



ANNUAL REPORT 2023

WALKING WITH WHĀNAU TO WELLNESS

Our Mission

Hikoi i te whānau ki te hauora

Walking with Whānau to Wellness



Our Values

Whanaungatanga

Collaborative relationships and connections with whaiora and whānau supporting all that we do.

Rangatiratanga

Partnering with whaiora and whānau to enable them to make informed decisions about their health and wellbeing.

Aroha

Working with heart and compassion, in a respectful accepting way.

Manaakitanga

Extending manaakitanga requires respect, humility, kindness, integrity and honesty.

Courage

Instilling courage in each person and motivating them towards personal recovery and wellbeing.

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Whatever It Takes Trust Inc

Agenda of Annual General Meeting of Trustees

Wednesday 1 November 2023 at 4.00pm
Napier Sailing Club, 63 West Quay, Ahuriri

1

Present and Apologies

2

Minutes of previous AGM Meeting

3

WITT Annual Accounts to 31 March 2023

4

2022-2023 Report from the Chair

5

2022-2023 Report from the General Manager

6

Update Trustees Register
Appointment & Resignations

7

Confirmation of Account Authorised
Signatory Holders

8

Election of Chair and Deputy Chair

9

General Business

10

Next AGM Date
September/October 2024

Whatever It Takes Trust Inc

Minutes of Annual General Meeting of Trustees

WITT, Housing First, 6C Taradale Road, Napier
Wednesday 12 October 2022 at 4.00pm

PRESENT

Andy White (Chair for Meeting), Ewan Gardiner, John Lightfoot, Jo Lawrence, Bill Reilly, Phil Ryan, being Trustees, together with Phil Ross, General Manager. Management represented by Huia Broughton (Housing First), Deborah Grace, (Community Services) & Tracey Benson (Residential Services Manager).

A Quorum was present, and Annual General Meeting was opened by Chair.

1. APOLOGIES

Jemma Russell, Trustee.

2. CONFLICT OF INTEREST

Ewan Gardiner – Gardiner Knobloch, Andy White – Chair and Bill Reilly.
Related party transactions fully disclosed as per Audited Annual Accounts.

3. MINUTES OF PREVIOUS ANNUAL GENERAL MEETING

Minutes have been circulated to all Trustees.

Moved A. White / J. Lightfoot – Carried

4. WITT ANNUAL ACCOUNTS (01 April 2021 – 31 March 2022)

Audited accounts by Oldershaw & Company Ltd were presented by Ewan Gardiner, who spoke in detail on their preparation.

Summary

Total Assets \$13,923,588
Total Liabilities \$2,741,388
Nett Assets \$11,182,200

- WITT owned properties were revalued during the current financial year.
- A general discussion followed, Chair commented on simplicity of the prepared Accounts. Full financial accounts attached to AGM Minutes.
- Charities Commission and MBIE to be forwarded signed copies, as per NZ Government legislative requirements.

RESOLVED Annual Accounts and Financial Statements be received and approved.

Moved E. Gardiner/W. Reilly – Carried

5. CHAIRMAN'S REPORT

A comprehensive written report was tabled by Andy White, Chair. Appendix to the AGM Minutes.

Some Highlights:

- Welcomed new BOT's Phil Ryan and Jemma Russell.
- Acknowledged all Staff and Management Team for their efforts in a challenging year of operation.
- Housing First making further progress.
- New contracts with He Kakano and Mahea.

Moved A. White / T. Benson – Carried

6. GENERAL MANAGER'S REPORT

A comprehensive written report* prepared by Phil Ross, General Manager was tabled. Many highlights were discussed. "Walking with Whānau to Wellness" confirmed as Mission Statement.

A year with many 'highs' and some 'lows':

- Covid lockdowns
- Reconfiguration of residential services
- Outreach strong support
- Senior Staff improved performance
- Relocation of WITT Services to new premises in 2023
- Strong financial performance for trading year
- Planning further development at Kahukura in 2023

*Full written report attached to AGM Minutes.

Thanks to BOT's expressed by General Manager for their dedicated support.

Moved P. Ryan / A. White – Carried

7. BOARD OF TRUSTEE MEMBERS

Trustee Resignations

- Amanda Rich – 5 October 2021
- Robert (Bob) MacFarlane – 27 July 2022

New Trustee Appointments

- Phil Ryan from 28 September 2022
- Jemma Russell from 28 September 2022

Existing Board of Trustees

- Ewan Gardiner, Jo Lawrence, John Lightfoot and Bill Reilly reappointed for a further three year term effective of AGM date.

Moved A. White / E. Gardiner – Carried

8. ELECTION OF CHAIR, DEPUTY AND BOARD PORTFOLIO'S

Nomination of A. White (Chair)
Nomination of J. Lawrence (Deputy)

Moved E. Gardiner / J. Lightfoot – Carried
Moved A. White / W. Reilly – Carried

The following Board Portfolios are:

- Finance
- Health and Safety
- Property
- Remuneration/Human Resources
- IT Services
- Cultural Matters

Dialogue at next BOT meeting (November 2022).

9. FINANCIAL AUTHORITY AT BANK (BNZ)

Authorised Bank Account owners are as follows:

- AndyWhite – Chair
- Ewan Gardiner – Trustee
- Phil Ross – General Manager
- Phil Ryan – Trustee

BNZ Bank forms to be completed advising of this update (Finance Manager to complete).

Moved E. Gardiner / A. White – Carried
subject to review at next monthly Board meeting

10. CONSTITUTION

- Chair addressed meeting regarding updated changes to Constitution and Trust Deed.
- Notify Charities Commission of variations and changes.
- A three year cycle for Board of Trustees to be instituted. Date to be determined.
- Trust Deed previously passed at BOT's Meetings or Annual General Meetings, to be updated and notified to various Government Agencies, Charities Commission and Incorporated Societies Inc.

11. AUDITORS

Oldershaw & Company Ltd to be appointed for next Financial Year (2022-2023).

Moved E. Gardiner / P. Ryan – Carried

Note: Financial Sub-Committee Chair to write to Oldershaw & Company confirming above.

12. GENERAL MANAGEMENT REPORTING

Precise reporting to Board of Trustees is required:

- Dashboard
- Monthly
- Annual Plan
- Key Indicators
- Risk
- Yearly

Bullet point reporting is encouraged.

13. CHRA * REPORT (Annual Regulatory Assessment Report)

Report to be discussed at next BOT Meeting (November 2022).

*Community Housing Regulatory Housing Authority

Moved A. White / W. Reilly – Carried

14. WIT versus WITT

- WITT acronym (Whatever It Takes Trust).
- Legal Entity WITT Inc.
- Logo to remain as is for time being.
- Consider at Strategic Plan Review.
- Kaimahi feedback requested.

Moved A. White / P. Ryan – Carried

15. NEXT AGM Date – To be Confirmed

There being no further business the Annual General Meeting was closed at 5.30pm.

Chair's Report

In my previous year's report, I remarked that it was one dominated by Covid. The 2022-2023 year continued with that effect, with the added impact in February of cyclone Gabrielle. Once again, our staff stepped up, dealing with evacuations, coping without electricity, and responding with a night/day shelter for homeless people at The Outreach Centre in Clive Square. Several staff were personally affected, and with compromised travel between Hastings and Napier, others in our team stepped up to assist with emergency cover. Another example of our commitment to the whaiora we support. Thank you to the whole team.

Housing continues to be a central consideration. The Riverbend Road development (Kahukura site) of ten units has yet to have the builder's stakes in place, and management continues to investigate other housing alternatives. We rely on private

“We are in a good place, with the continued presence of a great team of people committed to the wellbeing of whaiora.”

owners of rentals, and I acknowledge and thank those who continue to work with Whatever It Takes Trust (WITT) in making those housing provisions possible. Partnership to support whaiora across the region in collaborative service models, rather than competing for contract funding makes sense. It is a priority for us to hold strong relations with other service providers and Iwi in the interests of whaiora.

The Outreach is an important service in Napier that continues to be a challenge. Supporting people who struggle to have a home is a whole community responsibility.



We continue to work with the Napier City Council and other local community support agencies. The forthcoming upgrades to the Outreach building, planned by Kāinga Ora, will make a significant difference. Getting this level of support service recognised by funding agencies would be a significant help to enable WITT to better staff the facility, to manage the various needs of the people who seek and find a sense of security in their pathway to being housed.

Despite the difficulties presented initially by Covid, the cyclone, and the rapidly increasing cost of living, WITT has been able to finish the year with a satisfactory surplus to contribute to retained earnings. This has further enhanced the already strong Balance Sheet. This position will enable us to leverage off the strong equity position to further enhance our properties and services.

“Supporting people who struggle to have a home is a whole community responsibility.”

For the coming year WITT is planning to review its strategic priorities. We need to consider opportunities for further service delivery such as the gaps identified when whaiora with more complex needs are needing support while we remain a “non-clinical service”; be clear about strategies around property; and continuing to focus on those initiatives currently underway. These include a whole of organisation Model of Care, Healthy Homes, and continued workforce development.

Our work as a Board to strengthen governance effectiveness continues. We have recently gained the addition of four well qualified people ready to give their time to WITT.

From a governance perspective, the unexpected change of General Manager was thrust upon us. We have been fortunate for the readiness of Phil Ross to step up. He has proven a sound leader, pulling the team together quickly and with his strengthening insight to the services and operations of the organisation, keeping a steady movement forward. We have had a period where his steady approach has allowed us to continue to reinforce the systems across governance and management.

I wish to thank all Board members for their time and support given to WITT. We are in a good place, with the continued presence of a great team of people committed to the wellbeing of whaiora. Thank you to management and the administration team, and the staff at the front-line.

Thank you also to the stakeholders who collaborate with us, and the positive interest and support from the community.

The work of WITT is a vital community effort.



Andy White
Chair

General Manager's Report

It has been another busy and challenging year for the Trust. Major disruptions saw our team once again going above and beyond to support our whaiora in their recovery journey.

There have been many highlights for this past year, the most significant being our team's response to the devastation caused by cyclone Gabrielle.

The WITT residential support team managed without power or water, intermittent communications, and isolation of kaimahi both at home and on site for up to a week until utilities were restored.

Our housing team rallied around the Outreach Centre which we set up as a night shelter the day before the cyclone to ensure our most vulnerable whānau without homes could be protected from the elements. We ran this for a week with rotating staff rosters. In the meantime, we received great support not only from the emergency and Civil Defence services, but also many community groups and individuals with supplies of equipment, bedding, and food. Our heartfelt thanks to all those people.

From an organisational perspective we have continued working through our Workforce Development plan, upscaling our Health and Safety compliance, and building on the culture and values developed over the past few years.

Amongst all of this we were able to produce solid financial results so that we are now in a stronger equity position to develop our infrastructure and resources.

Mental health and addiction services

WITT has worked actively in partnership with Te Whatu Ora Te Matau a Māui – Hawke's Bay, NASC, Health Hawke's Bay, and other NGOs through collaborative groups to provide existing and new services for mental health and addiction, and housing support.

Our residential care facilities housing 22 continue to support some of our more complex whaiora around the clock with all the manaakitanga and aroha that we can provide.

Our community teams continue to flourish. We have introduced a client management software system across the mental health and addiction teams during the year, building on the use by our housing services for the past few years. We are now planning for this to become a mobile application so kaimahi can make appropriate entries when in the field.

“Our mission of Walking with Whānau to Wellness is always at the front of our delivery.”



Housing

Housing First continues to evolve the Pōwhiri Poutama engagement model across the service. They continue to support 24 homeless whaiora in the motels from the first Covid lockdown, and to date have housed 29 homeless whaiora into permanent housing.

We continue to build our transitional housing stock and capacity. However, the delays in transitioning to permanent social housing is still a major barrier due to the complete lack of housing stock.

The Emergency Housing Navigation contract for our mental health and addiction whaiora was extended until June 2024. Further extension is currently being explored including expanding the geographic area we service. This allows us to continue to support our whaiora when they are most vulnerable in emergency housing to assist them to move to transitional or permanent housing.

The Outreach Centre continued to be fully funded by WITT and supports the homeless from its central Napier location. It has received high praise from the Safer Napier community and in the Napier Homelessness report over recent times.

Property and tenancy

The serious lack of social housing or access to new builds continues to be a significant issue for WITT. We are exploring partnerships to be able to source or build new housing stock specifically for our mental health and addictions, and homeless whaiora.



We have continued the design and planning of a ten unit development on our own land situated in Riverbend Road, Napier and are expecting this to commence late 2023, should we get the appropriate support and funding.

Our tenancy team has implemented specialised tenancy software, Palace, to enable WITT to better manage our 112 tenancies and processes around them.

We are working diligently through the Healthy Homes process for our WITT owned properties and are also working with private landlords to bring their properties up to the required standards.

Financial performance

The year to March 2023 brought another strong financial performance from WITT, building on the solid results of prior years.

These results were built around increased revenue due to the introduction of new and continuing initiatives and contracts, and costs coming in under budget.

“We are now in a stronger equity position to develop our infrastructure and resources.”

Where to for 2023/24 and beyond

Key developments for the current year and beyond include:

- Development of a whole-of-organisation model of care
- Implementation and development of an internal cultural committee
- Development of new housing at 310 Riverbend Road

Our partners

Over the past year WITT has worked with numerous partners to ensure co-ordinated and responsive services to our Hawke's Bay mental health and addiction whaiora. We acknowledge that without these partnerships we would not be able to achieve what we do collectively for our clients and community.

We are also extremely grateful to the businesses, people, and organisations who donated so generously to enable us to strengthen and augment the services we already provide.



Our people

I would like to acknowledge the amazing mahi being done for our vulnerable communities of Hawke's Bay by our dedicated and highly engaged kaimahi.

Our mission of Walking with Whānau to Wellness is always at the front of our service delivery in this organisation.

The mana of our values is how we practice with our WITT whānau, but also just who we are as human beings.

Our recovery and independence focus for our WITT whānau is alive and driving us to achieve together with whaiora and their whānau.

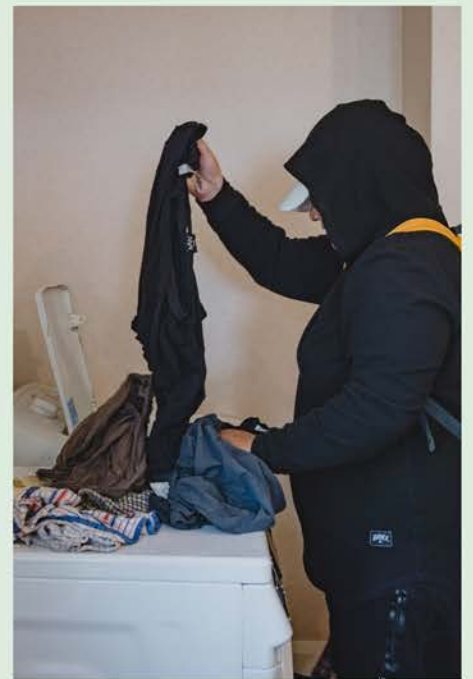
I wish to hugely thank those staff that have hung in there with us and to those who have moved on; I wish them all the best as I know that their time with WITT has grown their capability in our very valuable workforce.

We make special thanks to previous General Manager Shirley Lammam who left in July 2022 after two years of making significant changes within the organisation that have set us up well for further development, improved capability, and a focus on what is at the centre of our mahi – the whaiora and whānau we support.

Again, thanks to the Senior Management Team who have supported both myself and their own teams, ensuring we stay focussed on our mission, the whaiora who are the centre of our mahi and that everyone is cognisant of our own wellbeing.

Lastly, I would like to acknowledge the work of all those who have contributed to WITT, especially our Board, to ensure that we give the best we can to our whaiora.

Phil Ross
General Manager



Summarised Accounts

for Whatever It Takes Trust

Special Purpose Summary of 31 March 2023 Financial Results.

Note, the Special Purpose of this Summary is a short report in the booklet to be presented at the Incorporation's 2023 Annual General Meeting and for no other purpose.

The full financial statements await completion of an independent audit. However, trustees believe there are unlikely to be any material changes to the Summary result presented.

Special Purpose Summary of Comprehensive Revenue & Expenses for the Year Ended 31 March 2023	2023 \$	2022 \$
Revenue from Operations	8,114,952	7,623,044
Expenses from Operations	7,363,074	6,746,834
Operating Surplus	751,878	876,210
Finance Income	877	-
Finance Cost	76,376	56,252
Net Finance Income	(75,499)	(56,252)
Net Surplus	676,379	819,958
Extra-ordinary Item		
Over Provision Income Deferral 2020/2021	-	608,559
Other Comprehensive Revenue & Expenses		
Revaluation of Land & Buildings	-	4,671,966
Surplus / Total Revenue & Expense	\$676,379	\$6,100,483

Special Purpose Summary of Changes in Net Assets / Equity for the year ended 31 March 2023	2023 \$	2022 \$
Balance as at 1 April	11,182,200	5,081,717
Surplus for the year	676,379	6,100,483
Revaluation of Assets	-	4,671,966
Amortisation of Upfront Funding	(39,900)	(39,900)
Balance as at 31 March	11,818,679	15,814,266
Movements in Reserves	-	4,671,966
Asset Revaluation Reserve	(39,900)	(39,900)
Total Net Assets / Equity	\$11,858,579	\$11,182,200

Special Purpose Summary of Financial Position as at 31 March 2023	2023 \$	2022 \$
Current Assets	1,554,180	1,402,418
Non-Current Assets	12,478,355	12,521,168
Total Assets	\$14,033,269	\$13,924,486
Current Liabilities	675,227	1,140,967
Non-Current Liabilities	1,498,279	1,600,419
Total Liabilities	2,173,956	2,741,386
Net Assets / Equity	\$11,858,579	\$11,182,200

Special Purpose Cash Flow Summary for the Year ended 31 March 2023	2023 \$	2022 \$
Net Cashflows from Operating Activities	226,647	1,075,685
Net cashflows from Investing Activities	(198,801)	(533,643)
Net cashflows from Financing Activities	(110,036)	97,830
Net Decrease in Cash & Cash Equivalents	(82,190)	639,872
Cash & Cash Equivalents at beginning of the Year	813,951	173,720
Cash & Cash Equivalents at the end of the year	\$731,401	\$813,591

Whatever It Takes Trust Incorporated Financial Statements from which the above Special Purpose Summary is drawn are prepared in accordance with Generally Accepted Accounting Practice in New Zealand in compliance with Public Benefit Entity International Public Sector Accounting Standards (PBE IPSAS) appropriate for Not For Profit Entities. As a registered Charitable Trust, Financial Statements in compliance with the Charities Act will be filed with the Charities Commission for public viewing in accordance with the Charities Act, those including the full Statement of Compliance.

All figures are NZ\$.

Our Impact

April 2022 - March 2023

26,510

Individual activities capture time spent directly with a single tāngata whaiora, by one or more staff members.



672

Total referrals supported

162

Group activities capture time where groups of tāngata whaiora are supported together.



116,300

Support days provided

31,564

The **total client support hours** combines both individual and group support time.



360

New referrals received

390

Whaiora discharged

22,895

Staff activity hours allows for multiple staff being present at an activity, or a single staff member facilitating a group.



68 minutes

This is the **average activity duration** of all activities, both individual and group.



393 Days
Avg referral duration

(of discharge referrals)

Trustee Appointments and Resignations

Appointments

During 2022-2023 we have welcomed to the Board of Trustees:

- John Sproat
- Kevin Snee
- Kurt Owen
- Chris McKenna
- Jemma Russell
- Phil Ryan

Resignations

Late in 2022 we thanked Jo Lawrence who ended her three years with the Board. Thank you, Jo, for your wise and considered input into all the Board activities, particularly Health and Safety, and Personnel and Remuneration sub-committees. Your support as Deputy Chair and as a ready "sounding board" was always appreciated.

We would also like to acknowledge Bob McFarlane for his contribution to the Board. Bob was always a steady member, who took an active interest in connecting with staff. Thank you, Bob, for your support and guidance.

Meet our **Board of Trustees**

Andy White Chair

Andy is committed to effective governance and brings to the Board strategic planning experience, particularly in the not for profit and social services sectors. With a background in special education and the disability sector, he has an informed understanding of the needs of vulnerable people. After 35 years in education, Andy joined Hohepa spending ten years as General Manager, where he oversaw a number of changes and achievements. Andy is also General Manager of Hawke's Bay Restorative Justice and has several years' experience on boards. Until recently, he was on the national association board for Restorative Practice Aotearoa. He has been Chairperson of the WITT Board for six years.

In his leisure time Andy enjoys wood turning, trout fishing, boating and classic cars.



Ewan Gardiner Financial Advisor to the Board

Ewan brings extensive experience and capabilities in financial matters, planning, growth projection and business growth to the Board. He has held both senior management and governance positions and has been a director of commercial companies.

A classic car enthusiast, Ewan spends his spare time indulging his passion for old Fords and hot rods from the 1930s and 40s. He lives with his artist wife on a lifestyle block on the outskirts of Napier and loves gardening, family time with his grandchildren, and holidaying "wherever there's a car show".



John Lightfoot

John joined the WITT Board in November 2014. From his career in the shipping industry, he developed skills in accounting, management and personnel training. Starting in the 1980's John worked as a security consultant for 20+years concentrating on many 'high-risk' projects, for government agencies, commercial and retail clients.

A Rotarian for more than 33 years he has served in many office-bearing roles, including President, Secretary, and Treasurer. He has been awarded a Paul Harris Fellowship.

John's hobbies include gardening, wine collecting and appreciation, and extended family. He is also an armchair sports critic, and he hopes to learn and master the art of fly-fishing.



Chris McKenna

With 40 years of nursing under her belt, the past 15 of which as Hawke's Bay DHB's chief nursing and midwifery officer, Chris McKenna says nursing has definitely been the right career for her. Chris is a fantastic advocate for nursing and the value this role brings to primary and secondary services. In the last three years, Chris has been the Covid 19 Senior Responsible Officer when regional case numbers topped 1,000 daily. This was challenging and evolved into developing intersectoral partnership and particularly with Iwi to get the mahi done, which has resulted in over 400,000 Covid vaccinations for the sector.

Chris has four children and 10 grandchildren. In any spare time she has Chris enjoys gardening, walking, and fishing.



Kurt Owen

A director of Star Food Service, Kurt has a strong focus on process and structure. Completing a Bachelor of Business studies in 2014, Kurt is also a negotiator and transaction specialist, with empathy and understanding towards people from all walks of life.

Away from work Kurt has a young family and a keen interest in substance rehabilitation and assisting people who are wanting to change their lives.



Bill Reilly

Bill's professional life was centred on the insurance industry. Founding HB Insurances Limited in 1984, Bill has had a keen interest in community projects and investing in the region he lives in. Bill has been with WITT since 2019 retiring recently after selling his insurance brokerage firm. He has been Chairman of the Napier Rugby Sub Union since 1990.



Jemma Russell

Jemma is a registered social worker at Oranga Tamariki–Ministry for Children. She has extensive experience with voluntary work and was a member of Napier Community Patrol (NACP) for over five years. Jemma is also an accredited visitor through Age Concern and volunteers with Hawke’s Bay Restorative Justice. As an EIT student in social work, Gemma received an award of excellence from the Rotary Club of Taradale. She enjoys playing netball and squash and spending time with family and friends.



Phil Ryan

Phil is a Chartered Accountant with 30 years’ commercial experience, and 20 years of commercial governance experience as a former Director of Lowe Corporation, Apollo Apples, and First Light Foods. He is a former Trustee of the Helicopter Rescue Trust and St Patrick’s School.

Phil is semi-retired and continues to assist businesses with strategy, governance, and finance. In his spare time, he enjoys golf, fishing, spending time in Taupō and supporting his extended family.



Kevin Snee

A Senior Health Executive with over 20 years as a CEO across a range of healthcare providers and commissioners including Waikato DHB and Hawke’s Bay DHB. Prior to this Kevin spent 20 years as a public health physician. Kevin has a focus on addressing inequity particularly in relation to the rights of Māori and Pacific peoples.

Kevin is a Chartered Member of the Institute of Directors.



John Sproat

John’s career over the last 30 years has included practising as commercial lawyer with Chapman Tripp, focusing on a wide range of capital markets and financing transactions. John brings a wealth of legal, commercial and governance expertise to the WITT Board. He is also a director of the Hawke’s Bay Rugby Union.

In his spare time John enjoys walking, watching sport, and playing scratchy golf.





"Our whaiora love to spend time in the garden and then cook the produce they have taken responsibility for. Here today the Kai Kitchen crew are preparing for a mihi whakatau."



Meet our Senior Management Team



Kia ora tatou
Ko te Mata o Rongokako te maunga
Ko Tukituki te awa
Ko Ngāti Raukawa ki te tonga te iwi
Ko Ross clan of Scotland te iwi
Ko Ngāti pakeha te iwi
Ko Phil Ross Toku ingoa

Phil Ross General Manager

Phil is responsible for providing strategic, financial, and operational leadership for the organisation. Previously commercial director at Oil Intel, and Business Finance Manager at WITT, Phil took on the role of GM in September 2022.

Phil has two adult children, both involved in the health sector. In his spare time Phil enjoys spending time with his wife Sue, biking, playing golf, watching sport in general and is a keen reader.



Ko Takitimu Te Waka
Ko Mataruahau Te Maunga
Ko Ngaruroro Te Awa
Ko Pukemokimoki Te Marae
Ko Ngati Kahungungu Raua Ko
Ngati Pakeha Te Iwi
Ko Tracey Benson Ahau

Tracey Benson Residential Service Manager

Tracey is responsible for service delivery of the residential sites, Kahukura, Rangimarie and Ahuriri and for the peer support team. Tracey is an AOD counsellor (DAPAANZ) and came to WITT as a student placement from EIT, before joining as an employee, becoming a team leader in residential service, and moving to a managerial role over two years ago.

Tracey has four tamariki and 14 mokopuna and enjoys giving back in her community of Maraenui.



Tena koutou
Ko Wai Au
Taratara te maunga
Ōtataroa to moana
Māmari te waka
Kahukuraariki te whare tupuna
Ngati Kahu ki Whangaroa te hapu
Ko Nga Puhi me Ngati Kuri te iwi
Ko Joseph raua ko Isobel Broughton ōku matua
Ko Maia raua ko Ezra āku tamariki
Ko O'Shea raua ko Maia āku mokopuna
E noho ana ahau ki Ahuriri
Ko Huia Broughton tōku ingōa
No rēira tēna koutou, tēna koutou kātoa

Huia Broughton

Housing Portfolio Manager

Huia is responsible for service delivery of The Napier Outreach Service, Emergency Housing Navigation, Transitional Housing, and Housing First, Hawke's Bay. Huia has worked in various roles in social services, mental health and addictions alongside tamariki, rangatahi, pakeke, and kaumatua. "Strengthening whānau connections within their whānau and community is key to whānau ora".

Huia enjoys whānau time on her whenua in the far north, and spending quality time with her mokopuna.



Tēnā koutou katoa
Ko te Mata o Rongokako te maunga
Ko Tūtaekurī te awa
Ko Araraurangi Aotearoa te waka
Ko Wellin whānau te iwi
Ko Ngāti pakeha te iwi
Ko Colin raua ko Dorothy ōku mātua
Ko Heretaunga te kāinga
Ko Deborah Grace tōku ingoa

Deborah Grace

Community Services Manager

Deborah looks after the service delivery of the Napier and Hastings Lighthouses, the Clinical Day Programme, the wellbeing role, access and choice service, Mahea service and the consumer advocacy service.

Originally from the UK, Deborah has spent her career in public facing roles as a Superintendent Registrar of Birth, Deaths and Marriages, and Coroner's Officer for the Police service, before coming to New Zealand in 2005.

Animal life on a rural block and giving back to her community, keep Deborah busy in her spare time.



Ko Heipipi te Maunga
Ko Waiohinga te Awa
Ko Takitimu te Waka
Ko Ngati Whaakari me Ngati Matepu
oku hapu
Ko Ngati Kahungunu te Iwi
Ko Petane te Marae
Ko Suzie ahau

Suzie Hiha

Human Resources Manager

Suzie provides leadership to management in all human resources, quality, and safety matters. After 20 years as practice manager at Maraenui Medical, Suzie joined WITT two years ago.

Suzie is a trustee of Roopu a Iwi Trust and is heavily involved with basketball. Suzie has six children and according to Suzie, the smartest mokopuna in NZ.



Tenā koutou kātoa
Ko Te Mata o Rongokako te maunga e
rū nei taku ngākau
Ko Tukituki te awa e mahea nei aku
māharahara
I whānau mai ahau ki Havelock North
E mihi anaki ngā tohu o nehe, o Ngati
Kahungunu e noho nei au
Ko James Robertson tōku ingōa
Ko Monique taku wāhine
E rua o nga tamariki e hine ma
Nō reira, tēnā koutou katoa

James Roberston

Asset and Tenancy Manager

Joining WITT in 2023, James has previously worked in social housing, both in tenancy and property maintenance. He is responsible for the tenancy and property asset management for WITT. James returned to the Bay a few years ago, after a period of time working in Auckland.

In his spare time, James enjoys the outdoors, especially climbing Te Mata o Rongokako, and being with his daughters.



Ko Whakapunake te maunga
Ko Takitimu te Waka
Ko Hangaroa me Ruakituri me Te
Wairoa oku awa
Ko Kaitarahae te puna
Ko Hinekorako te Tipuna
Ko Te Reinga te Marae
Ko Hine Hika te hapu
Ko Ngati Kahungunu ki Te Wairoa te iwi
Ko Angela Thomas Toku ingoa

Angela Thomas

Business and Finance Manager

Angela is responsible for the financial health of the organisation and has been with WITT for a year. From Wairoa, Angela was formerly corporate manager at Quality Rooding and Services, and before that, commercial manager with Health Hawke's Bay.

Angela is married to Shane and has four children and two grandchildren. In her spare time she enjoys being a nanny to her two granddaughters and going on adventures with her family, and is actively involved with her Marae. An avid sports fan, Angela loves attending live games in all sports.



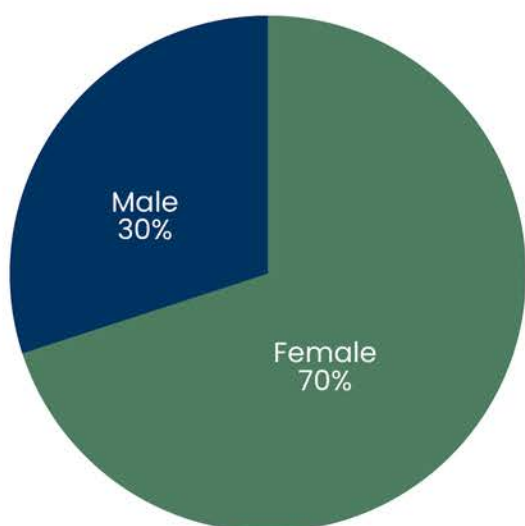
Human Resources Report

The Human Resources team’s strategic goal for 2022-2023 was to maintain and build capacity and value them as a team. We acknowledge our kaimahi for all the amazing challenging mahi they do within our community.

“The organisation continues to grow in health, safety, and wellbeing capability.”

We are always looking for diversity and growth within our kaimahi. We have a significant point of difference with our authentic peer support recruitment strategy. It is an advantage having lived experience in mental health and addiction along with homelessness. You cannot teach lived experience; it must be lived to have a true understanding. These skills are celebrated within our organisation. Thank you to the Board and General Manager for this continued vision aligning to the organisational mission and values.

Kaimahi demographics by orientation



By doing some of the small things, we celebrated our kaimahi and building good culture and wellness. This included a Wellbeing day, Pink Ribbon day, Samoan day, our first Matariki celebrations, Pink Shirt day (Stop Bullying), Mental Health awareness week, and Mother’s day.

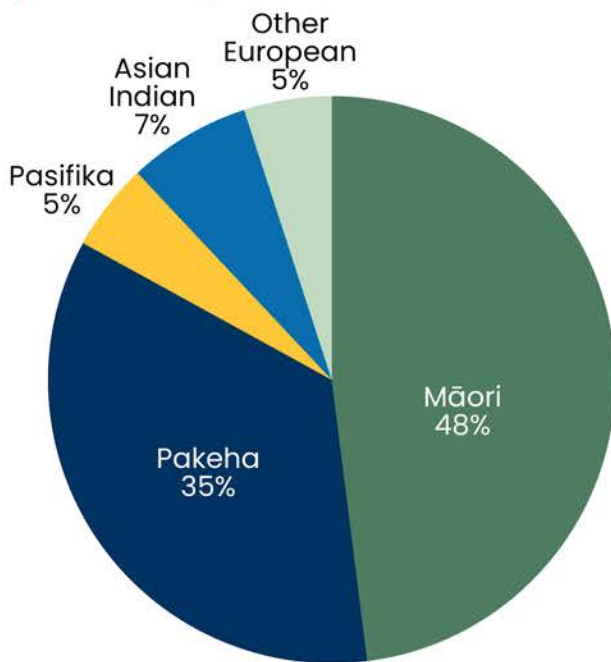
Culture change has been a priority, utilising restorative practices and values-based change. We prioritise this by using our values in everyday practice, our actions of treating our people with respect, kindness, and love.



Our Christmas celebration was a family friendly alcohol-free event at the Napier Lighthouse. Kaimahi were invited to enjoy a celebration with their whānau, notably children and grandchildren. There was a visit from Santa Claus who presented the kids (14yrs and under) with gifts. We shared fun games with staff and whānau, encompassing our values whanaungatanga and aroha.

In recruitment, development of our processes is another celebration. We give existing staff the opportunity to investigate if they would like to grow within WITT before advertising externally.

Kaimahi demographics by ethnicity



In orientation, key changes have been made on how we induct new employees. Each month new kaimahi meet with the senior managers, sharing a morning tea and whanaungatanga which gives a more meaningful introduction before settling into their specific service teams.

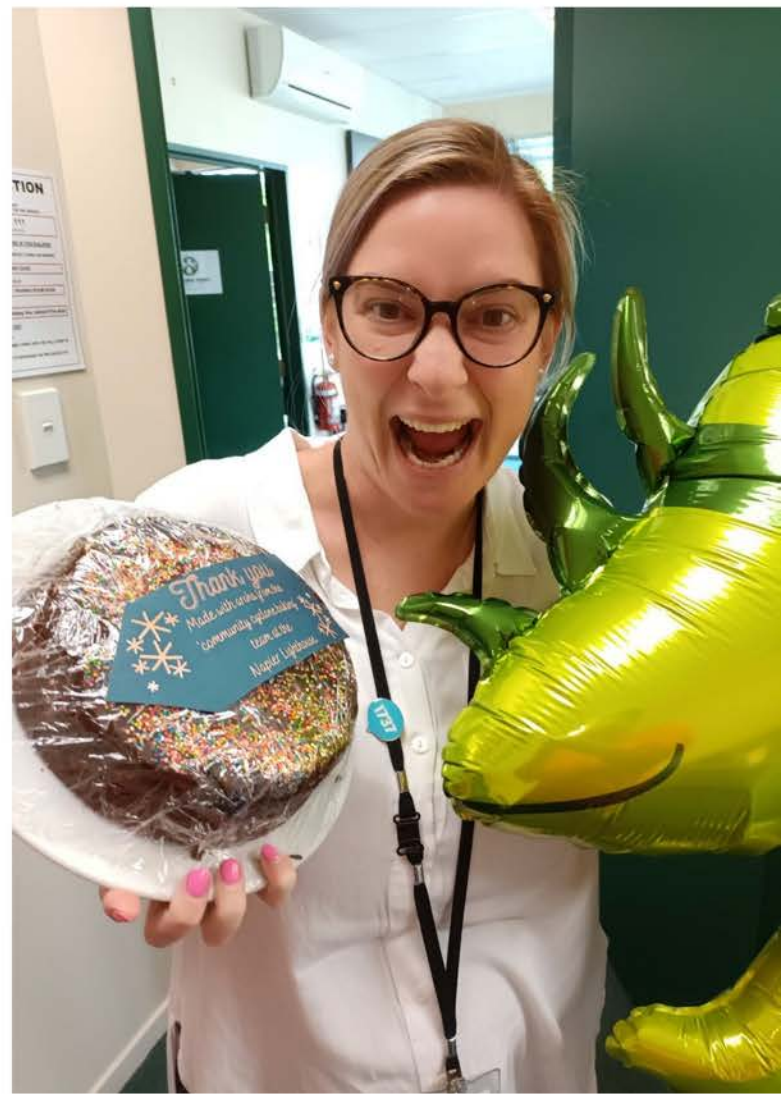
An integral part of Human Resources is compliance. This provides balance to keep everyone safe. We have reviewed individual employment agreements, position descriptions, and recruitment and orientation processes and policies, to ensure our new employees can have confidence in our employment processes.

Our Workforce Development Plan continues to be reviewed and updated on the back of the staff reviews. Our annual kaimahi survey now gives a framework and assurance to our kaimahi. We are investing in them to build capacity and capability. We were challenged in 2022 with Covid restrictions and again in 2023 with cyclone Gabrielle impacts. The year saw great feedback from staff regarding sessions in Māori engagement which was relevant to our engagement

model that the housing team use; Te Pōwhiri Poutama. Challenging both kaimahi and Board to seek to understand engaging with Māori for better outcomes for Māori. The Hearing Voices workshop was another highlight. This was an interactive session using headphones to go about simple tasks and gave insight into how the voices impact on our clients and their unwellness.

The Child Protection session was challenging for some kaimahi and the impact was evident. However, this has been a session that staff have requested more of, along with hearing voices extension workshops.

The organisation continues to grow in health, safety and wellbeing capability and we have developed within the context of awareness, responsibilities, and activation. The health, safety, and wellbeing reps from every service within the organisation have supported, engaged, and worked within their



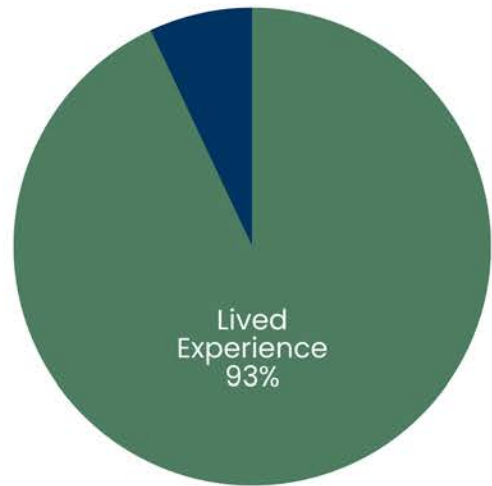


Our mission of Walking with Whānau to Wellness is always front and centre when we all do our mahi. Our values are demonstrated in our daily mahi and our contribution to the community we serve, and to each other.

Kaimahi with lived experience

Kaimahi are willing to support vulnerable families, and people in the community that they live in.

No Lived Experience
7%



Lived Experience
93%

spaces to encourage, to highlight and hold accountable their teams that health, safety and wellbeing is everyone's responsibility, not just the organisations.

An external audit was conducted in January 2023 by Safety on Site consultants. This highlighted the impacts of the hard mahi undertaken, and now the organisation has an over-arching management system in place.

“We have a significant point of difference with our authentic peer support recruitment strategy.”



Whatever It Takes

April 2022 – March 2023

116

Risks created
or reviewed

520

Goals
worked on

450

Tāngata
whaiora
supported

840

Outcome tools
completed

2,492

Attachments
uploaded

319

PRIMHD
reviews
completed

Residential Services

Report

WITT residential services have three sites with 22 beds. Our Kahukura site has ten beds, which are all one-bedroom flats.

At Kahukura whaiora make their own breakfast and hot drinks in the comfort of their own flat. Lunch and dinner are provided by the kamahi there. Flat cleaning is done by whaiora (with support as needed from kaimahi), and laundry is done independently. Whaiora enjoy outings to the Napier Lighthouse, gym sessions, community socialisation, as well as self-directed fitness. Two of our whaiora have on-site jobs involving gardening, recycling, and car cleaning.

Our Rangimarie site, which is wahine whaiora and kaimahi only, is a six-bedroom home. Here our wahine take turns cooking the shared evening meals and enjoy a takeaway evening each week. The wahine are more independent (one is completing a Level 2 Beauty course at EIT in Maraenui) and walk, bus, or ride bikes to where they need to be. The daily Manaia House programme at the Napier Lighthouse is well utilised by our wahine at Rangimarie.

The Ahuriri site is male only whaiora and has eight beds, which consist of four two-bedroom flats. Due to the whaiora configuration we have six occupied beds there, two flats with two whaiora in them, and two flats with one whaiora in each. We also have a residential respite bed, for anyone who may need a break from their day-to-day routine. The tane here are very independent. They use the local bus service and also like to walk to where they need to be. They share the cooking and enjoy this each evening.

All our referrals to residential services come via NASC (Need Assessment Service Coordination, Te Whatu Ora). These can be from Regional Rehabilitation Inpatient Service in Porirua, Ngā Rau Rākau (the inpatient ward), or from the community.

Recovery and independence are how we support whānau within residential services. We walk beside them to wellness, and whatever needs they have, we do our best to support. Some whaiora come with extra packages of care i.e. peer support services. These packages give our whaiora more support in their day-to-day living. Residential services have 24/7 staffing from kaimahi who have lived experience. This is a special place to work with amazing whaiora who focus on their recoveries and whatever that looks like for each individual.

“Recovery and independence are how we support whānau within residential services.”

The start of the year saw a lovely whaiora come to our Kahukura site from Regional Rehabilitation. After being there for seven years, coming to Hawke’s Bay was a wonderful outcome for this young man.





Our Residential and Community managers went to Taradale EIT and presented WITT services to the Level 4 students. A great outcome was achieved with students wanting to come to WITT for their placement the following term.

“This is a special place to work with amazing whaiora who focus on their recoveries.”

May was a month of excitement, as some kaimahi signed up for Level 4 study. A meet and greet was held with their tutor.

June saw Matariki which is always a big event in residential services. We had an organisational ground hangi that was prepared by whaiora and kaimahi. This brought manaakitanga to the fabulous day and a lot of aroha. The fire lighting and heating of the stones is an important part of hangi preparation. Kahukura, Rangimarie, and Ahuriri whaiora are all rangatiratanga when it comes to united events.

August was the month of the annual DAPAANZ Cutting Edge Conference. Tracey attended this as part of her registration. This is always a terrific opportunity to network with other services from around New Zealand, and to share the mahi that WITT does.

December is always an exciting one for our whānau, with the preparation of Christmas activities and kai.

January saw kaimahi returning to mahi after Christmas leave. This time of year is always an opportunity for not only our whaiora, but also our kaimahi to think about new beginnings and goals that they may like to set for the year. This month always brings beautiful weather and lots of swimming opportunities for our whānau.



On 13 February we celebrated Valentine’s Day one day early as there was a storm warning. We had a cake and beautiful kai to celebrate all our whaiora in residential services, as every one of them are incredibly special people.

The next day we were affected by cyclone Gabrielle. The Civil Defence emergency was a huge event for WITT, but when it comes to resilience and rangatiratanga, this was displayed daily during the month of February, and we have continued to build on those learnings.

Community Services Report

The new year continued to challenge us and in April 2022 the community services teams looked towards a new normal while working under the Orange setting. After months of lockdown and working remotely, teams were able to come back to the workplace. We had recruited new kaimahi during this time, and this was an important time to connect with each other after weeks of online meetings.



Community peer support team

This year nearly 200 whaiora were supported by the community peer support team, with almost 16,000 support hours provided. Kaimahi have been providing more hours with long-term complex whaiora, who need support to keep them at home and in their community. We anticipate this will continue for the foreseeable future.

On Monday 13 February in preparation for the heavy rain forecast, we had the peer support team take their tools of trade and planned to work remotely for the next day or so. No one could have predicted the devastation that followed. Hawke's Bay was without power, cell phone coverage, internet, and many

people were displaced, including some of our kaimahi and many of their whānau. Our peer support kaimahi that were able to, did face-to-face visits with whaiora in their own cars, providing reassurance, welfare checks and kai parcels, all during a really difficult time for our region, and while personally impacted.

Manaia House day recovery programme

Over 38 whaiora enjoyed the groups at Manaia House during the year, participating in goals and skills-based learning around their identified needs. The two most popular groups continue to be Kai Kitchen and the gardening group. Gardening is so popular we have built another raised bed to widen the variety of produce grown. Our whaiora love to spend time in the garden and then cook with produce they have looked after.

“I like the support I get at Manaia House but also the support I get from WITT as a whole!!! Without WITT I don't believe I'd be here.”

Whaiora have shown us their courage and rangatiratanga (self-determination) at taking on something new, while living in a community impacted by Covid and the cyclone. Kaimahi and whaiora have shown manaakitanga (respect, kindness, and honesty) and whanaungatanga (relationships and connections) to invite others into their space, share kai, connect, and build relationships, showing a collective strength and hope moving forward.

Lighthouse day drop-in centres

Over 50 whaiora attend either the Napier or Hastings Lighthouses each week. This is an important space to connect and access support provided by our kaimahi and advocacy teams.

One of the highlights for the Lighthouse was hosting Matariki celebrations, an opportunity for whanaungatanga across WITT as an organisation.

Waiata and karaoke continue to bring our whaiora together to build confidence, socialise and enhance quality of life. This year new and improved groups that align with strengthening our holistic health through the Te Whare Tapa Wha framework, have been introduced to the Lighthouse.

The Hassle-Free clinic continues to be well utilised by whaiora and is a valuable service at both Lighthouses for those who cannot access a GP due to cost or other reasons. We are very grateful for the support of Health Hawke's Bay, Dr Rodgers from Tamatea Medical, and Dr Lorna from Te Taiwhenua o Heretaunga.



Thanks to financial support from the Cook Islands Development Agency NZ, the Lighthouses were able to celebrate Cook Islands Language week with our whaiora.

Over the week we delivered workshops that included learning the Lord's Prayer in Cook Islands Māori, basic pronunciation and phrases, learning how to make ei katu, drum dancing, learning a new song and cooking chop suey and mainese.

We had great participation from many whaiora who were enthusiastic and curious to learn about the Cook Islands. It was beautiful to hear Kia Orana, Pe'ea koe? and meitaki throughout the week from kaimahi and whaiora.



"I am thankful for the Lighthouse it has help me overcome my fear of crowds, and I'm learning to manage my anxiety with the support of the Lighthouse staff. Thank yous."



Advocacy

The team carried a high caseload this year with over 50 active clients at times and more than 2,600 advocacy support hours provided.

Advocates continue to deal with a wide range of problems requiring support, including supporting WITT tenants/whaiora, and community mental health and addiction services' whaiora. An example of support given are disciplinary meetings between an employer and whaiora, in this case successfully keeping their job.

Other advocacy cases have been de-seclusions at Ngā Rau Rākau. Emergency Housing enquiries are high with 11 emergency housing support enquiries in one week (at one stage). These involve accompanying whaiora to WINZ, and support for completing paperwork for MSD etc. Advocates have continued to support clients face to face. They attend Ngā Rau Rākau inpatient ward, the Outreach drop-in centre, both Lighthouses several times a week, and the Opioid Substitution Treatment group fortnightly, alongside meeting clients in the community.

“My support person has been very supportive and caring. She helps me understand things that I don't. Supports me at meetings. She helps me see things in a better way. She helps me to understand I'm a good person when I don't see that. She works hard and is very good at her job!”



Access and choice (primary health)

The support is intended for a brief intervention and is provided through the partnership between general practitioners working with health improvement practitioners, health coaches, and community support workers. These supports can be brief intervention therapies, navigation of social services including MSD, advocacy and peer support, coaching, support to develop plans i.e. budgeting, and housing support.

Access and Choice roles at The Doctor's Hastings and Hastings Health Centre are covered from the community support team with 1.3 FTE across both practices per week. The role has been integrated into the team at the practice. It is great to have a service that is an ambulance at the top of the cliff.

Vaccination and wellbeing peer support role

Originally to provide peer support for vaccines such as Covid, Influenza, Hep C and other vaccines, this role has expanded to provide support for whaiora to navigate their health and wellbeing, and identify barriers.

As well group education to whaiora communities, this role also supports the Hassle-Free clinic in each Lighthouse, alongside Whaka Ora, a nurse-led clinic. From this they support whaiora to blood tests, medical appointments etc. The role is currently empowering whaiora to discuss what wellbeing looks like for them, and is setting up groups for special pamper days, and education around vaccinations, diabetes, gout and other conditions.



To support whaiora who are not engaged, or struggle to engage, with services, a mental health clinic is now running at both Lighthouse locations each month.

During the year all teams welcomed EIT placements, an important part of student learning in mental health and addictions education. This is a great opportunity for them to observe our mahi across the organisation and in our communities, and is an important means of identifying future kaimahi for us as employers.

Thank you to our whaiora for the ways in which you guide and inspire us. Thank you to our kaimahi for the dedication and aroha you display in your mahi. You are all amazing!



Housing Portfolio Report

Throughout the year, our Housing First programme has continued to focus on the core principle of providing permanent housing as a primary solution for homelessness, combined with personalised support services. Our team of dedicated professionals has worked relentlessly to help individuals and families in Hawke's Bay find stable and sustainable housing, while addressing the underlying factors contributing to their homelessness.

Our key achievements are our partnerships with local organisations, government agencies, and businesses. These have strengthened significantly, leading to increased collaboration and a more coordinated approach to combat homelessness. This has enabled us to extend our reach and better meet the needs of our clients.

Regardless of our efforts, the availability of affordable housing remains a significant challenge, hindering our ability to house all whānau pounamu experiencing homelessness. We continue to work closely with whānau pounamu on the streets to stay engaged.

Despite the challenges faced during the year, our Housing First services in Hawke's Bay have made significant strides in combating homelessness and providing crucial support to vulnerable individuals. The response and recovery efforts in the aftermath of cyclone Gabrielle demonstrated our adaptability and commitment to serving the community in times of crisis. Moving forward, we remain dedicated to our kaupapa and will continue to work collaboratively with stakeholders to create a Hawke's Bay where homelessness is a thing of the past. We extend our gratitude to all supporters, partners, and staff whose dedication made these achievements possible.

We focus on two core services: emergency housing, which offers short-term accommodation and support for individuals in immediate crisis, and transitional housing, providing longer-term assistance and guidance to individuals as they work towards securing permanent housing solutions.

We successfully placed over 100 individuals and/or families into emergency and transitional housing. This achievement



“Our team's success... has empowered many individuals and families to regain stability and dignity in their lives.”



highlights the dedication of our team in promptly responding to crises and facilitating stable housing solutions.

We provided comprehensive support to clients which contributed to a high rate of housing retention. By addressing underlying issues and fostering self-sufficiency, we saw a significant reduction in repeat homelessness cases.

We actively engaged with the local community through the ready-to-rent programmes, educational initiatives, mental health and addiction practitioners, and advocacy efforts. This increased awareness about homelessness issues, garnering strong community support for our services.

The year has been marked by WITT's unwavering commitment to providing emergency and transitional housing services to those in need. Our team's success, driven by a strong team culture and support from the organisation, has empowered many individuals and families to regain stability and dignity in their lives. As we move forward, we remain dedicated to our WITT mission and values, and look forward to continuing our vital work in serving the Hawke's Bay community.

The Outreach

Our Outreach service in Napier is committed to engaging with individuals experiencing homelessness and connecting them with vital resources and support services.

In February, cyclone Gabrielle had a significant impact, leading to increased challenges for the homeless population. Our Outreach team promptly activated its emergency response plan to provide crucial assistance during this crisis. They acted swiftly to set up an emergency shelter and collaborated closely with other local organisations, volunteers, Civil Defence, and Napier City Council to ensure that individuals displaced by the cyclone had a secure place to seek refuge.

“Our partnership with Napier City Council has been a cornerstone of our success in addressing homelessness in the region.”

This coordinated effort enabled us to efficiently pool resources and provide round-the-clock support to those in need. Throughout the cyclone, our Outreach team remained on-site, provided hot meals, access to hygiene facilities, medical aid, and emotional support to ensure the well-being of those seeking shelter.

Our partnership with Napier City Council has been a cornerstone of our success in addressing homelessness in the region. Over the course of the year, this relationship has deepened and resulted in several positive outcomes, most importantly recognition that there is a homelessness issue in Napier. Together we can end homelessness in our community with joint initiatives that aim to combat homelessness effectively. By pooling resources and knowledge, we will be able to expand the range of services available to individuals in need.

While we celebrate our achievements, we acknowledge that challenges persist. The demand for Outreach services continues to grow, and securing sustainable funding remains a priority. However, we view these challenges as opportunities to innovate and expand our outreach efforts, empowering more individuals to transition out of homelessness.

Client Feedback

Consumer Survey



I want more people to be like my support worker who understands people and respects



Thank use for the support and kindness use bring from your heart makes me feel accepted thanks



My support worker does what she says she is going to do.
WITS is a good organisation



I come to singing and women's group.
I was happy that my husband was able to join us for Matariki



I really love going to the lighthouse programmes are good **love it here**
thank you management



I enjoy listening to ZZ Top and Stevie Ray Vaughan. Anaru good cook and let me in early and Charlie is nice to me and plays songs that I ask for I like drinking hot drinks and going out for smokes there is heaps of sugar in the decaf coffee



Staff are awesome



Very happy how the Lighthouse is run. Love coming.



Friendly staff and **a safe space** to connect with others.



I really appreciate everything that WIT and my support worker do for me, **my quality of life is enriched because of that assistance.**



Provides me a safe place to come. **I enjoy the activities and have learnt new things.**



I have found the **WIT staff very helpful** in helping me with my day to day needs.



WIT has been supportive of me while I've been in emergency accommodation.



Wits is 2meke

BB I have been very impressed by my WIT Support Worker __ - She has been very thorough and consistently talks through my goals and is interested in my life as a whole. I have come to look forward to our weekly get together and **feel really well supported** by her

BB

Really well and happy

Stronger doing the workouts I love people at the Lighthouse that have mental illnesses My budgeting is important too

BB

This is a good service that help to get support. The support I have received **has helped me get a home** and also have somewhere to go to.

BB

I am extremely happy with the care and service that is provided for me to the point that **the staff are great** and considerate towards my needs.

BB I have been blessed to have support from WIT in my times of need and thoroughly recommend their services.

BB

I truly appreciate the help and support that I receive from WIT and my support worker .**it has improved my quality of life** . Thank you.

BB

I am happy with the way I am treated from the Kahukura staff. **They do an excellent job with the patients including me.** I am satisfied with their service.

BB

I tell my sister that I feel supported and she says I look well. **Now I can make my own decisions** instead of my sister making them for me

BB

Thank the staff for all the work they do and its good to know people here

BB

I like the Support I get at Maniaia House but also **the support I get from WIT as a whole!!!** Without WIT I don't believe Id be here.

BB My support worker and advocate **have helped me all the way** throughout a difficult year. I have known them for quite sometime and I'm very appreciative of their support. I volunteer at the Hastings Lighthouse.

Kaimahi Hikoi

My Journey with Whatever It Takes Trust

Ko Takitimu Te Waka
Ko Mataruahau Te Maunga
Ko Ngaruroro Te Awa
Ko Pukemokimoki Te Marae
Ko Ngati Kahungungu Raua Ko Ngati
Pakeha Te Iwi
Ko Tracey Benson Ahau



I have been employed at WITT for eight years now.

I originally started at Matariki residential on a student placement. During this placement, I was asked by the team leader if I would be interested in a casual on-call role. I was studying towards my Level 4 Mental Health and Addiction qualification at the time. I said yes.

I worked as a casual at Matariki for the rest of 2016. At the beginning of the following year, I was asked if I would like to be the team leader there. I agreed and took up the role. I also started studying for a Level 6 Addiction Studies Diploma.

Once I had completed my diploma, I had a year off from study and focused on understanding my role and developing my leadership skills.

The following year I decided to start the Level 7 Applied Addictions Counselling Diploma through Otago Polytechnic, which was a two-year course. On completion, I became a registered alcohol and drug counsellor. I had registered with Drug and Alcohol Practitioners' Association Aotearoa – New Zealand and WITT were supporting my registration, and all the added training that comes with that role.

The beginning of 2021 brought about a huge opportunity for me. I was offered the residential service manager role. At first, I felt overwhelmed as I did not believe that I had the skills, but my fellow colleagues believed that I had what was needed. Moving into senior management was quite a culture shock for me, as I had always been operational.

“Moving into senior management... brought about a fantastic opportunity to use my lived experience of working with people, and support kaimahi in developing best practice.”

This brought about a fantastic opportunity to use my lived experience of working with people, and support kaimahi in developing best practice. This was not an easy journey at the beginning, but with the support of my colleagues, these anxieties and thoughts were diminished.

“From the beginning WITT has always been supportive of my growth and development.”

I have now been in this role for over two years, and I feel confident that my skillset is well utilised in a senior management role. From the beginning WITT has always been supportive of my growth and development.

Along the way I have included my immediate whānau within my workspace, with my nephew and his tamariki donating toys for whaiora tamariki at Christmas one year. I always feel proud when I can include my whānau in anything to do with my mahi. My tamariki and mokopuna are included in yearly celebrations for our WITT kaimahi, and on more than one occasion WITT have supported me when times have been challenging within my whānau network.

I thoroughly enjoy my mahi at WITT, and I love that I am supported in my practice and my role.

Walking with Whānau to Wellness is a perfect mission statement for our organisation. Everyone involved with WITT is rangatiratanga.



Tracey Benson receiving the Unsung Heroine award from Heretaunga Women's Centre for her voluntary mahi in her community.

Tangata Whaiora

A Journey of Recovery

Three years ago, a young man moved into Kahukura, one of our residential sites. He had been living at home with his mum for his whole life, and has a diagnosis of Paranoid Schizophrenia and Obsessive-compulsive disorder.

When he first arrived, he was paranoid that germs were getting on his hands and he would use a box of gloves a day. He would spend up to an hour washing his hands, more than once a day. He would also often require medication to help him get through intense feelings of anxiety and over-stimulation. Life was difficult for him as every day he had internal struggles that would consume his thoughts.

WITT kaimahi slowly started to walk beside him and discuss with him what he liked to do; he liked to play the guitar. One of the kaimahi brought his guitar in, and they would often jam together. This started to become a good strategy for our whaiora to help him through anxious thought patterns.

He then shared that he would like to do an IT course at EIT in Taradale. Kaimahi supported him to enrol and would take him there three times a week for his classes.

During this time, we encouraged alternate coping strategies for him in times of huge anxiety. He would be supported to go for a walk, take deep breaths, and to kōrero about what is going on for him in that moment. This began to work well.

This young man had a goal of getting his full driving license and purchasing a car to drive himself to EIT.



“This man has stood in his own mana, and with the tautoko (support) of WITT kaimahi, he has been able to overcome so many barriers.”



He produced a plan on how he could achieve these goals, and away he went. He sat his full license, purchased a small car, and got full insurance. This was such a great achievement.

“During this time, we encouraged alternate coping strategies for him in times of huge anxiety.”

He parks his car on site, as he wanted more independence and would drive himself anywhere he needed to go. This began slowly, with only going to EIT at first, and home to his mum’s for the weekend. He now drives himself to get his own shopping, takes himself to his medical appointments every week, and has also taken up going to the gym, which he thoroughly enjoys.

This man has stood in his own mana, and with the tautoko (support) of WITT kaimahi, he has been able to overcome so many barriers. He is now working towards moving into a step-down facility; one of his goals is to start cooking his own meals.

When we talk about recovery for our whaiora and what that looks like for each individual, this is a story of courage from a whaiora who previously had many barriers. Through tautoko, patience, and manaakitanga he was able to set goals and achieve them in time frames that he set. As our kaimahi focused on autonomy for this young man, they also had support from his whānau, and the whanaungatanga that was shown and shared in his journey, has helped him to feel aroha and tautoko.



EIT Placement Feedback

Tori

I chose WITT as my first placement for the Bachelor of Social Work because the values of the organisation spoke to me. The way WITT values the lived experience of staff is something I have not noticed in other organisations. Aroha, manaakitanga, courage, whanaungatanga, and rangatiratanga are all values I hold close to my heart.

“The way WITT values the lived experience of staff is something I have not noticed in other organisations.”

During my 60-day placement, I observed how these values are ingrained in the practice of staff, and the services they provide. I have had the privilege of working alongside WITT staff at the Lighthouses, residential housing, and the community support team. I felt as if I were a part of the team, with staff going out of their way to support my studies, and providing new opportunities for me to learn.

My most rewarding experiences were engaging with whaiora in the community. Throughout my placement, I learnt how important the Lighthouses are for the recovery of whaiora. It was amazing to see the impact of the Lighthouses on the community, by providing a safe space, and the opportunity to connect with others. I had the privilege of listening to the life stories of both kaimahi and whaiora, which I am extremely grateful for. I will carry everything I have learnt with me through my study and future practice.



“I will carry everything I have learnt with me through my study and future practice.”

My placement with WITT has emphasised my passion for social work and made it very clear to me that I want to work in mental health and addictions as a future social worker. Overall, I am extremely grateful to the staff of WITT for providing me with an amazing opportunity to gain experience, build connections, and learn from kaimahi while out in the community.

Vasa

I found the Lighthouse to be very chilled, I expected a lot of hands-on work. As a young learner, it was a very good place for a first placement, it helped me to understand the needs of the whaiora who use the service. It is a nice place and space for service users, it has a homely feel. Highlights include working with onsite kaimahi, whaiora engagement, making connections and building rapport as a support person.

Jack

My placement had not been as full on as I thought it would be, but I looked at my time there as a learning experience. There were some challenging moments for me during my time at the Lighthouse and I struggled with some of the personalities that I encountered. This gave me the chance to write and reflect on these encounters for some of my assessment writing and to look at things in a different way. Connecting and building trust at the Lighthouse was/is very important and something I did well.

Kim

My supervisor/mentor was really good and was always available to answer any questions. I enjoyed being part of the Manaia House structured activities. There were a few staffing issues (illness and staff numbers) which had affected supported activities at the Lighthouse during some days. Highlights included facilitating a karaoke session and being part of Manaia House outings (walking group, museum visit and picnic). There is an opportunity to be employed and I have applied for a part-time role within WITT.

From left to right: Boi, Stephen, Anaru, Jack, Vasa, Kim





Remembrance

Rike

During June all WITT kaimahi and tangata whaiora had heavy hearts, as one of our Rangimarie kaimahi passed away. Rike was a valued member of our residential team and is dearly missed. We planted a Pohutukawa tree in the Rangimarie garden to remember Rike, and the whanaungatanga and aroha shone through on this sad day.

Stephen

In January we said farewell to Stephen Davies. Steve was one of the original group that initiated the Lighthouse 25 years ago, and continued to work there when WITT took over the Lighthouse contract.

In recent years, when his health deteriorated, Steve, who had also become a client of peer support and advocacy teams, then volunteered at Hastings Lighthouse until shortly before his death. We were privileged to host Steve's whānau and friends into the Lighthouse space for his tangihanga and spent time remembering the kind and gentle man that he was.

I have fought a good fight, I have finished my course, I have kept the faith.



