

“We are happiest  
when we do things  
that we didn't think  
were possible.  
When you achieve  
it, it feels totally  
amazing!”

Lauren McLean



# Report of the Tiamana Board Chair

**Tuatahi e mihi atu kia rātou mā te hunga kua whetūrangitia i tenei tau kua pahuri atu. Nō reira e ngā mate haere koutou, haere koutou, haere koutou.**

*Firstly, let us acknowledge those loved ones who have ascended beyond the stars during the past year. To all of them, farewell, farewell, farewell to you all!*

**Tuarua ka mihi atu ki ngā kaimahi i roto i ngā whare mo te ahuatanga o ā rātou mahi ia ra, ia ra. i roto i ēnei ra whakamiharo me te ngangara huaketo (covid 19) i hikina e ratou te manuka, i mau kaha ki ngā tikanga i whakaritea kia noho haumaruru o tatou tāngata, ko ngā kaimahi me o tatou whānau. Mauri Ora!**

*Secondly, we would like to acknowledge all of our kaimahi for the outstanding mahi they do every day. In these unprecedented times of Covid-19, kaimahi rose to the occasion to maintain the strict protocols to keep tangata, themselves and their own whānau safe. Well done!*

Like many of our sister organisations in the disability support sector, the rising cost, increasing demand and the growing complexity of needs of the people we support remains unaddressed by Government. Pay equity settlements and the need to manage relativities for staff have added to the cost burden of our organisation.

The Health and Disability System Review recommendations fell short of what is needed to redress inequities in the system. Although a Māori Health Authority was recommended, as it stands it would have little more than an advisory role. As a kaupapa Māori organisation we want Māori to be in charge of funding, contracting and overseeing health and disability services provided to Māori. A Treaty Partnership approach and a stronger mandate for Māori policy development that identifies systemic institutional racism of Māori and kaupapa Māori providers.

We want to be part of the solution.

**Mahaki Albert**  
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.*

Te Roopu Taurima celebrated 20 years of service in 2019. Celebrations took place across all four of our regions. A highlight was the opening of a time capsule that had been buried by kaimahi and tāngata at the 10-year anniversary of the service.

Stopping the spread of Covid 19 has been a focus of Te Roopu Taurima in the second part of the past year. Our Business Continuity Plan proved to be extremely helpful, as did our Pandemic Team. Within a day of Alert Level 4 being declared our office-based staff were able to work from home and social media kicked into place to ensure regular communication was in place to keep kaimahi, tāngata and their whānau up to date with crucial information.

There is a saying that a crisis does not change us, it reveals us. The tangata, their whānau, our kaimahi and our Board  revealed themselves to be resilient, positive and innovative. We came through to Alert Level 1 safely. This is thanks to the consistent efforts and hard work of those of us within Te Roopu Taurima. It is also with thanks to the steadfast support from various networks within Te Ao Māori, local food suppliers and community organisations across Aotearoa.

Despite the interruption of Covid 19, our organisation continued to provide essential disability support services. A learning mind set is critical as we move into the 'new normal' of living with Covid-19. We are not in an environment of knowing. We need to focus on learning and innovation. We are figuring out what will it take for us to be agile and flexible in the future where there is a lack of certainty and funding.

**Tania Thomas**  
Manawhakahaere/Chief Executive





“When I think of happiness I think of family; I’m happy I have mates, and I’m happy my support workers are here to help me.”

Sam Rubin



## Highlights

### Housing Review

A review of the properties owned by TRT was carried out to assess the potential for development and increasing the number of fit-for-purpose whare to TRT's asset base. The review identified three properties with the potential to add further houses or units. TRT's accommodation requirements now and into the future are based on a more individualised funding structure and a move away from group homes. We want tāngata to have more choice in who they live with and the number of people they live with. Tāngata who want to live on their own but also have support nearby would benefit from a greater range of accommodation, for example, in a studio on the same property as the main home.

### Covid-19

We have utilised the learning from our time in lockdown and in Alert Level 3. We are well on the way to becoming a paperless organisation. Online connectivity is in place across our service nationally. This opens up more efficient and effective two-way communication between the people we support and their whānau. It affords greater opportunities for on-line learning, on-line hui and more regular communication in and around Te Roopu Taurima.

### Staff Qualifications

- 59% of all service delivery staff have a relevant qualification and 44% of these staff have a Level 4 Health and Wellbeing qualification.
- 10% of service delivery staff are enrolled in tertiary study.

### Choice in Community Living (CICL)

CICL has experienced significant growth over the last 12 months, an increase from six tāngata in July 2019 to 15 in June 2020. Four tāngata were supported in our Supported Independent Living Service. Community services are growing fast in Te Roopu Taurima. People we support in residential services are moving out and are choosing to live more independently and are choosing CICL.

### Service Audits

A joint 'Mid-point Surveillance Audit' and 'Developmental Evaluation Audit' of Te Roopu Taurima's residential services was conducted by EQS Group in February 2020.

The audit report highlighted a number of strengths of the service with primary ones being the satisfaction expressed by tāngata and whānau with the quality of service received and the dedication and commitment of the frontline kaimahi towards supporting tāngata wellbeing.

### Wai 2575 - The Health Services and Outcomes Kaupapa Inquiry

We received confirmation from the Tribunal that Stage 2 of the Health Kaupapa Inquiry will commence with an inquiry into claims relating to Māori with disabilities. Te Roopu Taurima's Statement of Claim Wai 2734 has been filed.





### Time Capsule

In 2009 staff, tāngata and their whānau buried a time capsule to be opened in 2019 on the 20th Anniversary of Te Roopu Taurima's existence. The staff and whānau pictured represent those who were at the burial of the capsule. They also represent some of the founders of Te Roopu Taurima who are no longer with us.

There were laughter and tears as items buried long ago spoke of a time past and brought forward many memories of the way things were, how much many things had changed and how some things had stayed the same. Photos, mementos, stories, personal belongings were handed back to those to reminisce. Most of all, it was a way to honour where we have come from and to celebrate our still being relevant and thriving as a kaupapa Māori service.

### 20th Anniversary

56 of the people we currently support have been a part of our service for 20 years, they are foundation whānau. At the 20 year mark, 23 of our staff had worked at Te Roopu Taurima for more than 15 years and 9 of them had been with the service for 20 years.

We held celebrations nationally with sports games, a dinner and dance, kapa haka performances, hangi and tributes to the many people who have over the past 20 years contributed to the success of Te Roopu Taurima.

"If you were sad  
I would hug you,  
make you a cup  
of tea and tell you  
I'll be around"

Michael Healey





“If people need help, they know I’m always around. They can just call me up.”


Whetu Paranihi



# Quality Improvements

## Complaints Process


We have made it easier for tāngata and their whānau to make a complaint by creating:

- a dedicated 0800 Freephone – 0800 828 746
- a dedicated complaint email address – [complaints@terooputaurima.org.nz](mailto:complaints@terooputaurima.org.nz)
- a new complaints brochure
- an easy to read version of the complaints form; and
- a Link to the electronic complaint form on  website.

## Going Paperless

We have made it easier for kaimahi to complete the documentation related to their work by making a number of forms/reports available online using a platform called Zoho Forms. This not only makes our reporting process paperless, it also makes the internal notifications of various events automatic and the follow-up much easier.

## Positive Behaviour Support (PBS)

A further sixty of our kaimahi were trained in PBS this year, a total of 118 staff now trained in this practice. It is a way of working  with people using a strengths based approach. It is underpinned by a human rights worldview and a commitment to increasing a person’s quality of life. Te Pou and Explore have supported us to customise the training so it is relevant and culturally appropriate for Māori.

## Choice in Community Living

A six monthly satisfaction review with each tāngata has been implemented. Nine satisfaction surveys were sent to tāngata, nine were returned and respondents rated 100% satisfaction with the CICL service, the terms of their service agreement and felt that they were making progress toward their recorded outcomes.

## Quarterly Trend Analysis

Quarterly trend analysis of restraints, critical incidents and complaints is now a regular part of our service reporting. These reports provide valuable information to support better decision making by managers around resource allocation and staff training.

We are able to identify areas for improvement and as result we have established a better debriefing process for staff involved in critical incidents and improved the way we record and learn from incidents and complaints.

## Infection Prevention and Control (IPC) Assessments

The IPC Assessments were a Ministry of Health requirement, facilitated by the DHBs, in response to the outbreaks in the two aged residential facilities in Auckland and Christchurch. We have rated highly in our IPC processes and in regards to the leadership and management of the pandemic planning within our services.

# Finances

## Summary Financial Statements

### Cash Flow Statement

For the year ended 30 June 2020

	2020 \$000	2019 \$000
Net cashflow from operating activities	2,412	1,355
Net cashflow from investing activities	142	(163)
Net cashflow from financing activities	(262)	(190)

**Net increase /(decrease) in cash and cash equivalents** **2,292** **1,002**

Cash at Beginning 2,908 1,906

**Cash at end** **5,200** **2,908**

### Balance Sheet

As at 30 June 2020

	2020 \$000	2019 \$000
Total current assets	6,356	5,521
Total non-current assets	3,703	3,990
<b>Total assets</b>	<b>10,059</b>	<b>9,511</b>

Total current liabilities	5,305	4,714
Total non-current liabilities	978	1,034
<b>Total liabilities</b>	<b>6,283</b>	<b>5,748</b>

Net assets	3,776	3,763
Equity		
Accumulated surplus	3,776	3,763
<b>Total equity</b>	<b>3,776</b>	<b>3,763</b>

**Note:** The full set of financial statements for Te Roopu Taurima will be uploaded onto the Charities Commission website no later than 22 December 2020.

### Income Statement

For the year ended 30 June 2020

	2020 \$000	2019 \$000
Total Revenue	35,021	34,452
Total Expenditure	35,008	34,224
<b>Net surplus / (deficit)</b>	<b>13</b>	<b>228</b>

### Income

Compared to the previous year, Te Roopu Taurima's revenue has increased by \$569,000 during 2019 / 20 year to total revenue of \$35.0 million.

The increase is reflective of increase in service revenue offsetting the increased costs due to COVID 19.

### Expenditure

The total Te Roopu Taurima expenses have increased by \$784,000 during 2019 / 20 year to total expenditure of \$35.0 million.

The Employee costs have increased during 2019 / 20 by \$922,000, mainly due to the costs associated with COVID 19 lockdown. However our prudent management of other controllable costs has resulted in \$138,000 savings in other operating costs to partly offset the shortfall in the COVID 19 extraordinary funding.

### Cashflow

Compared to the previous year, Te Roopu Taurima's Cashflow has increased by \$2,292,000 during 2019 / 20 year to total cash of \$5,200,000.

This increase has been mainly caused by "Surety Funding" and reflects changes in the timing of funding we receive from MOH.

The Surety funding was in place from April 2020 to September 2020 and the impact has been a temporary increase of our cash levels of \$1,800,000.

This effect will reverse in October 2020 when we return to the normal timing of funding.

Revenue	2020 \$mil
MoH Contract Revenue	34.59
Other	0.41
<b>Total Revenue</b>	<b>35.0</b>

Expenditure	2020 \$mil
Employee cost	28.8
Supplies	6.2
<b>Total Expenditure</b>	<b>35.0</b>

Supplies	2020 \$mil
Property Utilities, Rent, R&M	2.8
Admin Support	1.3
Household Food	0.9
Depreciation Costs	0.7
Motor Vehicle Costs	0.5
<b>Total Supplies</b>	<b>6.2</b>

"Isaac makes work a great place to be, he loves to help us and is always smiling."

Isaac Witika



"I keep myself positive  
by thinking about the  
things I like doing,  
and I think about  
how far I've come."

**Natasha Colbert**

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