ministry of Social Development
- Te Tāhū o te Ture - Ministry of Justice
- Te Tāhuhu o te Mātauranga - Ministry of Education
- Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development
- Te Whatu Ora - Health New Zealand
- Oranga Tamariki - Ministry for Children
- Whaikaha - Ministry of Disabled People

Funders:

- Auckland Council - Te Kaunihera o Tāmaki Makaurau
- Foundation North
- JR Mckenzie
- Lottery Grants Board
- Methodist Alliance - Ngā Purapura Weteriana
- One Good Kiwi
- Simplicity Foundation
- Te Rourou Foundation - One Aotearoa Foundation
- Tindall Foundation
- Waitematā Local Board

Partners, supporters & friends:

- Ngāti Whakaue
- Ngāti Whātua-o-Ōrākei
- Te Taumata O Ngāti Whakaue Iho Ake
- Auckland Business Chamber
- Auckland Housing First Collective
- Countdown
- Karangahape Road Business Association
- Little Pips
- Mind and Body
- Odyssey
- Newmarket Business Association

Whakawhetai koe – thank you.

Thank you

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