


HARD CHOICES

ANNUAL REVIEW 2017-18



wellingtoncitymission





"To be in the world who God is, here is what we seek: a compassion that can stand in awe at what the poor have to carry rather than stand in judgement at how they carry it."

Tattoos on the Heart by Gregory Boyle, page 67



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Reports - Chair & City Missioner

BOARD CHAIR'S REPORT

Kia ora tātou

Let me begin by thanking you for the generous support you have given The Wellington City Mission this year. It is inspiring to have so many different individuals, families, businesses, churches and groups backing The Mission in many ways, whether that's by donating funds or food, gifting volunteer time and professional services, or through prayer. Without you we could not do all we try to do.

The year has seen some significant leadership changes take place within The Mission. Michelle Branney decided to finish in her role as CEO/Tumuaki after eleven great years. We were blessed to have had Michelle in this role for the impact and stability she brought. Her legacy is evident in our strong operational base, and positions us well to continue developing into the future. We are grateful for her leadership and deep commitment to The Mission and all that it represents, and wish her the very best for whatever is next.

After much consideration, the Board decided to recruit a single leader for The Mission, in place of the split CEO and Missioner roles of the last 20 years. This decision echoes our history, and also reflects the leadership of our sister organisations in Auckland and Christchurch.

We were thrilled to appoint Murray Edridge as our new Wellington City Missioner. Murray's energy, experience and vision, integrated with his strong faith and sense of calling, will lead The Mission in this new role.

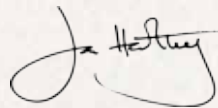
Rev. Tric Malcolm, the outgoing Missioner, continued for a period to support this transition. We give thanks

for Tric's enthusiastic commitment to The Mission, and for the significant impacts she had both within The Mission and the wider community during her nearly five years as City Missioner. We wish her all the best in her next endeavours knowing she will have significant positive impacts wherever she is working and ministering.

With strong leadership we are thinking about what we will be doing in the next five to ten years. Some things will stay the same, but we want to respond and lead on significant social well-being issues for those who live in the Wellington region. Undoubtedly new initiatives will emerge. We will stay true to our Vision and Values which inform both why we do what we do and how we do it. Central to this is the challenge to be the hands and feet of Christ in our communities.

On behalf of the Board I would like to thank you, our whānau of supporters, for your commitment to those who are in need, and for your grace throughout this period of change. We look forward to continuing to partner with you as we strive to make a real and lasting difference in communities throughout Wellington.

Ngā mihi maioha



Rev. Jon Hartley



"With strong leadership we are thinking about what we will be doing in the next five to ten years."

WELLINGTON CITY MISSIONER'S REPORT

Tēnā koutou katoa – greetings to you all

I heard a quote recently that said; “We look back and thank God, we look forward and trust God”. The Annual Review time for The Wellington City Mission is an opportunity to reflect on and celebrate the year that has been, and to look forward with anticipation to the year ahead. As the new Wellington City Missioner, I haven’t been a part of many of the things that are reported in this review document. What I am a part of is what The Mission does as it looks forward to the future.

In my time as City Missioner so far, I have been reading about and reflecting on our history; what The Mission has done so significantly and effectively over the last 114 years, and the remarkable people of faith who have led the journey and worked so tirelessly for the people we are here to serve. What we know with confidence is that God has for many years, worked powerfully through the people and work of The Mission to assist and support the most vulnerable in our communities. This is a wonderful encouragement to us as we think carefully and strategically about what The Mission looks like in the years to come, and how we plan and equip the organisation to make the biggest difference it can.

As our predecessors in The Mission did, there is a requirement for us to act contextually and to respond to the needs we see around us. The defining issues that we are seeing most frequently for people who are struggling are about insecurity and inadequacy of food, unaffordability and a lack of access to quality accommodation, challenges with addictions and health issues, and the difficulties of engaging effectively with service provision and central and local Government.

People are being forced into making some hard choices about how they use their limited and often insufficient resources. These hard choices have major impacts on their lives and their well-being. At The Mission, we also need to make some hard choices about where we invest our time, effort and resources in serving those that need us most. This commitment must be focused not only on seeking to meet the needs that people present to us, but using the opportunities available to us to seek to change the conditions and circumstances that led to such needs being present.

In 2018, The Mission does look back and thank God for everything; and we look forward in confidence as we trust God’s promises and faithfulness, and seek to do his will in the work we are all committed to.

For those of you who also walk so faithfully with us as donors, staff, volunteers or supporters in some other way, we say thank you and look forward to continuing this most important work together.

“For I know the plans I have for you” declares the Lord, “plans to prosper you and not to harm you, plans to give you hope and a future.” Jeremiah 29: 11

Ngā manaakitanga – blessings



Murray Edridge



“...there is a requirement for us to act contextually and to respond to the needs we see around us.”

About Us

ABOUT US

The Wellington City Mission is a charitable trust affiliated to the Anglican Church. We have been helping those most in need in the Wellington region for 114 years having been formed in 1904 from St. Peter's Church. In 1929, an Act of Parliament established The Mission as a separate entity.

Through our four programmes – Mission for Families, Mission for Youth, Mission for Independence, and Mission for Seniors – we provide holistic practical support to a broad range of people, from struggling families, to at-risk youth, and vulnerable older people. The assistance we provide includes food parcels, hot meals, advocacy, education, financial mentoring, and social work support. We also operate an elder care residential facility called Kemp Home & Hospital.

We are open to anyone who needs assistance – regardless of their religious belief, age, ethnicity or social background. 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.

BOARD OF TRUSTEES



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Fay Fruean-Va'ai
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Mission for Seniors



Valelia Gibb
Nurse Manager
Kemp Home & Hospital

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

How We Helped

During the 2017/18 year The Mission has walked alongside many families and individuals who were facing incredibly hard choices. Whether we provided them with food parcels, support to make a budget and pay back debt, advocacy, or simply a listening ear, at the end of the day the goal has always been for them to find empowerment, transformation, and fullness of life.



MISSION FOR FAMILIES

144

144 families were supported by our Mission for Families social workers - 57% lived in the Hutt Valley, and 43% lived in Wellington

2,279

Staff made 2,279 advocacy contacts to external organisations to support or advocate for families

342

342 children were supported by Mission for Families

90

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

MISSION FOR YOUTH

100%

100% of students did not offend or reoffend while enrolled on the programme

155

Students were assisted to achieve 155 NCEA credits, and take part in 139 Education Outside of the Classroom sessions and life skills workshops

53%

Mission for Youth had an average attendance of 53% – a major achievement in view of the history of truancy and general disinterest by these students in the mainstream education system

21

21 students attended Mission for Youth

MISSION FOR INDEPENDENCE

3,234

3,234 food parcels were distributed to families and individuals

557

The Community Services Advocate helped resolve 557 different issues for a total of 126 clients

23,186

23,186 meal servings (breakfasts, soups, mains, and desserts) were provided in the Drop-in Centre, to an average of 64 guests per day

182

182 people received financial mentoring; of these clients around 20% went on Total Money Management and reduced their combined debt by \$121,891

MISSION FOR SENIORS

185

185 seniors were supported by Mission for Seniors caseworkers - 68% lived in the Hutt Valley, and 32% in Wellington and Porirua

1,157

Staff made 1,157 face-to-face visits with clients in their own homes and in the community

86

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

836

Seniors were assisted to achieve 836 personal goals such as financial health, spiritual and cultural goals, increased home safety, health and well-being, and social activity and participation

KEMP HOME & HOSPITAL

22,602

Kemp Home & Hospital provided 22,602 bed nights of accommodation for 106 people

38

Staff participated in 38 training sessions

42

Kemp had 42 new admissions

794

Kemp residents were able to take part in 794 planned recreational activities and outings and community activities. Regular events included indoor bowls, arts and crafts, baking group, canine friends, church services, Māori and Pasifika group, and flax weaving. Community activities included visits from local schools, van outings to the community, and visiting musicians and entertainers

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WHAT WE DO

Mission for Families

Social work support for whānau through advocacy, education and guidance, empowering them to better manage their own circumstances.

THE PROGRAMME

The whānau we work with in Mission for Families (MFF) are usually sole parents, with tamariki aged from 0–16 years old. Their primary source of income is usually in the form of a benefit from Work and Income NZ, although we are seeing an emerging group of employed people who are also finding it difficult to manage financially. Circumstances vary hugely, but many of the whānau we work with are struggling to meet their basic needs including affordable and appropriate accommodation. They may have experienced domestic violence or trauma, and have limited resilience or local family support.

Our qualified team of social workers take a whānau-centred, strength-based approach to supporting whānau and tamariki. The programme empowers whānau with skills to address domestic violence, grow parenting behaviour that meets the needs of tamariki, facilitates access to resources, and supports and builds whānau resilience. Whānau can be referred from a variety of sources including other health, educational or social agencies, along with self-referral.

Whānau are allocated a social worker and, after an initial assessment process, a whānau-centred support plan is agreed and understood. In the short term we may be addressing immediate safety concerns and facilitating access to resources including the basic needs of food, health and sustainable accommodation. In order to support long term goal achievement, other Mission services such as financial mentoring or food

parcels may be utilised. The Mission has developed strong working relationships with other agencies and we advocate for whānau in situations they may find difficult, for example in working with government agencies and other organisations. We also collaborate with several external social agencies and networks, such as the Strengthening Families process.

Building whānau knowledge and skills so they are empowered to achieve their goals means our support is no longer required. However, we will remain there for whānau should they ever need our support again in the future.

THIS YEAR

Affordable, appropriate housing and the impact of poverty remained the two most significant issues for MFF whānau this year.

High rents and substandard housing conditions both put increased pressure on the whānau we have been working with. The lack of appropriate and affordable housing impacts negatively on the health and well-being of tamariki and whānau. This year we saw an increase in the number of whānau living in shared or overcrowded spaces with other whānau or friends, and an increase in the number of whānau living in emergency accommodation. Our MFF social workers have continued to spend a lot of time advocating on behalf of whānau with landlords and housing providers to help upgrade housing or find more suitable accommodation.

The impact of poverty continues to be an issue negatively affecting the whānau we work with. In our experience, food is the first thing they will cut back on when they do not have enough money for all the necessities. In response, the MFF team have continued collaborating with other Mission services to facilitate

access to resources to help meet the basic needs of whānau. Our Foodbank supplies food parcels, baby necessities, and household products as temporary relief, while our Financial Mentoring service helps whānau pay off debt and create realistic budgets. This support has empowered 90 whānau to achieve their personal goals this year so that they no longer need support from The Mission.

LOOKING FORWARD

Because the impact of poverty and the struggle to meet basic needs are such significant challenges for the whānau we work with, we are looking forward to expanding access to our Financial Mentoring service. One of our MFF social workers has now completed training as a financial mentor and will soon begin delivering budgeting services to whānau in their homes. This new initiative will help make it even easier for whānau to access this service and allow them to receive the financial mentoring they need.

We expect that a lack of appropriate housing will remain a key issue for the whānau we work with in the coming year. This will continue to put a stress on MFF whānau, and our social workers will continue to advocate for them to find appropriate, safe housing where they can thrive.

Principles of partnership are embedded in all our engagement with whānau and tamariki, so in the coming year we will be encouraging whānau to influence our service delivery. There will be opportunities for whānau to give us feedback on the services we provide, to help ensure we are meeting the specific needs of the communities we work in.





**It's a huge relief knowing
that Lilly is safe and healthy.**

No parent should have to choose which necessities their family will miss out on each week. But because of ongoing issues like unsafe housing and low incomes, many families we work with are stuck and can't see a way out. With the right support, they can give their children a much better start in life.

MY STORY

Just over a year ago, my husband and I felt like we were sinking. A lot of our problems came from not having enough money. I was looking after our newborn baby Lilly, and my husband could only find part-time work. We were living in a mouldy one-room studio. We all got sick a lot, but we couldn't afford both heating and food. There were young people drinking and doing drugs in our neighbourhood as well, so with my husband working a night shift, I never felt safe. We couldn't apply for a new house because we already had one, and a private rental was simply out of our budget.

A Mission social worker, Trudy, came into our lives at the perfect time. Her visits, encouragement, and support gave us new hope. After having to make hard choices about what we would have to go without each week, she brought us parcels filled with healthy food and nappies for Lilly, to help lower our costs. She advocated for us with Housing NZ, Work and Income, and even our local MP to find our beautiful new home. We'll always remember having Lilly's first Christmas here – especially because Trudy surprised us with toys and Christmas food which we would otherwise have gone without!

Now we're building a better life for our family. With Trudy's support, my husband got full-time work. Our budget is still pretty tight, but it's a huge relief knowing that Lilly is safe and healthy. We're so thankful for all the help we got, and earlier this year we finished receiving assistance from The Mission. We feel like anything is possible now, and we're so excited for Lilly to have a good future.

Mission for Youth

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.

THE PROGRAMME

Disengaged rangatahi often look for new ways of being accepted. This can lead down a negative or counter-productive path, and cause associations with inappropriate 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 rangatahi. 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 mental health issues, family dysfunction, violence, abuse, or drug and alcohol addiction. Through counselling, personal support, advocacy and mentoring, some of the Wellington region'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.

Rangatahi 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.

Through MFY rangatahi find an identified pathway for their future including returning to mainstream school, enrolling in ongoing education/training, or moving into paid employment. This enables them to engage in and positively contribute to their community.

THIS YEAR

This year MFY has continued to see more complex high risk rangatahi entering the programme, while the average age of students has remained 14.5 years of age.

The complexity of student's issues has meant that they need increased support from the MFY team, along with access to more specialised external services. MFY has continued to work collaboratively with other agencies like Police Youth Aid, Oranga Tamariki, Ngati Kahungunu Whānau Services, and Challenge 2000.

Particularly noticeable has been the increased need for rangatahi to access health services this year including counselling, mental health services, alcohol and drug addiction services, pre and post-natal support, and sexual health services. Because of this, MFY has worked closely with Evolve Youth Service to offer a free weekly health clinic on-site for students.

The impact of poverty has continued to be a challenge for many of our rangatahi and their whānau. We have seen more whānau within the MFY programme needing other support from The Mission such as food parcels from our Foodbank. There has also been an increase in the number of refugee whānau in the MFY programme

this year who often present with their own unique challenges, including language barriers.

Many of our rangatahi have moved on to further studies in the last 12 months including Capital Training and Wellington Institute of Technology, while others have entered into full or part-time employment.

LOOKING FORWARD

In the next year we will continue growing and improving our curriculum, and we hope to give our rangatahi diverse opportunities with their education, work placements, and pathway plans. We strive to prepare them as best as we can for the workplace or further education. To ensure our rangatahi have a positive next step when it's time for them to leave MFY, we are actively seeking out a diverse range of programmes, courses and educational opportunities that suit a variety of interest areas.

We are also looking at the possibility of offering supported work experience placements in The Mission's Drop-in Centre or City Mission Stores in the coming year. This will be an exciting new way for rangatahi to get practical experience in the workforce, and gain units for their NCEA.

When rangatahi leave our programme, they often still need some support as they transition into further education, training or employment. In order to help them achieve their long-term goals, we will be strengthening and further extending our youth worker/mentor relationship from six months post-programme to 12 months.





Something just clicked. I went from "I don't care about anything" to "what can I learn now, and where can I go after this?"

A lot of rangatahi who feel alone are making destructive decisions now, which are shaping their future direction. Mission for Youth is a place of belonging for those who are feeling left out – providing the guidance and opportunities they need to get onto a better path and fulfill their potential.

MY STORY

Before I came to MFY a year ago, life wasn't good. I was 15, struggling with my anger and violence issues, and getting into trouble with the police. I wasn't wanted at school anymore, and I felt worthless.

But MFY was there for me, and everything changed. For the first time in a long time I was being told I could go further than I'd ever thought. I loved coming in every day. We got to do life-skills like managing money and bank accounts, and I enjoyed being creative. The smaller classroom size was better suited for me too – I actually achieved my first ever NCEA credits in the first couple of weeks! I had a place to escape from the negative stuff, and the staff helped me through a lot. I could talk about anything, and my anger issues started lifting away. Something just clicked. I went from "I don't care about anything" to "what can I learn now, and where can I go after this?" Working in the trades is something I've wanted to do for a long time, so my youth worker Taylor (pictured) helped me take my next step into training.

I graduated MFY at the top of attendance and achievement. I never in my life thought I would hear a police officer say nice things about me like at our prizegiving – especially one who had arrested me the year before. I can't believe how much MFY changed my entire life in eight months. I'm so proud to be independent, and working towards a career I'm passionate about. I can see my whole future planned out, and I can't wait to keep moving up in the world.

Mission for Independence

Guiding, supporting, mentoring and connecting with vulnerable members of the community, enabling them to achieve an improved quality of life.

THE PROGRAMME

People in distress due to unemployment, debt, homelessness 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 their basic needs of food, health or accommodation.

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 service users focus on achieving positive long-term outcomes. The CSA acts as a navigator and facilitates access to much needed resources and support, and Financial Mentoring (which offers budgeting advice and Total Money Management) provides people with support and education to achieve their goals.

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 with dignity – not in isolation, but with connection and meaning.

THIS YEAR

Access to safe, appropriate and affordable accommodation remained as a key issue for MFI service users, and our team has continued to spend a significant amount of time supporting and advocating for them this year.

There has been an increased demand for the services of our Community Services Advocate this year, and an increase in the complexity of issues they are dealing with. The CSA has worked in close collaboration with other agencies such as housing providers, mental health services and addiction specialists to get the best outcomes for these clients. The CSA had some fantastic outcomes this year including finding housing for people who have been chronically homeless.

Our Foodbank provided 3,234 food parcels this year. The number of employed people who are accessing food support has continued to grow, highlighting the number of working poor in our region. Our Foodbank also started a successful new initiative this year called 'Pantry Starter Kits' to assist people who are moving from temporary/transitional housing into a more permanent home.

This year our financial mentors have continued to see people accessing the service with increasingly large

and complex debt. As a result, our mentors have spent more time negotiating with debt agencies.

Our Drop-in Centre kitchen underwent renovations this year in order to comply with the new Food Safety Act. While this did cause temporary disruption to our meal service, the renovations have ensured this space is both safe and more user-friendly for our guests, volunteers and staff.

LOOKING FORWARD

We expect that affordable and appropriate accommodation will continue to be a major issue for clients across MFI's services in the coming year.

To ensure we are able to meet the growing demand for the services of our Community Services Advocate, particularly in regards to housing, we are planning to expand the CSA service in the next 12 months. We will also continue building relationships with a variety of emergency and social housing providers in order to best support clients facing major housing challenges.

In the coming year we will be reviewing our Foodbank model of practice to make sure we are providing the most appropriate service, in a way that best suits the communities we serve. We will also be refining and developing our volunteer programme to facilitate more opportunities for people to engage in meaningful volunteer activities.

We will explore opportunities to respond more effectively to the accommodation needs of our community and we will strengthen our partnerships with others for the benefit of the people we work with.





The human contact was so important. The Mission's staff were making me feel a lot better and breaking down the barriers I'd put up.

There are many factors that can lead someone into homelessness, from simply being unable to find affordable housing to deeply-rooted personal issues. Making the decision to break that cycle and ask for help can be overwhelmingly daunting. But The Mission's expert services are here to help whenever someone is ready.

MY STORY

I lived in my van for over three years. At the time my mind wasn't in a good way, and I had ongoing bronchitis and stomach problems. I had very little money, and mostly kept to myself. I'd had some bad experiences with government agencies so I didn't trust them. Being homeless didn't feel good at all but I honestly thought that nothing could be done to change my situation.

After some persuading by a friend, I decided to go into The Mission's Drop-in Centre (DIC). Soon I started visiting regularly for the good food and company, and to use the shower. The human contact was so important. Even if they didn't realise it, The Mission's staff were making me feel a lot better and breaking down the barriers I'd put up. They even gave me valuable items like a new pair of shoes and a sleeping bag, which I was very grateful for. So when I really needed help sorting out my sickness benefit I approached their Community Services Advocate, Rowan (pictured). It was a huge relief seeing how she could work with the agencies I'd struggled with before, so we applied for housing as well. When I got a house I was absolutely elated – something I hadn't felt for such a long time.

At first it was a little hard getting my head around keeping on top of the costs, but knowing The Mission is there for me makes me feel confident that I'll manage. I still visit the DIC as much as I can, they're a bit of a family really. My health has improved immensely, and I feel a lot safer and part of a community. I reckon I might even live a few years longer too!

Mission for Seniors

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

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 to help older people 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 become interdependent with their community, which enables them to remain in their own homes for as long as possible.

Initially we assist with prioritising their 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

This year MFS clients have been more vulnerable, with more health concerns. Our MFS team have also seen an increase in the severity of cognitive impairment. Because of the complex health and well-being problems that many MFS clients face, our team have continued to upskill and grow their knowledge of health support services, agencies and networks in the region. This allows them to best manage the specific health needs of each client as they arise.

Affordable and appropriate housing has remained as another key issue for our seniors this year. The increasing price of private rentals has affected many older people in our region, and many are living in inadequate or unhealthy housing. Our caseworkers have continued to support and advocate for older people to find appropriate housing for their needs.

Financial difficulties are also common. Our MFS team have noticed that seniors will often sacrifice nutritional food and necessities like heating when they are struggling to make ends meet, and there has been an increase in the number of seniors accessing budgeting support.

Loneliness and social isolation also continue to be major issues for MFS clients, with 49% saying they feel lonely. Many are restricted to their homes because of health or disability issues, and a quarter are estranged from family or don't have family. MFS has continued to

provide support in this area this year by helping seniors to get involved in their communities again or reconnect with whānau.

LOOKING FORWARD

There was an 8% increase in the number of seniors supported by the MFS programme this year. With an aging population in New Zealand, we are expecting this growth to continue in the coming year.

We anticipate that affordable and appropriate rental housing, social isolation, and health issues such as cognitive impairment will continue to be issues for the vulnerable seniors we work with. We will explore new ways of responding to these issues more effectively, including working collaboratively with others and utilising local community resources.



I'm so grateful and appreciative of what The Mission did for me... I feel comfortable, and I have a warm and healthy home!

Many older people The Mission works with have felt as though their voices aren't being heard. In some cases they find it so difficult to navigate health and housing processes, they have no choice but to accept what can be a distressing and even dangerous day-to-day reality.

MY STORY

Living in my home was terrible for the last couple of years. Every time it rained, my ceiling would get soaking wet. As the months went by, the brown watermark and sagging spread further throughout the house. I'd look up at the ceiling every day, scared that it was going to fall in. It was so cold and damp inside and I was getting sick a lot, which was really bad for my heart condition. I'd shut the doors and run the heater, but I just couldn't warm the house. My power bill went sky-high, and I couldn't afford to pay for it along with my other living costs. I had to ask my family to help me make ends meet.

I rang my housing provider countless times telling them about the problem. Their system said the roof had been fixed, and they kept saying they'd send someone around to look at it. But no-one ever came. It was only getting worse and we couldn't do anything about it. I felt like I was going to be forgotten. When Annette from The Mission came in it was such a relief. She got to work straight away, by visiting my home and then talking with my housing provider on my behalf. It was amazing how she knew exactly what to do, and she arranged for a representative to come out and see it. Finally, they replaced the entire roof and ceiling!

I'm so grateful and appreciative of what The Mission did for me. After years of trying to get my roof fixed, with Annette by my side it only took a couple of months. It has made such a great improvement in my life. I feel comfortable, and I have a warm and healthy home!

Kemp Home & Hospital

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.

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 the

clothes they wear, 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 once again delivered its services with care and compassion for both permanent and respite residents. This year Kemp facilitated 42 admissions and supported 106 residents in total.

The trend of seniors remaining in their own homes for longer continued this year, meaning that more people are entering residential care when they are frailer, with more complex medical, behavioural and social needs. Kemp has also seen an increase in end of life care and support for residents, along with an increased need to provide short-term respite care. This has meant that more registered nurse input and specialised equipment has been required.

Kemp has continued to support residents by providing opportunities for them to participate in and maintain links with their families and community. Kemp's recreation programme includes regular visits from local community groups, special events for residents and their whānau, and opportunities to celebrate cultural and spiritual values, for example through the Māori and Pasifika residents group.

This year Kemp was proud to maintain both its four year certification with the Health and Disability Standards, and its Porirua City Council kitchen audit,

verifying Kemp is a safe and appropriate place to live and work with quality processes and practices in place. It was also fantastic to launch the 'Kemp Enhancement Programme' which aims to improve Kemp's physical environment for both residents and staff. So far this has included upgrades to outdoor areas and grounds.

LOOKING FORWARD

With the huge projected population growth of older New Zealanders, Kemp is anticipating that there will be more pressure on family and the community to support seniors at home. The Ministry of Social Development estimates that almost 1 in 10 New Zealanders provide care for someone close to them who needs help with everyday living because of a health condition or disability.

With residents continuing to enter care at an older age, with more complex needs, Kemp is seeing increasing costs associated with meeting these needs. A higher level of clinical expertise and resources (such as pressure relief mattresses and lifting equipment) are required for these residents.

Kemp is looking forward to continuing with the 'Kemp Enhancement Programme'. Over the next 12 months we will be upgrading some of the furnishings and communal areas to enhance functionality and comfort of Kemp for both residents and staff.





I've always got someone friendly to talk to who can help, so I feel more confident in making my decisions.

Making the choice to go from living independently in your own home to a rest home can be really hard for older people. But for so many residents at Kemp Home & Hospital, it proves to be the right decision. They have the physical and social support that will help them get back on their feet and start enjoying life again.

MY STORY

The last few years at home were really tough. I'd broken my hip and had knee surgery, which made getting up and down the stairs every day really hard. I couldn't do the things I enjoyed anymore either. The cold and dark winters were always daunting. I'd be stuck inside all day, and it was freezing in my bedroom so I had to rely on my hot water bottle to stay warm at night. I had a constant feeling that something even worse was going to happen with my health. I felt alone, and was getting depressed.

Eventually it all became too much to cope with. When I told my doctor about everything, she suggested I have a couple of weeks' respite at a rest home. As soon as I arrived at Kemp, I felt such relief, and knew I wanted to stay. I felt really welcomed by the staff and residents. My day-to-day life and medical condition got so much better. There are healthy meals prepared for you throughout the week, the residence is always kept really clean – and there's no more climbing stairs!

My improved health, and Kemp's support, has made sure that I can look forward to each day. I'm bowling, going to the movies, and attending the in-house chapel. The residents and staff make such good company as well. If I'm a bit anxious I've always got someone friendly to talk to who can help, so I feel more confident in making my decisions. I feel blessed to be part of the Kemp family. I know that things are going to be OK, and I'm really enjoying my life again.



Wellington
Mission



PLEASE REUSE
YOUR
BAG.
CITY MISSION

PLEASE
REUSE
THIS
BAG



HOW YOU SUPPORTED US

Fundraising & Ways to Support

Each year The Mission holds a variety of fundraising appeals and events in order to collect both the funds and goods needed to run our programmes and services. We're so grateful to everyone who gets behind these activities. Your support is critical and ensures that The Mission can continue making a difference for people in need across the Wellington region. Thank you!

Here are some of our key fundraising activities from the 2017/18 financial year:

INDIVIDUAL SUPPORTERS

We are incredibly grateful for the people who partner with us and donate throughout the year, whether that's through a regular Automatic Payment, donations to our magazine appeals, leaving a Bequest, Payroll Giving, or another way. This long-term, consistent support makes a huge difference and allows us to do so much in communities across the Wellington region. Thank you!

TRUSTS AND FOUNDATIONS

There are a number of key Trusts and Foundations that provide grants to The Mission throughout the year. We simply couldn't do what we do without these contributions, so special thanks goes to these groups. Please see the 'Thanks to our Supporters' page for a list of our key Trust and Foundation supporters from this year.

WINTER APPEAL

Our Winter Appeal focuses on collecting both funds and goods, to enable The Mission to support people in need throughout the challenging winter months.

This year there were lots of different ways that people got involved, including a new week-long fundraising campaign with local cafes called 'The Greater Wellington Pick Me Up', and our iconic Brown Paper Bag Collection with collection points throughout Wellington at Z Energy stations. Through all the Winter Appeal activities we were able to collect over \$95,000 worth of food and other goods, and raise over \$130,000. Thank you to everyone who supported this appeal.

CHRISTMAS STAR APPEAL

The Christmas Star Appeal is another major annual fundraising appeal. Many individuals, families, businesses and groups got behind the appeal in 2017, answering our call to "be someone's star". Activities included our Walk of Fame, which was displayed on Wellington's waterfront for the third year. We were thrilled to display 270 stars – a record number! Special thanks to our Gold Star supporters: Cigna New Zealand, PwC, Datacom, Precinct Properties NZ, Chapman Tripp, and Booster Financial Services. Workplaces across the region also filled an amazing 420 Christmas Star Boxes with food and gifts. We also celebrated 25 years of Pack the Bus, an iconic Christmas activity organised in partnership with The Breeze Wellington. Thank you to everyone who helped fill the bus with food and gifts!

Generous support such as this enabled The Mission to deliver Christmas gifts to over 1,700 children. We held three sittings of our Christmas hākari (feast) in our Drop-in Centre in the lead up to Christmas, and provided 38 external agencies with food and/or gifts.



CITY MISSION STORES

The City Mission Stores have continued to create long-term sustainable income for The Mission this year. We opened our second City Mission Store on Jackson Street, Petone, in August 2017. Just like our first store (located on Taranaki Street in Wellington City), the Petone store sells high quality recycled goods. Everything bought or donated supports The Mission's work across the Wellington region.

CORPORATE PARTNERS

We are thankful for the generous support we receive from our Corporate Partners throughout the year, including financial contributions, donations of goods-in-kind, and the provision of pro-bono services. Thank you for supporting The Mission's work across the Wellington region.

HURRICANES PARTNERSHIP

It was fantastic to be a Community Partner of the Hurricanes during the 2017/18 year. We enjoyed having Hurricanes players volunteer in a variety of ways throughout the year, including helping in our Foodbank, serving meals in our Drop-in Centre, and speaking to our Mission for Youth students. We were also able to collect donations at the Hurricanes vs Chiefs game on Friday 9 June 2017.

BUSINESS BREAKFAST

We enjoyed hosting business and community leaders at our third annual Business Breakfast in July 2017. It was an honour to have Children's Commissioner Judge Andrew Becroft as our keynote speaker at the event, and we also officially presented our 2016/17 Annual Review.

14 HOURS HOMELESS

In October we took part in 14 Hours Homeless, a national awareness and fundraising event. Here in Wellington 120 people slept on cardboard, in cars, or on couches to raise awareness about homelessness and collect funds for participating local agencies. Those who chose to support The Mission raised over \$5,000 for our work with families experiencing homelessness.

#STARTINGXI COLLECTION

It was fantastic to partner with Yellow Fever - Supporters of the Wellington Phoenix FC and LFC Wellington in October for another collection at a Wellington Phoenix game. Generous football fans brought donations of cash and our most-needed Foodbank items to the game. We filled five large collection bins with non-perishable goods and collected almost \$1,500 in cash.

VOLUNTEERS

We are so grateful for all our volunteers who generously donate their time. Our Foodbank and Drop-in Centre are powered almost entirely by regular volunteers, and many other groups and workplaces also give their time throughout the year. This year, volunteers contributed 7,203 hours of time to The Mission.

"A special thank you to our family of supporters. We are incredibly grateful for your donations in the past year. You make it possible for us to be there for people when they face hard choices and overwhelming challenges. Thank you for being on this journey with us."

Bridget Child, Fundraising and Marketing Manager



GET INVOLVED

Become a donor or a regular giver

Regular donations provide a dependable source of income and your generosity will support all areas of our work.

Leave a lasting gift in your Will

Leaving a legacy is a very special way to make a lasting difference to people in need in Wellington.

Corporate Partnerships

Our corporate partners support us through: staff fundraising events, payroll giving, corporate donations, donating goods, as well as pro bono and volunteering.

Events

Support our annual events or run your own event gaining sponsorship!

Volunteer for us

We depend on volunteers to keep our services running throughout the year and we have numerous ways you can donate your time to help out.

Shop

Donate, volunteer or shop at our City Mission Stores in Wellington City and Petone.

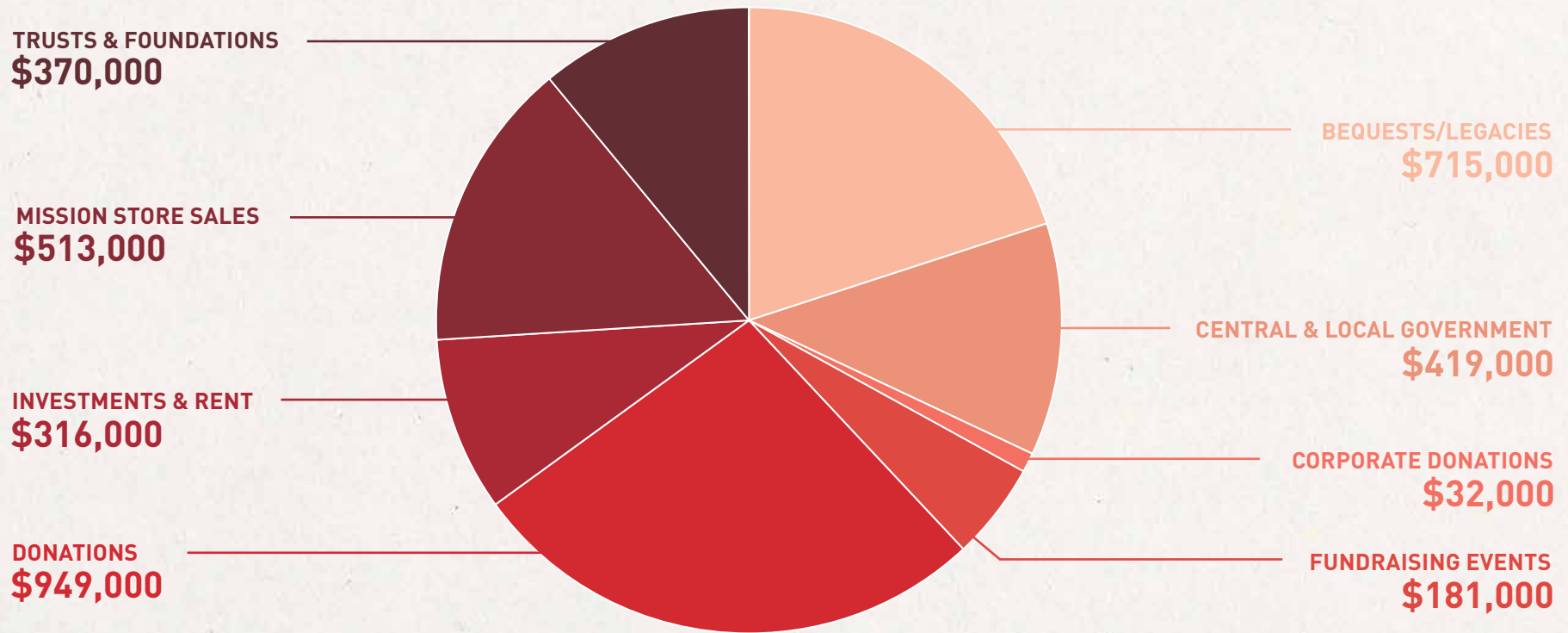
Donate Food or Goods

We rely on donations of food and goods to ensure we can provide basic necessities for those who need it.

To find out more about all the different ways you can support The Mission, please visit wellingtoncitymission.org.nz, contact us on 04 245 0900 or email enquiries@wgtncitymission.org.nz



REVENUE



GRAND TOTAL

\$3.495m

Financial Reports

The Wellington City Mission achieved an operating surplus for the year of \$217,000 for the 12 months to 31 March 2018. This reflected an income growth of 8% on the previous financial year. This surplus was largely due to the receipt of a generous bequest donation, which will by their nature, vary year on year. The \$500,000 devaluation in this summary is for Kemp Home & Hospital, and reflects the lower level of occupancy compared to 2016 when it was last valued.

The summary financial report has been extracted from the audited financial report of the Wellington City Mission (Anglican) Trust Board of the same date. This may not contain sufficient information for a full understanding of the financial affairs of the Trust, but copies of the full financial report 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 2018

	2018 \$000'S	2017 \$000'S
Revenue		
Kemp Homes & Hospital fees	3,895	3,907
Community Services Income - donations, grants	2,666	2,266
Retail Stores	513	355
	7,074	6,528
Other Revenue		
Investment Income	316	286
Total Income	7,390	6,814
Expenditure		
Operating Kemp Home & Hospital	3,489	3,674
Operating Community Services	3,684	3,353
Total Expenditure	7,173	7,027
Consolidated Surplus / (deficit) for the year	217	(213)
Other comprehensive revenue/(expenditure)		
Revaluation of land and buildings	(500)	-
Total Comprehensive Revenue & Expense	(283)	(213)

SUMMARY OF CONSOLIDATED FINANCIAL POSITION AS AT 31 MARCH 2018

ASSETS	2018 \$000's	2017 \$000's
Current Assets		
Cash and cash equivalents	429	309
Trade and other receivables	231	211
Investments	72	60
Prepayments	120	101
	<hr/>	<hr/>
	852	681
Non-Current Assets		
Investments	3,384	3,318
Property, Plant & Equipment	5,885	6,475
	<hr/>	<hr/>
	9,269	9,793
Total Assets	<hr/>	<hr/>
	10,121	10,474

LIABILITIES	2018 \$000's	2017 \$000's
Current Liabilities		
Trade and other payables	277	314
Income in advance	13	50
Employee entitlements	500	494
	<hr/>	<hr/>
	790	858
Non-Current Liabilities		
Employee entitlements - long service leave	66	66
	<hr/>	<hr/>
	66	66
Equity		
Accumulated funds	7,027	6,812
Asset revaluation reserve	2,238	2,738
	<hr/>	<hr/>
	9,265	9,550
Total Equity & Liabilities	<hr/>	<hr/>
	10,121	10,474

Thanks to Our Supporters

We are incredibly grateful to all the amazing donors and volunteers who assist The Mission to provide our services to people across the Wellington region who are in desperate need.

We would like to thank all the individuals, businesses, Trusts and Foundations, schools, churches and community groups who generously give financial and goods-in-kind support. Thank you also to all of our regular volunteers, volunteers from community or corporate groups, volunteers who help with events, and all those who assist both our Winter and Christmas Appeals including the Brown Paper Bag Collection, Walk of Fame and Pack the Bus. We would not be able to have such a great impact on families and individuals in our communities without your support.

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

Thanks to these Trusts and Foundations who supported The Mission with grants in the 2017/18 financial year:

TRUSTS AND FOUNDATIONS

Arthur N Button Charitable Trust
Bowen Trust Board
C H Iazard Bequest
Carol Tse (No2) Family Trust
Caroline Uren Bequest
Community Organisation Grants Scheme
DineAid Charitable Trust
EM Pharazyn Trust
FH Muter Trust
Four Winds Foundation
Francis & Dianne Small Endowment Fund
Hilda Curtis Charitable Trust
Infinity Foundation
Irene Baker Foy Trust
Jack Jeffs Charitable Trust
Joe Aspell Trust
John Ilott Charitable Trust
Johnston Lawrence
Lion Foundation
Maurice Hughes Downer Trust
Mokoia Masonic Perpetual Trust
Morris and Mary Evens Charitable Trust
New Zealand Community Trust
New Zealand Lottery Grants Board
Nikau Foundation
Pelorus Trust
Porirua Net Proceeds Committee (Trust House)
Public Trust - Estate of B Stoker
St Joans Trust

The Margaret Ann Tibbles Charitable Trust
The Mr. and Mrs. George Denton Trust
The Tindall Foundation
Thomas George Macarthy Trust
Trust House
Vavasour Charitable Trust
Vogel Charitable Trust
Walter and Rana Norwood Charitable Trust
Winton and Margaret Bear Charitable Trust

We extend a very special thanks to the late G. J. Canelos, John Crighton, Susan Dorothy Fowke, M Holgate, Diana List, and Macalister Mazeng, who all left The Mission generous bequests this past financial year.

Thanks to Our Partnering Agencies

Every year we work collaboratively with a wide range of groups in the Wellington region, and we are careful not to replicate services already available in our community. By working together, we are able to offer assistance to people right across our region when they face overwhelming challenges, helping them achieve the best outcomes.

LOCAL AND CENTRAL GOVERNMENT AGENCIES

Accident Compensation Corporation
District Health Boards
Housing New Zealand
Ministry of Health
Ministry of Social Development

Ministry of Education
NZ Police
Oranga Tamariki – Ministry for Children
Wellington City Council
Work and Income

COMMUNITY GROUPS AND OTHER HEALTH AND SOCIAL WELFARE PROFESSIONALS

Age Concern
Atareira Whānau Support Services
Birthright
Catholic Social Services
Capital Coast Addiction Services
Care Coordination Centre
ChangeMakers Refugee Forum
Challenge 2000
Compass Health
Compassion Soup Kitchen
Downtown Community Ministry
Dwell Housing Trust
Emerge Aotearoa
Evolve Youth Service
Family Planning
Kaibosh Food Rescue
Kiwi Community Assistance
Kokiri Marae
Learning Connexion
Mary Potter Hospice

Ngati Kahungunu ki Poneke Community Services
PACT (alcohol and drug addiction counselling services)
Plunket
Police Youth Aid (Wellington Eastern Suburbs)
Problem Gambling Foundation
Salvation Army
St Vincent de Paul
Taeaomanino Trust
Te Omanga Hospice
Wellington High School
Wellington Night Shelter
Wesley Community Action
Women's Refuge
Youth Service Wellington

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



THE WELLINGTON CITY MISSION

City Missioner
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
Website: www.wellingtoncitymission.org.nz



The Wellington City Mission



@wgtncitymission



@wellingtoncitymission

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

CITY MISSION STORES

Wellington City Store: Corner of Taranaki &
Abel Smith Streets
Petone Store: 228 Jackson Street
Phone: 0800 245 542
Email: collect@citymissionstore.nz