



ANNUAL REVIEW 2021-2023

Empowerment.Transformation.Fullness of Life.



Kris and Sonny



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FROM OUR BOARD CHAIR AND CITY MISSIONER



John Maurice, Board Chair from May 2023

Looking back over the last two years for the Wellington City Mission; there have been so many challenges, incredible opportunities for growth and development, and a huge amount to celebrate!

The period covered by this Annual Review traverses the latter stages of the Covid-19 pandemic, some of the most difficult economic conditions in living memory, and a need for the Wellington City Mission to be constantly developing optimal responses to the changing needs of people who are struggling. Our Vision and Mission statements talk about Empowerment, Transformation, and Fullness of Life. For these concepts to be real for the people we are here to serve, we must always be challenging ourselves and what we do, to ensure that we provide the support and capability that our community and our stakeholders require from us.



Murray Edridge, Wellington City Missioner

This Annual Review reports on many of the activities of The Mission, including the growth in our Transitional Housing Services, the refocusing of our Community Services, and the building of two new facilities that will serve the communities of Wellington into the future. The commitment that has guided each of these developments is to treat all people with Dignity, Respect, and Without Judgement – irrespective of who they are, what they say, how they behave, and what they have or don't have. This has caused The Mission to re-focus our services to ensure that we can live into this commitment.

Examples of this include the Social Supermarket which is re-imagining the way we distribute food and household goods, and the operation of Tā te Manawa (our Community Lounge) which seeks to build community, through service and the way we treat people and encourage them to treat each other.

Over the last two years, The Mission has been focused on the re-development of the ex-Wellington Men's Night Shelter building in Taranaki Street. This site has been extensively refurbished in preparation for opening in September 2023 as a Residential Alcohol Harm-Reduction Service called Te Pā Maru. This will provide a place of care, support, and belonging for those who have nowhere else to live because of their addiction.

The most significant property development being undertaken by The Mission is Whakamaru, the Wellington City Mission's new home base in Oxford Terrace, Mount Cook. When completed in August 2024, this 5 year, \$45+ million project will see the creation of a facility that we believe will be a game-changer for the communities of the Wellington region. Offering 35 residential apartments for supported living, and a range of community-facing services; Whakamaru will make a unique and significant

contribution to Wellington. Whakamaru has been designed to create a community where there is 'no us and them', with the overall objective of helping the community to learn how to care for itself.

The busyness of the last two years is matched by the anticipation of what lies ahead. Our hope in the Wellington City Mission is that we are positioning the organisation to effectively serve our communities into the future. We celebrate the goodness of God and the miracles that have happened throughout The Mission and look forward with confidence as we seek to continue living in the blessing of God's favour.

We want to acknowledge the team of incredible staff here at the Wellington City Mission who so often go 'above and beyond' for the benefit of those we are here for – thank you.

We are also appreciative of all the support and assistance so generously provided to The Mission by the people and communities that we are here to serve. We want to particularly acknowledge the contribution of our Board of Trustees who give their time and expertise so selflessly; to our enthusiastic and faithful volunteers; and especially to those who so willingly demonstrate their ongoing generosity through the provision of financial support and encouragement. All of these contributions enable us to be better than we would otherwise be and for that we are very grateful!

Be joyful in hope, patient in affliction, faithful in prayer.

Romans 12:12

Our hope in the Wellington City Mission is that we are positioning the organisation to effectively serve our communities into the future.

ABOUT THE WELLINGTON CITY MISSION

BOARD OF TRUSTEES



John Maurice, Chair



Sue Brown, Deputy Chair



Bishop Justin Duckworth



Liliias Bell



Mary Gilchrist



Rev Scottie Reeve



Scott Scoullar



Rev Māmari Stephens



Rev Darryl Gardiner
Trustee and Chair,
to April 2023

The Wellington City Mission has been supporting people, children, rangatahi (young people), and families in the Wellington region for 119 years.

We're a charitable trust affiliated to the Anglican Church, formed in 1904 from St. Peter's Church. In 1929, an Act of Parliament established The Mission as a separate entity.

With the support of our incredible community, The Mission provides holistic support to a broad range of people, from families, seniors, and sole-parents to individuals who are isolated or experiencing homelessness. We offer Supported Transitional Housing, a Social Supermarket, Kemp Home & Hospital, Financial Mentoring, Social Work support, and Tā te Manawa (our Community Lounge). We also operate two City Mission Stores, which sell donated goods.

The Mission's services are open to anyone who needs assistance, regardless of their religious belief, age, gender, ethnicity, or social background. We treat all people with dignity, respect, and without judgement, so they can create positive outcomes for themselves, their whānau, and our community. We strive to deliver our services in a mana-enhancing way, to contribute to the empowerment, transformation, and fullness of life for those we serve.

Our Vision

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

Our 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.



Wellington City Mission staff and volunteers provide **CARE** for those who need it

wellingtoncitymission



Daniel and Mark

TE PŪNAHA PĀ, SUPPORTED TRANSITIONAL HOUSING

Te Pūnaha Pā, our Supported Transitional Housing Programme, supports manuhiri (guests) to transform their lives through wrap-around services and community connections. Our aim is to ultimately help someone secure and sustain permanent housing in our community. We have three sites, Te Pā Pori in Tory Street, Te Pā Manawa in Petone, and also within one wing of Kemp Home & Hospital in Titahi Bay.

Empowerment. Transformation. Fullness of Life.

Generally speaking, those who come to Te Pūnaha Pā are struggling with overwhelming financial hardship, lack of housing, food insecurity, and/or feelings of displacement and loneliness. However, we're not just here for those who have a history of homelessness or long-term challenges. In recent times, we've supported more and more people who have had a sudden change in circumstance which has massively disrupted their life. Many of our manuhiri have found themselves unable to meet living costs after losing their jobs, they've had a relationship breakdown and become estranged from loved ones, or have been impacted by Covid. Some of these people are even working full-time jobs.

Te Pūnaha Pā aims to provide a service where people are safe to begin their new journey, and start to feel seen, heard, and valued. We first provide the basics, such as food and housing security, and support someone's reconnection with whānau and community. Manuhiri are invited to start to look ahead, through daily routines, learning opportunities such as budgeting, group activities and community outings, and professional counselling and health services.

We have seen so many manuhiri work hard to progress in their lives, and then gain the confidence to live in our wider community. They know that we will always be here for them throughout their next chapter too, and many of our manuhiri stay connected with our Te Pūnaha Pā community!

2022-2023 Key Statistics

During 2022/23, Te Pūnaha Pā provided **23,634** bed nights for people who required Transitional Housing support. This compares to **16,090** in 2021/22.

The Mission successfully housed **70** people into secure long-term housing compared to **58** people in 2021/22.



Kris (Site Manager) and Sonny (Manuhiri) at Te Pā Pori

Sonny's story - Becoming the Man I Want to Be

I grew up in a dysfunctional environment and didn't have my own voice, so I was a bit of a follower. I left school at 13, made bad decisions, and spent most of my life in jail. Whenever I came out, I just didn't know how to live in the community. I had a negative mindset, a criminal record, and no qualifications. I also have a mean gambling addiction. I have two kids with my ex-partner, but I was a selfish person, so my needs would always come first.

Last year I was living on the streets when I ran into an old friend who was at Te Pā Pori, and he brought me in. Straight away I knew I was in the safest place I've ever been, and the support made me feel like the staff could see something worthwhile inside me. My biggest priority became learning how to grow into the father my kids need.

What makes this place so special is the whanaungatanga (sense of connection) between everyone in our community. Having the backing of people around you helps you stay strong and keep heading forward. This year I started studying to become a support worker. I'm doing a Level 4 NZ Certificate in Mental Health and Addiction Support through Whitireia. My goal is to continue studying so I can eventually do one-on-one support, and to be a positive and consistent influence in my kids' lives.

Thank you to all the people who support The Mission. The manuhiri here have never had something like this in our lives before, and you can see that Wellington is a way better place for everyone because of it!

A Word from Len, Te Pā Pori Volunteer

As a volunteer at Te Pā Pori, I come and spend time with the manuhiri and staff here every Friday. I join the activity for the day, which could be baking or playing sport.

I see Te Pā Pori as giving people who are experiencing homelessness a pathway, where there's a belief from everyone involved that anyone can head in a new direction. That's important because I do think that over the last 30 years we've increased the sense that there are people who 'don't belong' in our society.

Organisations like The Mission play a huge part in standing up and saying that something is wrong, and then rocking the boat to make changes and fill the gaps. We will all need to be part of the solution, by getting stuck in, and we can move into a much richer society in that respect!

\$9,149,078 of measurable good

Every year, \$1 invested in Te Pūnaha Pā delivers \$2.40 of measurable good to society in New Zealand.

ImpactLab GoodMeasure Report, August 2022



Sarah and Selena

THE SOCIAL SUPERMARKET

The Social Supermarket supports people and families who are experiencing food insecurity, and empowers shoppers to restore dignity, choice and independence into their lives. In a shift from the traditional food parcel model, the Social Supermarket puts shopper experience and dignity at its heart.

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Challenges such as unexpected financial pressures, juggling bill payments, loss of employment, illness, or rising costs can contribute to immediate and ongoing food insecurity. Whānau from all backgrounds access the Social Supermarket. Shoppers choose their own grocery items from a wide selection of quality foods (including fresh fruits, vegetables, and meats) and household necessities. The way we have set up the space, and use a point system, makes it feel like a real supermarket environment.

When someone first walks in, they quickly realise there's no judgement from any of the staff or volunteers, and that they are welcome. Some people have never had the chance to learn shopping skills, so one of our staff or volunteers will spend as long as they need with them, picking food and chatting about meals. Many of our shoppers say how nice it is to be able to take something simple like a packet of chocolate biscuits home – especially parents who know how excited their child will be seeing their favourite food in their groceries!

One flow-on effect has been that this experience gives shoppers a chance to open up about their lives. By building this relationship, many people have found the confidence to seek further support from Mission services, to create further changes in their lives.

It's our community who truly powers our Social Supermarket, from people, families, and businesses donating money and food, to our roster of committed volunteers.

2022-2023 Key Statistics

During 2022/23, we welcomed shoppers to **3,723 visits** to the Social Supermarket. On average, **77 people/families** visited each week.

To September 2023, the number of shoppers per week has risen to **120**.



Debbie's story - The Social Supermarket Puts a Smile on Your Face

The past few years have been pretty traumatic for me. I ended my 20-year relationship, which had gradually turned abusive, and moved our two college-aged kids out of our house to make a fresh start. Then, when the first Covid-19 lockdown hit, I was made redundant.

I suddenly had no money at all to make sure my kids had everything they needed. I had gone from once having a good life and being a confident and happy person, to having no self-esteem, and no options. I knew we simply couldn't survive without reaching out for some sort of help so I got in touch with The Mission, and my new Financial Mentor invited me to visit the Social Supermarket.

Shopping there is such a pleasant experience, and it truly puts a smile on your face. The staff and volunteers are so lovely and welcoming as well. You get to know each other, and they genuinely care about you. One thing I especially appreciate is how I've never felt judged. That's so important for anyone who is in a position where they can't afford food because it takes a lot to ask for help – you feel very low about yourself.

With the Social Supermarket, and my Financial Mentor's support, I started to get back on track. I was able to start a great new job, and stopped regularly visiting the Social Supermarket as soon as I was able to. I want to say thank you to everyone who supports it. I don't know where we would be without you. I feel like I'm getting back to my positive self, and I'm determined to find a happy life again!



A Word from Mark, Social Supermarket Volunteer

I volunteer in the Social Supermarket on my day off from work each week. We support the shoppers to understand the process, do the checkout, sort incoming donations, and stock the shelves.

It's satisfying to feel that my little contribution is helping to make a difference for someone who's having a bit of a tough time. You see how people are genuinely grateful for the support, and the parents who come here just want the best for their kids.

The Social Supermarket model seems to be a big step forward. It gives our shoppers a bit more agency and personal autonomy, because there may be some other stuff going on that they don't have control over. Anyone can have something happen in their lives, so I think we need to have a community that is here for people when they are going through hard times!

\$781,271 of measurable good

Every \$1 invested in the Social Supermarket delivers \$3.40 of measurable good to New Zealand.

ImpactLab GoodMeasure Report, August 2022



TĀ TE MANAWA

‘Where the Heart Breathes’

In Tā te Manawa (our community lounge), there truly is ‘no us and them’. People from all walks of life come together to share food, tea and coffee, and their stories in a warm and vibrant space. They can relax, take part in activities, and find the support and connections they might be looking for to make positive change in their lives.

Empowerment. Transformation. Fullness of Life.

In Tā te Manawa, many manuhiri (guests) are introduced to our Social Workers, Financial Mentors, and Social Supermarket, and our teams work together to surround every manuhiri with support.

We get to see so many success stories here. It could be as small as a manuhiri engaging in an activity for the first time, through to someone changing their whole demeanour and becoming part of a community. Manuhiri take everything they gain here out to the community too, so the spirit of Tā te Manawa reaches much further than our four walls!

Tā te Manawa is open 5 days per week and we warmly encourage you to come and visit us!

2022-2023 Key Statistics

During 2022/23, Tā te Manawa provided free meals to **100** individuals per day compared to an average **60** per day in 2021/22.



Aside from the food and drinks, the support I've found here is absolutely unreal. All the staff and volunteers are awesome, they genuinely care. It's been a real blessing to have found this beautiful place. I have somewhere to be, and I have a purpose during the day. I feel accepted for the first time, and I finally feel at home.

Faresa – Manuhiri

Our manuhiri connect over food, and are part of a social community where they are surrounded by friends. It's one tangible way we can help each other out, even in ways that seem small like making a cup of coffee or lunch, and it feels like a personal way to show a manuhiri that they are cared for.

Frank – Volunteer



A lot of people who come here don't have social support systems, like family and friends, so it's really useful for establishing relationships between people. For anyone who might be looking for further support, it also establishes a level of trust so they are more confident to connect with Mission Financial Mentors and Social Workers.

Molly – Concierge

\$196,426 of measurable good

Every \$1 invested returns \$1.30* of measurable good

*The real-world value is even greater than this, as some outcomes, such as increased social connectedness, cannot yet be directly quantified.

ImpactLab GoodMeasure Report, August 2022



Merlene and Ruth

FINANCIAL MENTORING

Our Financial Mentoring programme's main goal is to empower our clients to become financially independent for life. We're also here for those who may always need some support and who have no one who can help manage their finances. We offer one-on-one budgeting advice and education, Total Money Management, advocacy, personal support, and referrals to other Mission services as well as other community providers.



It's not easy to take that first step and ask for help with your money. Clients come to us carrying a lot of stress and frustration, because they can't see a light at the end of the tunnel. Some people even feel a lot of shame because they know they have been making mistakes. So when they come to their first budgeting meeting, just being there to see and hear them can bring huge relief. The Mission can give people the opportunities they need, but the big changes come from the client's determination to change their lives.

Rachel's story - The Fresh Start I Desperately Needed

A couple of years ago, my finances were in a terrible state. I'd had a bad accident, and needed 12 operations over that year. Eventually I lost my job, and I crashed. I got drawn in by loan sharks, and everything spiralled out of control. I reached a point where I was behind on rent and power, and I couldn't buy food and medications or pay back the interest on my loans. The whole thing strained my family relationships, I was embarrassed, and I stopped keeping up with my friends. For the first time, I was mentally preparing myself to potentially live on the streets for a while.

I got in touch with The Mission, and being able to unload to my Financial Mentor, Carla, was such a relief. It felt like I had been walking through a jungle, and now I had someone to help clear away the trees. I found a lot of dignity in how my journey was up to me, and I was determined to make our plan work.

I thought I would never pay off my debts, but in September 2023 I'll be completely debt-free. I've reconnected with friends, and my relationship with my family is a lot better. I've just graduated from Financial Mentoring, and I feel confident to go forward independently. Thank you to everyone who is part of The Mission. You're making sure people won't stay trapped, and allowing them to be the person they want to be!

2022-2023 Key Statistics

During 2022/23, our Financial Mentors held **1,327** sessions with people and families. **152** people and families met their personal goals, and felt confident to move on without ongoing support from The Mission.



Ping and Kirsten

SOCIAL WORK

All of the people and families who work with The Mission have their own set of life experiences, challenges, and strengths. They may be struggling with the pressures of poor or unsafe housing, being unable to access vital health services, and other long-term personal challenges. Our team of professional Social Workers are here to help, offering personal support, advocacy, and referrals to other Mission services and specialist agencies. Here, people and families in our community find the wrap-around support and opportunities they've been looking for to transform their lives.

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Some people only need a hand to get through a particularly difficult time, and others are a part of The Mission for years. Either way, we are here to listen without judgement, and walk alongside them for as long as they need. Often, we will work with individuals, parents and children in an environment where they feel comfortable, like their own home.

Through personal guidance and practical support, we build trusting relationships. Many of those working with our Social Workers also feel comfortable to access other Mission services that will support their new journey, such as Financial Mentoring, the Social Supermarket, and Tā te Manawa. One big part of what we do, is advocating on peoples' behalf. Over many years, we have developed strong connections with Government agencies, and know how to navigate these to make progress where someone had perhaps become stuck, or lost hope. We also offer education, through courses such as the Triple P Parenting Programme, so that people and families gain tools and confidence to live successfully within our community.

It's so humbling seeing people start to realise their incredible strengths, achieve their goals, and begin to look forward with a new hope – always knowing that The Mission is here should they need to feel the care of our community again.

2022-2023 Key Statistics

During 2022/23, our Social Workers held **1,067** sessions with people and families. **164** People and families met their personal goals, and felt confident to move on without ongoing support from The Mission.



Rhea - mum and Triple P graduate



Rhea's story - A Better Future for Our Family

A few years ago, I lost care of my three children due to addiction. It was a huge wake-up call for me, and thankfully I kicked it. My youngest son was then diagnosed with cancer and life got turned upside down again. It was a mind-rattling and stressful time. So I reached out, and The Mission was there to help keep me strong.

They supported me in all avenues of my life. Financially I was completely broken, so they helped with groceries from the Social Supermarket, clothing, transport costs for the hospital, and lots more, which all made a big difference. But the biggest part was the moral support. Having a Mission Social Worker is the best help you could ever have. They are like your counsellor, parent, and advocate, and it was uplifting to have someone relate to what I was going through. I felt heard, appreciated and inspired, and I found the strength to keep pushing forward. My son battled it out and got into remission, and all three of my babies were able to come home with me, thank goodness!

But all of us coming back together was causing a lot of clashing, and I knew the change had to start with me. I joined the Triple P Parenting Programme, which gave me new tools to make a happy home, and changed my whole outlook on how I react to my children. Now we communicate better, there's way less frustration in our house, and we are striving together as a family.

I think without The Mission, so many Wellingtonians of all different backgrounds would be lost. The network of people who keep The Mission going are awesome. I don't know what to say other than thank you!



Barbara, a Mission Donor who funded the Triple P Programme

I like how The Mission empowers parents, particularly because parenting is a difficult gig that most of us have to learn on the fly. Courses like Triple P give parents more skills and tools to deal with challenges, and it can improve the whole family dynamic. I think that a strong connection between parent and child is fundamental, as it's the starting point for every other connection we make in our lives.

Giving to a cause has only ever enriched my life. I'm in no way doing huge philanthropic projects, but I like to be involved with community projects where you feel like you're contributing. Even if it's just a small outcome, if we all do our own little part the big things will happen!

"I reached out, and The Mission was there to help keep me strong."

They supported me in all avenues of my life."

Rhea - Triple P graduate



KEMP HOME & HOSPITAL

Kemp Home & Hospital in Titahi Bay has been a safe and life-giving home for thousands of our kaumātua (elders). Many of our residents have health and disability issues, and may not have had the financial or whānau support that all of us would hope for. Residents also have opportunities to have their social and spiritual needs met, often for the first time in a long while.

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This year, Kemp celebrated 60 years of operation. Over that time, it has nurtured strong connections with the wider community, including churches, schools, and other community groups. Many of our residents are local to the area, and have had some sort of involvement with Kemp in their lives. This diversity and history has created a real richness in the Kemp community.

Our skilled staff provide care to meet rest home and hospital-level standards, as they work with challenging health and disability issues. This medical care is such an important part of our mahi, but equally, we invest in all of the other areas of life by providing spiritual and social well-being opportunities. Having a chapel is really special for our residents, and so is being able to get outside to enjoy the rose garden, take part in group activities, and create friendships with other residents. It may take time, but belonging to a community where you can share your stories and care for each other is really significant.

The essence of everything we do is about manaakitanga – showing kindness and being here to lift someone up when they need some support. As much as possible, each resident makes their life what they want it to be, while always knowing that they're an important part of our community and they're in a place where they belong.

2022-2023 Key Statistic

During 2022/23, Kemp provided **18,007** bed nights.



Raymond's story - Glad to Be Getting on With Life

A big part of my life was always ballroom dancing, and I was a champion dancer in New Zealand and Australia. I retired from working in the mid-2000s, and I was looking after myself pretty well. But over time, I started getting ulcers on my feet. I ended up going into hospital, and eventually needed to have my leg amputated. The next thing I knew, I was being told I had five days to find somewhere else to go. It became clear that I would now need assistance all the time.

Fortunately I knew about Kemp, having lived and worked in Porirua for years. I was quite pleased to move in, and since then I've been able to make life look pretty much the same as it did when I was at home. I've got my computer so I can read about what's happening in the world and play games. I've even got my blue cheese and bottle of wine in the fridge! There are a few other residents I talk with, we'll often meet out at the rose garden and have lunch together.

Day to day, being unable to do the basics for myself can cause a lot of frustration, so you need someone who is willing to help you out. The staff here are just so nice. I admire them really, because the people who choose to work here have got to have such a caring nature.

Now I look at all that's happened and think heck, despite it all, I'm feeling alright for 83. I realise just how much I need to rely on the Kemp staff for that. I know that they rely on donations and support from people in the community to keep the place running too. So I'd say keep up the good work, because it is appreciated, and you're helping someone like me feel very content!



A Word from Maria, General Manager, Mission Residential Services

I think the way we treat our kaumātua really reflects our society's values as a whole, and in the coming years we are going to have more and more older people needing support from our community.

New Zealand's current strategy of 'ageing in place' also means that people are living in their homes longer and with more complex needs. So it's up to all of us to keep an eye out for kaumātua who may be struggling in any area of their life. If we each just do our little bit, we can all be there for people at a time when they need us most!

“The staff here are just so nice. I admire them really, because the people who choose to work here have got to have such a caring nature.”

Raymond, Kemp resident



FUNDRAISING & VOLUNTEERING

It's a privilege for everyone at The Mission to be here walking alongside people and families in our region. It is so humbling being in a position to connect the extraordinary goodwill of our community with those who are looking for an opportunity to transform their lives. Every day, we get to see the relief, joy, and blessings our manuhiri feel, when they know that someone out there truly cares about what's happening in their lives.

From individual donors to groups and businesses, and an amazing team of volunteers, we are all The Mission, and together we are building a stronger community for everyone to live and thrive in!

Empowerment. Transformation. Fullness of Life.

Silent Night

Last year, a group of very talented people from Special Group came into The Mission eager to share a first-of-its-kind idea for how we could raise extra funds at Christmas. The idea was The Silent Night; a fundraising event with the very ambitious aim of selling out Sky Stadium for an event that no one goes to – all so that proceeds could go directly to The Mission's work.

Together we did it – we sold out every seat in the stadium and more. In total, 37,109 seats were purchased, raising a staggering **\$330,114** to go toward helping Wellingtonians through possibly one of the toughest time of their lives.

On the night, we live-streamed local singer Phoebe Rose Osborne's captivating rendition of Silent Night, playing to a completely empty stadium. Knowing that every seat represented someone's generosity and care was a powerful visual display of what makes our community so special.

Thank you to everyone who bought a ticket! And thank you to the extremely talented people at Special Group. Thank you also to Special PR, Sky Stadium, Sky, Ticketek NZ, Lowe & Co, and OMD New Zealand.

Christmas Appeal

During Christmas 2022, we were able to support over 3,500 individuals and families throughout the Wellington region, either directly or via external agencies.

Each year we see so many acts of kindness and generosity, we could never list them all. However, we'd like to thank everyone who kindly donated money to help us purchase presents, food, and to pay for our skilled Social Workers to be here for people and families. Thank you also to everyone who donated gifts that filled our free Toy Store, so that every parent could give a special present to their child at Christmas. And thank you to all of the volunteers and corporate groups who sorted food and toy donations, helped with 'Pack the Bus', set up and stocked shelves in the Toy Store, packed hampers, and much more.

We'd also like to thank Kāpura who supplied and served our hearty Christmas lunch for everyone who came to Tā te Manawa, and Fine Touch Catering who provided a beautiful Christmas lunch for manuhiri in our residential housing.

Our Incredible Volunteers

The Mission simply wouldn't be able to deliver our vital services without the ongoing commitment of our volunteers. They help deliver our services on the ground and behind the scenes, particularly in our Social Supermarket, Tā te Manawa, and during special appeals like Family2Family and Christmas time. A strong volunteer workforce will also be critical in living out our vision for The Mission's new building, Whakamaru.

To our awesome volunteers, for offering your time, skills, and hearts to care for our community, thank you for everything you do. We wouldn't be able to give so many of our people the opportunities they need without you!

2022-2023 Key Statistics

During 2022/23, **1,636** volunteers contributed an incredible **10,007** hours to support The Mission's work.

Photo:

(Top) - A group of our awesome Tā te Manawa volunteers

(Middle-right) - The Wellington Company helps set up our Toy Store each year

(Bottom-left) - Talia and Liz from Home Baked run a promotion each year to support The Mission

(Bottom-middle) - Social Supermarket volunteer, Geoff, operates the checkout

(Bottom-right) - Anna stocks shelves in our Toy Store, which follows the Social Supermarket model





WHAKAMARU

Building Community where there is 'no us and them'

Whakamaru is a building development by The Mission that reshapes the way we support and care for our community. It represents our commitment to not only respond to the changing needs of our community, but to bring about the transformation we all want. When Whakamaru is completed, it will be available for anyone who needs the support of our community, 24/7.

Whakamaru, a name gifted by mana whenua, means 'to shelter and to protect', will be a life changing intervention; for the people who need the service, but more so for the people who come to help and share.

Empowerment. Transformation. Fullness of Life.



August 2022

The ground anchors are complete.



October 2022

The tower crane base is installed. The first significant basement concrete pour (of 127m³) completed.



December 2022

Completion of southern raft and basement ramp concrete pours along with the completion of the internal basement wall.



April 2023

Significant progress with phase 1 installation of the steel structure.

Progress

We are delighted with the progress being made on Whakamaru, led by Naylor Love, and it's exciting to see the vision take shape! Here are some key developments.



August 2023

Framing is progressing quickly, with the entrance area now complete. Level 3 cross laminated timber is close to completion.

For more information about what Whakamaru will look like, and offer to our community, there are a number of videos you can watch on our website - www.wcm.org.nz.

To find out how you can join us, you can contact Whakamaru@wcm.org.nz

2022-2023 Key Statistics

Funds raised	\$35,358,618 (as at 31 March 2023)
	\$40,780,243 (as at 31 August 2023)
Target	\$45,300,000



TE PĀ MARU

People will come to Te Pā Maru because they're in need of support and a place of safety and belonging.



During the COVID-19 lock-down period (April 2020), The Mission took over responsibility for the management of the Wellington Men's Night Shelter.

The Mission has completed a major refurbishment of the site, responding to the community's need for a residential alcohol harm-reduction service. With the new name Te Pā Maru, a place of safety and belonging, it will open in September 2023.

Empowerment. Transformation. Fullness of Life.

Te Pā Maru provides a safe place for people who are generally excluded from other housing options due to their dependence on alcohol. The service model is based on the experiences of services from around the world, including Canada and Australia. It does not require its kainoho (residents) to be abstinent and it won't prevent them from drinking controlled amounts of alcohol on site. "We have to recognise that abstinence is a very high bar for some," says City Missioner, Murray Edridge. "Ideally, anyone with an addiction may in theory be able to seek treatment and deal with that eventually, but as a starting point, it's just not always realistic."

Dignity, respect and care without judgement is at the heart of Te Pā Maru's approach, which will see 18 ensuite rooms made available to kainoho with a dependence on alcohol and housing insecurity, who will also be facing a range of other issues. The service will promote controlled drinking, reduce risks relating to drinking, address health issues, and support healthier and more stable lifestyles.



Kainoho will be encouraged to reduce their consumption of alcohol, focus on the elimination of the most harmful forms of their consumption and develop safe ways of living. It will be staffed 24 hours per day where kainoho will have 24-hour access but restricted visitors' access, with the site security managed by staff.

"First you have to reduce the chaos," says Murray. "The chaos people experiencing homelessness live with every day is profound. They are profoundly unsafe. They are profoundly at risk. We want to restore dignity to those people, and we don't think their dependency or behaviour around alcohol should affect that."

People come to Te Pā Maru because they're in need of support and we will work with them to plan their future and to move forward positively. For some, Te Pā Maru will become their home and for others, Te Pā Maru will be a pathway to a permanent home in the community.

For all who enter Te Pā Maru, they will find a place of safety and belonging.

FINANCIAL SUMMARY

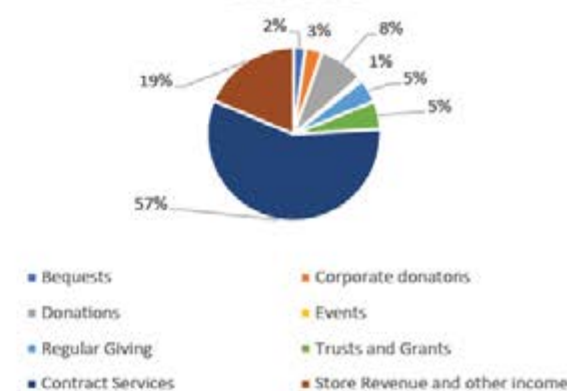
OPERATIONAL DONATIONS, GRANTS AND BEQUESTS

April 2021 - March 2022

CATEGORY	TOTAL
	000's
Bequests	\$321
Corporate donations	\$460
Donations	\$1,228
Events	\$107
Regular Giving	\$648
Trusts and Grants	\$775
Contract Services	\$8,382
Store Revenue and other income	\$2,738
Grand Total	\$14,659

Operational Revenue \$14.6m

2021-2022

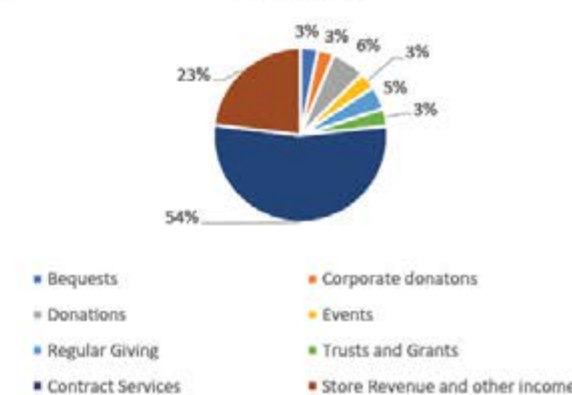


April 2022 - March 2023

CATEGORY	TOTAL
	000's
Bequests	\$563
Corporate donations	\$518
Donations	\$1,075
Events	\$541
Regular Giving	\$752
Trusts and Grants	\$550
Contract Services	\$9,196
Store Revenue and other income	\$3,959
Grand Total	\$17,151

Operational Revenue \$17.2m

2022-2023



THE WELLINGTON CITY MISSION (ANGLICAN) TRUST BOARD

SUMMARY INCOME STATEMENT	2023	2022
	000's	000's
Operational donations, grants and bequests	\$3,999	\$3,539
Contract Services	\$5,553	\$4,592
Residential Care fees	\$3,643	\$3,790
Store Revenue and other income	\$3,956	\$2,738
Total Operational Income	\$17,151	\$14,659

SUMMARY EXPENDITURE	2023	2022
	000's	000's
Personnel Expenditure	\$11,225	\$10,085
Other Expenditure	\$6,577	\$4,618
Total Operational Expenditure	\$17,802	\$14,703
Net Operational Deficit for year	(651)	(44)

BUILDING PROJECT INCOME	2023	2022
	000's	000's
Donations, grants and bequests for Building Projects	\$3,227	\$4,158
Contract Services for Building Projects	\$9,219	\$2,856
Total Building Projects Income	\$12,446	\$7,014
Net Surplus for the year	\$11,795	\$6,970
Asset Revaluations	(\$1,689)	\$2,802
Draft Surplus - subject to final audit	\$10,106	\$9,772

SUMMARY STATEMENT OF FINANCIAL POSITION	2023	2022
	000's	000's
Assets		
Current Assets	\$6,629	\$6,119
Investments	\$3,216	\$3,269
Fixed Assets excluding building projects	\$15,562	\$16,715
Building projects	\$17,880	\$5,479
Total Assets	\$43,287	\$31,582

	000's	000's
Liabilities		
Current Liabilities	\$3,576	\$2,194
Non current Liabilities	\$331	\$114
Total Liabilities	\$3,907	\$2,308
Net Assets - subject to final audit	\$39,380	\$29,274

	000's	000's
Made up of:		
Retained Earnings and Reserves	\$33,022	\$21,227
Fixed Asset Revaluation Reserve	\$6,358	\$8,047
Total Reserves	\$39,380	\$29,274

These summary financials have been extracted from the financial report of the Wellington City Mission (Anglican) Trust Board. At time of printing the final audit is still in progress. For a full understanding of the financial affairs of the Trust please request a copy of the full audited financial report from the Wellington City Mission.

WITH THANKS...

The Mission is deeply grateful to our supporters for their generosity. They make our work possible.

They include:

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The Treasury
Todd Foundation
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Walter and Rana Norwood Charitable Trust
Wellington Childrens Foundation Incorporated
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REQUESTS

We extend a very special thanks to these donors who supported The Mission's work through leaving a gift in their Will.

Barbara M. Marks
Barbara Love
Barry Walker
BJ Cholmondeley
ER Thomson
G.G.C. Claridge
Gwendolen Esmee Dixon
Hugh Barr
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William Edward & Ruby Alice Dickinson
Valerie Jacobs

LOCAL & CENTRAL GOVERNMENT AGENCIES

Hutt City Council
Ministry of Housing and Urban Development
Ministry of Social Development
Te Whatu Ora - Health New Zealand
Upper Hutt City Council
Wellington City Council

THANK YOU

The Mission Auxiliary - thank you for the ongoing and passionate support of The Mission and its goals.

To our major donors, business and corporate partners, and everyone in the community, we thank you for your thoughtful, practical and creative help and support.



Johnny, Tash, and Paul

Jacob and Lana



Empowerment. Transformation. Fullness of Life.

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