

2015

Te Ripoata a Tau

ANNUAL REPORT

**Te Roopu Taurima o
Manukau Trust**



TE ROOPU TAURIMA O MANUKAU TRUST

*Rangatiratanga mo tatou katoa i runga i nga tikanga
o tena o tena o tena*

Rangatiratanga mo tatou katoa i runga i nga tikanga o tena o tena o tena

Ensuring empowerment and self-determination regardless of disability, age, gender, race or status.

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He Mihi

E te ti, e te ta, e nga matapuna, tenei te mihi atu ki a koutou katoa. Ki nga mate, haere atu ra. Ki nga kanohi ora, nga mokopuna, nga whanau, me nga kaimahi, te tuku mihi maioha kia koutou katoa.

To all and many with the source of knowledge, greetings to you all. To those that have passed on, farewell to you all. To us, the living, our clients, whanau and staff, warm greetings to you all.

Panui mo te Hui A Tau 2015 (Notice of Annual General Meeting 2015)

Te Roopu Taurima o Manukau Trust

Date: Thursday 26 November 2014

Time: 5.00pm – 6.30pm

Venue: 519 Great South Road, Otahuhu, Auckland

Nga Whakamahuki (Agenda)

1. Karakia
2. Mihimihi
3. Te Hunga i Taimai / Nga Porotehi (*Attendees / Apologies*)
4. Nga Minitī o te hui kua pahuri atu (Previous Minutes) – AGM 2014
5. Ripoata a te Heamana (Chairperson's Report)
6. Ripoata a te Mana Whakahaere (CEO's Report)
7. Nga Tapatanga (Nominations)
8. Nga Korero Atu (General Business)
9. Karakia Whakamutunga

Ka mutu te hui e mua o te kapu ti.

(Light refreshments available at the conclusion of the AGM).

Nga Minitī o te Hui Kua Pahuri Atu (Previous Minutes)

Te Roopu Taurima O Manukau Trust Annual General Meeting 2015

Date: 18 December 2014

Taken By: Mihikore Andrews – Interim Board Administrator

Karakia: Waitai Petera

Start time: 4.40pm

Board Members Present: Brian O'Shea (Interim Chair – Trustee), Debbie Dawson Renahan (Trustee), Mahaki Albert (Trustee), Derek Petera (Trustee), Greg Keay (Trustee), Moana Sinclair (Trustee) joined the meeting by teleconference.

In Attendance: Trish Davis (MoH Appointed Management Advisor), Jeff Muir (Financial Advisor), David Russell (MoH Appointed Board Advisor), Gwen Te Pania-Palmer (Independent Board Advisor), Mihikore Andrews (Interim Note Taker), Ani Peters (Senior HR Advisor), Annette Putze (Whanau member), Lorraine Bailey (GM Care Services), Waitai Petera (Maori Development Advisor), Cedric Snowden (Kaiarahi and PSA Delegate), Phillip Muller (Area Manager), Kaanga Skipper (Korowai Aroha), Monty Hune Snr (Korowai Aroha)

Apologies: Merepeka Raukawa-Tait (Trustee); Angela and Blair Walters (Whanau members)

Moved: Mahaki Albert

Seconded: Derek Petera

Carried unanimously

- Agenda:**
1. Karakia
 2. Mihimihi
 3. Present/Apologies
 4. Previous Meeting Minutes – AGM 2014
 5. Business Associates
 8. Chairperson's Report
 9. Executive Leadership Team's Report
 11. Financial Report
 12. Nominations
 13. General Business
 14. Closing Karakia

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| 4 | <p>AGM MINUTES</p> <p><u>MOTION 2: Approve AGM Minutes dated 28 November 2013</u></p> <ul style="list-style-type: none"> • Lorraine Moved • Debbie Seconded • Carried unanimously |
| 5 | <p>Business Associates</p> <p>The Board acknowledged those who have supported the roopu over the past year.</p> <p><u>MOTION 3: Accept the Business Associates</u></p> <ul style="list-style-type: none"> • Mahaki Moved • Lorraine Seconded • Carried unanimously |
| 6 | <p>Chairperson's Report</p> <p>1. In addition to the report itself, the Chair acknowledged:</p> <ol style="list-style-type: none"> a. David and Gwen's guidance as having been instrumental in turning the organisation around b. Trish who has been fantastic c. ELT (Jeff, Lorraine and Wayne) for the work they have done to get us back on track. There's still a lot of work to do but we're heading in the right direction <p><u>MOTION 4: Accept the Chair's Report</u></p> <ul style="list-style-type: none"> • Brian Moved • Debbie Seconded • Carried unanimously |
| 7 | <p>EXECUTIVE LEADERSHIP TEAM'S REPORT</p> <ol style="list-style-type: none"> 1. Trish acknowledged Brian and the Board for their kind words. It's been a challenging year for the Trust. Before you were under the waves – now the Trust is riding the waves. We need to be vigilant. 2. Trish acknowledged the work of kaimahi – I am inspired by what I see in the whare. Staff have kept positive despite publicity. Staff continued to work with mokopuna in a professional way. 3. Trish acknowledged the work Malcolm did to get Te Kakano and we now have the Internet Café. 4. Trish acknowledged Val for her mahi. Everyone kept on delivering educational and vocational services. 5. MSD contract "raising awareness". It's been successful breaking barriers – a number of events held in whare. |

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| | <p>6. Overview of the future:</p> <ol style="list-style-type: none"> Increase in financial controls Small surplus achieved Payment of outstanding GST bill Implementation of vehicle fleet management plan Rostering software New HR manager on board Appointment of financial advisor <p>7. For the good of the organisation it's important that senior management work hand in hand with staff to make sure you don't have any of that bad press as in the past. The willingness is here. You are an organisation that looks after children / mokopuna and everything has to be done with that mind set of improvement and being here as long as they (mokopuna and whanau) want you.</p> <p>8. Whanau have been really supportive and this has helped us secure confidence in the Trust – this is precious.</p> <p><u>MOTION 5: Accept the Executive Leadership Team's Report</u></p> <ul style="list-style-type: none"> Brian Moved Mahaki Seconded Carried unanimously <p>9. There was general support for Trish's korero being tika. Cedric commented about what Trish has done with the team – it's really good to see the confidence coming back. To have Trish here has given so much confidence to us.</p> |
| 8 | <p>FINANCIAL REPORT</p> <ol style="list-style-type: none"> In addition to the report, Jeff noted that: <ol style="list-style-type: none"> Current assets reduced \$8.1 to \$8m Qualified opinion on the audit 472k debt The good news is that it's turning around. Questions raised around whether anyone would be held accountable for our financial position. |
| 9 | <p>NOMINATIONS TO EXECUTIVE</p> <ol style="list-style-type: none"> Chair. Mahaki spoke of the due diligence that Brian has displayed over the past seven months as the Chair and presented Brian as the new Chair. Auditors. The AGM agreed to defer the appointment of auditors. The AGM directed the Board and Management to engage in a tender process to select an auditor for the next financial year, such appointment to be made by 28 February 2015. Lawyers. |

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| | <p><u>MOTION 6: Smith and Partners confirmed as the Board's Lawyers</u></p> <ul style="list-style-type: none"> • Debbie Moved • Brian Seconded • Carried unanimously |
| 10 | <p>GENERAL BUSINESS</p> <ol style="list-style-type: none"> 1. Restructure. Cedric commented that it was good to hear people will be accountable. It has to come from the top. The Chair is awesome. I hope we don't get a dominant figure dominating everything. The Board noted that the structure has been flattened. 2. Communications. Annette raised the issue of communicating positive changes to kaimahi in the whare. The Board showed a panui / newsletter that will be issued next week. The Board also noted that they will be setting up a calendar of engagements with whanau and kaimahi next year. 3. Accountability. Mahaki noted that accountability starts with the Board – I am putting my hand up to say I am accountable and so too is this Board. We are approachable through the CEO. 4. New CEO. Trish has great confidence in the new CEO and that we have the people in the organisation to support her. 5. Acknowledgement to Jeff for his work. 6. Acknowledgement of Gwen and well wishes for Christmas and the New Year. 7. MoH. David talked about the journey. It didn't look good but has improved. Keep going. The primary business is mokopuna but you need to keep things going. Price Waterhouse were very negative. They said that Trust would run out of money by March 2015. You have proved them wrong. 8. Acknowledgement of the whanau and Board by Gwen. I was appointed by Tariana Turia and Tony Ryall. I have enjoyed working with David. I acknowledge everybody. This organisation is on the right path to getting back to excellence. Great learning's. The mantra is "good leadership and the best care for mokopuna" and don't take the foot off the accelerator. I hope we see more of our mokopuna having access to the Board. So I am putting that forward as a strategy: family, friends, and mokopuna. Everyone had done a good job but there are other whanau who can bring something to the Board. I wish the Board well. I mihi to the staff. I mihi to the kaumatua and I mihi to the kaumatua as the kaitiaki. 9. AGM. From a governance perspective, staff, mokopuna, a huge thanks you to Trish and Cedric because those parts were a mess last year. A huge thank you to everyone. |
| 11 | <p>MEETING closed by Waitai Petera at 5.35 pm.</p> |



Tamaki Makaurau (Auckland) Mokopuna Ball 2014



Ripoata a te Heamana (Chairperson's Report)



*Tena koutou, tena koutou, tena koutou katoa
Nga mihi nui ki a koutou katoa
Ki te atua – tena koe
Ki a papatuanuku – tena koe
Ki te kura/whare – tena koe
Ki te hunga mate
Ki te hunga ora
Tena koutou katoa*

I will start my report by acknowledging the mokopuna (people we support), the kaimahi (staff) and the whanau of both mokopuna and kaimahi who have passed away during 2015.

2015 has been a year of transition for Te Roopu Taurima o Manukau Trust (the Trust). We welcomed several new Board members (Merepeka Raukawa-Tait, Moana Sinclair, Gregory Keay, Mahaki Albert and Sarah Hillier) and bid a fond farewell to Derek Petera the whanau representative on the Board.

The Board appointed a new Mana Whakahaere/CEO, Tania Thomas. Tania is Ngati Kahu from the Far North and has brought a strong mokopuna centred approach, over 20 years' experience in senior management roles in the disability sector along with a master's degree in business administration.

The trust has been reorganised with fewer levels between frontline staff and senior management with the aim of improving communication and reducing bureaucracy and cost. A new senior management team was put in place consisting of five new roles, filled by qualified and experienced senior executives with backgrounds in the health and disability sector. We are fortunate to have attracted and secured such high calibre professionals. More emphasis has been placed on providing specialised expertise to support frontline staff with the establishment of a care services support team.

Roles and responsibilities within the Finance team have also changed to more effectively manage the Trust's vehicle fleet, ware repairs and maintenance and information technology.

A highlight for the Board during the past year was the Board/Whanau Hui that were held in each of the four regions (Whangarei/Kaikohe, Auckland, Midlands and Christchurch). The opportunity to meet whanau, who have family members supported by the Trust, was encouraging and informative. Feedback from mokopuna and whanau is key to ensuring the Trust remains in touch with the needs and aspirations of the people we support.

Another highlight was the establishment of the Mokopuna Advisory Group. The group provides input into service improvement and event planning.

In May 2015 Te Rito, the Community Lifestyle Centre, was opened in Auckland. This is a facility for use by the local community as well as mokopuna. He Kakano, the computer suite, was opened in October 2014 and is for use by people the Trust supports and for people with disabilities living in the wider Auckland community.

The challenges of 2014 have largely been resolved which is another cause for optimism. The Ministry of Health has maintained a close watch over the improvement made to address the internal controls needed for the Trust to improve its financial management capability.

The Serious Fraud Office's investigation of alleged criminal activity by individuals that were employed by the Trust is ongoing.

Despite there not being closure of all the issues of 2014 the Trust is back on its feet financially.

Our relationship with our funders, referring agents and the Public Service Association have improved in 2015 evidenced by our improved occupancy rate, renewed contracts and more collaborative working relationship with union delegates and organisers.

The positive turn around in the Trust has been possible through the hard work, commitment and support of mokopuna, their whanau and kaimahi; warm thanks to you all.

Brian O'Shea

Members of the Mokopuna Advisory Group



Andrew Martin of
Whare Awhina,
Otautahi
(Christchurch)



Helen Underwood
of Whare Te
Aranga Ake,
Otautahi
(Christchurch)



Bowen Manihera
of Whare Paihere,
Kirikiriroa
(Hamilton)



George Walker of
Whare Marire,
Tamaki Makaurau
(Auckland)

Ripoata a te Mana Whakahaere (CEO Report)



‘When people not used to speaking out are heard by people who are not used to listening then real change can happen’

John O’Brien, international commentator and author on person-centred approaches.

Introduction

E ngaa mata-aa-waka o te motu, tena koutou katoa
All groups throughout the land, greetings to you all.

In January this year I was warmly welcomed into Te Roopu Taurima o Manukau Trust, a kaupapa Maori organisation with a big heart. Te Roopu Taurima is determined to help make a positive difference in the lives of mokopuna (the people we support). Happy, healthy, safe mokopuna living good lives with the support of committed, kind and competent kaimahi is what we strive to achieve. We are not there yet – we have taken up the leadership challenge of creating an agenda for change.

Mokopuna must be at the centre of decisions which relate to their lives. We need to understand what individual mokopuna want and need to live their personally defined, good life. We need to consider the mokopuna’s strengths and interests, how they think and communicate best, who they want to include in their decision-making.

A mokopuna-centred approach requires us to work respectfully and this involves having a high regard for the uniqueness of mokopuna, their whanau, our kaimahi, the people involved with our service and local communities. It also means we have to consider how best to use and share our resources, information, knowledge and skills and how we can include people in the planning, delivery and evaluation of our services. It means being honest, transparent and doing the right thing the right way. It means having to identify power imbalances that exist in relationships so we can act to address them including having zero tolerance for harm of any kind.

The agenda for change has led us to complete a reorganisation of our management structure and our teams. We have put in place systems, processes and practices that will assist our kaimahi to work in ways that support the values we have for doing our work. We want to stimulate our staff to go beyond the usual to discover better, more effective ways of doing things. This has not been an easy process for the staff we have parted ways with or for the staff who remain with us or for the new people who have joined us.

My warm thanks go to the mokopuna, their whanau, our staff and supporters in the disability sector who have helped us move into our new way of working.

Our Mahi

Te Roopu Taurima's work has continued across four regions, Te Tai Tokerau, Auckland, Midlands and Christchurch. Around 300 mokopuna across 58 whare have been supported during the year. One whare in Kaitia was closed during the year to make better use of our resources. 67 mokopuna participate in regular weekly organised exercise activities (gym, Zumba, basketball, swimming). 22 mokopuna are in employment (including lawns and business enterprises). All whare have kai or flower gardens and prepare annually for regional garden competitions.



Over 450 kaimahi have worked in mokopuna homes providing residential, rehabilitation, habilitation, respite, mental health services, Choices in Community Living (CiCL), vocational and day activity support.

Training continues to be a key focus in Te Roopu Taurima with 176 kaimahi completing CPI (Crisis Intervention Prevention) training, 138 kaimahi achieving First Aid Certificates, 57 achieving L2 Foundation Skills. A range of other learning and development topics were delivered, for example, medication management and infection control.

Korowai Aroha

Each region has been supported by members of Korowai Aroha – a team of kaumatua and kuia who provide Maori cultural advice and guidance to mokopuna and kaimahi. This team has supported mokopuna and their whanau as well as kaimahi through the passing of loved ones, hura kohatu (unveilings), powhiri (welcomes), poroporoaki (farewells), marae visits, learning of their pepeha (history of belonging) cultural and recognition events. They are there to listen, support, to

encourage the use of te reo Maori and tikanga Maori (language and customs and protocols) in the whare and the offices.

Mokopuna Advisory Group

A highlight for the year has been the establishment of the Mokopuna Advisory group. There have been two meetings held for the Advisory committee. Topics high on the agenda have been the upcoming events for mokopuna. Top of the list are the Mokopuna Ball and Whanau Whanui End of Year celebrations. Ideas for other events to take place within the Roopu are also generating good discussion. Ideas so far: Roopu's Got Talent, Stars In Your Eyes, Art Competition, Kapa Haka, creation of a Jigsaw Library. Planning is underway!



George Walker is the representative for Tamaki Makaurau (Auckland) with Tania Thomas, Mana Whakahaere/CEO.

Whanau Hui

The Board instituted twice yearly hui with whanau and the first round of regional hui took place in June. It was an opportunity for whanau to:

- provide feedback about their experience of Te Roopu Taurima's service
- ask questions and share ideas about the service
- meet the new governance and leadership teams from Te Roopu Taurima
- get an update on services
- meet other whanau members to share useful information.

Many of the whanau stated that they were happy with the service their loved ones were receiving. Many spoke well of the kaimahi. Whanau were pleased to find out that Te Roopu Taurima has learned from past mistakes and has sound policies and systems in place.

At all the hui whanau asked questions and shared suggestions for improving services. Some of those ideas included:

- being kept in touch with news about Te Roopu Taurima

- ensuring whanau are informed of complaint and incident outcomes in a timely manner
- the importance of including them in the day to day lives of mokopuna and the importance of timely communication from kaimahi.

There were several suggestions offered to better support mokopuna, for example:

- providing training to GPs so they are better able to work responsively and appropriately with mokopuna
- ensuring mokopuna have meaningful activities to regularly participate in during the day and in the evenings
- including more diverse training in topics such as; autism, diabetes, nutrition and tikanga Maori
- planning for being responsive to mokopuna who are elderly.

A number of initiatives are planned for the new financial year to address the many ideas and suggestions that came about as a result of the whanau hui.

Te Rito – Community Lifestyle Centre

Te Rito was opened in May 2015 within walking distance of Te Roopu Taurima's share national and Auckland office in Otahuhu. The concept behind Te Rito is to provide a community centre for use by Te Roopu Taurima's clients and kaimahi as well as the local community.

Te Rito offers a varied programme for vocational and day activities for people with differing levels of ability, for example, tai chi, kapa haka, waiata, health and wellness classes, line dancing, self-defense, baking, arts and crafts, indoor volley ball and netball. It is also available for hire as a venue for functions, meetings and conferences.

The attendance rate for the programmes is steadily building and feedback on the centre has been positive.



He Kakano

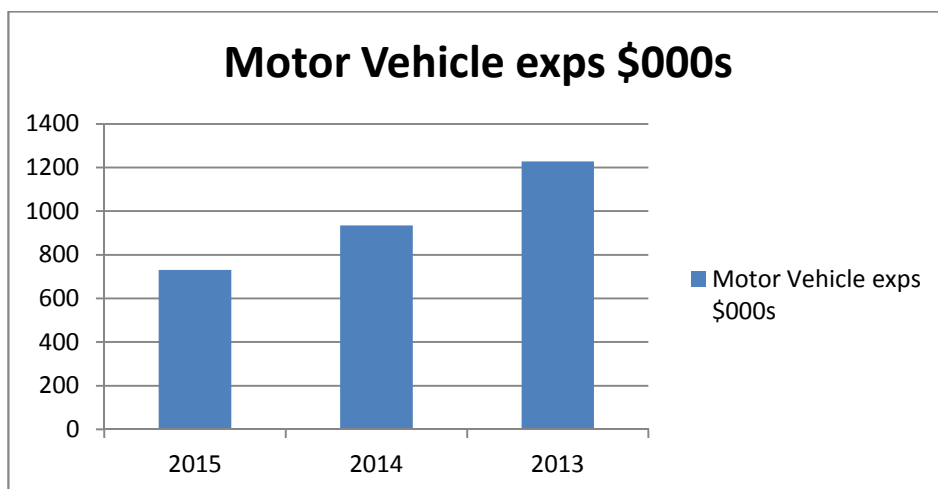
He Kakano opened in January 2015. It is an accessible computer suite aimed at providing mokopuna with opportunities to learn computing skills, to research information on the internet, to access job search information and to use the computers for study and general correspondence.

Another aspect of the suite is to assist Te Roopu Taurima to trial and evaluate its tri-lingual E-learning modules. The modules will feature three languages, Maori, New Zealand Sign language and English. A key component of the trial is to get feedback from a range of users with a range of impairments. The modules, when completed, can be used on computers and tablets. The E-learning modules will be available for use by anyone wishing to access them.

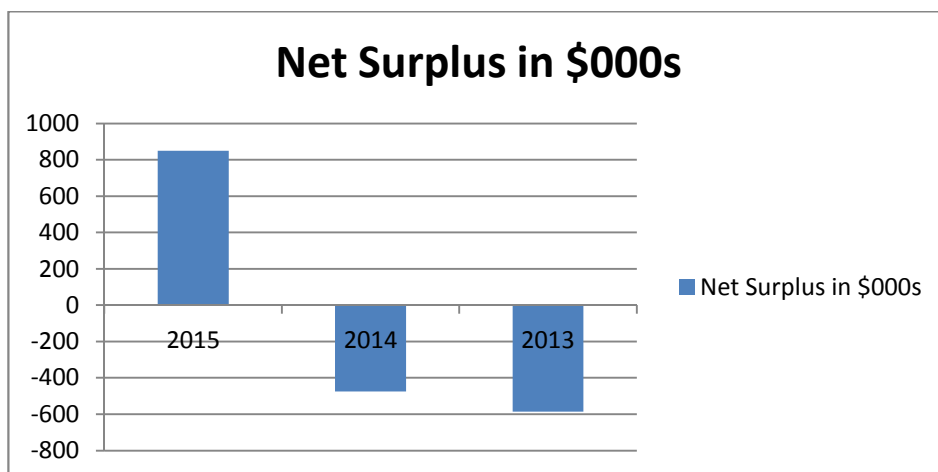


Future

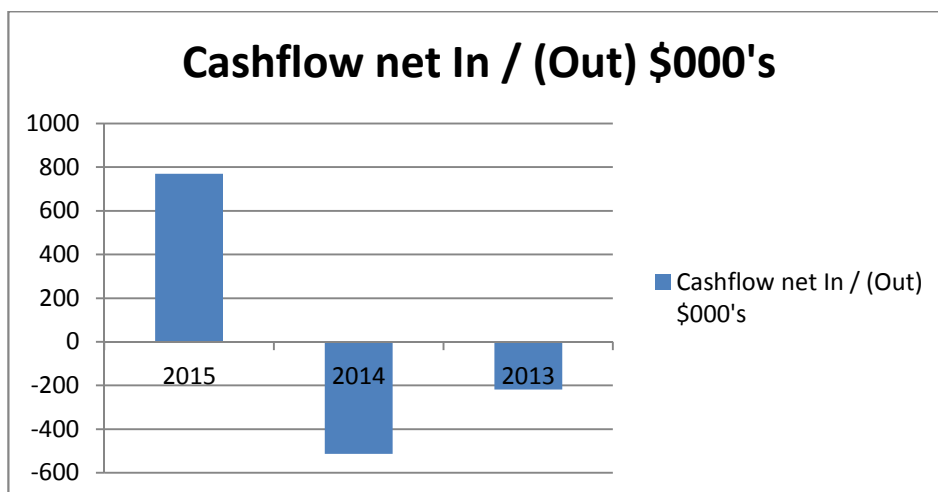
Te Roopu Taurima is moving from strength to strength. Costs are well on the way to being managed; we have made significant savings in the management of our vehicle fleet.



Our net surplus at the end of June 2015 shifted from a deficit of \$586k in 2013 to a surplus of \$806k.



Our net Cashflow has moved from a deficit of \$218k to a surplus of \$769k.



Nga Panui mo Nga Mokopuna (Mokopuna Billboard)

Warehousing Course

A mokopuna tells us, "I'm currently on a Skills Update course which started a few months ago. I'm doing a Warehousing course. I'm learning all aspects from communication, legislation, diversity, consumer objectives, completing spreadsheets, promoting effective working relationships. So far I have passed all exams this is supposed to be a six month course, but I've been told that hopefully within three months I will have completed the course which is within the time frame. Also as part of the course I will be training to use a forklift and other machinery used within warehousing and get a forklift license."

In the Groove

The band in Waikato is really enjoying their get together on Friday nights where they practice their items for any 'gig' they may have. The band was formed several years ago, and they have provided the entertainment at a number of occasions throughout the Waikato service - farewells for staff and the Mokopuna recognition hui held at Gordonton and Raglan.

Te Whare Manaaki

I live in my whare
With whanau that i love
Aroha comes streaming
To us from above.

There's Hone and Mohi
They live right next door
And Ross and big Bazza
Plus Moana I'm sure.

There's life and there's meaning
There's sun and there's rain
With Vashti and Emma
Were flying the same plane.

With all that's been said
About Whare Manaaki
Living in this place
Keeps me quite sane.

By Kim Granger.

Goal Achieved

A mokopuna returned home after having been in Te Roopu Taurima since 2006 – a goal he has been supported with by the kaimahi of the various whare he has lived in.

Before leaving Roopu Taurima, he was asked to participate on an interview panel to help select members for the Vocational Services Team.

He was involved in the set-up of Te Rito, the new Community centre.

He had a farewell celebration with colleagues and friends at Te Rito Lifestyle Centre with speeches, waiata and good food.

He will be attending Ngati Maniapoto Rohe Services, and doing a course in Carpentry and Horticulture.

Ripoata a te Tauaki Putea (Financial Statement Report)

The Independent Auditor's Report from McGregor Bailey Chartered Accountants, relating to Te Roopu Taurima o Manukau Trust's (the Trust) financial position is provided as an attachment to this report (refer pages 13-14 of the following attachment); the financial statements for the Trust sit before the Auditors Report (refer pages 1-12 of the following attachment).

The financial statements for the Trust will be uploaded on to the Charities Commission website by 24 December 2015.

Use the following link to access the website and follow the brief instructions provided below:

<https://www.register.charities.govt.nz/CharitiesRegister/Search>

1. Click on the **Register Search** link
2. In the **Charity Name (contains)** field – enter Te Roopu Taurima
3. Select the appropriate charity that appears in the list
4. Click on the **Annual Returns** link