

Oranga
Physical Wellbeing
Tinana

Report of the Tiamana Board Chair



**E ngā iwi, e ngā reo, e ngā
karangatanga maha o ngā
hau e whā, tēnei te mihi atu ki
a koutou katoa.**

*All people, all voices, all the alliances
from the four winds, I greet you all.*

**E mahara tonu ana ki te hunga kua
wehe atu i te tirohanga kanohi i
tēnei wa. Ki a rātou ngā kaimahi
ngā tāngata kua whetūrangitia nei,
haere rātou, haere, haere, haere,
ki a tātou te kanohi ora,
tēnā tātou katoa.**

*We farewell the tāngata and kaimahi
who passed away in the past year.*

A recent report by Deloitte shows disability support is increasingly underfunded by the Government – and the situation is getting worse. Government funding is not keeping up with huge increases in the cost of living and organisations supporting disabled people are struggling to keep up. In the last two years, the Ministry of Health has not increased funding to cover increases in the cost of living. A conservative estimate suggests the sector is short by at least \$150 million dollars – a 12% gap. This underfunding is having a real impact on the quality of support for disabled people in Aotearoa/New Zealand. Nevertheless, Te Roopu Taurima continues to try to do our very best with the limited resources we have.

In addition to being under funded, we have had trouble finding affordable, fit for purpose accommodation to support a wider range of living arrangements for the people we support. Staff recruitment has also proved to be challenging in an environment where there is low unemployment.

Despite the financial pressures, the senior management team and our staff have done an amazing job of achieving more with less.

We continue to promote and practice tikanga Māori in the design and delivery of the support we offer. The advantage of this means we continue to have a holistic approach and we continue to offer a kaupapa Māori service choice.

Brian O'Shea
Tiamana/Board Chair

Report of the Manawhakahaere Chief Executive



**E ngā mata-a-waka o te motu
tēnā koutou katoa.**

*All groups throughout the land,
greetings to you all.*

We supported 295 tangata during the year across four regions and across five services. Our areas of focus over the year have been to ensure tangata:

- have competent and kind support staff
- have warm, dry, well maintained homes
- that their health and well being are maintained
- are able to set and achieve their goals
- strengthen their ties with whānau and community
- have meaningful things to do during the day
- are supported in a way that reduces critical incidents from happening.

We carried out two projects to inform the areas of support we wanted to focus on:

Reducing Restraint Project – the main findings from this project were that we need to improve the way we set expectations for staff and we need to do a better job with performance management, staff training and development.

Communicating with Tangata and Whānau Project – the findings from this project require us to provide customised updates at regular intervals for whānau. We are now exploring how we might better use social media to achieve this. One to one interviews and focus groups with tangata were also viewed as a better way to get input from the people we support.

I am proud of and heartened by the way tikanga Māori shines in our organisation. This is especially when it comes to supporting tangata and their whānau and their colleagues in times of stress and grief. It is all hands to the pump with support staff and office staff becoming cooks, cleaners, drivers, event organisers, singers, traffic wardens – they just do what needs to be done.

Tania Thomas

Manawhakahaere/Chief Executive

A man with short dark hair, wearing a blue long-sleeved shirt, is smiling broadly and clenching his fists in a playful manner. He is positioned in the center-right of the frame against a plain grey background.

Oranopa
Learning
Ninenoparo

Highlights of our Year

Kapa Haka Competition

Tangata from several whare in Tai Tokerau held a kapa haka competition. It was inspiring to see tangata leading waiata, using poi and singing a repertoire of favourite waiata.

Tangata Recognition Balls

The Tangata Recognition Balls around the regions brought out the creative in tangata and kaimahi as they developed fabulous costumes for the themed events.

Sports Day

A Sports Day in Tāmaki Makaurau was well attended with tangata from Te Tai Tokerau and Waikato also joining the activities.

Positive Behaviour Support (PBS)

Sixty of our whare staff were trained in PBS an evidence-based approach with a primary goal of increasing a person's quality of life and a secondary goal of decreasing the frequency and severity of their challenging behaviours.

People who sometimes engage in challenging behaviours are actually telling us something is wrong or missing—and they need help to make it better. The challenge is for us to build support for the tangata and the kaimahi who support them.

Choice in Community Living (CiCL)

The number of people supported in CiCL has increased from five to eight, some of who have moved out from our residential service.

Service Improvements

Te Roopu Taurima completed the first phase of a property development project. Our organisation owns several properties and three were identified as needing development. The long term goal is to create better fit for purpose housing which meets the needs of tangata who prefer to live alone but still want the support of kaimahi on a day to day basis.

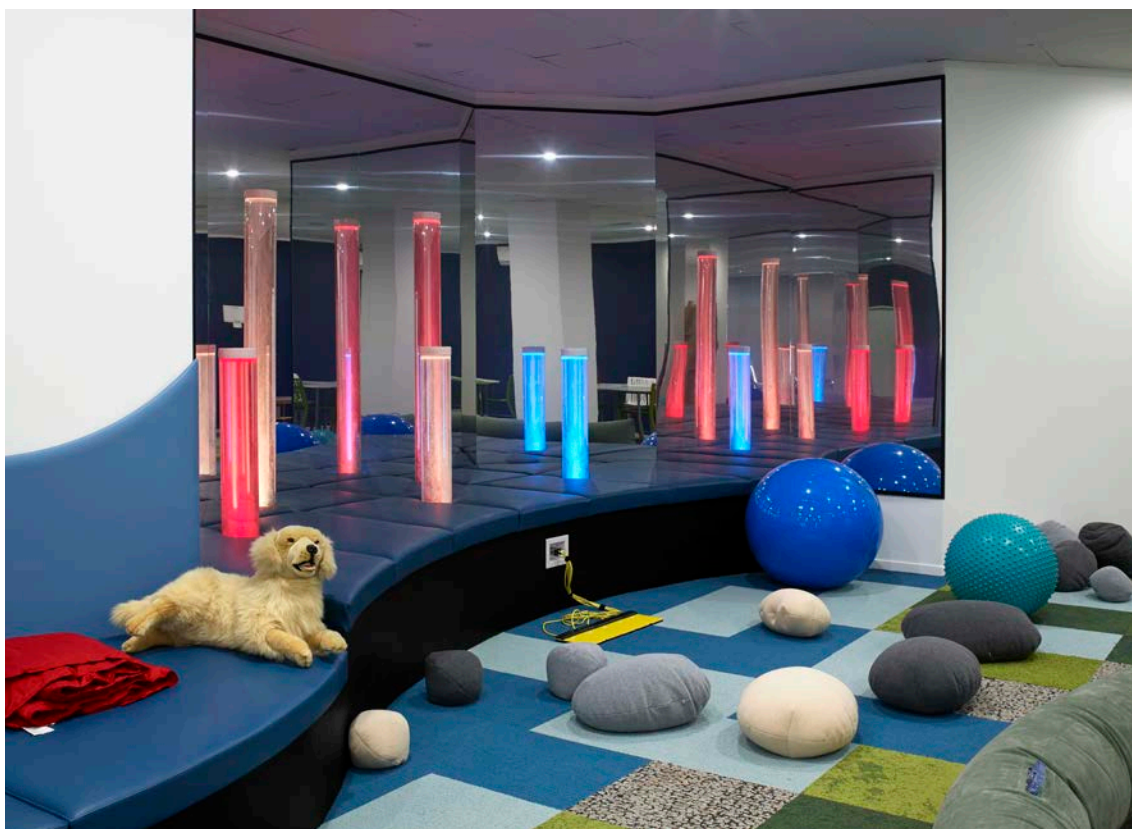
Generally, many providers, such as Te Roopu Taurima, provide five or more bedroom houses to offer economy of scale. These 'group homes' often do not offer tangata a choice of who they live with and affordability is also an issue.

Our aim is to support tangata who want more flexible living arrangements while, at the same time, ensuring it is safe and affordable.

Two of the homes that accommodate wheelchair users have had their bathrooms renovated and refurbished and turned into wet bathrooms.

Funding

Thank you to all the Trusts and donors who have provided strong support to our programmes during the year. It is much appreciated.



Sensory Modulation Room

The new Sensory Modulation Room at Te Roopu Taurima is a special room designed to develop the senses of tangata through lighting, music and objects. It is used for therapy for children and adults with limited communication skills.

Designed by two design students from Unitech in Auckland, the room is themed around games and play.

Sensory rooms are expensive to set up and are in limited supply in New Zealand. This room is one of the largest in New Zealand and is fully accessible for wheelchair users.

The sensory room encourages tangata to explore and engage with their senses which can heighten their ability to interact with the world around them. It can assist with developing visual processing skill abilities and help both fine and gross motor skills.

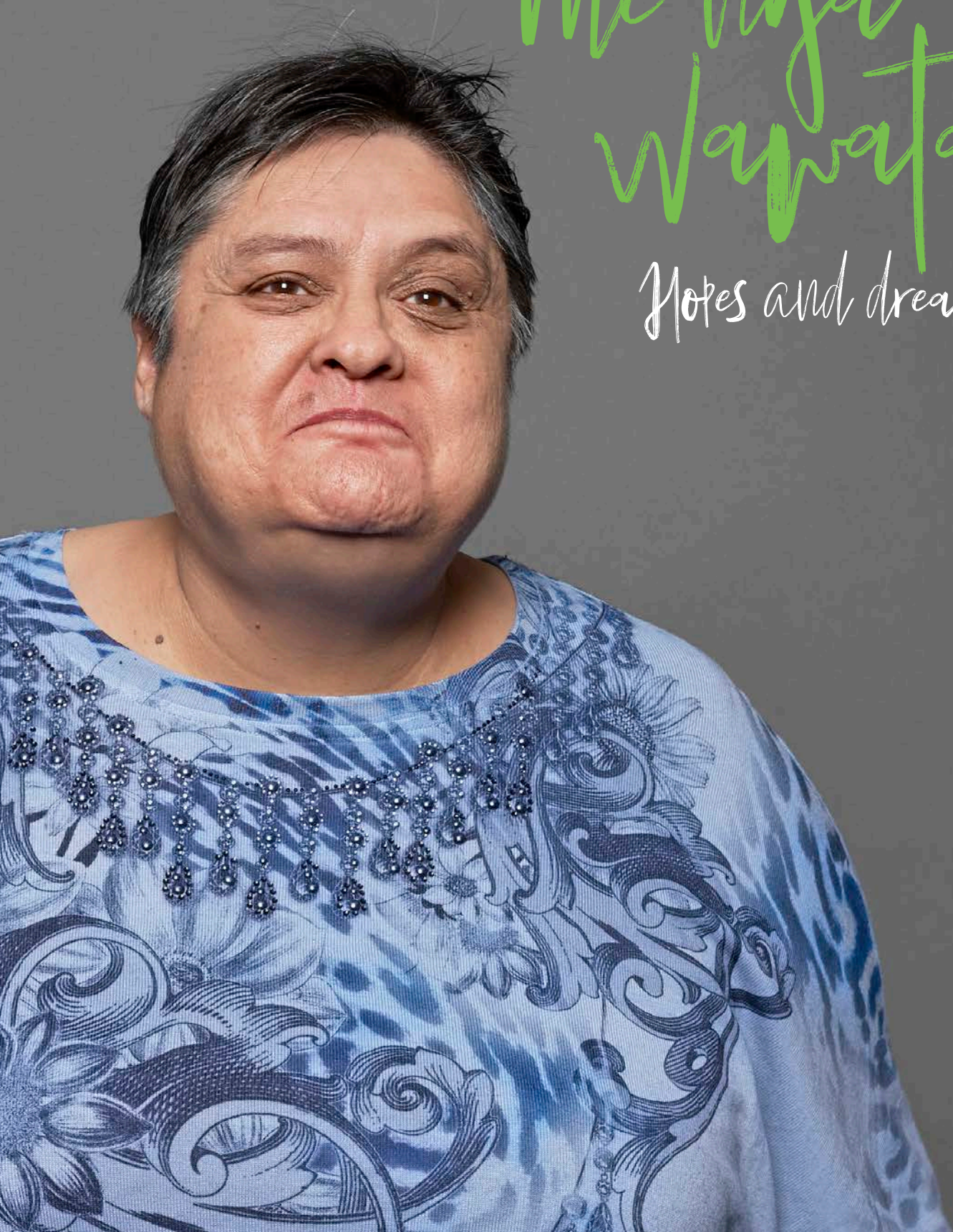
Learning and play within the room helps both adults and children absorb and retain more information. It can also increase relaxation and motivation leading to greater levels of happiness and wellbeing.

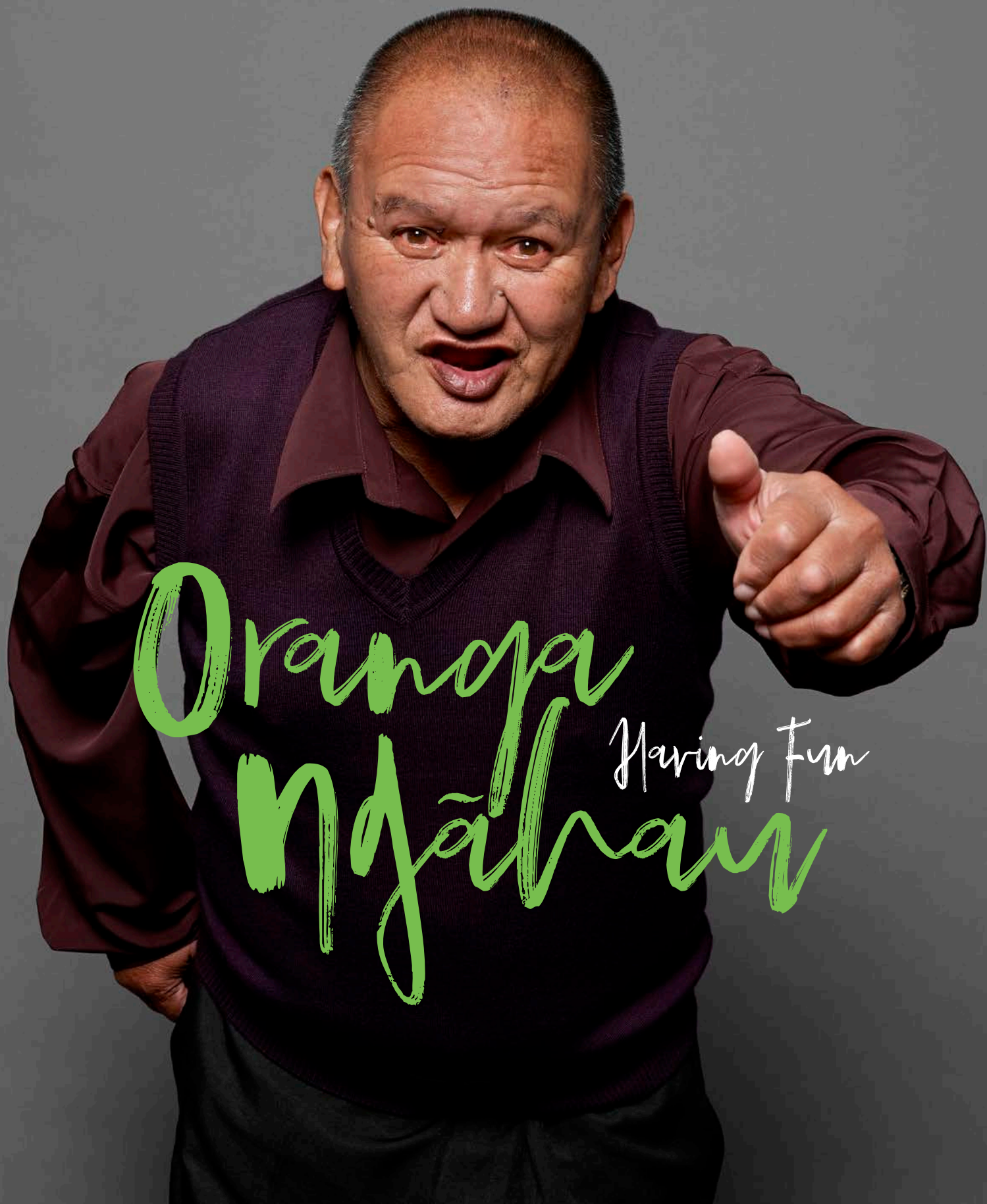
Sensory rooms can provide comfort and calm for overactive or distressed tangata.

By tailoring the environment within the room to the individual, exploration and engagement within the therapeutic setting is encouraged without the tangata feeling overwhelmed. It helps with developing a sense of empowerment increasing confidence, resilience and independence.

*Ngā tūmanako
Me ngā
wawata*

Hopes and dreams





Oranopa
ng Jilhan

Having Fun

Quality Improvement Initiatives

Corporate Services

We have moved to on-line ordering of infection control and cleaning products. The products are delivered directly by BUNZL to our whare nationally eliminating double handling and reducing paperwork and administration. We also benefit from BUNZL's ability to leverage their bulk buying power.

Sharepoint On-Line has replaced our intranet. It is the 'go to' repository for forms, policies and photo libraries.

Our office internet security has been improved and has enhanced our overall email protection from phishing and email address spoofing.

Payslips are now all electronically available to staff.

Roster and incident management and reporting have moved from being manual to electronic, greatly reducing staff time and improving accuracy of data entry.

Waste Minimisation has been adopted by whare in Auckland to reduce the amount of rubbish put in landfill bins and reducing cost.

Human Resource Management

We have managed to provide all staff under 65 years of age with trauma and life insurance cover by replacing a health insurance scheme and a funeral grant that only some of our staff were eligible for previously.

Of our support staff, 53 per cent have a relevant qualification and a further 27 per cent are in training to complete a qualification. The vast majority of staff with qualifications, 77 per cent, have the higher Level 4 qualification.

An HR tool kit was developed and implemented to assist managers to more effectively and efficiently resolve performance and leadership issues.

Services

We revised our Business Continuity Plan after completing a 'mock' disaster recovery exercise to test our plan.

The number of vocational sessions has increased from 45 to 61 and we have secured several employment opportunities for the tangata we support.

Sixteen of our homes in the Auckland region now have Māra kai (vegetable gardens) that are tended by the people we support.

Our Finances

Summary Financial Statements

Cash Flow Statement

For the year ended 30 June 2019

	2019 \$000	2018 \$000
Net cashflow from operating activities	1,355	(176)
Net cashflow from investing activities	(163)	(639)
Net cashflow from financing activities	(190)	(119)
Net increase /(decrease) in cash and cash equivalents	1,002	(934)
Cash at Beginning	1,906	2,840
Cash at end	2908	1,906

Balance Sheet

As at 30 June 2019

	2019 \$000	2018 \$000
Total current assets	5,521	5,014
Total non-current assets	3,990	4,175
Total assets	9,511	9,189
Total current liabilities	4,714	4,676
Total non-current liabilities	1,034	978
Total liabilities	5,748	5,654
Net asset	3,763	3,535
Equity		
Retained earnings	3,763	3,535
Total equity	3,763	3,535

Income Statement

For the year ended 30 June 2019

	2019 \$000	2018 \$000
Total Revenue	34,452	33,577
Total Expenditure	34,224	33,712
Net surplus / (deficit)	228	(135)

Note: The full set of financial statements for Te Roopu Taurima will be uploaded onto the Charities Commission website no later than 22 December 2019.

Income

Compared to the previous year, Te Roopu Taurima's revenue has increased by \$875,000 during 2018 / 19 year to total revenue of \$34.5 million. The increase is reflective of increase in service revenue.

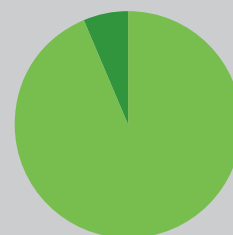
Expenditure

The total Te Roopu Taurima expenses have increased by \$500,000 during 2018/19 year to total expenditure of \$34.2 million.

The Motor Vehicle costs and Property costs have increased during 2018 / 19 by \$800,000 due to the increase in services. However our prudent management of other controllable costs has resulted in \$300,000 savings in other operating costs to partly offset this increase.

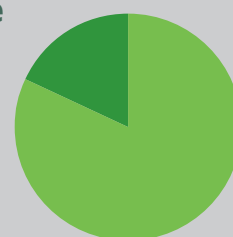
Breakdown of Revenue

Revenue	2019 \$mil
MoH Contract Revenue	32.0
Other	2.4
Total Revenue	34.4



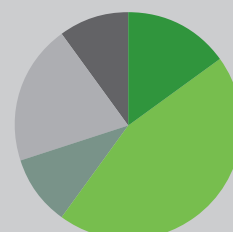
Breakdown of Expenditure

Expenditure	2019 \$mil
Employee cost	27.4
Supplies	6.8
Total Expenditure	34.2



Breakdown of Supplies

Supplies	2019 \$mil
Household Food	0.9
Property Utilities, Rent, R&M	2.9
Motor Vehicle Costs	0.6
Admin Support	1.7
Depreciation Costs	0.7
Total Supplies	6.8



Kimibia, rangabana

Find and Explore



Tino Rangatiratanga

Independence

**National Office
and Auckland Office**

519 Great South Road
Otahuhu 1640
PO Box 22346
Auckland 1064
Phone: 09 2766282

Te Tai Tokerau

3 Woods Street
Whangarei 0110
PO Box 15
Kaikohe 0405
Phone 09 405 2654

Midlands

15a Norton Road
Frankton 3204
PO Box 1406
Hamilton 3240
Phone: 07 846 9260

Christchurch

346 Flaxton Road
Rangiora
Christchurch 7400
Phone: 03 313 2479

www.terooputaurima.org.nz

