



# *Stronger Together*

wellingtoncity**mission**

Annual Review 2016–2017





**We are whānau to each other, and to those who seek assistance. Therefore our sacred task is to be in relationship, and to create the best community we possibly can.**

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# Reports – Chairman, CEO, Missioner



**Rev. Jon Hartley**  
Chairman



**Michelle Branney**  
Chief Executive Officer



**Rev. Tric Malcolm**  
Wellington City Missioner

## CHAIRMAN'S REPORT

Please let me thank you for your support; for the resources you provide to us. Whether through donations, food, prayer or your volunteer time, it all helps The Mission function each and every day.

This year has seen us build on our Vision and Values with a facilitated rethink of what we will seek to be doing over the next decade. Whilst this is work in progress our faith is our centre, and our focus is on helping shine a light of hope in the lives of individuals and communities in which we work; in the life of the one in front of us at each moment.

Despite the relative strength of the New Zealand economy, the need for our services has not declined, but is more complex, entrenched and demanding. Emerging pressures on housing access and affordability, migration, refugees, young people and the elderly mean that the focus of our work continues to change as the Wellington region changes.

We are not meant to live life alone. We are called into community and in community we are stronger together. So we walk alongside those who need us at that point in time and for as long as it takes, which can look inefficient in financial terms – but that is not our measure.

Our Vision is lives and communities being empowered and transformed, finding hope where they are because we all should experience a fullness of life, no matter who we are. It is hard to measure the financial return on investment of a changed life, yet that is what we are committed to as can be seen in the stories our clients tell.

On the behalf of the Board I would like to thank our staff and volunteers for their commitment and achievements. Without you all we simply couldn't do what we seek to – to show some hope where it is missing.

Our constant challenge is sustaining our resources; our capacity to help people in the Wellington region is proportionate to your goodwill and generosity. We thank you for that, and hope and pray that you will help us do more.

Atua manaaki  
Rev. Jon Hartley

## CHIEF EXECUTIVE OFFICER'S REPORT

Our Vision of “people and communities empowered, transformed, experiencing fullness of life” is simply not possible if embarked on with anything less than “community” in mind. That’s why the theme of our review this year is “Stronger Together”. The Mission is a community made up of supporters, staff, agencies, and clients working together to bring meaning and quality of life – which was demonstrated throughout the year.

In November, the Kaikoura earthquake adversely affected our Street Appeal, with a reduction in people available to volunteer and donate. However the generosity of our supporters soon shone through when an anonymous donor made up the shortfall – alongside our regular donors who donated in record numbers in December.

We carried out our first staff engagement survey, which had a response rate of 86.7%. Eighty-eight percent of staff rated their overall satisfaction in working at The Mission as positive, with 11% neutral. Ninety-one percent understood and considered The Mission’s culture and values positively. The incredible feedback really affirmed staff feelings of goodwill and belief in the work they carry out together each day.

The survey results also indicated that our organisation could be more innovative, and explore new ventures. This is one of the reasons we have used co-design methodology to develop a strategic plan that will take us into the next decade. We will be exploring new ways to deal with emerging needs and issues, and also seeking opportunities to improve our sustainability – such as through our City Mission Stores, and revitalised partnership with the Ministry of Social Development.

Taking an approach of togetherness has always been an important and effective method to help empower clients across all Mission programmes and services. Of particular note this year has been further developments and opportunities for guests in our Drop-in Centre, with more programmes and activities to strengthen capacity both as individuals and a group.

Ultimately the betterment of the people we serve requires a collective approach and the goodwill of many people. My thanks go to all those who have volunteered, donated, and worked for The Mission this year.

Ngā mihi  
Michelle Branney

## WELLINGTON CITY MISSIONER'S REPORT

The phrase “No man is an island” from the famous 17th Century poem by John Donne has echoed around me as of late (despite its non-inclusive language!). That’s because as some people offer their generosity, and others seek assistance, I am often amazed by the web that is The Mission. Every time we look at one aspect of it, that one part cannot be isolated. All the pieces are connected. And so that is also a reflection of the wider way all of us are a community together.

Something that really fosters a sense of togetherness is feeling that we each belong. That’s why one of The Mission’s Values is ‘Whanaungatanga’, or ‘Belonging’. We look to create a sense of belonging in all we do – developing connection and community that is lasting. We are whānau to each other, and to those who seek assistance. It is not a surprising way of being, considering that we believe in a God who is relational – Creator, Son and Holy Spirit. Therefore our sacred task is to be in relationship, and to create the best community we possibly can.

Sometimes that challenges us because it’s easy to become comfortable with who is already in our circle. The invitation to be part of a larger community puts us in proximity to people we may not naturally meet. It invites us to share our stories, our lives, and our resources. Often, it also asks us to let go a little; to let go of our world view and need for control, and allow ourselves to become community to others.

It has been such a privilege over this year to have been invited into so many people’s lives and stories: in corporate sponsors’ leadership days, sleeping out with 50 young people at 14 Hours Homeless, inside classrooms across the city, eating in our dining room with our whānau, fitting guests with shoes from the Shoe Clinic, accompanying a koroua (elder) to his hospital appointments, and seeing wonderful families enjoying themselves at ‘Beauty and Beast’.

Thank you for the privilege of being in this with you all!

Rev. Tric Malcolm



# About Us & Year in Review

## ABOUT US

The Wellington City Mission is a charitable trust affiliated to the Anglican Church. It has been helping Wellingtonians in need for over 110 years, beginning in 1904 when it was part of St. Peter's Church. In 1929, an Act of Parliament established The Mission as a separate entity.

The Mission prides itself on being open to anyone who needs assistance – regardless of their religious belief, age, ethnicity or social background. Our four Mission programmes (Families, Youth, Independence, and Seniors) assist a range of people living in Greater Wellington's communities. The Mission also operates an elder care residential facility (Kemp Home & Hospital).

We believe in providing holistic support to those who need help, offering access to all our programmes in response to need. Together, we work to identify and address people's underlying issues to create positive outcomes.

## VISION

People and communities empowered, transformed, experiencing fullness of life.

## MISSION

Centred on Christ's compassion, we seek to achieve fullness of life for those who are at risk or struggling in the Greater Wellington region.

## VALUES

**Arohatanga**  
Compassion

**Haumanu**  
Restoration

**Tūmanako**  
Hope

**Mana motuhake**  
Self-determination

**Manaakitanga**  
Hospitality/Generosity

**Whanaungatanga**  
Belonging

**Whakatautoko**  
Advocacy

**Whakakaha**  
Courage

**Kaitiakitanga**  
Stewardship

**He ahi kā roa**  
We are in for the long haul


## YEAR IN REVIEW

This year, The Mission continued to be there for society's most vulnerable, and for individuals and families who simply can't navigate the system in order to improve their health and welfare.

The Government is taking an approach to social policy called 'social investment', which in simple terms means Government committing resources today with the expectation that in the future there will be a worthwhile return. This could be indicated by a quantifiable improvement and better long-term results for people, especially those who are vulnerable or in hardship. Ultimately, the number of New Zealanders relying on social services and the overall costs for taxpayers would reduce. Although viewed through the lens of Christian compassion rather than economic theory and terminology, The Mission continues to walk alongside those who are struggling or at risk, and are seeking to achieve fullness of life.

In recent times, entry to 'walk-in' agencies (such as Work & Income NZ) has become more restricted, or application processes are only available online. As a result, a worrying number of people have been effectively excluded or denied the assistance they need. In response, The Mission offered increased advocacy throughout every service. We answered more demand from young and old to access assistance to housing, resources including funds and financial assistance, medical care, and educational support.

It also became a requirement for social services to submit clients' personal data to the Ministry of Social Development for some funding contracts. When discussing this with those people we work with, many expressed reticence – for a range of reasons. We would like to think that de-identified data could offer insight into the situations that most of the people we work with are experiencing, and also the success (or otherwise) of interventions – be that preventative or responsive in nature. 'Big data' should be able to improve spending decisions around vulnerable people over the long term, without necessarily compromising personal privacy.



The way many of our services work, particularly our Budgeting Advice, will suit the changes that the Ministry of Social Development have specified in the Building Financial Capability contracts. The Mission's key outcome of self-empowerment sits well with capability-building in clients managing their personal finances and transactions. During the year The Mission's service evolved in line with the move toward building the financial capability of people and communities. This included redefining our 'Budget Advisors' to 'Financial Mentors', and preparing for group and peer-led support for those needing this form of advice.

Although we have mostly worked with families on an 'early intervention' basis, we have also worked with an increased number of Child Youth and Family (now Ministry for Vulnerable Children, Oranga Tamariki) referred families. Their higher risk factors and less stable situations call for more frequent and closer engagement by our social workers. For example, we provide additional support when children are placed back to their parents or alternative Court-appointed (non-parental) care. In all situations, trusting relationships between our Mission for Families social workers and families or caregivers enable them to make decisions that are workable and benefit their children.

Treasury has identified factors that are predictive of poor future outcomes for children 0-14 years of age. Our Mission for Youth rangatahi have a history of at least two or more of those factors, which include:

- Child Youth and Family involvement or a child being placed in care for a period of time
- main caregiver has a Corrections history
- main caregiver is in receipt of a benefit (long term)
- mother has no formal qualifications.

As well as service delivery to a group of students with an average age of 14½ who have been withdrawn or excluded from mainstream school, some very high-risk rangatahi attended Mission for Youth this year. On the whole, students needed more

intensive support including educational, mentoring and health services. Some have accessed mental health care while on the programme, others are in need of counselling for a number of reasons as well as alcohol/drug misuse or dependence. We increased staff time with each student, referred rangatahi and their whānau to other Mission and external services for holistic support, and strengthened Tikanga and Te Reo tuition. Success is expressed in different ways for different people. We are pleased to have remained in contact with several former students who have informed us how they have achieved success and their own personal aspirations.

Many of our Mission for Independence clients experience multiple issues and changing situations. Many also have poor general health correlated with financial hardship, and the risk of mental health problems escalates when hardship is increased. There has been an increase in people presenting with methamphetamine addiction this year. All such factors can consequently produce lack of security in housing, and homelessness can ensue. To address clients' financial issues and improve their well-being, staff have spent more time advocating with external agencies for healthy and affordable housing, upskilled through training workshops, and co-ordinated the delivery of wellness programmes on site.

Each year we are visiting more seniors in private rental accommodation. There are fewer who own their own homes. The threshold for eligibility for state funded in-home support such as assistance with showering, meal preparation and household cleaning for those who cannot manage such activities is seemingly rising. Over the year, 79% of the service users with Mission for Seniors were living alone, 12% as a couple and 9% living with family. Our advocacy for vulnerable seniors is often centred around their capacity to safely remain in their home environment. This could mean physical safety or health. Much of Mission for Seniors' work has involved GP and hospital appointments, assisting clients to find the right housing for their needs, and helping reconnect with whānau or get more involved in their communities again.

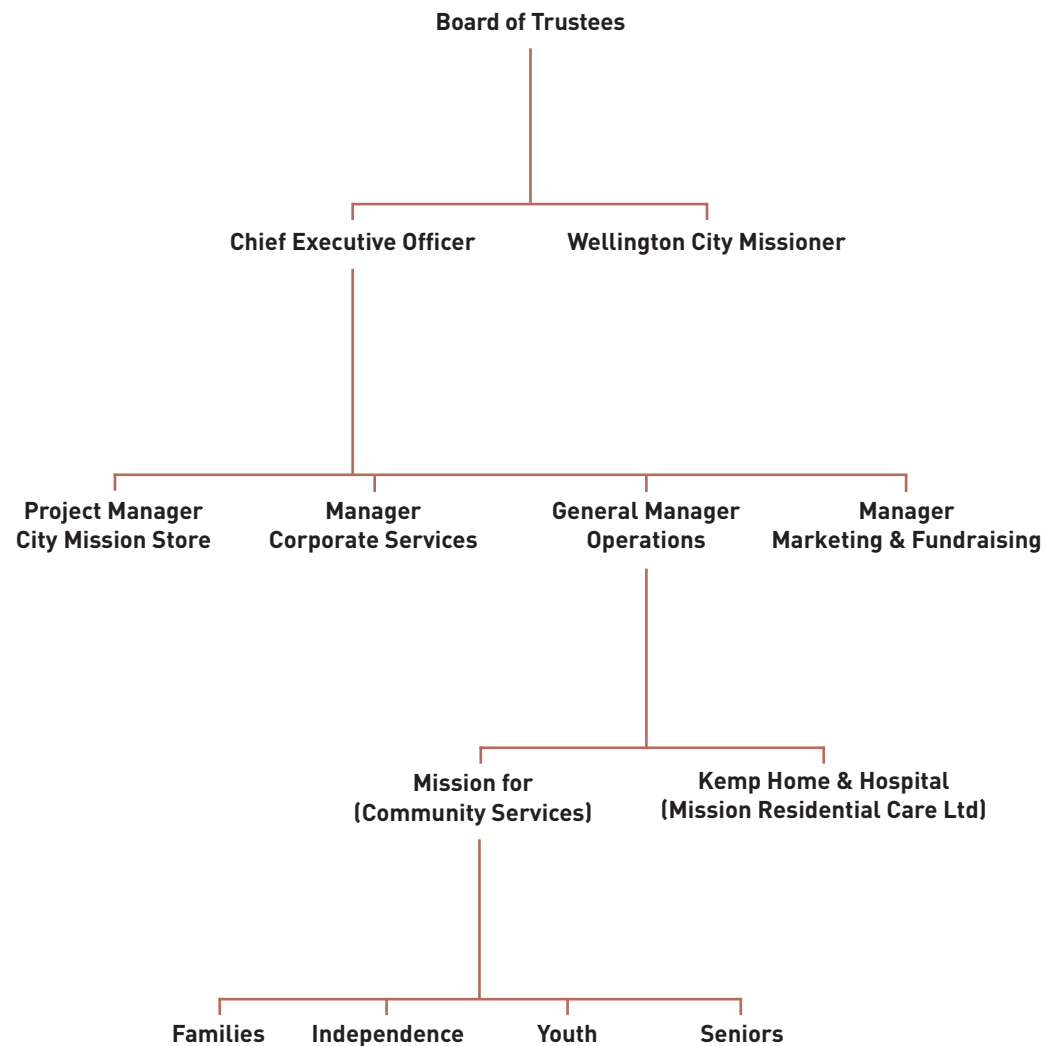
Our own eldercare home and hospital, Kemp, experienced the trend for seniors to stay in their own home environments longer. Although a very high standard of care is offered as evidenced by four-year Health and Disability Standards certification, bed occupancy was not optimal in terms of efficiency. In relation to scale, larger hospitals or multiple hospitals make lower average costs possible. Maintaining community and whānau links is important to Kemp, and staff work together to acknowledge and celebrate resident and whānau cultural and spiritual values. The monthly Māori & Pasifika resident groups and harakeke/flax weaving are popular, as are the weekly church services held on-site.

One of the highlights of our year was the opening of our City Mission Store in Taranaki Street. The shop sells high quality second-hand clothing, furniture, houseware, books and more. Not only are proceeds used to fund our community work, but a charity shop was one great way for us to step up in an increasingly challenging fundraising environment, and create sustainable long-term income. It's been such a success that we will be opening a second store in Petone in August 2017.

Also in the immediate future, we will be prioritising and operationalising the elements captured in our Strategic Framework, which was brought together by way of co-design in the last quarter of last year and the first quarter of the next. We look forward to initiating some innovative ideas in line with our future vision and commitment to keep pace with our changing world.

Throughout the following pages of this Annual Review, you can read more about the nature and breadth of The Mission's activities. Building on our history of walking beside those who are often overlooked, we have a future in mind that is inclusive and just.

# Organisational Structure



## BOARD OF TRUSTEES



**Rev. Jon Hartley**  
Chairman



**Michael Wood**  
Deputy Chairman



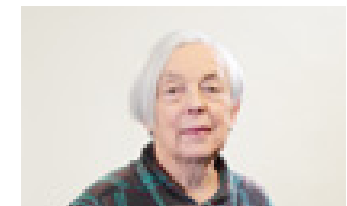
**Bishop Justin Duckworth**



**Jeremy Neeve**



**M.J. Cheape**



**Joy Baird**



**Rev. Darryl Gardiner**



**Garry Wilson**  
(Until Jan. 2017)



**Matt Maua'i**  
(Until Nov. 2016)

We thank all present and past Board of Trustees members for their service.



## MANAGEMENT TEAM



**Michelle Branney**  
Chief Executive Officer



**Rev. Tric Malcolm**  
Wellington City Missioner



**Khoa Nguyen**  
Manager  
Corporate Services



**Maria Millin**  
General Manager  
Operations



**Robbie Ross**  
Manager  
Marketing & Fundraising



**Olivia Lange**  
Manager  
Community Programmes  
(Families & Independence)



**Fay Fruean-Va'ai**  
Manager  
Mission for Youth



**Vicki St Clair**  
Manager  
Mission for Seniors



**Valelia Gibb**  
Nurse Manager  
Kemp Home & Hospital

## Statistics

**MFF** = Mission for Families  
**MFY** = Mission for Youth  
**MFI** = Mission for Independence  
**MFS** = Mission for Seniors  
**KEMP** = Kemp Home & Hospital

150

**MFF** 150 families were supported by our Mission for Families social workers – 54% lived in the Hutt Valley, and 46% lived in Wellington

1,165

**MFF** Staff made 1,165 face-to-face visits to families in their homes, and 1,882 contacts via phone or email

1,062

**MFF** Staff made 1,062 advocacy contacts to external organisations to support or advocate for families

339

**MFF** 339 children were supported by Mission for Families

44

**MFF** 44 families no longer needed Mission for Families support, and became independent after they successfully completed the objectives in their personal plans

199

**MFY** Students were assisted to achieve 199 NCEA credits, and take part in 141 Education Outside of the Classroom sessions and life skills workshops

104

**MFY** Staff made 104 face-to-face contacts, and 930 contacts via phone or email, with parents and caregivers

95%

**MFY** 95% of students did not offend or reoffend while enrolled on the programme

20

**MFY** 20 students attended Mission for Youth

15

**MFY** All 15 of the students who transitioned from the programme graduated after they had successfully completed the objectives in their personal plans, and no longer needed Mission for Youth support



189

**MFI** 189 people received Budgeting Advice and reduced their combined debt by \$107,539.80

247

**MFI** The Community Services Advocate helped resolve 247 different issues for a total of 116 clients

29,554

**MFI** 29,554 meal servings (breakfasts, soups, mains, and desserts) were provided in the Drop-in Centre to 16,182 people

3,010

**MFI** We gave out 3,010 food parcels

12,959

**MFI** 12,959 separate financial transactions were made on behalf of clients using Total Money Management, through The Mission's Trust account – worth a total of \$938,258.89

171

**MFS** 171 seniors were supported by Mission for Seniors caseworkers – 74% lived in the Hutt Valley, and 26% in Wellington and Porirua

1,540

**MFS** Staff made 1,540 face-to-face visits with clients in their own homes and in the community, and 1,022 contacts via phone or email

187

**MFS** Staff made 187 visits, and 1,330 contacts via phone or email, to external organisations to support or advocate for clients

168

**MFS** Staff made 168 referrals for clients to external services for additional specialist or local support

57

**MFS** 57 clients no longer needed Mission for Seniors support, and became independent after they successfully completed the objectives in their personal plans

25,140

**KEMP** Kemp Home & Hospital provided 25,140 bed nights of accommodation for 122 people

491

**KEMP** Staff took 491 opportunities to improve their skills, through 42 training sessions

57

**KEMP** Kemp Home & Hospital had 57 new admissions

800

**KEMP** Residents were able to take part in more than 800 planned recreational activities and outings and community activities. Regular events included morning exercises, daily newspaper reading, music appreciation group, church services and tai chi. Special events included Matariki, residents Christmas parties and operatic concerts. Community events included visits by Titahi Bay School kapa haka group, van outings to the community, harakeke/flax weaving, visiting musicians.

# Mission for Families

## THE PROGRAMME

People enrolled on Mission for Families (MFF) tend to be young sole parents, with children aged from 0–16 years old. Circumstances vary hugely but many have poor living conditions, abusive or unreliable spousal relationships, and little local family support.

The programme provides early intervention and support for these families throughout the Greater Wellington region through household assistance, advocacy, guidance, social work, and parenting and life-skills. Typically a family will come to us either through another agency or self-referral.

After assessing their circumstances, key problems and potential solutions, one of our social workers will begin working regularly with them – often in the client's own home. In the short-term we help families get by day-to-day – providing food parcels, general household items and furniture (especially for babies), and helping them find suitable accommodation as needed. We have developed strong working relationships with external agencies, and can advocate for our clients in situations they may find difficult, for example in working with government agencies and other organisations.

To achieve enduring change, MFF equips clients by providing education through our internal services including Mission for Independence's Financial Mentoring service. We also collaborate with several external social agencies and networks, such as the Strengthening Families process.

As families are empowered and become more confident, our support and contact with them slowly winds down. Although they may still have further work to do, the knowledge and resources clients gain through their journey with us gives them the strength and opportunity they need to achieve a life they couldn't have imagined before. Of course we will remain there for them should they ever need our support again in the future.

## THIS YEAR

Over the last year Mission for Families (MFF) have seen a higher referral rate from the Ministry for Vulnerable Children, Oranga Tamariki (formerly Child, Youth & Family) and an increase in the complexity of issues for families around financial hardship and housing.

Financial hardship is an issue that affects a majority of MFF clients. To help relieve this pressure MFF has continued to collaborate with other Mission programmes such as Financial Mentoring (formerly Budget Advice) and the Foodbank to offer holistic support. We also refer families to external budgeting services when necessary; however the high demand for these services means it's taking longer for these families to be seen, particularly in the Hutt Valley.

More families are requesting MFF's assistance regarding housing. Some of the most common housing issues that families are facing include overcrowding and cold/unhealthy homes that are affecting the health of these families – particularly children. As a result, our MFF social workers have spent more time advocating on behalf of families with landlords and providers to help upgrade housing or find more suitable accommodation.

We have also continued to work with external agencies to provide further specialised support for families, such as Community Mental Health Services. Over the last year we have focused on strengthening our relationships with these agencies so that our families have better access to the services they need.

## LOOKING FORWARD

In the year ahead financial stress will continue to be one of the most common hardships our families face. To help combat this issue Mission for Families is working to expand access to Mission Financial Mentoring and reduce any barriers currently stopping people from accessing this service. A key part of this will be training a MFF social worker as a financial mentor so they are equipped to provide this support to families who are part of the programme.

Issues around suitable housing will also continue to impact the families we work with in the coming year. As they did over the last year, MFF social workers will dedicate more time to advocating for families in regards to their housing, from helping them to access the right accommodation, to advocating for an improvement in the health of their homes.

Families have been coming to the MFF programme with more complex issues, so as a result more time and assistance is needed from our social workers to help them achieve their goals.

Looking to the year ahead, we are also planning to improve the way we collect data to ensure it's as targeted and transparent as possible. This will allow us to describe our programme and report back to our stakeholders even more effectively.

Early intervention for families through advocacy, education, support and guidance, equipping families to better manage their own circumstances.



**The Mission works closely with other agencies to make sure families who have been put under immense strain can get through the hardest times, and then build on their lives. With everyone working together, it can lead to a better life than they ever imagined.**

### MY STORY

My husband and I had been together for 10 years and had four children when, after a night of drinking, he assaulted me badly. It was devastating, and our family life got a whole lot tougher when my husband went to jail as a result. I was left with nothing and had to go on the benefit. I was really depressed, but our kids needed me to be strong – especially because our eldest boy has autism, and our three girls were all under three years old.

My Mission social worker took away some of the pressure immediately by visiting me at home with food parcels, and talking about ways to manage as a single parent. She also opened the door to a whole network of support through 'Strengthening Families', where lots of agencies work together to help out. Meanwhile my husband was working hard on himself. He completed drug and alcohol and stopping violence counselling, and stopped drinking over two years ago.

Now life is better than ever. My husband and I got married, and he started his own business. We're better at communicating together, know much more about parenting techniques, and are confident to make the important decisions. It means our kids are all so much more settled.

Through it all, my Mission social worker stood by me without judgement, and made it easy for me to get the help I needed. It was up to me to find my own direction, but she was there to guide me. We don't need any help from The Mission now. I'm so proud of my family, and we're really excited about having our new baby very soon!



# Mission for Youth

## THE PROGRAMME

Disengaged rangatahi (young people) often look for new ways of being accepted. This can lead down a negative or counter-productive path, and cause associations with detrimental role models and involvement in anti-social activities, crime and drugs.

Mission for Youth (MFY) provides a comprehensive Alternative Education and life-skills programme for these young people. We aim to provide them with a place of belonging, which offers opportunities to master skills and encourages self-reliance, motivation and generosity.

Typically our rangatahi are aged between 13 and 16, and have often grown up experiencing family disruption, violence, abuse, mental health issues, or drug and alcohol addiction. Through counselling, personal support, advocacy and mentoring, some of Greater Wellington's 'high-risk' youth can address underlying issues in a safe environment. Simultaneously, they work to achieve NCEA qualifications, learn new academic and social skills, and build positive relationships.

Students work through personal plans tailored to their strengths, interests and needs, to achieve meaningful academic and social goals, and lasting transformation. With the encouragement and guidance of youth workers, they work through important issues and explore future possibilities. We also collaborate with a range of external community services and specialists for more comprehensive support; these include Oranga Tamariki, alcohol and drug counsellors, Police Youth Aid, and health education providers.

Students are encouraged to build on their achievements – by returning to mainstream school, enrolling in ongoing education or moving into paid employment – to enable them to progress towards leading productive, positive, and fuller lives.

## THIS YEAR

In the last year Mission for Youth (MFY) has seen an increase in the complexity of students' issues. More high-risk students are entering the programme and they are accessing more services than in previous years, including mental health support and counselling. This has meant an increase in the amount of time MFY spends working with these students, as well as coordinating with external social services.

The trend of seeing younger students entering MFY's programme has continued. Our demand in the last year has been with Year 9 students and the average age of our students has remained at 14½ years.

In the last year MFY has seen an increase in the number of students' families who need extra support with food parcels, due to high living costs. We have been able to refer these families to our Foodbank and other Mission services for holistic support. MFY has also worked more closely with Oranga Tamariki in the last year due to the intensive family issues that many of the students are facing.

This year we strengthened Tikanga and Te Reo tuition in the MFY programme, and we have seen our students engage more in the classroom and throughout the social programmes. Many students have continued onto further education in the last 12 months with some attending the New Zealand Institute of Sport, Capital Training, WelTec and Te Wānanga O Aotearoa. Others have entered full-time employment.

We have continued to work collaboratively with many external social service agencies to provide the best care of our students, including Police Youth Aid (Wellington Central and Johnsonville), Evolve Youth Service and Kahungunu Whānau Services.

## LOOKING FORWARD

In the coming year we are expecting to grow our programme, continue to improve the curriculum we can offer, and continue giving our rangatahi (young people) more opportunities with their education.

With many of our students moving into further education and employment, we will continue to focus on preparing them for these opportunities, both academic and practical.

Urban Arts are an effective way of engaging rangatahi and in the past we have had students interested in music and graffiti art. In the year ahead we would like to expand this part of the programme and create more ways for students to get involved by introducing different options.

We have recently started a mentoring programme in partnership with Kahungunu Whānau Services for young Māori male students who need extra external support. We are looking forward to more students taking part in this programme in the coming year. Kahungunu Whānau Services also offer family support through their Whānau Ora programme with other rangatahi at MFY.

A comprehensive Alternative Education programme for youth who have disengaged or been excluded from mainstream schools, providing a place of belonging, life-skills, and new opportunities.



**We all face challenges, often at pivotal points in our lives. The Mission is proud to see incredible people who once asked for our help become those who give help to others. By pulling together and supporting each other through hard times, we create stronger and more resilient communities.**

### MY STORY

It would have been so easy for everyone to just give up on me when I was a teenager. I was hanging out with an older crowd, dabbling in drugs and alcohol, and getting angry at teachers. By the time I was fifth form (Year 11) I'd been to four schools, and it got to the point where I just stopped showing up.

When my parents tried Mission for Youth, straight away I could tell it was the place for me. Teachers had more time to spend one on one, and I could have honest conversations about what I was going through. I started working towards achieving NCEA Level 1, and drinking and drugs were no longer important to me because I had a purpose. The youth workers spent time going through issues at home as well, and my relationship with my family improved. All along the way I picked up heaps of life-skills that I still use today. After a year, I passed NCEA Level 1 and got my first job. Since then I've worked in a lot of exciting places, and about six years ago I started at ANZ.

The life I have now was once beyond my imagination. I love my job, and my partner and I now own our own home. The teachers at Mission for Youth had a huge impact on me. I'll always remember how they genuinely cared about me and my future. Now I'm really happy to be supporting The Mission in return! I've organised my team at work to get involved with the Christmas Star Appeal, volunteered in the Drop-in Centre, and have been invited to talk to the current youth students. Hopefully, I'll be helping someone else who is falling through the cracks now.

# Mission for Independence

## THE PROGRAMME

People in distress due to unemployment, debt, accommodation issues and social isolation often access our Mission for Independence (MFI) programme. Many are minimum-wage workers, single-income earners or beneficiaries who find themselves unable to meet basic living costs.

Our Drop-in Centre (DIC), Foodbank, Community Services Advocate (CSA) and Financial Mentoring services are all elements of the programme. The DIC is a place that provides hot meals and shelter and fosters social connection for a variety of people. The Foodbank offers immediate assistance, but also helps relieve a major stress as clients focus on achieving positive long-term outcomes. The CSA connects people with the services they need, and Financial Mentoring (which offers budgeting advice and Total Money Management) provides people with assistance and education to move to sustainable financial management.

When someone first asks The Mission for help, one of MFI's services is often their first connection point. Crucially, this service can form the gateway for people to access other Mission programmes and services – to identify their underlying issues, and discuss options and possibilities to address them – and get on track to a positive future. MFI also offers holistic support to the wide range of clients across all The Mission's programmes, for example Mission for Families.

We recognise and value meaningful activities that give people a sense of belonging and achievement – such as employment, formal qualifications, volunteer work and other community participation. Through education and engagement, people are empowered to make the choices and changes that will help them live independently – not in isolation, but with more productive and sustainable self-management.

## THIS YEAR

Accessing suitable and affordable housing has continued to be a key issue for many MFI clients. For the Community Services Advocate (CSA) in particular, homelessness remains a significant concern. MFI staff have spent more time working with people in regard to housing, including advocating with external agencies.

Our Foodbank has seen clients coming in with more complex and wide-ranging issues than in previous years and, as a result, has referred more people to other Mission programmes (such as Financial Mentoring and Mission for Families) for holistic support. There has also been an increase in the number of Foodbank clients who are working full-time, part-time or self-employed, indicating that many employed people are also struggling to meet basic living costs at the moment.

This year we redefined our 'Budget Advisors' to 'Financial Mentors'. The need for our Financial Mentoring service has continued to grow, and our mentors have noticed an increase in the complexity of clients' debts. Clients are coming to the service with larger debts to multiple creditors, taking more time and expertise from our mentors.

The Drop-in Centre (DIC) has seen an increase in the number of meal servings over the last year. Many guests are coming to The Mission with multiple complex issues including poor general health, addictions, and mental health conditions. Engaging with these vulnerable guests requires staff time, patience and compassion. In order to deal with these complex issues, DIC staff and volunteers have spent time up-skilling through several training workshops and seminars.

## LOOKING FORWARD

Across Mission for Independence's services housing is expected to continue as a major issue and focus for the year ahead. Our CSA and financial mentors anticipate that this will remain as a key challenge for clients, and they will continue to work with them on improving their housing situations.

With the cost of living continuing to increase, our Foodbank is expecting that people will continue coming to the service with complex needs and severe emotional strain. To ensure they receive the holistic support they need, we will keep referring people to other Mission services where needed.

In the last 12 months our financial mentors have been focusing on a new Ministry of Social Development supported service. This combines budgeting knowledge and strengths-based questions to create a financial plan, with clients leading the way to achieve their financial goals. We are looking forward to working with this new process. While it might take some time for clients to get used to this new approach, we are confident that it will be successful.

In the coming year MFI is also looking forward to getting involved in more initiatives involving other Mission programmes, for example collaborations with Mission for Youth and Mission for Seniors.

## Guiding, supporting and equipping financially disadvantaged and unemployed people towards independence and self-management.



**Many people who come to The Mission have multiple issues to address before they can begin to move forward with their lives. Often these issues intertwine to create what can seem an insurmountable challenge. In response, individual Mission services often work together in harmony to effectively break through each of those challenges.**

### MY STORY

After 40 years in an abusive marriage, I found myself thrown out on the street with nowhere to go and nothing but the clothes on my back. It was a horrible time in my life. I felt completely lost and alone, and had to start from scratch. Thankfully Work & Income found me emergency housing, but the living conditions were pretty miserable and I was getting really sick and having major operations. On top of it all, my husband had always controlled our money so I'd never learnt how to manage everyday expenses. I had debt, was losing track of bills, and using credit to pay for things I couldn't afford.

My Mission caseworker made such a difference when she came into my life. She brought me food parcels, advocated for me to get the healthcare I needed, and made sure I was taking care of myself. She even helped me find the lovely home I still live in today! She then introduced me to a Mission for Independence financial mentor, and I can't tell you how much of a relief it was going on their Total Money Management. My income started automatically going to the right places, and I was learning about paying bills and keeping track of my spending. With her ongoing guidance, after a couple of years I paid back all my debt, and even started making savings.

I never expected to have my life change as it did, and if it wasn't for The Mission during that time I wouldn't be here today. I still have health challenges but I'm financially secure, and confident – so I can get on with enjoying life and being part of my local community.



# Mission for Seniors

## THE PROGRAMME

Many people who access the Mission for Seniors (MFS) programme are living alone and in need of daily support. Health and ongoing issues are making daily life a struggle. Many are feeling lonely and/or they have become disconnected from their communities. Some are the main caregivers for their partner (often with dementia) or an adult family member.

MFS provides a unique relationship with older people by taking a person-centred holistic approach. Our home visiting team of qualified and experienced social and case workers walk alongside seniors by acting as an information and problem solving resource. A strengths-based approach is used for helping older people to feel empowered so they can recognise their aspirations, capacities, barriers, options, and resources to improve their quality of life. They are supported to make positive changes to their well-being and to become interdependent with their community, which enables them to remain in their own home for as long as possible.

Initially we assist with prioritising the goals and how changes can be made. This might mean helping people to gain their rightful entitlements and connecting them with the services they need. If appropriate, family and friends are included in the journey. Transition support is also given when living alone at home is no longer practical or safe. By showing seniors the options that are available to them, they're able to live a fuller life.

Many people move off the programme once they feel empowered or have completed their personal goals. There is always the proviso that seniors can ask The Mission for support again if new challenges and difficulties arise.

## THIS YEAR

Housing availability and affordability has been a new issue for many of our Mission for Seniors (MFS) clients this year, especially in the rental market. As a result, we have been working closely with seniors to assist them with finding the right housing for their needs.

Health and well-being has continued to be an issue for many clients. Over the last three years approximately 50-60% of our home visits to seniors have been for health and well-being reasons. Hospital admissions are common (especially with our Lower Hutt clients) and hospital visits have increased. In order to best manage each client's individual health needs, our team is continually up-skilling and making sure we have an excellent knowledge of the agencies and networks within the health sector.

Loneliness and disconnection from the community also remain as key issues for seniors on this programme, with 30% of MFS clients saying they are disengaged from others and 36% feel lonely. Our staff have continued to provide support in this area, helping seniors to reconnect with whānau or get more involved in their communities again.

In the last year MFS has also seen an increase in mobility impairment, cognitive impairment, short term memory loss and depression in seniors they are working with. Dealing with these issues can be complex, so we have continued to train our staff on the best ways to manage them.

## LOOKING FORWARD

With an aging population, our MFS team are anticipating a growth in the programme in the coming years. Over the next 20 years it's expected that people with dementia (both globally and in New Zealand) will double, so it's likely that more older people will need assistance from programmes such as MFS.

With the rise in cognitive impairment and other health issues that we have seen, we will continue to prioritise health education for MFS staff. This is so our staff are able to support seniors with up-to-date and accurate information regarding their well-being issues, and connect them with the appropriate external agencies and networks for this.

In the coming year we are also anticipating that issues around affordable and appropriate rental housing will continue to put pressure on our current and potential clients. Our team are prepared to spend more time with seniors and advocate on their behalf around housing issues.

With social isolation remaining as an issue for seniors, we will continue to focus on helping them connect with their whānau and get involved in their communities. However more people in their 60's and 70's are now active on the internet and are using email, Skype and social media to more easily keep in touch with family and friends. As a result, our MFS team believes that facilitating social interaction and connection will become less of a focus for the programme in the coming years.



## Enhancing fullness of life, dignity and respect for older people with health, disability or social isolation issues.



**The Mission believes that everyone deserves the opportunity to continue experiencing a vibrant life, no matter their age. By being there for those who may struggle to have their voices heard, we create diverse and colourful communities to live in and be proud of.**

### MY STORY

I'm really happy to be independent, although I don't mind saying that when you're 100 years old you need a bit of help every now and then. My husband passed away a few years ago, so I live in our home by myself. I do the best I can although my eyesight, hearing and steadiness aren't what they used to be. I like to take care of health appointments and banking myself but it can get really overwhelming. Travelling is exhausting, and trying to understand complicated information can be really confusing. When I'm at home, I sometimes get into trouble working myself into a worry – especially about my children. They're in their 70s, and are facing difficulties themselves, so I can't expect them to always be available if I need a hand.

Knowing my Mission caseworker, Annette, is there for me is tremendous. She always makes sure that I have everything I need, and spends time listening and problem-solving. She helps me get to important appointments and then understand everything so I can make the best decisions for myself. Without her I doubt I would have been able to deal with the audiologists to get my all-important hearing aids, or arrange a walker so quickly after a recent near fall. She has made my medication so much simpler with blister packs, and makes sure I'm not overpaying for them too.

Most of all, The Mission's support means I get to appreciate and be thankful for everything that's good in my life. I'm so happy to still be in my home, and I'm looking forward to each new day.

# Kemp Home & Hospital

## THE PROGRAMME

Located in Titahi Bay, Kemp Home & Hospital is an excellent residential care option for seniors. It's an 81-bed facility, offering both rest home and hospital-level care, for people who require permanent or short-term care. Residents have access to a physiotherapist, podiatrist, dietician, and hairdresser, and are served nutritious home-style meals to suit all dietary needs. Both home and hospital are independently audited to ensure compliance with NZ Health and Disability Services Standards.

While we acknowledge the importance of supporting the physical needs of residents so they can gain maximum fulfilment from life for as long as they are able, a holistic approach to care and support is essential. A person's social, cultural and spiritual well-being are all part of their care at Kemp. In-house activities run six days a week, including themed days throughout the year. There are also resident social groups. In line with The Mission's Christian values, St. Nicholas Chapel is on site, with a dedicated Chaplain to provide spiritual support and pastoral care.

We encourage residents to maintain links with whānau and community, and welcome whānau participation in our events. We have open visiting hours and hold monthly community support group meetings on site. It's also critical that the environment encourages residents to make meaningful choices – including their clothing, the layout and contents of their rooms, and participation in healthcare decisions. Regular resident and whānau meetings mean people get a say in the place they call home.

Kemp Home & Hospital's environment enables many of its residents to be as independent as they can, and achieve a lifestyle that would not be possible without a level of support.

## THIS YEAR

Kemp Home & Hospital has continued to deliver services with care and compassion within a home-like environment for both permanent and respite residents.

This year Kemp has seen a continued trend of seniors remaining in their own homes longer. Seniors are entering residential care when they are frailer, so Kemp has seen a marked increase in the complexity of residents' medical, behavioural and social needs. This has meant an increase in registered nurse input at Kemp, along with a need for more specialised equipment such as hoists and pressure relief mattresses.

Kemp has also continued to facilitate opportunities for residents to participate in the community and maintain links with whānau. There are regular visits from local community groups as part of the recreation programme, and there are a variety of special events throughout the year. Residents are given opportunities to celebrate their cultural and spiritual values too, such as a Māori & Pasifika resident group, harakeke/flax weaving, and celebration of Matariki month.

At Kemp we value collaboration and enjoy working together to achieve the best results. We work in partnership with residents, their families, and with other agencies such as Mary Potter Hospice and Capital & Coast District Health Board Services to deliver the best care.

This year Kemp was pleased to achieve its four-year Health and Disability Standards certification, verifying compliance with the Health and Disability Standards and confirming that it's a high-quality place to live and work.

## LOOKING FORWARD

With consideration for the changing resident demographic and future models of support for seniors, in the coming year Kemp will review its current operation and model of practice and determine our long-term approach to supporting the most vulnerable seniors.

Residents are continuing to enter residential care with increasingly complex issues, so a higher level of clinical expertise and resources are required to meet these needs.

We are also looking to identify new technologies to enhance our service delivery for the benefit of both residents and their whānau. For example, we are looking into simple tracking technology for confused residents who can be prone to wander.

Some of our residents have limited whānau or social support, so this year Kemp will continue its focus on providing that support to ensure each resident feels included and cared for.

An 81-bed facility offering both rest home and hospital-level care, for residents who require permanent or short-term care – improving their quality of life.



**It can be hard for people to reach out for help – especially when they don't realise just how much they are struggling. By banding together to provide a safe home, healthcare, hobbies, and opportunities to mend or build new relationships and find spirituality, they can get back to living a meaningful life.**

### MY STORY

Life was really tough after my mum passed away six years ago. It was a terrible blow for our family, and my relationships with my sisters broke down. My two children had moved away too, so I felt alone and lost my God and faith. I didn't know at the time I was unwell, but my mental and physical health deteriorated. I kept moving from one flat to another, couldn't take care of myself, and never felt at ease living alone. I wasn't coping, and ended up in hospital for a while. My nurse saw that I needed full-time care, and arranged a meeting with Kemp Home & Hospital. A week later I moved in.

I didn't think I would enjoy being in care but I do! Kemp has such a caring atmosphere – all of us are one big family. I feel safe, healthy, and know I'm being well cared for by staff. I love being able to remain so independent. I go shopping, and meet family and friends for coffee. I take part in most of the in-house activities, like morning exercises, arts and crafts, gardening, and special events like our cultural days. I've got my sisters back in my life too. It turned out they didn't know where I was because I didn't have a phone in my flat. We talk a lot now, which is wonderful. I've found my faith again as well. I attend the services in Kemp's chapel, and have friends who pick me up to take me to another church on Sundays.

I get great joy every day through all the activities I do, and my relationships with other people – and it's all improved my health as well. I really am so blessed. I have a great life here, and feel at peace.

# Financial Reports

## FULL FINANCIAL REPORT AVAILABLE:

The summary financial reports have been extracted from the audited financial statements of the Wellington City Mission (Anglican) Trust Board, for the year ended 31 March 2017. The summary financial reports may not contain sufficient information to enable a full understanding of the financial affairs of the trust. Copies of the full financial statements for the year ended 31 March 2017 can be obtained from the Corporate Services Manager, Wellington City Mission, PO Box 7477, Newtown, Wellington 6242.

## SUMMARY OF COMPREHENSIVE REVENUE AND EXPENSE FOR THE YEAR ENDED 31 MARCH 2017

	2017 \$	2016 \$
<b>Operating Expenses</b>		
Operating Kemp Home & Hospital	3,983,063	3,923,704
Operating Community Services	3,352,510	2,886,572
Prepackaged meal production – Ezee Meals <sup>2</sup>	45	20
	<b>7,335,618</b>	<b>6,810,296</b>
<b>Operating Revenue</b>		
Kemp Home & Hospital fees	3,927,497	3,892,117
Community Services income – donations, grants	2,596,398	2,756,496
Retail store sales <sup>1</sup>	354,638	0
Prepackaged meal production – Ezee Meals <sup>2</sup>	18,099	14,000
	<b>6,896,632</b>	<b>6,662,613</b>
<b>Other Revenue</b>		
Investment income	225,585	102,812
	<b>(213,401)</b>	<b>(44,871)</b>
<b>Consolidated Loss For The Year</b>		
<b>Other Comprehensive Revenue and Expense</b>		
Revaluation of land and buildings	0	387,408
	<b>(213,401)</b>	<b>342,537</b>
<b>Total Comprehensive Revenue and Expense</b>		

<sup>1</sup> The Wellington City Mission operates one retail store, which opened in April 2016.

<sup>2</sup> We ceased production of Ezee Meals in August 2014. Revenue and expenses are in relation to the historic sale of plant and inventory.

## SUMMARY OF CONSOLIDATED FINANCIAL POSITION AS AT 31 MARCH 2017

<b>ASSETS</b>	<b>2017</b>	<b>2016</b>
	<b>\$</b>	<b>\$</b>
<b>Current Assets</b>		
Cash and cash equivalents	308,517	294,059
Trade and other receivables	211,127	276,427
Investments	60,489	268,963
Prepayments	100,717	104,778
	<hr/>	<hr/>
	680,850	944,227
<b>Non-Current Assets</b>		
Investments	3,318,066	3,054,915
Property, plant & equipment	6,474,600	6,620,238
	<hr/>	<hr/>
	9,792,666	9,675,153
<b>Total Assets</b>	<hr/>	<hr/>
	<b>10,473,516</b>	<b>10,619,380</b>

<b>LIABILITIES</b>	<b>2017</b>	<b>2016</b>
	<b>\$</b>	<b>\$</b>
<b>Current Liabilities</b>		
Trade and other payables	314,240	260,994
Income in advance	49,650	29,170
Employee entitlements	493,868	500,057
	<hr/>	<hr/>
	857,758	790,221
<b>Non-Current Liabilities</b>		
Employee entitlements – long service leave	65,689	65,689
	<hr/>	<hr/>
	65,689	65,689
<b>Equity</b>		
Accumulated funds	6,811,933	7,025,334
Asset revaluation reserve	2,738,136	2,738,136
	<hr/>	<hr/>
	9,550,069	9,763,470
<b>Total Equity &amp; Liabilities</b>	<hr/>	<hr/>
	<b>10,473,516</b>	<b>10,619,380</b>



## City Mission Store



In April 2016, The Mission opened a second-hand shop. The City Mission Store is located on the corner of Taranaki and Abel Smith Streets – just a few doors down from where The Mission’s historic hospital and office once was on Taranaki Street.

The shop sells high-quality second-hand clothing, furniture, houseware, books, movies, and more. It is run and operated by a diverse group of people living in Greater Wellington – a mixture of paid staff and volunteers. Everything is donated by generous people who’d like to see their very usable yet unwanted items find a new home. We also have a truck that does item pickups and drop-offs throughout the region.

### **JEREMY NEEVE, PROJECT MANAGER, CITY MISSION STORE:**

What I love about the concept of the City Mission Store is that it has both recycling and community elements to it. Our donors give us their unwanted goods, and in turn we sell those to people in genuine need and others who are just op-shoppers looking for a great deal. That money then goes back towards helping people in the community through the work that The Mission does. It’s just a really good story all around.

### **WHY SET UP THE CITY MISSION STORE?**

Like all charities, The Mission faces increasing challenges to raise funds from donations, grants, and contracts. A charity shop was one great way to take some control and create sustainable long-term income, and potentially grow the number of stores. It’s good for profiling The Mission in town too, because a lot of people walk or drive past and see our signage. It also directly assists some of The Mission’s clients, because they are able to have donated or buy high-quality furniture and clothing that will really help them out.

## HOW IS IT SET UP?

Of central importance to us has been setting up and managing the store in a professional manner. The premises is bright and clean, the goods are presented tidily, and staff are knowledgeable and friendly. We believe this not only makes it an accessible and enjoyable experience for customers and donors, but also creates the best chance for it to generate revenue. Ultimately it's a convenient new way for people to show their support for The Mission, as all the profit made goes back into the community through helping to fund our core programmes.

## HOW HAS ITS FIRST YEAR GONE?

It's been really fun, exciting, and successful. Right from day one, we had a lot of people coming into the store, and every week we've had more and more customers. Wellington has been very welcoming - I think mainly because they're pleased with the high standards that we set, and the goodwill they have for The Mission. We've become a very viable alternative for donors too because they see the high-level of what we do, and that in turn encourages them to give us good quality donations. Profitability-wise, we initially set targets that we have managed to exceed - so the profit going back to The Mission continues to grow.

## WHAT'S THE FOCUS 2017/18?

While our current shop will continue to maintain its exceptional quality, and engage with donors, it has always been our intention to have more than one shop. We've now found a location in Jackson Street, Petone. Like the one in Wellington, it is a high-profile site, and will run on a similar model. Part of the decision to establish a store in Petone is that we feel there is a gap in the market there. But it's also good for The Mission to have a public profile in the Hutt Valley, as that's where Mission programmes do a lot of great work - especially with families and older people.



# Fundraising & Ways to Support

Every year The Mission embarks on a variety of fundraising projects in order to raise the money needed to run our programmes and services. There are certain campaigns that we run annually, each time honing them to ensure they're achieving the best results. We also enjoy finding innovative new ways for people to support The Mission.

We are so grateful for everyone who gets behind these projects and events – you're making a huge difference in the lives of people in need across Greater Wellington! Please read on as we share some of our highlights from the 2016/17 financial year:

## BROWN PAPER BAG APPEAL

In its tenth year, our 2016 Brown Paper Bag Appeal received overwhelming support. Throughout June generous people, businesses, and organisations chose to donate either funds or food to support The Mission's Foodbank and Drop-in Centre. Over the course of the appeal over 2,000 bags were filled with food and a combined total worth more than \$130,000 was donated!

## CHRISTMAS STAR APPEAL

We asked Greater Wellington to "be someone's star" by getting behind our Christmas Star Appeal last year. As part of this appeal we hosted our Christmas Walk of Fame on Wellington's waterfront for the second year. This was a great success with almost 200 stars purchased by families, businesses and teams, including brand new Gold Stars!

Another highlight included hosting a brand new Christmas raffle with nine amazing prizes including a 2016 Mitsubishi Mirage!

Workplaces across Greater Wellington also filled 420 Christmas Star Boxes with food and gifts!

In total, over \$140,000 was raised from Christmas Star events, around 1,300 food parcels given out feeding approximately 3,000 people, and approximately 1,700 children received new gifts.

## LONG-TERM REGULAR DONORS

We are incredibly grateful for the people and businesses who partner with us and donate regularly throughout the year. This long-term, consistent commitment makes a huge difference and allows us to do so much in Greater Wellington's communities. Thank you!

## THE FOOD SHOW

We were the official charity partner of The Wellington Food Show for the second year running. The three-day event at The Westpac Stadium in May 2016 was a great success. In total we raised over \$3,000, and drove away with a truck-load of donated stock for our Foodbank and Drop-in Centre!

## BUSINESS BREAKFAST

We had a great time hosting business and community leaders at our second annual Business Breakfast in August 2016. It was an honour to have Murray Edridge, Deputy Chief Executive, Child, Youth & Family and Community Investment for the Ministry of Social Development, as our keynote speaker. We also officially presented our 2015-16 Annual Review at this event.

## 14 HOURS HOMELESS

In October we enjoyed being part of 14 Hours Homeless, an awareness and fundraising event for social service organisations who work with the homeless. In Wellington around 200 people slept out on cardboard, in a car, or on a couch, and those who chose to support The Mission raised close to \$8,000! This money has helped us in our work with the homeless, including our role in the Te Mahana Strategy to end homelessness in Wellington.

## #TOP10FORTEN

It was fantastic to partner with to Yellow Fever - Supporters of the Wellington Phoenix FC and LFC Wellington in October 2016

for a campaign called #Top10forTen. To celebrate the first game of the Wellington Phoenix FC's 10th season, people brought donations of cash and our top ten most-needed food items along to the game. We were excited to fill 16 boxes with food items and collect around \$1,800 in cash!

## HURRICANES PARTNERSHIP

Earlier in 2017 we were excited to announce that The Mission is an official charity partner of The Hurricanes this year! We're working closely together all year round.

## TRUSTS AND FOUNDATIONS

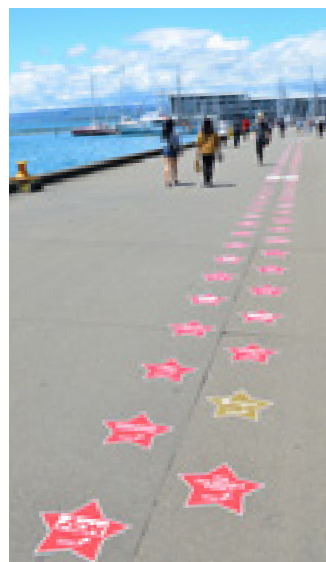
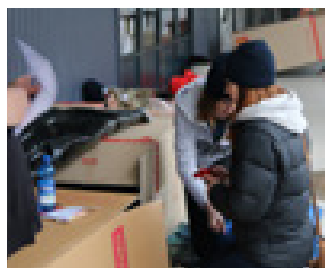
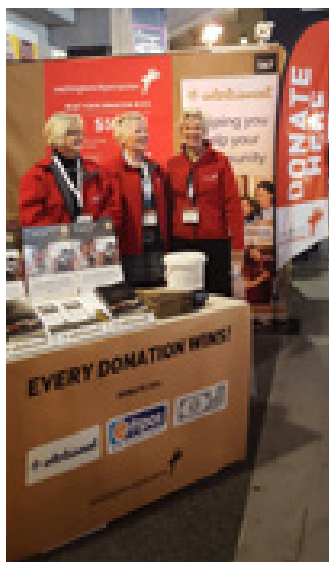
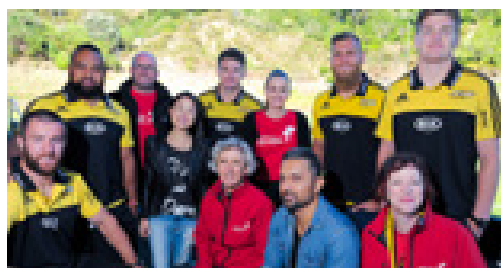
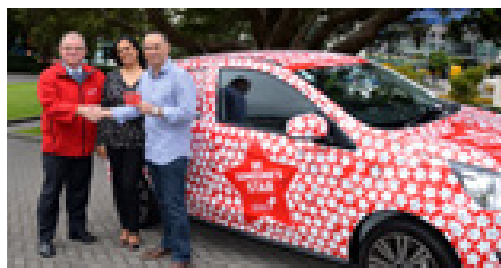
There are a number of key Trusts and Foundations which provide funding for The Mission throughout the year. We simply couldn't do what we do without these contributions, so a special thanks goes to these groups. See the 'Thanks to our Supporters' page for a full list of key supporters including Trusts and Foundations.

**We want to extend our sincerest thanks to every individual, family, business and organisation that supported The Mission's fundraising appeals and events last year.**

**The monetary and goods-in-kind donations we received have ensured that we can continue helping people in Greater Wellington who are in distress – especially during particularly difficult times like winter and Christmas.**

**It's incredible to see this support touching the lives of thousands of people. Thank you!**

**Robbie Ross  
Marketing and Fundraising Manager**



## WAYS TO SUPPORT

### Financial

- Online donation
- Automatic Payment
- Payroll Giving
- Annual pledge
- Fundraise on our behalf
- Donate to our mail appeals via our magazine (please see 'Stay In Touch')

### Corporate

- Corporate donation
- Forming a corporate partnership
- Sponsoring our programmes

### Our Major Appeals

- Winter Appeal
- Christmas Star Appeal

### Goods-in-kind

- Food
- Surplus stock
- Donate goods to the City Mission Store

### Bequest

Leaving a bequest is one of the most effective ways you can help to make sure there is always someone there for those most in need throughout Greater Wellington. To find out more, and how to update your Will to include The Mission, please call (04) 245 0864, or email [enquiries@wgtncitymission.org.nz](mailto:enquiries@wgtncitymission.org.nz).

### Volunteer

Many caring individuals, families, organisations and corporate groups donate their time to help us out. We depend on volunteers to keep our services going throughout the year (especially in the Foodbank and Drop-in Centre), and during our major appeals.

### Stay in Touch

Sign up online to receive our quarterly On a Mission Magazine, so you can see how your support is helping people to create positive futures.

**Please visit the 'Want To Help?' page on our website, [wellingtoncitymission.org.nz](http://wellingtoncitymission.org.nz), to find out more about ways you can support, or to make a donation.**

### Find us on social media:



Facebook:  
The Wellington City Mission



Instagram:  
@wellingtoncitymission



Twitter:  
@wgtncitymission

# Thanks to our Supporters

Everything described in this Annual Review was only made possible through the ongoing generosity of The Mission's family of supporters.

To all our wonderful donors who show their support through our quarterly magazines, fundraising events and appeals, online donations, Automatic Payments, Payroll Giving and corporate sponsorship, and to those who generously give goods in-kind and volunteer their time – thank you!

Our thanks also go to The Mission Auxiliary and the Anglican Diocese of Wellington, for their continued support.

**We would not be able to have such a great impact on families and individuals throughout our region without this support. Each contribution, no matter the size, helps us to make a lasting difference in Greater Wellington. Every supporter becomes part of our family, and we are truly stronger together.**

AECOM

**Able Technology Ltd**

Acme Engineering Ltd

**Add Smart**

Advanced Building Services Wellington Ltd

**Agenda Ltd**

AHI - Carrier (NZ) Ltd

**Aluminium Extrusion Company**

AMP Foundation

**Anglican Care Network**

ANZ

**Aon Financial Services**

Arthur N Button Charitable Trust

**ASB**

Ascendo

**Aurecon New Zealand Limited**

Beca Corporate Holdings Ltd

**Bill Brown Trust**

BNZ Partners Wellington Fundraising Committee

**Bowen Trust Board**

Brandons Lawyers

**British American Tobacco**

C H Izard

**Café Devine**

Capital Scaffolding 2000 Ltd

**Caroline Uren Bequest**

Chapman Tripp

**Child Youth & Family Services**

Chorus Ltd

**Cigna Life Insurance NZ Ltd**

City GP's

**Cogs**

Contact Energy Ltd

**Continuum Consulting Group**

Countdown Kilbirnie

**Countdown Newtown**

Cricket Wellington

**Darlington Drilling & Piling**

Darroch Forrest

**Datacom Systems (Wgtn) Ltd**

Deloitte

**Department of Corrections**

Department of Internal Affairs

**Designworks Wellington**

Dewar Appliance Services Ltd

**Dimension Data**

DineAid Charitable Trust

**Dixon Dunlop Ltd**

Ebos Healthcare

**EFTPOS NZ**

EndGame Ltd

**e-Spatial Ltd**

Fairfax Media

**Flaunt International Ltd**

Foodstuffs Wellington

**Ford Sumner**

Format Print

**Four Winds Foundation Ltd**

Fuji Xerox New Zealand Limited

**Fulton Hogan**

Gadbrook Trust

**Gelissimo Gelato**

George Denton Trust

**Good Bitches Baking**

Green Newman Holdings

**Harbour City Security Ltd**

Hellers

**Henshaw Signs**

Hilda Curtis Charitable Trust

**Howie Shoot Pictures**

Hurricanes Ltd

**Infinity Foundation**

Intercontinental Wellington

**Interwaste**

Island Bay Butchery

**J H Whittaker & Sons**

J M Butler Charitable Trust

**Jenny Craig**

Joe Aspell Trust

**John Ilott Charitable Trust**

Johnson & Johnson

**Kaffee Eis**

Kaibosh Food Rescue

**Kensington Swan**

Kiwibank

**KiwiRail**

Kraus & Naimer Ltd

**La Bella Italia**

Lewis Road Creamery

**LFC Supporters Club Wellington**

Lion Foundation

**Little Island Coconut Creamery**



Mad Butcher Lower Hutt  
**Magnify Consulting Ltd**  
 Mainland Foundation  
**Mana Community Grants Foundation**  
 Maurice Hughes Downer Charitable Trust  
**McCabe & Co**  
 Mediaworks Radio Ltd  
**Mexted Motors**  
 Mindfull Ltd  
**Ministry of Business, Innovation and Employment**  
 Ministry of Education  
**Ministry of Foreign Affairs and Trade**  
 Ministry of Health  
**Ministry of Social Development**  
 Miramar Peninsula Community Trust  
**Mission to Seafarers**  
 Mitsubishi New Zealand  
**Mokoia Masonic Perpetual Trust**  
 Moore Wilson's  
**Museums Wellington**  
 New World Island Bay  
**New World Metro**  
 New World Newtown  
**New World Thorndon**  
 New World Wellington  
**New Zealand Community Trust**  
 New Zealand Council of Christian Social Services  
**New Zealand Lottery Grants Board**  
 New Zealand Post

**Nikau Foundation**  
 North Port Events  
**NZ Office Supplies**  
 NZTA National Office  
**OCG Consulting Ltd**  
 Ocular  
**Orangebox**  
 Organic Boxes  
**Pacific Charitable Trust**  
 Pacific Radiology  
**Panama Bakery**  
 Park Road Post Productions Ltd  
**Parker & Associates**  
 Pelorus Trust  
**Pioneer Finance Ltd**  
 Precinct Properties Ltd  
**PricewaterhouseCoopers**  
 Quantum Computers Limited  
**R C Reed Endowment**  
 RaboDirect  
**Relk Management Ltd**  
 Revive Fitness Womens Gym  
**Royal New Zealand Navy**  
 Ruth Pretty Catering  
**Samuel Marsden Collegiate School**  
 Scots College  
**Shoe Clinic**  
 Signify Ltd  
**Silver Fern Farms**  
 Snapper  
**So Sweet Fresh Produce**

St Joans Charitable Trust  
**St Luke's Anglican Church**  
 St Mark's School  
**St Mary's Anglican Church Karori**  
 St Michael and All Angels' Church  
**St Paul's Lutheran Church**  
 Staples Rodway Wellington  
**StarNow**  
 Strathlachlan Fund  
**Studio Pacific Architecture**  
 T G Macarthy Trust  
**Tegel Chicken Ltd**  
 Tennent Brown Architects Ltd  
**Tennent Family Charitable Trust**  
 The Dominion Post  
**The Featherston Bar & Grill**  
 The Jack Jeffs Charitable Trust  
**The John Sands Trust**  
 The Margaret Ann Tibbles Charitable Trust  
**The Paddy Brow Charitable Trust**  
 The Spark Foundation  
**The Tindall Foundation**  
 Thomas George Macarthy Trust  
**Ticketek**  
 Trade Me Ltd  
**Trust House Community Trust**  
 Urban Perspectives Ltd  
**Vavasour Charitable Trust**  
 Viking Sales & Services Ltd  
**Walter Rana Norwood Charitable Trust**  
 Wellington Airport

**Wellington Childrens Foundation Incorporated**  
 Wellington City Council  
**Wellington City Transport Ltd**  
 Wellington Girls' College  
**Wellington High School**  
 Westpac New Zealand  
**Weta Digital**  
 Winton & Margaret Bear Charitable Trust  
**Yellow Fever**  
 Z Energy New Zealand

# Thanks to our Partnering Agencies

We work collaboratively with a wide range of groups in the Greater Wellington region to achieve the best outcomes for our clients, and we are careful not to replicate services already available in our community. Working together, we can achieve far more than if we were working alone.

## LOCAL AND CENTRAL GOVERNMENT AGENCIES:

Capital and Coast District Health Board  
**Hutt Valley District Health Board**  
Ministry for Vulnerable Children, Oranga Tamariki  
**Department of Corrections**  
Family and Community Services  
**Housing NZ**  
Ministry of Education  
**NZ Police**  
Work and Income

## COMMUNITY GROUPS AND OTHER HEALTH AND SOCIAL WELFARE PROFESSIONALS:

Age Concern  
**Barnados**  
Birthright  
**Boys and Girls Institute**  
Care Co-ordination Centre  
**CareNZ**  
ChangeMakers Refugee Forum  
**Citizens Advice Bureau**  
Commission for Financial Capability  
**Community Law Wellington and Hutt Valley**  
Consultancy Advocacy and Research Trust (CART)  
**Disability Information Centres**  
Downtown Community Ministry  
**Eastern Southern Youth Trust**  
Evolve  
**Family Planning**  
Family Works  
**Home of Compassion Soup Kitchen**  
Island Bay Marae  
**Mansfield House**  
Men's Night Shelter  
**Kahungunu Whānau Services**  
Open Home Foundation  
**Parent Help**  
Parents as First Teachers  
**Plunket**  
Red Cross Refugee Services

## Richmond Services

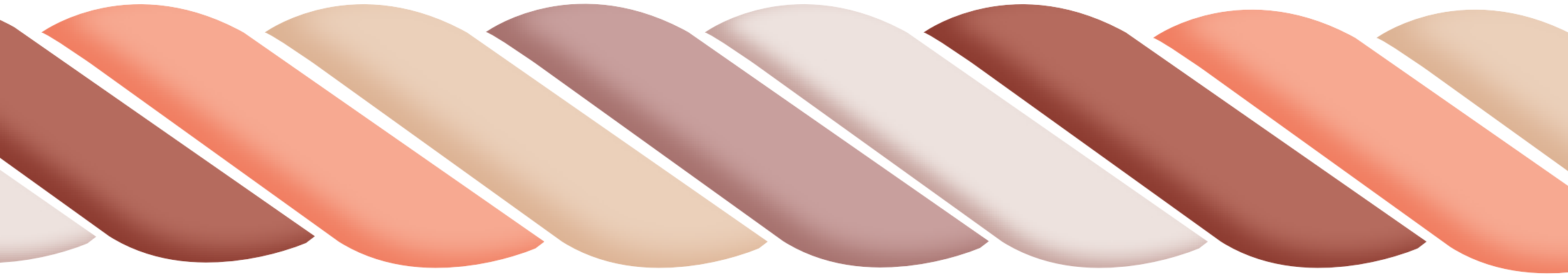
Salvation Army  
**Skylight counselling**  
St Vincent de Paul  
**Victim Support**  
Volunteer NZ  
**WellSTOP**  
Weltrust  
**Wesley Care**  
Women's Refuge

In addition, we work with primary health organisations, hospices, retirement villages, private nursing agencies, clergy, general practitioners, as well as a wide range of community crèches, independent midwives and other health and social service professionals.



**We are not meant to live life alone – we are called into community and in community we are stronger together. So we walk alongside those who need us at that point in time and for as long as it takes.**

wellingtoncitymission



#### THE WELLINGTON CITY MISSION

Chief Executive Officer and City Missioner  
All Mission programmes  
Finance & Administration  
Marketing & Fundraising

19 Gordon Place, Newtown  
PO Box 7477, Newtown, Wellington 6242  
Phone: (04) 245 0900  
Email: [enquiries@wgtncitymission.org.nz](mailto:enquiries@wgtncitymission.org.nz)

#### KEMP HOME & HOSPITAL (MISSION RESIDENTIAL CARE LTD)

21 Te Pene Avenue, Titahi Bay  
PO Box 52081, Titahi Bay, Porirua 5242  
Phone: (04) 236 8099  
Email: [info@kemphome.co.nz](mailto:info@kemphome.co.nz)

#### CITY MISSION STORE

Corner of Taranaki & Abel Smith Streets  
Phone: 0800 245 542  
Email: [collect@citymissionstore.nz](mailto:collect@citymissionstore.nz)