

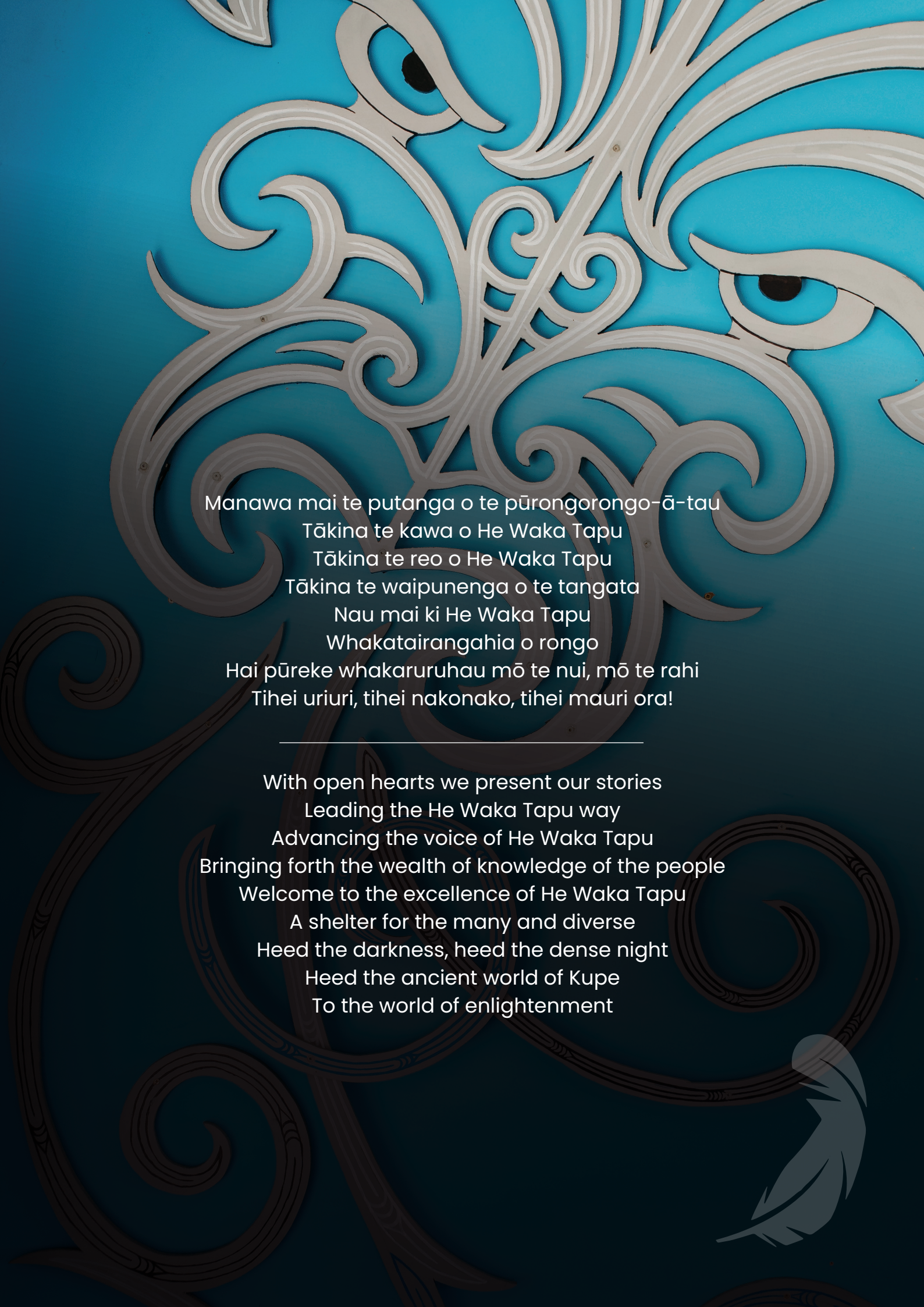
HE WAKA TAPU

Me mahi tahi tātou mo te oranga o te whānau



PŪRONGO-Ā-TAU ANNUAL REPORT

1ST NOVEMBER 2021 – 31ST OCTOBER 2022



Manawa mai te putanga o te pūrongo-rongo-ā-tau
Tākina te kawa o He Waka Tapu
Tākina te reo o He Waka Tapu
Tākina te waipunenga o te tangata
Nau mai ki He Waka Tapu
Whakatairangahia o rongo
Hai pūreke whakaruruhau mō te nui, mō te rahi
Tihei uriuri, tihei nakonako, tihei mauri ora!

With open hearts we present our stories
Leading the He Waka Tapu way
Advancing the voice of He Waka Tapu
Bringing forth the wealth of knowledge of the people
Welcome to the excellence of He Waka Tapu
A shelter for the many and diverse
Heed the darkness, heed the dense night
Heed the ancient world of Kupe
To the world of enlightenment

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OUR WHAKATAUKĪ

Me mahi tahi tātou mo te oranga o te whānau.
Working together for the wellbeing of family.



OUR VALUES



Manaakitanga

We are respectful, show generosity and care for others to ensuring everyone's mana is upheld.



Whanaungatanga

We build relationships through shared experiences and working together.



Rangatiratanga

We lead by inspiring others to see what is possible.



Whakakoako

We all learn.

CHAIR BOARD REPORT

He Waka eke noa; we are all in this together.

I reflect on the year that has passed and how the growth of the organisation has changed drastically. This growth has meant we have been successful in securing an increasing number of contracts during the year, enabling us to expand our mahi to deliver services in Wharekauri/Rēkohu the Chathams Islands, across to the warm shores of Rarotonga, where I am currently situated to deliver family harm, sexual abuse, and alcohol & drug programs. Allowing us to reach out and help more whaiora and whānau than ever before in our 28 years as a kaupapa Māori organisation.

I continue to support the organisation by being the Chairman of the Board and having the great privilege of being well supported by my fellow directors: Vice chair Toni Tinirau, Zohnia Mc Neill. Rachel Day and Tāne Keepa. Sadly, Ivan Donaldson, Brendan McNeill, Phillip Roth, and Vanessa Doig were farewelled, and I thank you all for your invaluable support during this past year.



To our valued Chief Executive Officer, Jackie Burrows, the management team, and staff well done ! It has been a tremendous job getting us through covid and developing new ways of working and continuing to have the heart that believes people can change, always helping them plant the right seed so that we can encourage them to see a better future.

Ehara taku toa i te toa takitahi, engari he toa takitini.
Success is not the work of an individual, but the work of many.

From the Cook Islands, keep safe and have a great Christmas.

Ngā mihi nui.

Daryl Gregory

Chair Board of Directors
He Waka Tapu Limited

CHIEF EXECUTIVE OFFICER REPORT

**E Kore tātou e mōhio ki te waitohu
nui o te wai kia mimiti rawa te
puna, we never know the worth
of water until the well runs dry.**

For the first time in 2 years, we can approach summer with the much-needed certainty for all, a milestone to safely turn the page on COVID-19 and live without the strict measures placed of what was known as the alert levels and traffic light systems.

I noticed over the course of our journey through COVID-19 our values where of a mist and this mist, continued to grow until we were all able to collectively be present without the added stressors of mandates, and general life needs. For us, here at He Waka Tapu our management team worked endlessly to ensure our kaimahi felt valued, their wellbeing needs where suffice to ensure our whaiora and hapori needs were supported. This was represented through wellbeing events throughout the year; firstly, we had Mr Whippy, then Free coffee, cake to celebrate our endless workers and a Four Day Working Week incentive (4DWW) with many more, the list goes on. However, there is one specifically which poses this was our Tikanga Wānanga day, a day to bring the whole organisation together, to gain an understanding

of our founder's dream, his mission and how we better install our values into our practise for our community and ourselves.

As mentioned earlier within the Whakatauakī, our connection: A connection to mother earth is an essential being to our own wellbeing. A changing environment is impactful to earth and to our own health and this is also a reflection of the impacts within our community. The strength our kaimahi have upheld to ensure our mission continues to service whānau, and their community is inspirational, we have engaged with so many remotely and kanohi ki te kanohi (face to face) since COVID-19, that we have been blessed to be able to continue our mahi no matter where we are situated or the events that take place, ngā mihi nui kia koutou katoa.

To conclude, I am excited for the year 2023 to take place, to install all the new opportunities our organisation steps further into, learning and growing upon our mission "to be the go-to place for practical knowledge about whānau wellbeing", and in closing of this a welcoming of another new build to come in the new year.



Jackie Burrows

Chief Executive Officer
He Waka Tapu Limited

SUMMARY OF THE YEAR 2021 – 2022

6458

WHAIORA & WHĀNAU WERE SUPPORTED.
THIS WAS ACHIEVED THROUGH



140+

KAIMAHI



40+

**FUNDERS &
SPONSORS**



32

**PROGRAMS &
SERVICES**

AKA TAPU

tou mo te oranga o te whānau

SERVICES UPDATES

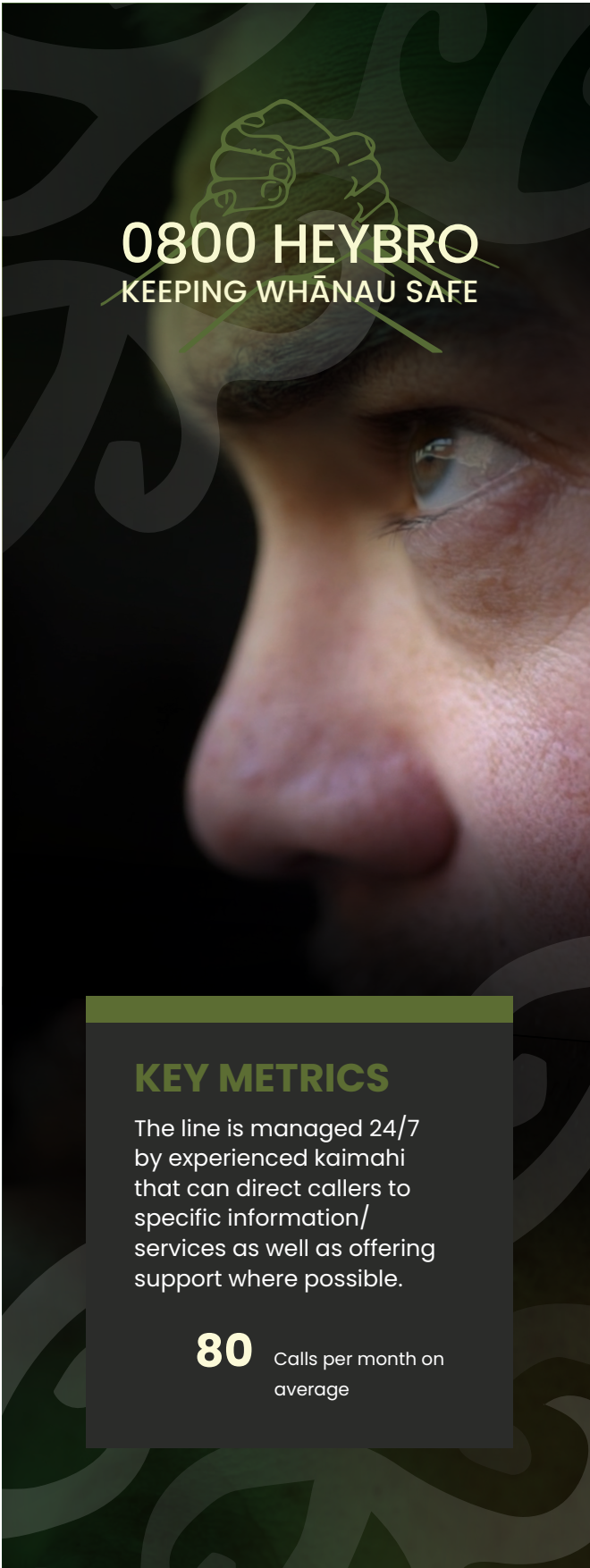


INTEGRATED WHĀNAU SERVICE

Integrated Whānau Service continues to expand with a team of 29, who all collaboratively work alongside one another ensuring our whānau have safer homes.

The free line, 0800 HEYBRO continues to become the next accessible call away for de-escalation, with further promotion through the New Zealand Police, and also shown across 61 movie theatres throughout Aotearoa. Our continued care to provide wrap around support is proving to be beneficial, with precinct navigators present at a time that matters, from Monday through to Sunday. The family harm practitioners within the Integrated Safety Response (ISR) service engages with whaiora who are reporting family harm incidents through to police, and over 50% requires continued support through all the other services He Waka Tapu provides, achieving positive outcomes for whaiora and their whānau.

Interim solutions to fill gaps are proactively work upon with kaimahi when barriers appear. Our reintegration team works endlessly reintegrating whaiora back into community and this can be hard without identification or a bank account. He Waka Tapu now supply a dedicated bank account for whaiora to utilise while their own is being created, alleviating the stress from not being able to access financial support to meet their basic needs.



0800 HEYBRO
KEEPING WHĀNAU SAFE

KEY METRICS

The line is managed 24/7 by experienced kaimahi that can direct callers to specific information/ services as well as offering support where possible.

80 Calls per month on average

TE PĀ TIPU

Te Pā Tipu continues to grow, with numerous pop-up services being set in place to support with the environmental impacts or events such as COVID-19.

We had an influx of continued care being the Māui Clinic @ South City, administering the 1st, 2nd, and Boosters of the COVID vaccination, as well as other immunisations needed for our communities within Ōtautahi. Our promotional trailer was utilised as a pop-up clinic, where informative conversations were had around COVID-19 in a safe environment.

Supporting across COVID-19, we have had the opportunity to deliver wellbeing parcels, containing activities, kai (food), cleaning items and health essential items to better support a whaiora wellbeing, if identified being either a positive case, household

contact and post COVID support with continued care navigating individuals back into jobs, school etc.

Our AOD (Alcohol and Other Drugs) service, also known as Te Whai Oranga, has had a major change within the organisation. The team revamped the well renown program named Takahi Te Taniwha from a six-week program to a full day program. Engaging with 30 individuals over the course of the day, it's safe to say it's been a positive change with a 50% increase in participation and completion of program. Referral pathways have also been streamlined to reduce barriers for accessing treatment options.

Te Pā Tipu, the place to support new growth, welcomed a total of 59 members to the team and 15 programs/services installed for whānau to access free of charge.



TE ARANGA HEALTH

Te Aranga Health was a partnership between He Waka Tapu, Better Health Group, and Doctor Paul Hercock.

Our joint experience enabled us to better understand and serve our community, by offering high quality and accessible healthcare general practice services.

With the full support of Better Health Group and Dr Paul Hercock, He Waka Tapu has been able to purchase full ownership from 1 November 2022, strengthening the wrap around supports we are wanting to provide our whaiora and whānau. We look forward to moving from strength to strength within the general practice service over 2023.

Our partners will continue to provide governance and advice, as we continue to serve the community. An offering of low-cost GP service on the east side of Ōtautahi is a need we will provide.



SITE UPDATES



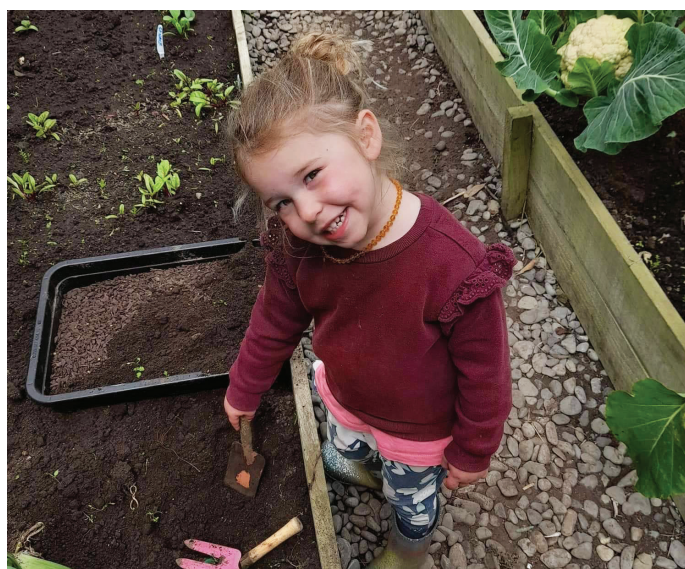
TINANA COMMUNITY GYM

Since the opening of the gym, memberships have remained consistent with over 1000 individuals seeking change or an improvement to their physical and mental wellbeing, all free of charge. We have two certified Personal Trainers, alongside multiple PT contractors that provide free community classes in exchange for utilising the space.



HAKATERE (ASHBURTON)

Our Hakatere Office continues to thrive with 12 kaimahi becoming a solid part of the Ashburton landscape, a warm and inviting community space that offers a range of services, community kai and mirimiri, located in the heart of Tancred Street.



CHATHAM ISLANDS

Over the past year He Waka Tapu has delivered services to our whānau in Rēkohu/Chathams, providing services to assist and support with 1-1 kōrero, along with group sessions educating around Alcohol and Other Drugs (AOD), suicide prevention and family harm, with other supports for court and obtaining your driver's license. Kaimahi (staff) fly over bi-monthly to the Island, supporting over 50+ individuals and their whānau.

HIGHLIGHTS



WHAIRAWATIA TE ORANGA

Pursue the wealth of health

A total of 12 referral free groups are available for whaiora to link into a snapshot of wellbeing, with further support provided if an individual identifies other needs requiring addressing outside of the short and social group sessions.

The sessions are facilitated over the course of our working week, Monday through to Saturday, delivering various sessions from touch rugby to learning the guitar, understanding simple interview techniques or creating a curriculum vitae and cover letter. All in which contributes to an everyday essential tool for your wellbeing.



*A new initiative
required to
strengthen the
health & wellbeing,
in aim of:*

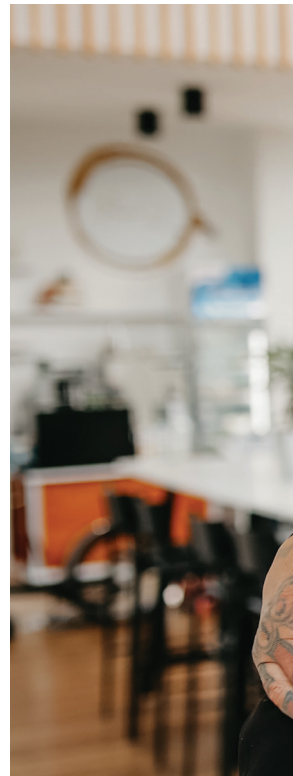
Practical tools
for everyday
living

Building
connections

A decluttered
headspace

Strengthening
your physical
& mental
wellbeing

MAURI ORA EXPERIENCE



Mauri Ora Experience, an eight-week intensive kaupapa Māori alcohol and drug residential program, servicing 12 supported accommodation beds for both Tāne and wāhine including an offering of a 1-to-2-week detox bed.

The program continues to operate from Monday to Sunday, with a very structured daily planner, detailing where, who and what sessions will entail.

The program content was refreshed, upholding our point of difference in working with our hapori. The utilisation of our values Manaakitanga, Rangatiratanga, Whakawhanaungatanga and Whakakoako, support whaiora towards purposeful engagement for the eight week journey.

We supported

62

whaiora within
the Mauri Ora
Experience





Week 1. Following tikanga, whaiora and their whānau attend a pōwhiri at He Waka Tapu to welcome them to the program. The first week of the Mauri Ora Experience is a time for whaiora to settle into their new environment, understand the kawa (rules) and begin their journey.

Week 2. Whaiora will focus on their life story, to unlock their “why.” The week will include connecting with their whakapapa.

Week 3. A deeper investigation of substance or alcohol use, addressing the negative impacts it has had on the individual and their whānau.

Week 4. Whaiora have reached the half-way point through treatment and will begin preparation for their noho marae. They will also have the opportunity to invite their whānau to visit for lunch at He Waka Tapu.

Week 5. Whaiora will experience the true power of wānanga on a marae stay. All elements of Te Ao Māori are explored. A powerful experience that will push and pull layers of meaning – Te kai o te Rangatira.

Week 6–7. A pivotal moment for tangata whaiora who will embrace their mana and begin to explore who is on their waka, as they refine their goals and aspirations in returning to community.

Week 8. This is the time to celebrate the mahi of whaiora through-out the week, concluding with whānau and friends at the Mauri Ora Experience graduation.

Aftercare. Whaiora will continue to engage with He Waka Tapu with 3-months aftercare support post-treatment. This includes regular check-ins with their kaiawhina (case-manager) and access to the Tihei Mauri Ora – Graduates Peer Support Group

PAE ORA WHĀNAU FUN RUN



Pae Ora, an event we hold annually with registrations turning over 1,000 registrations and with approx. 800 whānau competing in either a 5- or 10-Kilometre run.

Registrations were received in mass after one social media post, this was a great response considering we have been unable to provide any mass community events in the past 2 years due to the pandemic restrictions. We were supported to achieve this event through Adrian Bailey from Active QT, a relationship we have fostered for many years and successfully captured many heartfelt moments of whānau competing together as they enjoyed the scenery, and the fairy forest which was located at Bottle Lake Forest.



Some awesome #Pae Ora feedback



"A highlight would have to be watching a wāhine carrying her pēpi in a front pack alongside her partner with another tamariki on his shoulders, and beside them was there 82-year-old koro, moments that summed up our event."



"Amazing day, loved the location and vibe will be making this a yearly event. Medals are a hit my daughter has taken it to school and now hang it in the lounge. Thank you to everyone involved from my whānau to yours".



4 DAY WORKING WEEK INCENTIVE

He Waka Tapu has been proactively working towards a work-life balance over the past two years. We have demonstrated our experience to confidently work remotely throughout adverse events, introducing options of flexible remote working days, to early closing hours on a Friday. This enabled us to gain an insight into the option of the 4 Day Working Week (4DWW) incentive and gave us the ability to extend our operating hours.

Our trial period continues into 2023.

Our productivity outputs are measured through feedback gained from our whaiora, kaimahi satisfaction surveys and our client management system Noted. We are able to measure referrals received and monitor a whaiora journey through activities and developed plans created alongside the individual.

Our organisation and hapori benefit from the extension of our opening hours. Originally being Monday through to Friday, now opening Monday through to Saturday.



The 4-Day Working week has shown to produce stronger engagement from our kaimahi and ensures our whaiora and whānau are supported well. With the high referral demands we receive (over 100 a week), this option supports kaimahi wellbeing.





EVALUATION REPORT



We invited whaiora between March through to December of 2021. To take part in an anonymous and confidential survey about their service experience.

The survey is conducted by an independent researcher/evaluator, Dr Sue Carswell with assistance from Dr Elaine Donovan.

Our surveys are collated through an online data base named Survey Monkey. The survey questions vary from a rating response to written responses, ensuring we capture the whole journey throughout the 32 services/ programs we provide.

Timely access to services is an important factor in engaging whaiora. 170 whaiora answered with two- thirds (67.65%) answered, getting their first appointment was 'really quick'. A quarter (25.88%) said it was 'good' and 6.47% of whaiora said it took too long to get their first appointment.

The best things about going to He Waka Tapu

Whaiora responded to 'What are the best things about going to He Waka Tapu?'. Their responses are similar to whaiora responses in 2017, 2018, 2019 and 2020.

Many whaiora listed several different things they liked about going to He Waka Tapu, suggesting that it is how multiple elements work together that

enable positive experiences and service engagement that contribute to good outcomes for whaiora and whānau. This reflects the kaupapa Māori approach

of He Waka Tapu, which aims to support whānau wellbeing. Some whaiora expressed this by saying "everything" about the service was the best thing or a general response such as "awesome". Others listed specific aspects.

Research has highlighted the barriers for whaiora accessing services and has allowed us to develop strategies to increase accessibility. These include pickup and drop off services, outreach services, and fitting in with people's work commitments. These were highlighted and appreciated whaiora.

Whaiora praised kaimahi for their support and their approach which expressed Whanaungatanga and Manaakitanga.

Whaiora feedback about kaimahi was often combined with other things they found positive about He Waka Tapu such as meeting other whaiora, the skills and tools they learnt, the services they received and the general atmosphere.

It was reported that kaimahi made them feel accepted, valued and respected which helped them to engage with He Waka Tapu services and supported whaiora on their often-difficult journey. Whaiora stated that feeling safe and comfortable allowed them to open up and share their stories. Group programs made whaiora feel welcomed, and they enjoyed sharing knowledge and connecting with other whaiora.

Whaiora specifically identified it being a Māori service as one of the best things about He Waka Tapu. Many mentioned learning more about Māori culture/spirituality/Te Reo and some particularly mentioned enjoying the waiata and karakia. Whaiora also mentioned the food provided which is part of showing Manaakitanga.

Whaiora identified their increased knowledge as well as the tools and skills they learnt as some of the best things about going to He Waka Tapu. This helped them to learn about themselves and gain better insights into who they were and how they could change the way they thought and behaved.

Quite a few whaiora listed different things they liked about going to He Waka Tapu indicating it is how this 'whole package' works together that enables positive experiences and service engagement and contributes to good outcomes for whaiora and whānau. Some whaiora also liked that He Waka Tapu provided a variety of services that met their and their whānau needs.

Other research has highlighted the barriers for whaiora accessing services and has developed strategies to increase accessibility such as a pickup and drop off service, outreach services, and fitting in with people's work commitments. These were highlighted and appreciated by some whaiora.

The key feedback themes are similar to previous years; the things whaiora love about He Waka Tapu are:



KO NGĀ TAUĀKĪ PŪTEA

Statement of Responsibility

Financial Statements For The Year Ending 31 March 2022

He Waka Tapu Limited For the year ended 31 March 2022

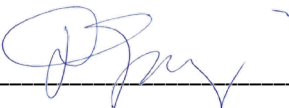
The Board of Directors has pleasure in presenting the financial report of He Waka Tapu Limited, incorporating the financial statements for the year ended 31 March 2022.

The Board accepts responsibility for the preparation of the annual financial statements and the judgements used in these statements.

The management accepts responsibility for establishing and maintaining a system of internal control designed to provide reasonable assurance as to the integrity and reliability of the Company's financial reporting.

In the opinion of the Board and management, the annual financial statements for the financial year fairly reflect the financial position and operations of the Company.

The Company's year end 2022 financial statements are authorised for issue by the Board.



Director

03/11/2022 Date



Director

03/11/2022 Date

Statement Of Comprehensive Revenue And Expense

	NOTES	2022	2021
REVENUE			
Revenue from Exchange Transactions	2	74,823	47,427
Revenue from Non-Exchange Transactions	2	11,620,789	9,221,483
Other Income	2	15,357	13,978
Total Revenue		11,710,970	9,282,889
TOTAL REVENUE		11,710,970	9,282,889
EXPENSES			
Accounting Fees		82,060	64,826
Audit Fees		14,734	4,893
Depreciation	7	157,981	108,828
Donations		750,000	8,528
Funding Expenses		1,741,895	1,525,589
Occupancy Expenses		679,191	370,763
Personnel		6,650,511	5,338,690
Vehicle Expenses		241,288	204,075
Other Expenses		565,595	462,330
Total Expenses		10,883,255	8,088,523
SURPLUS/(DEFICIT) FOR THE YEAR		827,715	1,194,366
TOTAL COMPREHENSIVE REVENUE AND EXPENSE FOR THE YEAR		827,715	1,194,366

**Financial Statements For The Year Ending 31 March 2022*

2022 SUMMARY

TOTAL REVENUE
\$11,710,970

TOTAL EXPENSES
\$10,883,255

**SURPLUS/(DEFICIT)
FOR THE YEAR**
\$827,715

2021 SUMMARY

TOTAL REVENUE
\$9,282,889

TOTAL EXPENSES
\$8,088,523

**SURPLUS/(DEFICIT)
FOR THE YEAR**
\$1,194,366

Statement Of Changes In Net Assets/Equity

	2022	2021
NET ASSETS/ EQUITY		
Opening Balance	3,469,835	2,275,469
Current Year Earnings	827,715	1,194,366
Adjustment - Annual Revenue	-	-
TOTAL NET ASSETS/EQUITY AT THE END OF THE YEAR	4,297,550	3,469,835

**Financial Statements For The Year Ending 31 March 2022*

Statement Of Financial Position

	NOTES	31 MAR 2022	31 MAR 2021
CURRENT ASSETS			
Cash and Cash Equivalents	4	3,269,726	1,602,705
Receivables and Other Current Assets	5	1,677,950	2,046,208
Total Current Assets		4,947,676	3,648,913
CURRENT LIABILITIES			
Payables and Other Current Liabilities	6	1,072,848	669,151
Total Current Liabilities		1,072,848	669,151
WORKING CAPITAL		10,883,255	2,979,763
NON CURRENT ASSETS			
Property, Plant & Equipment	7	422,722	490,072
Total Non Current Assets		422,722	490,072
NET ASSETS		4,297,550	3,469,835
EQUITY			
Accumulated Funds		4,297,550	3,469,835
TOTAL EQUITY		4,297,550	3,469,835

**As At 31 March 2022*

Statement Of Cash Flows

	2022	2021
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from Customers	11,553,403	8,842,743
Operating Expenses	(9,786,397)	(7,932,132)
Net Cash Inflow/(Outflow) from Operating Activities	1,767,006	910,611
CASH FLOWS FROM INVESTING ACTIVITIES		
Interest Received	537	13,978
Payments to Purchase Assets	(100,523)	(387,509)
Funds withdrawn from/(Interest added to) Investments	-	535,821
Concessionary Loans provided	-	26,664
Net Cash Inflow/(Outflow) from Investing Activities	(99,986)	188,954
NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS	1,667,020	1,099,565
BALANCE OF CASH AND CASH EQUIVALENTS		
Cash and Cash Equivalents at Beginning of Year	1,602,705	503,140
Cash and Cash Equivalents at End of Year	3,269,726	1,602,705
NET CHANGE FOR THE PERIOD	1,667,020	1,099,565

**Financial Statements For The Year Ending 31 March 2022*



OUR KAIMAHI

It's been wonderful receiving so much positive feedback from hapori and various organisations acknowledging the amazing job kaimahi are doing within their mahi. Here are some recent compliments that have come through.



Lisa Ratahi

"Just wanting to share some praise regarding our beautiful Lisa Ratahi. Please see below feedback from the Principal Case Manager of Christchurch Men's prison & their team.

Lisa is always going above and beyond when it comes to her mahi, she is often the first to start & the last to finish. It is evident she has a heart for her mahi and most of all, loves the whaiora we work for!"

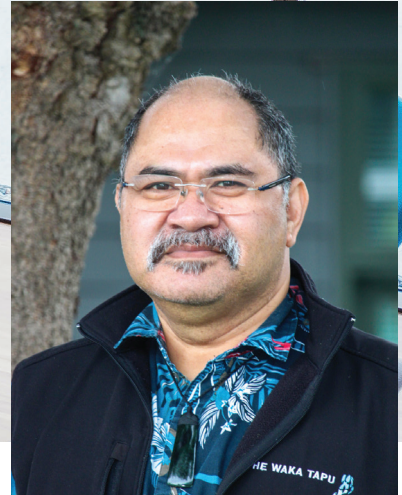




Tash Tuuta



Joseph Samuelu



Toma Petelo

"Tash Tuuta was so helpful with a short server, emailing back quickly, great communication, organised accommodation and transport and nothing was an issue. Also have just asked them to consider a prisoner with short notice of which they have been so helpful with and agreed to support him as he is moving to CHCH after his release. Very impressed!"

"On Saturday five athletes from our basketball team took part in the Pae Ora run, thanks to Joseph Samuelu who helped us to sign up. It was so lovely to see the athletes take part in a community event and have fun together. The athletes were so excited to tell the rest of the team about the run, show off their medals, drink bottles and t-shirts that afternoon at our training session."

"Thanks Joseph for getting us the fun run tickets for today I enjoyed pushing myself. I would like to us to do more of these runs it was great to be around the team. I enjoyed the run and the BBQ thanks Joseph"

Toma: "Isaako attended his session today and I got him talking. So, our next appointment is next Thursday same time

Probation Officer: "That's awesome. Thanks so much Toma. We're very lucky you and the others at He Waka Tapu are so committed to the people, it's amazing"

Outcome: after attending a few groups we decided to pull him off group and for me to do his sessions in Samoan.

SENIOR MANAGEMENT



Chief Executive Officer
Jackie Burrows



Chief Operating Officer
Tanith Petersen



Te Pā Tipu Operations Manager
Maree Edwards



Kaiarahi
Tāne Keepa



Integrated Whānau Services Manager
Tāne Kara



Integrated Whānau Services Manager
Ariana King



Administration Manager
Tyler Aukusitino



Clinical and Workforce Development Manager
Elly Grant



Outreach Manager
Mia Mason



Te Whai Oranga Manager
Vick Siitia



Pou ā Rangi Manager (Supported Accommodation)
Maria Taylor



Te Pā Tipu Manager
Lisia Livesley

THE BOARD



Daryl Gregory

Chair Board of Directors



Rachel Day

Director



Toni Tinirau

Deputy Chair



Zohnia McNeill

Director



Tāne Keepa

Director





CONTACT US

Free phone: 0800 HE WAKA (43 9252)

Phone: 03 373 8150 | Text: 027 2 HE WAKA (43 9252)

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New Zealand, 8061

www.hewakatapu.org.nz



HE WAKA TAPU

Me mahi tahi tātou mo te oranga o te whānau

