

THE SUPPORTED LIFE STYLE HAURAKI TRUST

# 2018

## Annual Report





## OUR VALUES

### RESPECT

Recognition of the feelings, wishes and rights of others.

### INTEGRITY

The quality of being honest and fair.

### COURAGE

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

### INCLUSIVENESS

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



## DIRECTORY

### CONTENTS

<b>CHAIR REPORT</b>	<b>6</b>
<b>BOT PROFILES</b>	<b>7</b>
<b>CHIEF EXECUTIVE. REPORT</b>	<b>9</b>
<b>CLINICAL OPERATIONS REPORT</b>	<b>10</b>
<b>GENERAL MANAGER REPORT</b>	<b>11</b>
<b>FAMILY WHANAU SURVEY</b>	<b>13</b>
<b>FINANCIAL STATEMENTS</b>	<b>15</b>
<b>LIVING IN OUR COMMUNITY</b>	<b>19</b>
<b>PAORA'S JOURNEY</b>	<b>21</b>
<b>INTRODUCING THE TEAM</b>	<b>23</b>

## CHAIR'S REPORT

This is my last Chair's Report after 11 years in the role, which I have found both challenging and rewarding. Altogether it has been a very happy experience for me, but there is always a time when we recognise that we have to move on. I am delighted that Masele Siatu'u has agreed to take on the mantle, and I wish her well. I will continue to be a Trustee, so will be able to show that support in a practical way. Masele and Katina Conomos both joined the Board at the last AGM, bringing a wide range of new expertise to the Trust. At the same time we farewelled from the Board Wyn Hoadley and I would like to thank her for her terrific contribution over the last six years. Once again my thanks to Vince and Gordon for their continuing commitment. I am delighted to report that we achieved a 100% attendance rate at our Board of Trustee meetings during the year. In June we held a very productive Strategic Planning Meeting, independently facilitated, which gave Samantha, as Chief Executive, a clear plan to implement. An assessment of the way the Trust is operating acknowledged the importance of communications::

something which can always be improved upon. We are constantly looking at new ways of upgrading our IT, but the live approach can never be ignored, and I urge anyone who may have concerns, or compliments, to make contact with the Chief Executive to make sure we are able to respond promptly. As the Trust grows, it continues to be a challenge to maintain this personal touch but we recognise that this is a very important aspect of supporting people in their life and work.

At the Strategic Planning Meeting, we received a study of all the properties, owned and leased, occupied by the Life Stylers. This study will be the basis for us to develop strategy for the better maintenance and upgrading of the properties. We had considered during the year the separation of Properties and our service delivery, but no decision has been taken yet to change the status quo, so this is a work-in-progress. We changed our auditors this year to a larger firm called PKF. This is a reflection of our size, and we thank them for undertaking this first year and look forward to implementing their

recommendations. We achieved a landmark during the year when we reached the point of employing 100 full-time equivalent employees. We see our staff as our greatest asset and are keen on retaining them and providing on-going training which leads on to higher pay-rates through the government Pay Equity initiative.

The demand from people to come in to the service remains strong and we are always aware of maintaining the balance between growth and providing better quality in the services we offer. What we are doing is further increasing our relationships not only in Thames but regionally with other groups that can provide more and varied services to the Life Stylers. The Trust continues to gain an international profile through the documentary made in 2014 which has resulted in different opportunities arising. I end by giving my thanks to the Trustees, to Samantha and to the leadership team. And finally I thank the Life Stylers for embracing so enthusiastically all the changes we've made, and for their on-going support to us. Cheers, Mike.

## BOARD of TRUSTEE PROFILES



Mike  
Noonan

Chairperson

**Michael Noonan** has been Chair of The Supported Life Style Hauraki Trust since 2007, and has 23 years' experience in the not-for-profit sector. With a background in radio and TV, sales and marketing, Mike is an advocate with a strong network across various sectors. One of his other roles has been the establishment and leadership of the Coromandel Independent Living Trust, a charitable trust based in Coromandel Town, delivering a wide variety of Social Services and Community Development programmes.

Mike has also supported a number of local and national organisations over the years such Moehau Nga Tangata Whenua Trust, SPAN Trust, Inclusive New Zealand, Coromandel Community Services Trust and Driving Creek Railway, Arts and Conservation Trust, by being a governing member.

He is committed to developing organisations that will make a real difference to the communities of the upper Coromandel.

Mike is a full member of the Blind Foundation and Blind Citizens Aotearoa.

In his spare time, he and his wife, Alison Carter, a former documentary producer, live on a 5.5 hectare block, restoring it to native bush, thereby encouraging the return of many indigenous birds to the Coromandel.



Gordon  
Jackman

Secretary

**Gordon Jackman** moved to the Kauaeranga Valley in 2008 with his partner Catherine Delahunty from his hometown Gisborne, where he worked as an archaeologist for many years. Gordon joined the Supported Lifestyle of Hauraki Trust board in 2010 motivated by his experience of disability, having contracted polio in 1956, and a lifelong commitment to advocating for the rights of people with disabilities. Gordon also had experience of governance in several Not for Profit organisations. In 2015 Gordon developed a strategic plan for Polio NZ which has lead him become their project manager in 2015, and then the CEO of the Duncan Foundation in 2017.

([www.duncanfoundation.org](http://www.duncanfoundation.org)) He is inspired by the work of the Trust and the acceptance and integration of the Trust into the Thames community and feels very privileged to be able to contribute to the Trust.



Vince  
Ross

**Treasurer**

**Vince Ross** has been the whānau representative on the Trust board for the last nine years. Vince and his wife Tanya have two sons, and one of those sons, Mario, has lived in the Trust community for the past 14 years. Vince grew up on a farm in Manurewa and went to school in both south Auckland and New Plymouth. He started work in the retail sector and has stayed in retail businesses ever since. He and Tanya currently live in Mount Maunganui, and have a business there named Machinery and Power Tool Centre. He states, "It is a pleasure to be involved with the Trust".



Katina  
Conomos

**Trustee**

**Katina Conomos** is an independent contractor and consultant, specialising in strategy, corporate and project planning, and working with governing bodies. She presently works with a range of local government and not-for-profit clients throughout New Zealand. Katina started her career in the arts industry, working as an orchestra and tour manager with leading arts companies in Australia. After gaining her Masters of Business Administration, Katina has worked in a range of government environments in Australia, at both the federal and state level in major event delivery. Katina is a proud dual citizen of Australia and her adopted home, New Zealand. She has resided in Thames since 2010 and joined the Board of Trustees in December 2017.



Masele  
Siatu'u

**Trustee**

**Masele Siatu'u.** Although previously unaware of The Supported Life Style Hauraki Trust, I was attracted to the Trust's purpose and values, joining the Board of Trustees in December 2017. As part of The Supported Life Style Hauraki Trust team I attended the NZ Disability Supported Network conference which provided an overview of the sector and some future opportunities and challenges. Participating in developing Trust strategies for the future was an opportunity to leverage previous business experience in the context of our unique organisation and community. It's been a privilege to be part of The Supported Life Style Hauraki Trust team and I look forward to continuing my development and contribution.

## CHIEF EXECUTIVE'S REPORT

This year has yet again been another busy year at the Trust. The changes in the wider sector keep us guessing in terms of what the implications will be for the Trust, although the air of uncertainty was tinged with excitement with the roll out of the prototype named Mana Whaikaha in the Midcentral region. This gave us a chance to see what the newly transformed system might look like on a broader scale. Along with the challenges that are being raised there are also a number of good news stories starting to come through and we hope for more in the future.

The Trust now supports 70 people in total. Of this 70; 55 are supported in full residential service and 15 are supported by the Living Choices team out in the community. The Living Choices team were created this year and focus on providing services to people with flexible disability supports such as Individualised Funding (IF), Enhanced Individualised Funding (EIF) Enabling Good Lives (EGL) and Supported Independent Living (SIL). This team have really managed to encapsulate what person driven support looks like with a real focus on collaborative service design with people

requesting our support and their families. This service is an ongoing part of how the direction of the Trust is moving strategically and we have seen substantial growth in demand from these services over the last 12 months.

The Trust has also been pushing toward the goal of providing inclusive spaces. My goal for these spaces has been that we create environments where people can share whatever passions bring them together irrespective of their background, this is a precedent set with Bright Smiles gardens and one we hope to grow more. This last year has seen the opening of Original Worx which is a space that provides design and creative opportunities for Life Stylers and the wider community alike. There have been a number of successful workshops hosted by local artists already and there has been much interest from the local community regarding workshops over the next year. With enthusiasm growing we believe this will be an exciting great space to watch. In line with the work already done there are a number of other projects in the pipeline among them an equine therapy programme (yet to be named) and a Community

health clinic (yet to be named).

As the Trust moves forward it becomes even more apparent that we need to be clear about our purpose and communicate that more effectively. We must foster the understanding that we are here to support people to dream for themselves and be there to support them to realise those dreams. Part of this support is working closely with families, embracing them as a vital part of the team that helps make dreams real. I know that a key focus for me this year will be personally engaging with families to see how we can better support them to be part of the journey for the Trust. If we strive and achieve a more person driven and inclusive the results will evident in a better life for the people we support.



**Samantha Lee**

**Chief Executive**

## CLINICAL OPERATIONS REPORT

My background is in Nursing and Health Management sector where I gained extensive experience in emergency nursing, mental health nursing, rehabilitation, transformation strategy, human resources and change management. I joined The Supported Life Style Hauraki Trust in November 2017 as a Rehabilitations Service Delivery Manager to further develop our ACC funded services.

With my, in depth clinical governance and change management experience across multi-disciplinary and multi-agency teams as well as solid operations management, I recently moved into my new role as a Clinical Operations Manager. In this strategic and operational leadership role, my focus is on Clinical Operations, Quality Improvement and to further develop our organisational capacity and reach of health, wellness and clinical services which will not only benefit our Life Stylers and staff but also our wider community.

Part of my role will be to set up and management of a Nursing Clinic. This will

enable us to reach wider community and work towards health gain to address and reduce inequalities and inequities in health. Nurse - led clinics are based in a range of primary, secondary and tertiary settings including general practices, outpatient clinics, mental health settings, residential care settings, schools and communities. With our growing organisation, nursing clinic will allow us to support different levels of health settings by our internal triage system. There is increasing evidence demonstrating improved health outcomes, cost effectiveness, and quality of life for people attending nurse- led clinics. The aim is to have our nursing clinic up and running by March 2019.

We are also introducing a new online medication management and administration system called 'Medi-Map'. The Medi-Map platform manages all aspects of medication including charting, administration, supply and communication. Medi-Map has electronic prescription integration which enables prescriptions to be generated for supply from

a pharmacy electronically once the prescriber has charted the medication or completed a scheduled medication review. Our growing organisation recognizes the need of Medi-Map in the health and disability sector for auditing and reporting and has developed audit tools and the ability for clinical management to generate reports at an individual level or at a wider corporate level.



**Bharat Mahajan**

**Clinical Operations  
Manager**

### GM REPORT

2018 has been another year of developments and change here at the Trust. We are constantly in a funding environment where we have to operate with flexibility and adapt to change to make sure we provide good quality service to our Life Stylers. Our focus has been looking to the future and the system transformation which has resulted in a number of developments that have influenced our service.

As a service we have recently obtained a physical disability contract from the Ministry of Health. This has allowed us to provide our unique service to people with physical disabilities. Although, there are many challenges that have come with this we have been creative to encompass this type of

support. One part of this process has been to build/modify current housing to make it custom designed. This really is a new area for the Trust with many learnings, however this has truly made us look at ourselves as a service and our commitment to person driven services.

Another new initiative that is transforming the sector and opening new and exciting doors for people for disabilities and their families is the the new respite system. The Ministry of Health is replacing Carer Support with a more flexible type of support called I Choose. This is essentially a flexible respite budget that allows families and people the disabilities to readily access disabilities services with what respite services they would like and at what cost. This means that there is an agreement between client, families and services which is agreed on. We see this as a positive step that empowers everyone to provide unique person driven services. With these changes we increasingly find ourselves reasonably well positioned



and this is testament to the versatility, adaptability and willingness of staff.



Path & MAPS training has been one of the key trainings provided to our managers this year to allow for professional development and to meet the requirements of the ACC contract called Living my Life. This training was a graphic facilitation tool for big picture and whole of





life planning for individuals and groups. A number of Life Stylers at the Trust now have a comprehensive plan in pictorial form that explores a desired future and identifies the action steps to achieve positive and possible outcomes. One of the important aspects is that it is an accessible planning tool for all persons, regardless of their communication abilities and it promotes the principle of Enabling Good Lives (Ministry of Health system transformation).

One of the success stories of this year has been the development of a specialised team focusing on the Enabling Good Lives, Individualised funding and Supported Independent Living project. This team was initially created in 2017 but has now expanded to 15 people being supported by the Living Choices team. This team provides individualised support

within the home environment and out in the community. This is a dedicated flexible service that has been providing innovative support that is outside of our existing residential services. Over this past year we have seen a massive influx of people from within the Waikato wanting to access this type of individualised support.

This year has also seen the Trust expand its network and promote the philosophy and culture. The Trust has presented at the New Zealand Disability Support Network, New Zealand Palliative care conference and has hosted the NZDSN Waikato provider's forum. Being able to present at these forums has been a first for us and has provided us the opportunity to showcase the unique services we provide.

2019 will be another year of development and change as we continue to prepare for system transformation. Our goal over the next year is to develop our services and to provide more activities and opportunities to Life Stylers. We will chase funding grants outside our regular funding streams to achieve this. Although changes are the horizon, our philosophy and values are at the heart of

everything we do and I look forward to feedback on all of the great things that have been achieved in the next 12 months.



**Phil Wightman**

**General Manager**

## FAMILY WHANAU SURVEY

### RESULTS

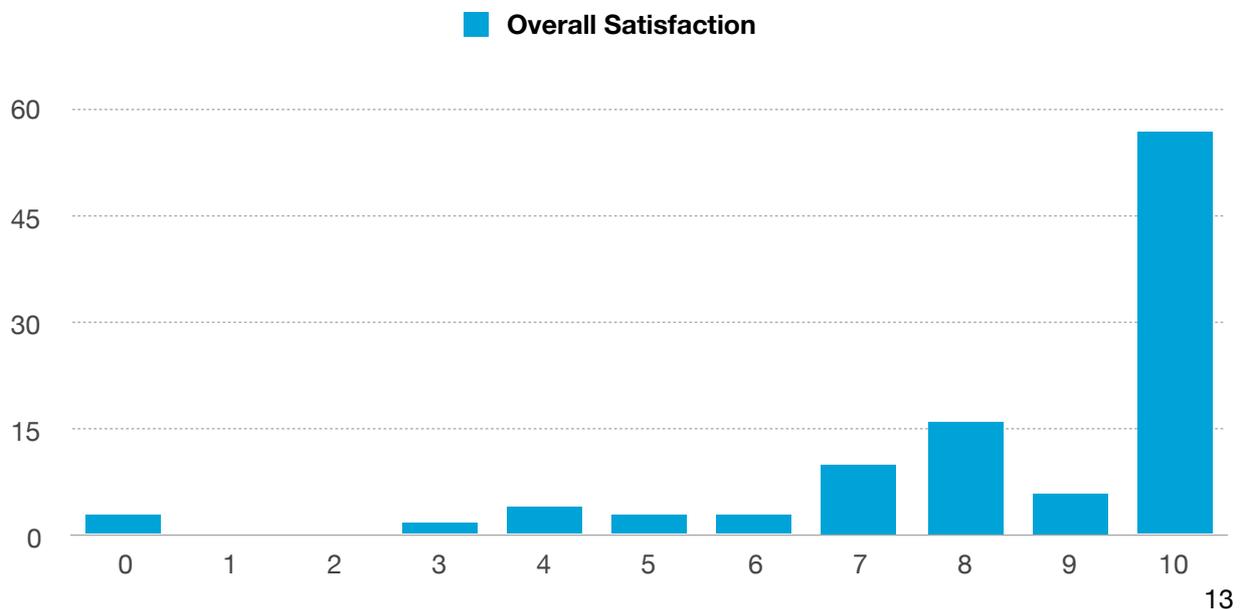
The Supported Life Style Hauraki Trust is committed to providing excellence in residential support for people with intellectual disabilities. To evaluate its current service to the Life Stylers in its care, the Trust conducted a telephone survey of its Life Stylers' family/whanau (85% of the Trust's Life Stylers' families/whānau contributed to the results).

#### Overall Satisfaction

The results from this 2018 survey indicate that the families/whanau have **very high levels of overall satisfaction** with the service being provided by the Trust.

The survey measured how likely people are to recommend the Trust to others, with the respondents ranking the Trust on a scale from 0 to 10 (0=Never to 10=Always).

	Never <span style="float: right;">Always</span>										
Overall Satisfaction	0	1	2	3	4	5	6	7	8	9	10
Number of Respondents	1	2			1	3	2	6	10	4	36
Percentage of respondents	2%	3%	0%	0%	2%	3%	3%	10%	15%	6%	57%

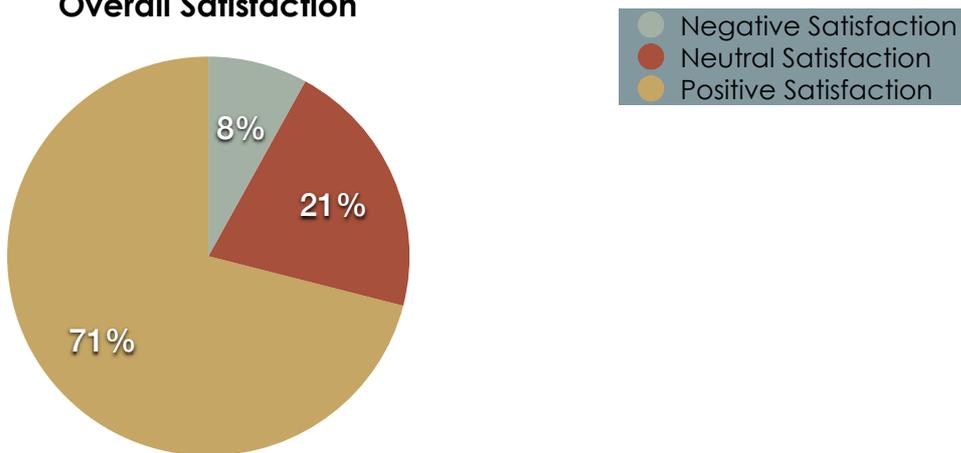


The results were then calculated to indicate whether the respondents are positively or negatively influenced by their experience of the Trust's service. A neutral result indicates the family are not unhappy with the service being received but are also not necessarily recommending the Trust to others, and is dependent on individual circumstances.

### 2018 Family Whanau Survey Results

	PERCENTAGE OF RESPONDENTS
Negative Satisfaction	8
Neutral Satisfaction	21
Positive Satisfaction	71

#### Overall Satisfaction



#### Main Reason for Positive Satisfaction

- Family member settled/happy
- Doing a wonderful/amazing job
- Best place I've seen/in the country
- Unique philosophy/concept
- Individualised care/approach
- Has made great/good progress/ bloomed
- Always welcoming, positive community/whanau atmosphere/'home'
- Integrated/part of local community

#### Main Reason for Negative Satisfaction

- Not enough staff/getting too big to provide appropriate support/independence
- Trepidation about future
- Not a good as it's been
- No communication
- Staff turnover/illness

## FINANCIAL STATEMENTS

### The Supported Life Style Hauraki Trust

Compilation Report  
For Year Ended 30 June 2018

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#### 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 2018. 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 and which has not been subject to audit or a review engagement. 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.

.....  
CN Chartered Accountants Ltd  
Te Awamutu

## The Supported Life Style Hauraki Trust

Trust Directory  
As at 30 June 2018

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Nature of Business	Charitable Trust Providing Residential Services
Trustees	Mike Noonan Katina Conomos Vincent Ross Gordon Jackman Masele Siatu'u
Auditors	PKF Hamilton Audit Limited
Accountants	CN Chartered Accountants Ltd Te Awamutu
Bankers	Westpac Bank
Date of Formation	1 November 1989
Solicitors	Hayley Green Purnell Jenkison & Roscoe Holland Bekett Law

## The Supported Life Style Hauraki Trust

### Statement of Comprehensive Revenue and Expenses For the Year Ended 30 June 2018

	Note	2018 \$	2017 \$
<b>REVENUE</b>			
Revenue from Exchange Transactions	1	6,120,230	5,205,958
Donations Received		5,100	280
Interest Received		39	385
<b>Total Revenue</b>		<u>6,125,369</u>	<u>5,206,623</u>
<b>EXPENSES</b>			
Employee Related Costs	2	4,216,903	3,614,259
Direct Service Costs	3	1,133,086	1,078,910
Other Expenses	4	591,807	458,606
Interest Expense		82,007	77,175
Depreciation		143,790	149,903
<b>Total Expenses</b>		<u>6,167,594</u>	<u>5,378,853</u>
<b>Total Surplus/(Deficit) for the year</b>		<u><u>(\$42,225)</u></u>	<u><u>(\$172,230)</u></u>

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



## The Supported Life Style Hauraki Trust

### Statement of Changes in Net Assets/Equity For the Year Ended 30 June 2018

	<b>2018</b>	<b>2017</b>
	<i>Accumulated Revenue and Expense</i>	<i>Total Net Assets/Equity</i>
<b>BALANCE AS AT 1 July 2017</b>	1,820,620	1,992,850
Total Comprehensive Income for the Year	(42,225)	(172,230)
<b>BALANCE AS AT 30 June 2018</b>	<u>\$1,778,403</u>	<u>\$1,820,620</u>

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



## LIVING IN OUR COMMUNITY



## LIVING IN OUR COMMUNITY



## PAORA'S JOURNEY



In January 2013 Paora's life changed dramatically after he suffered from a Traumatic Brain Injury as a result of a serious accident. Two years after the accident Paora moved to Thames to begin his new life at The Supported Life Style Hauraki Trust.

A new town, a new home, lots of new faces and the on-going physical and mental pain were some of the challenges in this new life. What most people take for granted; walking, talking, dressing, eating and going about their daily life with ease were not done without pain and stress for Paora. Re-learning all the skills that were part of his life prior to his injury were now a step by step process.



When Paora arrived at The Supported Life Style Hauraki Trust he was still experiencing the anger, grief and frustration that his life as he knew it would never be the same. Paora now lives in his own flat, undertakes a daily job, attends the local gym, maintains relationships with his family, and makes decisions in his own daily life. He still requires people to support him daily however the support needed is slowly reducing.

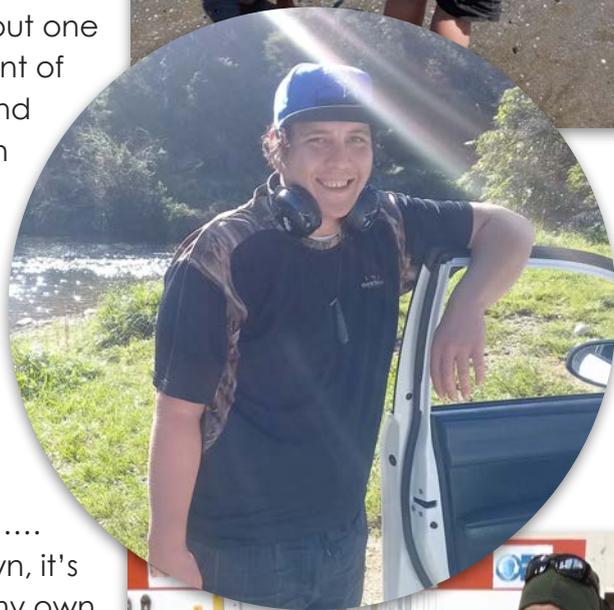


The support Paora has received over the last 3 years has been intense. He has required a dedicated team of Coaches to understand the needs and wants of this young man while maintaining the necessary programmes in place to support his rehabilitation. The ability to motivate someone who appears to be unmotivated is a challenge but one step at a time, one foot in front of the other and the spirit and strength of Paora has had such positive impact on his rehabilitation.

Three years later the image of the man who arrived in Thames in 2015 is now a distant memory.

In Paora's words .....

"I love my house – it's my own, it's quiet and clean. I have my own vacuum cleaner and know how to keep it clean – I have to otherwise my mum will growl . Everyone takes care of me and I love my garden and outside space. I like going to mahi (the pig run).





**Ben Thomas**



**Juergen Mayer**



**John van Wyk**



**Mellissa O'Neil**



**Wray Wilson**



**Derek Burns**



**Ben Woolf**



**Amy Menzies**



**Matt Flude**



**Paula Styles**



**Hamish Babe**



**Julia Killgour**



**Sharon McKenzie**



**Paul Wilson**



**Patti Boyd**



**Marlene Williams**



**Mardi Anderson**



**Mary Leybourne**



**Tracey Currill**



**Sophy Cagat**



**Jeff Gregory**



**Jacob Dodds**



**Lorreen Wilton**



**Leon Pienaar**



**Katrina Chevis**



**Lisa Barnett**



**Louina Cossey**



**Susan Lambert**



**Hamed Tofangsaz**



**Dianne Hockenhill**

# 24

## THE SUPPORTED LIFE STYLE HAURAKI TRUST - ANNUAL REPORT 2018



**Jodi Rangitaawa**



**Jacob Tawhara**



**Trevor Conner**



**Margaret Robertson**



**Peter Rutherford**



**Ryan Potter**



**Craig Burbery**



**Joanne Postmaa**



**Rai Schiewek**



**Gary Comrie**



**Michelle Van Wyk**



**Nelly Hikaiti**



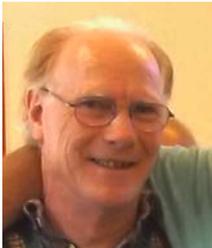
**Tiana Way**



**Paul Moleta**



**Janeen Fountain**



**David Rice**



**Peter Randall**



**Lance Peihopa**



**Tracey Gollan**



**Levonne Stead**



**Samuel Cawood**



**Murray Thomas**



**Tracy Savage**



**Ian Beach**



**Jodie Wetere**



**Dennis Mita**



**Jay Parker**



**Shayne Giles**



**Dale Grason**



**Lee Kumeroa**



**Jerry Taylor**



**John Sanderson**



**Mark Thornton**



**Shekinah Coake**



**Robyn Wake**



**Anthony Bell**



**Sarah Sanders**



**Moe Williams**



**Clement Eleazer**



**Rebecca Lee**



**Simone Hughes**



**Gurbinder Singh**



**Andrew Paparestis**



**Cheryll Bayer**



**Deirdre King**



**Allison Mitchell**



**Amandeep Kaur**



**Pauline Grainger**



**Joanne Marshall**



**Paul Hawkless**

## INTRODUCING THE 726 QUEEN STREET TEAM



Alesha Te Amohanga



Phillipa Godwin



Philip Wightman



Samantha Lee



Davina Peke



Robyn Smith



Bharat Mahajan



Nigel Sparrow



Peter Koizumi



Carole Moore



Mario van de Geer



Maria Julian



Sandra Higgs



Catherine Herbert



Joanne Thomas





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