

**THE SUPPORTED LIFE STYLE HAURAKI TRUST**

**2017  
Annual Report**





## OUR VALUES

### RESPECT

Recognition of the feelings, wishes and rights of others.

### COURAGE

To be brave and confident enough to do what you believe to be right.

### INTEGRITY

The quality of being honest and fair.

### INCLUSIVENESS

Creating the opportunity for everyone to feel they are valued and that they belong.





## DIRECTORY

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## CHAIR'S REPORT

This is my report for the year 1st July 2016 to 30th June 2017, to coincide with our Financial Year. This is our Chief Executive, Samantha Lee's first full year in her role. The Board was very pleased to promote Samantha from within the organisation. This move acknowledged Samantha's skills and experience as the best person for the role. It was also the succession plan that had been favoured by the outgoing Chief Executive and Trustee, Peter Rutherford. Samantha's approach has resulted in leading the Trust towards a greater emphasis on the Life Stylers in the wider community. The disability sector is changing in many ways as young people leave school with higher expectations of what is possible in their lives. Our organisation needs to reflect participation within these changes whilst respecting the reality that we have other residents who grew up in a different time. Samantha has been working hard to ensure that the Life Stylers are served by the best possible support staff and management. Training has become a focus for the Trust in up-skilling people to help them achieve their own potential.

We had a very productive Strategic Planning Meeting in October, which involved Samantha and the leadership team, and was independently facilitated. This gave Samantha a clear plan to implement. My continued role representing the Trust on the Executive of Inclusive New Zealand has me travelling to Wellington four times a year. I am afforded the opportunity to put forward the perspective of a rural provider as well as being aware of and responding to the current political climate. This is important because the disability sector is going through radical changes with the Enabling Good Lives strategy being implemented along with a transformation of disability support services. Along with two other organisations, the Trust made a contribution of 15% of the cost to award me a Study Trip. I undertook to investigate the impact of Social Enterprise in Scotland.

This is a growing area of interest throughout New Zealand where enterprises that have a social and environmental benefit are working to become sustainable. We are hoping that initiatives like this will greatly benefit not only the Trust, but especially the Life Stylers themselves.

We want to engage more with our local community of Thames, where the Trust is an increasingly significant organisation in the town. We are a major employer but are facing challenges as a result of rising house prices which creates difficulties in finding appropriate and affordable houses to lease for our Life Stylers and the programmes we run. I would like to thank my fellow Trustees:

**Vince Ross**, brings a business perspective and as his son Mario is one of our residents his experience as a parent is invaluable.

**Gordon Jackman**, who has extensive experience in the disability sector and environmental issues; and **Wyn Hoadley**, whose legal background, local government experience, and disability advocacy have been of great benefit to us all.



**Mike Noonan**

**Chairperson**

## CHAIR'S REPORT

The Board need to be accountable and, as evidence below, we have been diligent in our responsibility of meeting throughout the year, marking a 94% attendance.

**Board of Trustee meetings 30th June 2016 - 1st July 2017**

Date	Meeting	Present
August 2016	General	Mike, Gordon, Vince
October 2016	Strategic meeting	Mike, Gordon, Vince, Wyn
October 2016	General	Mike, Gordon, Vince, Wyn
December 2016	AGM	Mike, Gordon, Vince, Wyn
December 2016	General	Mike, Gordon, Vince, Wyn.
February 2017	General	Mike, Gordon, Vince, Wyn
March 2017	General	Mike, Gordon, Vince, Wyn
May 2017	General	Mike, Gordon, Vince
Attendance	8/8    8/8    8/8    6/8	30/32 = 94%



**Gordon Jackman**

**Secretary**



**Vince Ross**

**Treasurer**



**Wyn Hoadley**

**Trustee**

## CHIEF EXECUTIVE'S REPORT

2017 has been another year of considerable activity here at the Trust.

The environment we operate in is an ever-changing landscape and we are forever adjusting our gaze on the horizon to be sure of sailing in the right direction.

The influences on our service have been far ranging this year. The Health and Safety at Work Act continues to impact our practices and influence thinking at every level.

New initiatives are transforming the sector and opening new and exciting doors for people with disabilities and their families. They also make us look at ourselves as a service and at our commitment to person driven services.

The Pay Equity settlement was a long-awaited recognition at government level of all the important work that is done by our frontline staff.

Although there are many challenges that come with navigating this changing landscape there is always much that we can learn from it.

As a service, the increased flexibility that has come from responding to constant

change is allowing us to be a more responsive to the needs of people who wish us to provide a custom designed service for them.

We increasingly find ourselves reasonably well positioned for the changes of direction before they come. This is testament to the willingness of the staff here to remain adaptable and the hard work that goes into ensuring we know what challenges are heading our way before they arrive.

At the beginning of this year I challenged the team to test our flexibility and responsiveness by saying 'yes' to people when they made enquiries about our service. The team took this idea and embraced it and this has led to some great achievements this year.

One of the most important is the creation of our first dedicated flexible service team to service EGL clients. This small, innovative team, provide a complete person driven service for people requiring support outside of our existing residential services. Services are designed by the person requiring support and their families. Commitment to the principles of EGL have ensured that this small branch of service delivery has become a beacon for where our person driven

commitment will take us in the future

As a flow on from this we have received recognition for our commitment to EGL by being asked to present at a symposium for EGL providers to showcase their services. This was a first for us and gave us a real opportunity to talk about what we do and our organisational philosophy behind it. We will only get better at embracing the possibilities of EGL.

2018 promises to be another whirlwind of change and challenge and I look forward to feeding back on all the great things that have been achieved in the next 12 months.



**Samantha Lee**

**Chief Executive**

## OPERATIONS REPORT

My first 12 months in the Role of Operations Manager was a steep learning curve in the world of systems, Results Based Accounting and a strategic focus on outcomes to gauge what we are doing and how we can do it better.

My first priority was to work closely with Service Delivery and the Executive teams to understand what was required and how to implement changes within the staff structure on site to help us improve the service to not only our Life Stylers and their families but also to our own staff.

The Onsite Coordinator role was restructured and replaced with three Team Leader roles allowing more supervision and regular 1:1 mentoring for staff to occur on site.

I would like to acknowledge all of those that remained positive, supportive and motivated during these changes.

One of the biggest risks facing us and other organisations in the sector is finding suitably trained and

experienced staff to fill vacancies. In Thames we have had the added stress of the scarcity of rental accommodation.

However, we still managed to increase staffing positions on site, across both the MOH and ACC roles and we now employ approximately 100 staff, an increase of around 20 staff in one year.

Externally we saw the implementation of the Pay Equity Settlement. This settlement addressed a historic undervaluing of the workforce in our sector and it will help to support an increase in qualifications, reduce staff turnover and in turn will result in better care for our Life Stylers.

I look forward to this year as an opportunity to assist motivated staff to increase their skills, gain higher qualifications, receive more training and as a result make a positive difference to their work place.



Peter Koizumi

Service Delivery

## ONSITE SERVICE DELIVERY REPORT

The vision of Service Delivery has always been based on the values of Respect, Integrity, Courage and Inclusiveness. These values have seen us through the past year with challenges and rewards.

We are pleased to have built towards a structured and effective delivery and support in our staffing, staff and Life Styler development, network and infrastructure to cater to the needs of our Life Stylers and in responses to the challenges we encountered. Focusing on improving the quality support we offer, and through communication and input from families have we been able to achieve this. Our service has reached 70 Life Stylers and we will continue to grow due to families wanting their whanau to come experience what a "Home for Life" at the Trust is all about.

### Staff

One of the concerns we had, especially in the first quarter of the year, was staff retention. This is a challenging sector; a lot of knowledge and experience and most importantly, a firm commitment is required of our staff. We checked and questioned within Service

Delivery and looked to see how we could counter this. As such, we implemented a number of changes to the staff structure and middle management to put more support in place. This has included adding an additional Team Leader, two shifts, and completely re-designing the coach support. By breaking shifts down, the Life Stylers are supported not just by one person but rather, a range of staff. This enables them to interact with our different staff and team leaders as one would do so in the greater community. By emphasising on what is called "person centred" support which the Trust has been focusing for a number of years, we have had positive results with Life Stylers being more sociable and confident in intermingling with one another, not just within the Trust but also in the community.

### Staff and Life Styler development

An additional focus of Service Delivery has been the quality improvement and upskill of our staff that support our people. Over the past year, staff have been trained in different areas which have included Traumatic Brain Injury (internally and externally) and Person Centred

Training. Another drive has been to provide more education and courses for Life Stylers. The brilliant team down at 900 have facilitated and created many workshops and some of these have included advocacy training, communication workshops and wellness workshops. Education has been critical to the support aspect and of the vision of service delivery and always will be moving forward. It has been important to remember that great examples of success are caught in day to day achievement by the people we support not necessarily the courses they attend. With more improvement put in place, we endeavour to impart the knowledge and skills to our Life Stylers so they could enjoy being independent and be included in the community.



**Phil Wightman**

**Onsite Service Delivery**

**Network**

Business networking has been another drive for Service Delivery over the past year. We recognise that it is of importance to make sure we are made aware and constantly seeking opportunities to find work outside of the Trust or to be involved in the community for our Life Stylers. Some of the activities and organisations our people have been involved in include rock and roll dancing, musicals (Beauty and the Beast), ANZAC parades, Christmas parades, Special Olympic tournaments (local and national) and attending New Zealand Disability Support Network conferences. A number of the Life Stylers have obtained jobs outside of the Trust with organisations such as the Thames Youth Centre, Fairfax and our own Trust maintenance team. Our vision would be to see more active involvement in the community and fostering partnerships with local, and eventually the regional, businesses. Our newly appointed team leaders will focus on this over the next year.

A big acknowledge to all of the support we receive from the families of the Trust. We strive to provide a high quality service where

all Life Stylers feel happy, supported and purposeful. Service Delivery would like to thank all the families for their valuable input, feedback and trust in all aspects. To the staff, we appreciate your passion, dedication and overall work ethic as these are the backbone to what the Trust is. Your commitment and passion to your work is unquestioned. The Service Delivery team looks forward to working with families and staff over the next year to continue to improve our service.

We would also like to acknowledge the people that have passed away. They will always be remembered and their legacy will live on with the Trust.

The next twelve months ahead will continue to be an exciting journey full of changes and development as we look at implementing improvement within Service Delivery. With the expertise and experience of our management team and staff, we will work on building our strengths, and recognising challenges and opportunities. We hope to continue to foster and develop stronger relationships and rapport with all families. As the Service Delivery Manager, I

look forward to another great year working with our Life Stylers, families, staff, our funders and the public to continue to create and provide a service that is based on our core values of Respect, Integrity, Courage and Inclusiveness.

## FINANCIAL STATEMENTS

### The Supported Life Style Hauraki Trust

#### Financial Reports

For the Year Ended 30th June 2017

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## The Supported Life Style Hauraki Trust

### Compilation Report For Year Ended 30 June 2017

#### Scope

On the basis of information you provided we have compiled, in accordance with Service Engagement Standard 2: Compilation of Financial Information, these general purpose financial statements of The Supported Life Style Hauraki Trust for the year ended 30 June 2017. These financial statements have been prepared in accordance with the accounting policies described in Note 1 to the financial statements.

#### Responsibilities

You, the client, are solely responsible for the information contained in the financial statements and have determined that the accounting policies used are appropriate to meet the needs and purpose for which they were prepared.  
These financial statements were prepared at the request of The Supported Life Style Hauraki Trust and are exclusively for their benefit. We do not accept any responsibility to any other person for their contents.

#### Disclaimer

As mentioned above, we have compiled the financial statements from information provided to us. Accordingly, neither we, nor any member of our staff accept any responsibility for the reliability, accuracy or completeness of the information used, nor do we accept any liability of any kind whatsoever, including liability by reason of negligence, to any person for losses incurred as a result of placing reliance on these financial statements.

*Sharon Nayler*  
Cooper Naylers  
Chartered Accountants  
Te Awamutu



## The Supported Life Style Hauraki Trust

### Trust Directory As at 30th June 2017

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Nature of Business Charitable Trust Providing Residential Services

Trustees

Mike Noonan  
Vincent Ross  
Gordon Jackman  
Wyn Hoadley

Auditors Graham Haines

Accountants Cooper Naylor Chartered Accountants  
Te Awamutu

Bankers Westpac Bank

Date of Formation 1 November 1989

Solicitors Hayley Green  
Purnell Jenkison & Roscoe

*The accompanying notes form part of these financial statements.  
These financial statements should be read in conjunction with the  
attached Compilation Report.*

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## THE SUPPORTED LIFE STYLE HAURAKI TRUST - ANNUAL REPORT 2017

**The Supported Life Style Hauraki Trust****Consolidated Statement of Comprehensive Revenue and Expenses  
For the Year Ended 30 June 2017**

	Note	<b>2017</b> \$	<b>2016</b> \$
<b>REVENUE</b>			
Income from Exchange Transactions	1	5,205,958	4,859,743
Donations Received		280	1,477
Interest Received		385	4,956
<b>Total Revenue</b>		<b>5,206,623</b>	<b>4,866,176</b>
<b>EXPENSES</b>			
Employee Related Costs	2	3,614,257	3,169,598
Direct Service Costs	3	1,078,907	1,083,472
Other Expenses	4	535,786	471,235
Depreciation		149,903	147,800
<b>Total Expenses</b>		<b>5,378,853</b>	<b>4,872,105</b>
<b>Total Surplus/(Deficit) for the year</b>		<b><u>(\$172,230)</u></b>	<b><u>(\$5,929)</u></b>

*These financial statements should be read in conjunction with the accompanying notes*

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## The Supported Life Style Hauraki Trust

### Statement of Changes in Net Assets/Equity For the Year Ended 30 June 2017

	2017 <i>Accumulated Revenue and Expense</i>	2016 <i>\$ Total Net Assets/Equity</i>
<b>BALANCE AS AT 1 July 2016</b>	1,993,141	1,979,883
Total Comprehensive Income for the year	(172,230)	(5,929)
<b>OTHER MOVEMENT</b>		
Movement in Reserves	(291)	19,191
<b>BALANCE AS AT 30 June 2017</b>	<b><u>\$1,820,620</u></b>	<b><u>\$1,993,145</u></b>

*These financial statements should be read in conjunction with the accompanying notes*

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## The Supported Life Style Hauraki Trust

### Statement of Financial Position As at 30 June 2017

	Note	2017 \$	2016 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	5	97,032	251,969
Taxation		1,033	4,739
Other Current Assets	6	28,117	-
Trade and other receivables	7	<u>189,012</u>	<u>173,460</u>
<b>Total Current Assets</b>		<u>315,194</u>	<u>430,168</u>
<b>NON-CURRENT ASSETS</b>			
Property, Plant and Equipment	8	<u>3,355,263</u>	<u>3,082,022</u>
<b>Total Non-Current Assets</b>		<u>3,355,263</u>	<u>3,082,022</u>
<b>TOTAL ASSETS</b>		<u>3,670,457</u>	<u>3,512,190</u>
<b>CURRENT LIABILITIES</b>			
Cash and cash equivalents	5	3,355	3,490
GST Payable		15,193	49,053
Payables	10	134,512	70,814
Employee benefits liability	11	319,346	224,749
Finance Leases-Current Portion	9	<u>124,933</u>	<u>93,120</u>
<b>Total Current Liabilities</b>		<u>597,339</u>	<u>441,226</u>
<b>NON-CURRENT LIABILITIES</b>			
Finance Leases as per Schedule	9	1,252,494	1,077,819
<b>TOTAL LIABILITIES</b>		<u>1,849,833</u>	<u>1,519,045</u>
<b>TOTAL NET ASSETS/EQUITY</b>		<u><u>\$1,820,624</u></u>	<u><u>\$1,993,145</u></u>

For and on behalf of the Trustees;

CHAIRPERSON  
Trustee

7/11/2017

TRUSTEE  
Trustee

7/11/2017

*These financial statements should be read in conjunction with the accompanying notes*

## LIVING IN OUR COMMUNITY



## LIVING IN OUR COMMUNITY



## TESTIMONIAL

Five years ago, with the help of Taikura Trust and CCS, we put in place a Supported Independent Living program in which we had a Community Support Worker begin to train Jack in the skills necessary for successful independent living.

Establishing a home of his own was an exciting adventure for Jack, during which time he learned many valuable living skills. Because of intellectual disability, however, it became ever clearer that there were too many skill areas in which Jack was not gaining mastery or even showing significant improvement, and that this living arrangement would not work in the long run.

This realisation, along with Jack's abiding interest in things horticultural, and his inability to evaluate threat and peril in the urban setting, argued strongly for him to live in a rural, or semi-rural, community. We investigated Hohepa Farms, in Hawke's Bay, in November 2015, who felt he didn't meet their qualifications. Disappointed at first, but put off by the great distance, we decided to look closer to Auckland, our home. Soon thereafter we learned of this wonderful place down in Thames – The Supported Life Style Hauraki Trust.

We made contact, and were delighted to find that their respite service would allow Jack to visit the Trust where he could get to know them, and, likewise, they could get to know him. We also began serious discussions with Trust administrators, and District Health Board agencies, to learn what we could do to get Jack into service.

Eric Moskowitz

## TESTIMONIAL

We as a family have had a long association with The Support Lifestyle Hauraki Trust on several levels. My initial visit to The Trust was prompted by a referral from a friend. The old saying about first impressions is true in this instance. I was introduced to a welcoming, enthusiastic and driven leader, Peter Rutherford, who was working on maximising benefits for the Life Stylers. This enthusiasm and energy was reflected in the staff and Life Stylers whom I met on the day. The culture of The Trust was expressed in the language e.g. Life Stylers," Club Med" (the respite house), etc, in the opportunities created for those living in The Trust, and the positive encouragement given to develop the individual. The Trust emulated our values as a family to value and respect each other as well as encourage and support personal growth without limitation.

Over the ensuing years Daniel looked forward to respite time and the new experiences including time on the farm, at the gardens at 900, and making new friends. He would arrive home with good stories to tell. We were both relieved and impressed with the positive support received from various staff during a very complex time in our lives. The Trust has walked alongside us through health issues, emotional challenges and ultimately the care of our son.

During his short time as a Life Styler we have seen Daniel relax and feel fully accepted for the first time in his various attempts to go flatting over a number of years. He is re-establishing personal care routines which had been lost, is surrounded by staff and friends who show his needs matter, he is happy, has found his words again, and his language is positive.

We as a family feel he is in the right place, a place he can call home. For this we are extremely grateful.

Florence Glover

## TESTIMONIAL

Hi my name is Kim Forrest.

Before I moved into the Trust I lived in Matamata with my Mum and Dad. In 2012 I moved to Thames to live in The Supported Life Style Hauraki Trust. This is the first residential place I have lived in.

I get good support from the staff who are very caring. I have also made some really good friends.

I enjoy working with Peter in the woodwork department and I have made two DVD stands and am halfway through making a treasure box.

The café is a neat place to socialize, the food is nice and we always get two choices and Tuesday night is dessert night.

This year I have enjoyed learning about Advocacy and I attended an 8-week course and am just finishing a 6-week communications course which I have found really interesting and a lot of fun.

Life in the Trust is really good and it's my home which I really like.

Kim Forrest



## TESTIMONIAL

Hello my name is Artie Chambers – I was born with Cerebral Palsy – I am a resident at The Supported Life Style Hauraki Trust and have been since September 2005.

My home town was Opunake where I lived until I moved to live in Ryder Cheshire in Palmerston North when I was 31 years of age. During my time in Opunake I had to travel everyday to New Plymouth to attend the day workshops with IHC. I made this trip everyday from 1970 to 1985 every Monday to Friday. I received \$2.30 a fortnight for my work – I did a lot of hours sitting in the IHC van with other people who attended these workshops. During this time people with mixed abilities did not have choice or say on how they lived their lives. It didn't help being labeled by "so called" experts who used the label for people like me as "Mentally Retarded".

Ryder Cheshire was a stepping stone to me coming to live in Thames. I wanted to live closer to my sister and brother-in-law in Cambridge and I was introduced to the Trust by Supported Living Services.

Since I moved in to the Trust in September 2005 – my life has changed. I have a choice and say in my life. I live in a house with my flatmate Pete – I have great relationships with people in the community, I love going to Church, Indoor bowls and mixing with the Thames people at many different community events.

Living here – staff ask me "do I want a hand" - and I can ask staff to "give me a hand". I have input into staff employment, I have learnt communication and advocacy skills by attending workshops organized by the Trust facilitated by Community Living Trust. I feel empowered and that my opinion counts as I am involved in attending staff recruitment interviews and staff trainings.

Thanks to the staff and I recommend the Trust to any person wishing to live here or to work here.



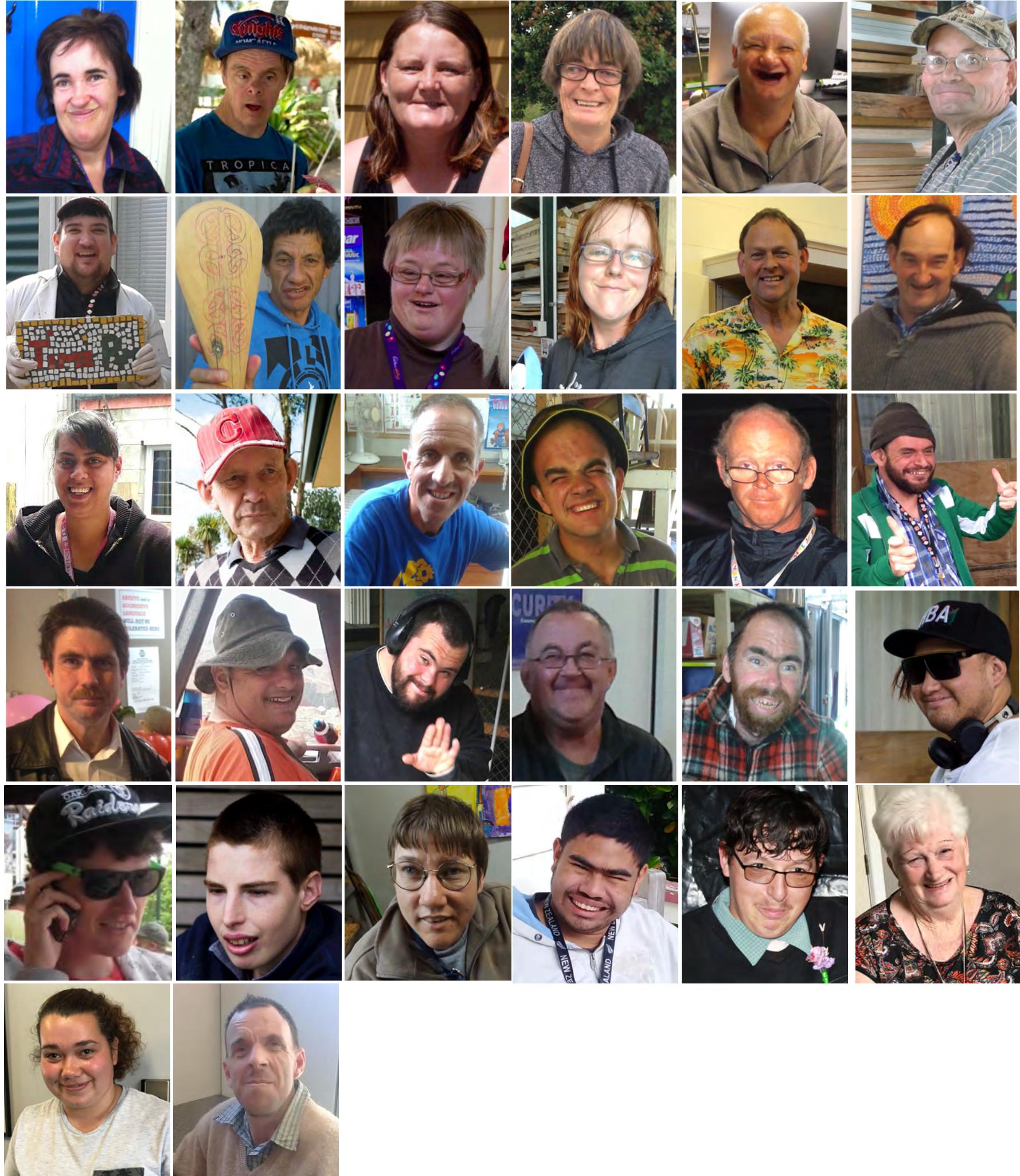
Artie Chambers

## THESE ARE THE FACES OF THE TRUST



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## THE SUPPORTED LIFE STYLE HAURAKI TRUST - ANNUAL REPORT 2017







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