



Annual Report 2023-24

LIFEWISE

A member of the Methodist Alliance

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

About Lifewise

The Lifewise Trust (Lifewise) is a New Zealand-based registered Charitable Trust, focusing on Auckland and Rotorua. It is a community social development organisation with roots tracing back over 150 years as part of the Methodist Church of New Zealand. A member of the Methodist Alliance, Lifewise is dedicated to creating a society where everyone feels valued and has a sense of belonging. Lifewise addresses social issues by providing sustainable solutions and fostering caring communities. Lifewise offers a range of services, including support for housing, mental health and addiction, families, as well as health and disability.

Legal Name: The Lifewise Trust

Trading Name: Lifewise

Entity type & Class of registration: Registered Charitable Trust

Registration Number: CC40248

NZBN Number: 9429043095490

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Chair's Report

As we reflect on the period from July 2023 to June 2024, it is crucial to acknowledge the dynamic political and economic landscape of New Zealand and its impacts on social services.

The recent elections and subsequent change in government have brought about significant shifts in policies affecting the social sector. These changes have both challenged and inspired us at Lifewise to adapt and continue our mission with renewed vigour.

Throughout this period of transition, Lifewise has remained steadfast in its commitment to supporting our communities. Our bicultural journey has been a cornerstone of our efforts, enhancing the visibility of the Methodist Church's values and strengthening our reputation for inclusivity and respect. We work to be *raka te mauī, raka te matau*, adept on both the left and right sides. We have worked diligently to align our services with the needs of those we serve, ensuring that we remain a beacon of hope and support.

One of the notable highlights of the year was our Chief Executive, Haehaetu Barrett, being named a finalist in the prestigious New Zealander of the Year awards. This recognition is a testament to her tireless dedication to addressing social injustices and advocating for marginalised communities in Aotearoa.

Governance remains a key focus for us, and this year saw a thorough review by a commissioner, which has provided valuable insights and recommendations. We have also updated our strategy moving forward, ensuring that our goals and actions are aligned with the evolving needs of our community.

The 2023 Lifewise AGM, held on December 4th, was a momentous occasion where we discussed our achievements and challenges, and set our course for the future. I would like to extend my heartfelt thanks to my fellow board members, our CEO, and the dedicated staff who have worked tirelessly to make our vision a reality.

Despite the uncertainties and challenges posed by the political and economic climate, Lifewise has continued to thrive and make a positive impact, *He kai kei aku ringa*. We remain committed to our mission of creating a society where everyone feels valued and has a sense of belonging. Together, we will continue to make strides towards a more just and compassionate world.

Thank you for your unwavering support.

Rohan MacMahon

Chair, The Lifewise Trust



Highlights for the Year

2023-24

Lifewise
Chief Executive, Haehaetu
Barrett emerged as a
**finalist in the prestigious
New Zealander of the
Year awards.**

Opening and first
anniversary celebration
of the **Supported
Housing Pathways in
Rotorua.**

Successful launch of
the **Mahi Development
Youth Courses (MDYC)**
sponsored by The Tindall
Foundation.

Completion and
passing of the
Housing First audit.

Mental health and
addiction services
transitioned **12 mānaha**
through Supported Housing
Pathways, with **8** moving to
further treatment and **6**
into permanent housing.

Successful establishment
and operation of the
new **Outreach Peer
Support** team at
Merge Café.

Te Kāhui Kāhu:
Social Services Accreditation
for Community Housing and
Housing First (February 2024)
- Critical Actions have been
signed off by Te Kāhui Kāhu,
and now accredited until
August 2025.

DAA Group Limited:
Conducted a **Surveillance
Audit** against the Ngā Paerewa
Health and Disability Services
Standard NZS 8134: 2021 for
Health and Disability services
(April 2024). (Fully Attended)
and a full Certification Audit
is scheduled for
28-29 May 2025.

Snapshot 2023-24

Social Enterprises



7,370

meals served to the homeless through Merge Café in the last year



1,098

hours of paid work through Lifewise Works



25

whānau have worked for Lifewise Works since its inception



52

homeless whānau engaging with our peer supporters

Social Services



523

whānau housed and supported



247

families supported with parenting courses or intensive in-home parenting support



112

tamariki in early childhood education



171

mānaha in supported accommodation and mental health & addiction services



70

rangatahi housed and supported transitioning out of state care or who are experiencing homelessness



353

staff serving our community

Health & Disability



213,008

hours supporting clients to remain in their own homes



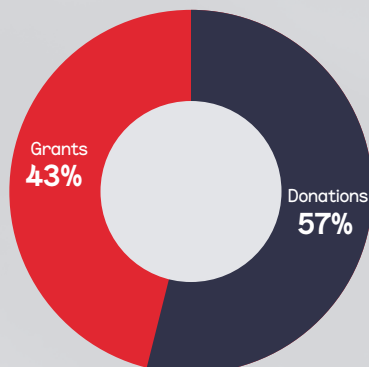
970

clients were supported to remain in their own homes



\$219,406

donations and grants received



Chief Executive's Report

Without a doubt the past year has had its challenges. The new government continues its overhauling of social services with many NGOs losing contracts. Lifewise has been fortunate and although under pressure, has for the most part retained its contracts.

We were, however, disappointed to learn that our parenting toolbox programmes would not be renewed in the coming year. There have been significant pressures on staff as the economic climate impacts whānau greatly, increasing the stressors of past traumas. Food insecurity and the lack of fit-for-purpose properties continue to wreak havoc. A new leadership team has worked hard to support those at the coal face. Lifewise is now paying a minimum of the living wage across all services.

Methodist Mission Northern brought the Three Trusts together at the beginning of the year for the Three Trust Symposium to share in all the good works going on across all three sister trusts and to support ongoing collegial working relationships.

We were saddened to have closed our Otara-based Early Education Centre, Mustard Seed, while sorting funding with the local parish, and devastated when the centre was later burned to the ground. Its loss has had a significant impact on the local community.

I wish to thank the dedication of the Lifewise team, the support of our sister trusts Methodist Mission Northern and the Airedale Property Trust, for all that they do to support our vital work within the Auckland and Rotorua communities, and to the Lifewise Board for their ongoing support and guidance as demand for our services continues to grow.

Haehaetu Barrett

Chief Executive, The Lifewise Trust



Vision. Values. Purpose.

Our **vision** is to create connected, just, and inclusive communities.

Our **core values** are:

Arohanui, Compassion

Māia, Courage

Whakaute, Respect

Ngākau Pono, Integrity

Our **purpose** is to create means and ways for people to thrive.

Our Services

Early Childhood Education Centres



4

Early Childhood
Centres in West
Auckland



3-6

year olds



112

Tamariki in
attendance

The year has been one of tremendous growth and development for Lifewise Early Childhood Education Centres in Auckland. With a special focus on nurturing children from diverse and marginalised communities, the centres have continued to uphold their mission of providing quality early childhood education. This year, we have seen a significant increase in engagement from whānau, a testament to the hard work and dedication of our Early Childhood Teachers.

Our centres, located in West Auckland, have been beacons of hope for families who face challenges accessing quality education. By implementing a trauma-informed care approach, we have created safe and nurturing environments where children who have experienced violence or separation from their families can rebuild resilience and flourish. The philosophy of Lifewise ECE centres is deeply rooted in embracing every child as part of an extended whānau, fostering a sense of belonging and community.

A noticeable highlight this year has been the heightened engagement levels from whānau across all centres, which speaks volumes about the quality of care and education provided. Activities such as breakfast clubs have proven to be incredibly popular, bringing together community members for new beginnings and projects initiated during Matariki. The

emphasis on creating 'nature gardens' instead of traditional playgrounds has also been a unique feature, allowing children to explore, imagine, and find joy in their natural surroundings.

Despite the successes, the centres have faced challenges. The Glen Eden Centre has experienced difficulties filling placements, and the Otara Mustard Seed Centre had to close temporarily due to funding issues and then burnt to the ground. These challenges have caused considerable angst within the community and among staff, and efforts are ongoing to resolve them.

Training and development have been at the forefront, with significant focus on safety and leadership training throughout the year. The Child Protection and Safety Checking Policy has undergone rigorous review, ensuring the highest standards of care and safety for our children. The graduation event for the Leadership development training, particularly for Nehusita Lolohea from Waimumu Road, was a celebrated milestone, fostering cross-service leadership relationships.

The recognition of Mele Vailala, Iunisi Ha'unga, and 'Ana longi at the Pasifika ECE Leadership & Grand Ball 2023 was a proud moment for the centres. Their achievements highlight the importance of having Pasifika teachers in early childhood education, bringing unique cultural



"This centre has provided a space of comfort and growth safely for my tamariki to flourish in....Every teacher past and present has really impacted my childrens learning, development and just them as a person"

- Parent of Tamariki,

perspectives and fostering an inclusive educational experience. Their dedication is commendable, and their positive impact on our young learners is invaluable.

There has also been an increase in service referrals for children with diverse and neurodiverse learning needs. These children require more one-on-one time, and while support from the Ministry of Education is often limited, our teachers have risen to the challenge, ensuring every child's developmental needs are met.

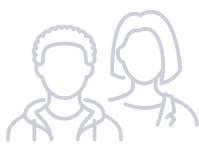
Our Services

Family Services



249

Individuals supported through Mana Whānau, Tōku Whānau and Parenting education courses



31

Average age

Over the past year, our Family Services have continued to empower and support whānau in Auckland, particularly those facing complex challenges. Our services include advocacy, budgeting, parent coaching, resource navigation, family harm prevention, and parenting programmes. For over 35 years, we have offered social work support to West and Central Auckland communities.

Our key programme, Mana Whānau, continues to make a significant difference in the lives of some of our most vulnerable tamariki, by providing intensive, in-home parenting support designed to keep tamariki safely living within their own whānau. These tamariki are on the edge of care or have been removed by Oranga Tamariki and communities. The programme was developed by Lifewise in Auckland in 2017 following an initial pilot in 2015. It was subsequently adopted by Wesley Community Action in Porirua in early 2019. Due to the successful outcomes for whānau, the Lifewise programme in Auckland was scaled up, with an additional two teams starting in October 2019.

The programme is intensive, whānau-led, and is based on a theory of change which contends that reducing toxic stressors can free up the mental bandwidth required for parents to care for their tamariki effectively and safely and, where necessary, build new skills and capabilities. It is grounded in the latest neuroscientific research, developed in a New Zealand context and driven by a 'whatever it takes' and 'what works' approach. A second

"This course has changed my life. I was so down and unmotivated, I didn't really feel like I had any hope, but I tried to stay strong for my kids. Now I feel like I know who I am and I'm pretty happy to be moving ahead with what I achieve. I am so grateful. I'm going to get there – I've got plans and goals and I've started ticking them off. I have no words to explain how happy I am! My kids are so proud of me, and I am too".

- Rachel

evaluation is currently underway, which we look forward to sharing the results.

Tōku Whānau is a 10-12 week, twice-weekly whānau-led initiative focusing on holistic healing, recovery, and family harm prevention, and informed by concepts of the phases of Maramataka. The programme aims to strengthen social and community connections, reinforce identity, support healthy relationships, and facilitate trauma healing. Feedback from graduates has been overwhelmingly

positive, highlighting the programme's transformative impact on their lives, with two recently progressing to tertiary education.

Unfortunately, our Oranga Tamariki contract for the Toolbox Parenting courses and Community Social Work support has not been renewed. The Tool Box Parenting courses have been successfully delivered to the West Auckland and wider Auckland communities for almost 20 years, offering six weeks of practical tips and tools to parents of children from preschool to adolescence. Lifewise's Community Social Work support team has been providing extensive support to whānau and community for more than 35 years. Despite being desperately needed services and supports, this led to us having to let



Our Services

go of some valuable and experienced staff. This has also created a huge gap in the support for whānau and tamariki in our communities.

Throughout the year, we have also worked on building partnerships and collaborations, such as our connection with the local MP for New Lynn, Paulo Garcia. We are exploring ways to support his community initiatives through our services and resources.

We continue to be generously supported by Baker Tilly Staples Rodway providing wonderful Christmas gifts for the tamariki we support and ongoing support from St Paul's Methodist Church which provides food for the community pantry along with generous donations from the Whangaparoa Methodist Parishes.

Looking ahead, we remain committed to our mission of supporting and empowering whānau. We will continue to seek opportunities for collaboration and funding to ensure that our services reach those in need. Our cultural competency training with Hone Hurihanganui has further strengthened our approach, ensuring that our work remains whānau-led and culturally respectful.

Transforming lives

Rachel* has been engaged in our Mana Whānau programme, our community social work support team and most recently our Tōku Whānau programme.

Rachel has four beautiful Tamariki who are all immensely proud of their mother's achievements.

Rachel has overcome her addictions, suicidal ideation, depression, lack of motivation, poor self-esteem, survived and recovered from family harm and bad choices of people in her life. She was able to process previous trauma and abuse in her life and put into context how to harness her survival into resilience.

Rachel has now recently gone on to enter tertiary study to become a social worker. Her most recent feedback and messages were that working with Lifewise has been supportive and encouraging as well as the Tōku Whānau she believes was transforming for her life.

Housing Services



174

whānau housed

Housing First

In the past year, our Housing First programme has made significant strides in supporting our whānau. Despite the challenges posed by limited housing stock and increased methamphetamine levels leading to more eviction notices, our team has demonstrated resilience and dedication.

Within three months, we successfully transitioned tenants from Motel 80 into permanent housing. We have strengthened our partnerships with Airedale Property Trust and Kāinga Ora, ensuring that more whānau are housed promptly, even those with higher risk and complexity.

Our team also completed and passed the Housing First audit, and the implementation of Supported Housing Pathways in Rotorua has been smoothly embedded into new spaces and communities. Our harm reduction training was a particular highlight, providing keyworkers with valuable insights to support whānau in sustaining their tenancies.

We have also enhanced our community engagement by participating in the Safety in the City, Heart of the City, and K Road Business Association groups. Our presence in these groups has fortified our relationships with central city stakeholders, council staff, and the police, fostering collaboration for the betterment of our whānau.

“Everybody needs to do this, I need this, someone checking in and making sure I’m always moving forward...”

- Whānau

“You are the reason I’m alive, I would not be here had it not been for you...”

- Whānau

Overall, our Housing First programme continues to embody our mission of transforming lives, providing robust support, and fostering independence among those we serve.

Housing Services

Second Chance

In his late 50s, Clark* embarked on a remarkable journey of transformation and renewal. Recently released from prison, Clark grew up in Henderson and found himself at a crossroads. Boarding at Epsom Lodge initially, he quickly realised the environment was not conducive to his aspirations for a better life. Despite his history of substance abuse, Clark was determined to stay on the straight and narrow.

Through his connections with Odyssey, Clark was referred to Lifewise. Within just two to three weeks, Lifewise located a property out west, in the very place where Clark had grown up. This fortuitous move allowed him to reconnect with his whānau and build a renewed sense of belonging.

Delighted to have a place he can truly call home, Clark takes immense pride in keeping his home spotless. He does his own laundry,

mows his own lawn, and maintains a clean and orderly environment. Hosting his sister, who visited from up north, was a moment of joy and dignity, reflecting the positive changes in his life.

Still under community probation, Clark is now preparing to find work, with a promising outlook for a brighter future. His journey from prison to a stable home and supportive community is a testament to his resilience and determination. Clark's story is an inspiring example of how, with the right support and a strong will, one can overcome adversity and achieve great results.

We celebrate Clark's journey and look forward to seeing him continue to thrive and contribute to his community. His success story is a beacon of hope for many who face similar challenges, proving that a fresh start is always possible.

*Name has been changed for privacy



House proud and looking ahead to the future.



"Thankful to be sober,
roof over my head,
kai in my cupboard,
money in my pocket."

- Damian Withers

Supported Housing Pathways

In July 2023, Lifewise ki Te Arawa, Rotorua established Supported Housing Pathways, a transitional housing service that originated as a post-COVID response to emergency housing.

The needs of our whānau who are addressing alcohol, drug addiction, trauma and mental illness challenges frequently preclude them from accessing private rentals. Behaviours as a result of some of these challenges can also make it difficult for them to access regular pathways of social housing for example Kāinga Ora. Mānaha can often find themselves alone and sleeping rough.

This perpetuates a cycle, leading to serious health declines that result in hospitalisations (both physical and mental)

and/or incarceration—each carrying a significant financial burden for taxpayers.

Through the utilisation of supported housing pathways, individuals with specific needs can receive the help they require to halt the cycle of abuse and become "house ready" for independent living with places like Kāinga Ora and private rentals.

The block of eight accessible, two-bedroom brick and tile units at any given time, are home to six vulnerable mānaha with the most acute and complex of needs. Staff remain onsite 24/7 providing rigorous structure and support. One of the units is used as an office while the other is the whare manaaki where mānaha and staff come together daily.

Since opening 12 mānaha have come through the service with eight moved onto further treatment and six into permanent housing and four remaining.

Our Services

Youth Housing



70

Rangatahi housed
and supported



18

Average age

During the 2023-24 Financial Year, Youth Housing has made significant strides in supporting vulnerable youth facing considerable challenges. Our dedicated team of youth workers, passionate about rangatahi, has worked tirelessly to address issues and reduce risks. One highlight includes the graduation of a client from our West Coast Road site, demonstrating the positive outcomes of our efforts.

We have also strengthened our leadership teams by recruiting new team leaders and senior youth development workers. Notably, we produced a video showcasing our work, which was presented at the Irish (Cluid) Youth Housing Conference, highlighting our achievements and featuring one of our rangatahi.

Our commitment to ongoing staff development has been evident through the completion of Youth 101 HeEADSSS Training, providing a framework for engaging young people. We have scheduled monthly learning and development training sessions for 2024 to ensure our staff continues to grow in their roles.

In terms of client progress, eight young people in our service were accepted into a 12-week pre-employment programme, "Te Taura Here," aimed at preparing them for the workforce. Additionally, we successfully managed 11 incidents over the past six months, ensuring ongoing support for those involved.

Despite challenges in staffing due to lengthy police vetting processes, we have remained focused on maintaining full occupancy to secure our funding. We are also working to

"I am grateful to have a place of my own. This has given me stability in my life. I no longer worry about being kicked out of home. I am so thankful for the support from the Lifewise team and am now working as a Māori Warden."

- Rangatahi

improve processes for managing arrears, helping to minimise financial burdens on our young clients.

Our collaboration with Ngāti Whatua Te Taura Here has been instrumental in providing training and employment opportunities for our rangatahi. We organised a "meet & greet" for rangatahi not in employment or education, fostering ongoing relationships with our partners.

In February 2024, we saw an increase in youth occupancy and managed successful transitions for two clients into sustainable housing. We also received 14 referrals, accepting six into our programme.

A major highlight was the launch of the Mahi Development Youth Courses



(MDYC), co-designed by our rangatahi and kaimahi. Sponsored by The Tindall Foundation, this event brought together youth and their whānau, sector peers, and education providers to create a network of support. Our CE, Haehaetu Barrett, shared her inspiring journey, emphasising the importance of determination and community support.

The MDYC event celebrated the achievements of our rangatahi, including the presentation of excellence certificates and recognition of Rohario, who received the Oranga Tamariki Prime Minister's Award. This award supports her educational journey and highlights the immense potential of our youth.

As we reflect on the past year's successes, we embrace the Youth Week 2024 theme: 'Māwherangi a tama roto ka taka, kāpuia ake ka pūrangiaho' – 'We may not have it all together, but together we have it all.' This theme captures the spirit of our community and the incredible potential within our youth. Here's to more successes and a brighter future for our rangatahi! Mauri ora!

Our Services

Health & Disability



999

Individually funded
clients supported



56

Younger persons with
physical disabilities
supported



79

Average age

The Health and Disability Services (H&D) for Lifewise made significant strides in the 2023-24 financial year, effectively managing complex services amidst growing demand and sector challenges. The introduction of policy changes by Whaikaha required adept handling, which our H&D leadership team managed with proficiency. This period also saw Lifewise further cementing its reputation as a credible provider of health and social services, even amidst widespread changes and uncertainties in the sector.

A unified H&D leadership team was successfully established, displaying

increased skills, confidence, and a dedicated focus on the health, safety, and wellbeing of both staff and clients. This strengthened internal collaboration and significantly enhanced service delivery.

This year was also marked by our continued efforts in maintaining respectful and mutually beneficial relationships with E tu union leaders and members. We embedded a no-blame approach to debriefing and service improvement, which was reflected in the excellent outcomes of our Surveillance Audit. Our engagement levels with funders remained high, highlighting

the positive rapport we have cultivated.

The ongoing health and disability service delivery saw innovative advancements, notably in the Individualised Funding (IF) software project. The team is currently testing a new Carecall module, ensuring our service models evolve to meet client needs efficiently. Leadership and coaching efforts were also prioritised, with regular employee coaching, annual performance reviews, and specialised training.

Our commitment to funding sustainability was evident as we navigated Pay Equity Claims, ensuring compliance with contract requirements and securing additional nurse funding. This period also involved a temporary pause in referrals to ensure safe service delivery during staffing challenges, emphasising our adaptability in maintaining service standards.

The 2023-24 financial year's achievements were further underscored by the DAA Group audit, which confirmed our compliance with the Ngā Paerewa Health and Disability Services Standard (NZS 8134:2021) without any corrective actions required. Positive feedback from stakeholders and a thorough review of case numbers and complexity levels ensured we addressed workload challenges effectively.

During this period, we saw an average annual demand growth of around 7%, with different rates across service segments. We remained committed to community connections and Tikanga Māori principles, reinforcing our core values and mission.



Mental Health & Addiction



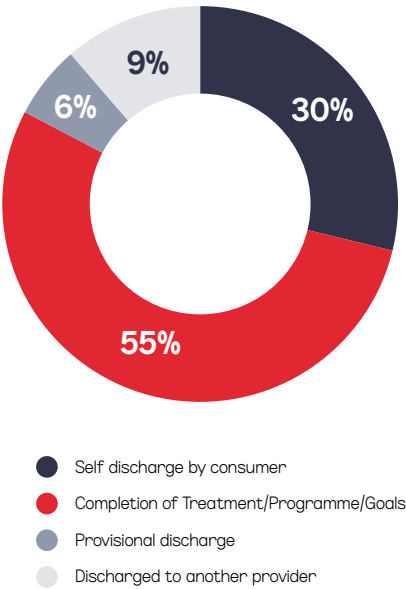
Rotorua's Residential Supported Accommodation for Mental Health and Addictions programme has achieved remarkable progress in assisting residents on their paths to sobriety, healthy living, community outreach, and maintaining tenancies. Despite the various challenges presented by the dynamics of our residents, the team has consistently demonstrated compassion, courage, respect, and integrity. They have tirelessly guided residents through their darkest times, leading them towards recovery and kindness.

Their ongoing efforts to address behavioural issues and reduce risks are truly commendable. We have observed and learned several key insights into the recovery journey:

Firstly, the importance of tailored support cannot be overstated. Recovery is not a one-size-fits-all process; individuals at different stages require unique and personalised support to ensure they are not overwhelmed by their challenges.

Secondly, the influence of energy within the community can greatly impact the recovery process. Ensuring a supportive atmosphere is crucial for fostering progress.

We have identified three distinct types of individuals in recovery: the motivated seeker, actively pursuing change and support with hopefulness and determination; the victim mentality, struggling with feelings of helplessness and entitlement; and the empowered learner, taking charge of their journey



through self-education and proactive attitudes.

Additionally, we recognise the need for segregation of different levels of recovery in shared spaces to ensure all individuals feel safe and supported on their journey to sobriety.

Holistic approaches are also vital. Solutions can emerge from both clinical and non-clinical perspectives, valuing lived experiences and fostering a team environment that supports understanding and compassion.

Finally, teamwork and collaboration are essential. By working together as a cohesive team, we can enhance our recovery services and create a more supportive atmosphere for all residents.

Matariki Community Celebration

Our residents and support workers had the honour of attending the Matariki celebrations at Te Puia, marking the Māori New Year with reflection, remembrance, and looking towards the future. This event, attended by 500 people, began with the sounding of the putatara to signal the sighting of Matariki, followed by the calling of the karanga to welcome Matariki, and a stirring haka pōhiri.

The presence of Kawa ki a Pohutukawa was deeply felt by everyone. As a series of karakia were recited by the tohunga, residents took the opportunity to remember those who had passed since last Matariki, calling out their loved ones' names. This moving ceremony concluded with a farewell speech and a waiata tangi.

We then experienced the Umu kohukohu ki ngā whetū, where the steam from the uncovered hāngi rose to the sky, symbolizing the offering to Matariki, thus marking the beginning of the Māori New Year.

Upon returning to Lifewise Ki Te Arawa Residential, we continued our celebration with waiata, resident presentations, and a shared meal. We were privileged to have our CE Haehaetu Barrett join us for this special day, embodying the spirit of community and collective strength with the proverb: Kāhore taku toa I te toa takitahi, he toa takitini. This experience underscored the importance of unity and support as we continue our mission.



Our Services

Social Enterprises



7,370

meals served at
Merge Café



1,098

hours of paid work
through Lifewise Works



52

street whānau
supported by outreach
peer support

Merge Community, Lifewise Works, and Merge Café

Supporting Auckland CBD's street whānau are the team at Karangahape Road's Merge Café, providing a safe haven, a place of nourishment filled with aroha, caring and listening. Social enterprises Merge Café and Lifeworks are self funding and topped up by generous donors and grants from foundations enabling the continuation of the crucial work and support provided to Auckland's homeless community.

The year 2023-24 has seen a significant period of growth and development for Merge Social Enterprises. As we reflect on the past year, we recognise the remarkable strides made in our mission to empower and support our community through various social initiatives.

We successfully reviewed and restructured our Social Enterprise team. This initiative included the appointment of a new role, the Merge Social Enterprise and Operations Manager supported by part-time and volunteer whānau in support to drive our vision forward.

Our commitment to capacity building is evident in the success stories - a whānau member who secured a permanent job as a cleaner at a senior home through her engagement with our community café. This exemplifies our dedication to empowering individuals and enhancing their employment prospects.

"As a young person struggling with mental health issues, I felt isolated and misunderstood. Merge Café provides a safe space where I could connect with others who share similar experiences. Their support and understanding have been great in my journey to recovery and self-improvement. Manu and the team are the best for their care and love for us who normally don't get to feel mattered and loved."

- Whānau, aged 24



Merge Café has become a beacon of hope and support, with over 7,000 meals served to our street whānau, the launch of the Ringa Wera cookbook and the stunning transformation of the café courtyard. The new mural, furniture, lighting, plants, and artwork by Tai Ora have created a vibrant and welcoming space for our community.

We were honoured to have Rangaira Otene from Ngāti Whātua lead a Māori Mihi Whakatau blessing for the café reopening, further strengthening our cultural connections. The introduction of new uniforms for the café staff has also enhanced team cohesion and work dynamics, particularly with our peer connectors.

Our outreach efforts have expanded significantly over the past year. We secured a pilot contract with the council to support the employment of two peer workers at Merge Café which has since been funded for another two years. This initiative allows us to offer on-site support to street whānau who seek assistance while visiting the café.

Additionally, we have been successful in gaining a new outreach contract from MHUD, enabling us to continue our peer support services and further our mission of minimising barriers for the people we serve. Whatsmore, after the café reopening ceremony, yet another honour was bestowed when Ngāti Whātua gifted a name of the service provided – The Lifewise Outreach, Kaihapaihe (a person wanting to be fed with love and direction of being supported).

Lifewise Works continues to be a resounding success. It aims to upskill and gain voluntary or paid work for our street whānau. It provides digital upskilling, financial literacy, drivers licence coaching and creates pathways to study to gain qualifications.

In the last year we have offered almost 21,500 hours of paid casual employment and completed 220 jobs.

“Working in the lifewise works crew allows me to take my daughter out for a meal and manage the maintenance of my car.”

- Lifewise Works Kaimahi

The Merge Community Appeal, launched on 6 September 2023, included a comprehensive fundraising campaign with direct mail, email, digital, and social media components. One of the highlights of this campaign was the Merge Community Fundraiser Dinner held at Merge Café on 28 September 2023. The event was a resounding success, with tickets selling out and attendees enjoying a memorable evening.

We are grateful for the ongoing support and generosity and continued commitment to our cause.



Major Grants, Bequests and Donations

Each year we are supported by over 500 organisations, foundations and donors for which we are eternally grateful. This year we received \$219,406. Over half donate \$100 or more. Some of our services, specifically Merge Café and its community work rely entirely on the generosity of our community. We want to thank each and everyone of you for your generous contribution.

See the list of major donors from the past year.

NZ Lottery Grants Board \$70,000	One NZ, Te Rourou Foundation \$5,000
Woolworths \$17,900	Lydia Tebbutt \$4,940
EH Davis & T&M Carr Trust \$15,000	Diane Baguley \$4,000
Waitematā Local Board \$10,000	Murray Olds \$4,000
Josephine Stanton \$10,000	Lute Ata Family \$3,100
PwC Foundation \$10,000	Crossroads Methodist Church \$3,000
Robert Calder \$10,000	Ingrid Vinkenvleugel \$3,000
Auckland Methodist Central Parish \$5,000	Viv Whimster \$3,000
Bay of Islands Uniting Parish \$5,000	

Summary Financial Statements

for the year ended 30 June 2024

Directory

for the year ended 30 June 2024

Principal business

Health and disability services, family and children services, crisis response and housing, early childhood education, community and neighbourhood development, mental health and addiction services.

Trustees

Rohan Benjamin Cowley MacMahon Chair
Marion Lesley Hines
Lucia Niurangi Shirley Rivers
Vaughn Cameron Davis (resigned 23 August 2024)
Jerusalem Jose Nario (resigned 3 January 2025)
Rhonda Marara Sharlene
Viliani Tupou Futuna Liava'a

**Charities Commission
Registration Number**

CC40248

Independent Auditor

Grant Thornton New Zealand Audit Limited
152 Fanshawe Street, Auckland

Registered office

The Lifewise Trust
Level 2
124 Vincent Street
Auckland CBD, 1010

Statement of Comprehensive Income

for the year ended 30 June 2024

Revenue

Revenue from non exchange transactions

Revenue from exchange transactions

Total revenue

Expenses

Administration

Child welfare

Consumables

Facility and equipment

Operating lease and rentals

Depreciation

Employee benefits

Audit fees

Other

Expenses, excluding finance costs

Finance costs

Finance income

Finance income net

Share of deficit in equity accounted investment

Deficit for the year

Other comprehensive income

Total comprehensive deficit

2024 \$'000	2023 \$'000
26,062	25,872
4,836	3,674
30,898	29,546
(2,995)	(3,602)
(294)	(393)
(158)	(152)
(1,950)	(2,562)
(1,668)	(1,027)
(297)	(305)
(23,530)	(21,865)
(39)	(32)
(18)	(27)
(30,949)	(29,965)
(633)	(499)
1,029	627
396	128
(542)	(13)
(197)	(304)
-	-
(197)	(304)

Balance Sheet

for the year ended 30 June 2024

ASSETS

Current assets

Cash and cash equivalents
Short term investments
Exchange trade and other receivables
Equity accounted investment

Total current assets

Non current assets

Property, plant and equipment
Equity accounted investment

Total non current assets

Total assets

LIABILITIES

Current liabilities

Trade and other payables
Employee benefit liabilities
Deferred income

Total current liabilities

Non current liabilities

Deferred income

Total non current liabilities

Total liabilities

Net assets

EQUITY

Accumulated funds

Total equity

2024 \$'000	2023 \$'000
1,954	1,851
1,676	1,615
18,133	15,080
80	-
21,843	18,546
545	734
-	622
545	1,356
22,388	19,902
17,890	15,364
2,468	2,144
159	166
20,517	17,674
91	251
91	251
20,608	17,925
1,780	1,977
1,780	1,977
1,780	1,977

Statement of Changes in Equity

for the year ended 30 June 2024

Balance as at 1 July
Total comprehensive deficit
Balance at 30 June

2024 \$'000	2023 \$'000
1,977	2,281
(197)	(304)
1,780	1,977

Statement of Cash Flows

for the year ended 30 June 2024

	2024 \$'000	2023 \$'000
Cash flows from operating activities		
Receipts from non exchange transactions	21,569	21,402
Receipts from exchange transactions	4,836	3,673
Grant from Methodist Mission Northern	1,273	940
	27,678	26,015
Payments to suppliers, employees and those in need	(27,802)	(29,076)
Interest paid	(633)	(499)
	(28,435)	(29,575)
Net cash flow from operating activities	(757)	(3,560)
Cash flows from investing activities		
Interest received	1,029	627
	1,029	627
Purchase of property, plant and equipment	(108)	(273)
Investments in short term deposits	(18)	(49)
	(169)	(322)
Net cash flow from investing activities	860	305
Net increase / (decrease) in cash and cash equivalents	103	(3,255)
Cash and cash equivalents at the beginning of the year	1,851	5,106
Cash and cash equivalents at the end of the year	1,954	1,851

Summary Financial Statements

for the year ended 30 June 2024

Basis of preparation

The financial statements have been prepared on the going concern basis, and the accounting policies have been applied consistently throughout the period.

The Summary Financial Statements presented are those of the Lifewise Trust, a public benefit entity. These financial statements have been prepared in accordance with Public Benefit Entity Financial Reporting Standard 43, Summary Financial Statements.

The financial statements have been extracted from the full financial statements that comply with Generally Accepted Accounting Practices in New Zealand (NZ GAAP). They comply with Public Benefit Entity International Public Sector Accounting Standards and other applicable Financial Reporting Standards (collectively "PBE Standards"), as appropriate for Tier 2 not for profit public benefit entities.

The full financial statements signed on 27 February 2025 have been audited by Grant Thornton and given an unqualified opinion. The summary financial statements do not include all the disclosures provided in the full financial statements and cannot be expected to provide as complete an understanding of the financial affairs of Lifewise as the full financial statements.

The presentation currency is New Zealand dollars. The full set of financial statements can be found on the Charities Register website <https://register.charities.govt.nz>

Main Office

124 Vincent Street,
Auckland 1010
PO Box 5104,
Victoria Street West,
Auckland 1142

For more information: 09 302 5390

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