



THE SUPPORTED  
LIFE STYLE  
HAURAKI ★ TRUST



# Annual Report 2020



To enable our  
Whānau to live  
lives of their  
choice.





We support our Whānau to participate to the fullest extent possible in the decisions that impact them.





THE YEAR AT A GLANCE 2020

LIFE STYLERS IN  
SERVICE

84

VOCATIONAL ATTENDANCE HOURS

11,058

NUMBER OF MINISTRY OF HEALTH  
SUPPORT HOURS PROVIDED

138,779

Number  
of Staff

108

Leased/  
Owned  
Properties

36

TOTAL REVENUE

\$7,244,072

# Our People

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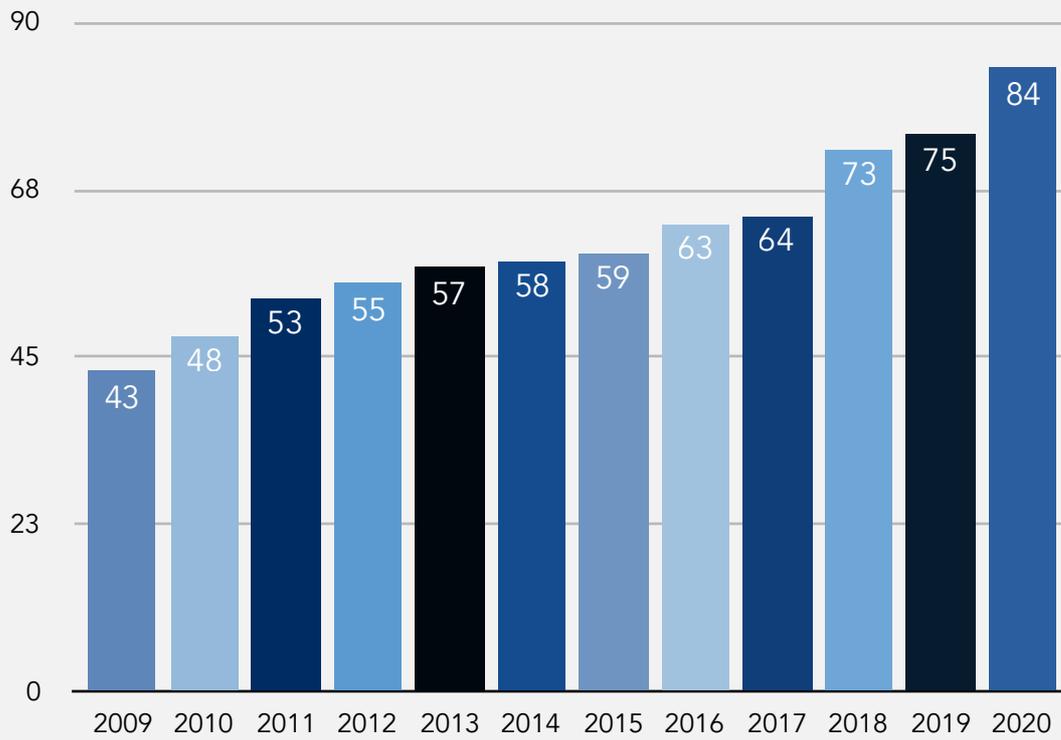
# Our Community

40	Our Connections
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## OUR PEOPLE

### Overview

#### Life Stylers Living at the Trust



#### 2020 - At a Glance

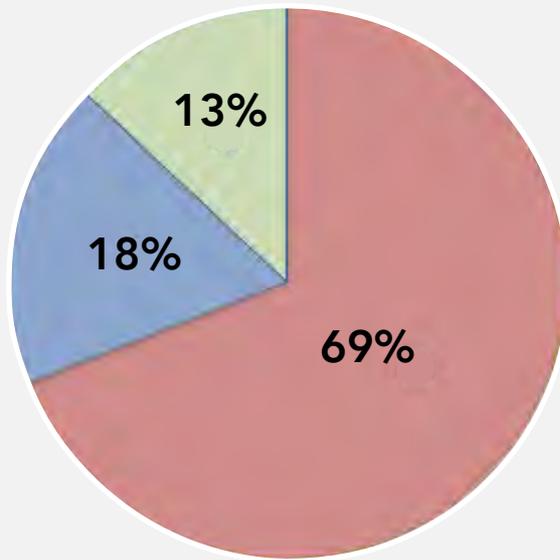


OUR PEOPLE

Overview

Family Satisfaction Survey, November 2020

- Very Satisfied
- Satisfied
- Not Satisfied



2020 - At a Glance



# OUR PEOPLE

## Community Spaces



### OriginalWorx

The primary purpose of this workshop is to provide support to create individual projects. On a daily basis our woodwork tutor supports Life Stylers and Community members to turn a piece of wood and a humble screw into a cherished belonging. Our Tutor is proud to support, direct and teach those who attend the workshop through their participation, patience and achievements.

Over the past year OriginalWorx has continued to grow and develop not only in the Trust but the wider community and this has been seen through the increased numbers. One of the recent developments the OriginalWorx being apart the community event 'The Perfection of Imperfection'.



2,918 hours of  
**ORIGINALWORX**  
support



## OUR PEOPLE

# Community Spaces



## ArtSider

At ArtSider's we redefine creativity, making it not just an enjoyable activity but also a tool for self-discovery and self-expression. We are leaders in the field of arts and disabilities, establishing a model for a creative community guided by the principle that art/creativity/making and creating is fundamental to human expression and that all people are entitled to its tools of communication.

Our vision is clear; Art and Creativity will be the path forward for people with disabilities to express themselves, determining their own process with gentle non-imposing guidance.

Over the past year ArtSider has been instrumental in providing opportunities for learning and being creative. One of the highlights during this year was the community event "The Perfection of Imperfection"



**2,536 hours of  
ARTSIDER  
support**



## ArtSider Report

We set up this workshop (now named ArtSider Workshop) alongside OriginalWorx with the aim of creating opportunities for our people to explore their creativity.

Deb Brock and Nigel Sparrow started a full trial of the program in January 2020. We had a huge positive response from Life Stylers and then closed down with everyone else for our first lockdown. But we continued bringing creativity materials to people at their homes and encouraged people to work on projects during lockdown.

Deb and I have been joined by Amanda Ewing who is our third tutor. All three of us are practicing artists with many years' experience both as practitioners and teachers. We have been offering a big range of workshop experiences and more and more of our Life Stylers are finding things that interest them. We are now fully open from Monday-Thursday with some development work done on Fridays.

On October 23, 2020 we opened an exhibition at the GBD in Grahamstown showing work produced in both workshops. The evening was a huge success with many sales of work by a big range of people. We had a celebrity auction on the night and then the exhibition ran for over 3 weeks. We are really pleased with the progress of the workshops and the opportunities for growth and development that they offer our people.

*Nigel Sparrow*  
ArtSider Tutor



# OUR PEOPLE

## Community Spaces



### Cafe

The Trust cafe has now been in operation for 26 years and has seen many revamps over this time. The Trust is considered the hub of the organisation and provides a chance to share meals together and enjoy different Theme Nights. This year the Cafe has been limited with it's events due to the Pandemic experienced by everyone this year. Therefore there has been reduction in hours provided. One of the highlights of Cafe this year was Disco Party which saw a large turn out of Life Stylers, Staff and members of the Community. Check out some of the photos below.



**12,807 hours  
CAFE  
ATTENDANCE**



## Cafe Report

As we come to December I look back on a year like no other.

I can say that I am very proud to have been a part of a wonderful team of people who stuck together and worked endlessly to ensure our Life Stylers were provided with delicious healthy food.



The cafe spent the months of Covid in lockdown with very minimal contact with other staff and Life Stylers.

We were committed to supplying breakfast, morning tea, lunch, afternoon tea and dinner to 110 Life Stylers - 7 days a week.

Our once happy hub of the trust was turned into a supermarket with all the supplies necessary.

The Life Stylers did amazing over this period and understood the importance of distancing and staying home as much as possible.

Thankfully when it all came to a end we were happily graced with the presence of staff and Life Stylers and again the cafe was filled with laughter and happiness.

We were able to have our annual ball which this year was a disco theme held at Grahamstown Hall.

Life Stylers and staff traveled in classic cars to the venue and arrived to a beautiful disco themed hall with delicious food and music.

Whats a party without a photo booth and Michael out professional photographer who was there to capture all those special moments.

For Halloween we had Halloween themed night at the cafe with a halloween dinner and dessert followed by games, face painting and a movie after dinner on a projector.

I end this year with much gratitude and appreciation we made it team!

*Melissa O'Neil*

*Cafe Team Leader*



OUR PEOPLE  
Community Spaces



Farm

The Farm has been part of the Trust since the establishment in 1994. With the purpose of focusing on learning horticulture we have seen a number of a few new changes over the past year. Some of the most recent developments have been focusing on the request by Life Stylers to make hand creams. We have also seen the addition of Kunekune pigs and goats to the existing animals. The Farm garden continues to provide vegetables and fruits in abundance and provides Life Stylers the opportunity to pick and harvest for themselves and the Trust Cafe. Over the past year many people have also just taken the opportunity to escape the busyness of life and enjoy nature. There is always something to see or do out at the Trust Farm!



4,569 hours of  
**FARM**  
support



## Farm Report

Well, what a year it's been !!!

January saw me being offered the position of Wharepoa Team Leader, this, I happily accepted.

The position includes duties of overseeing Residential, Community / Voc placements and Farm management.

Early this year Wharepoa welcomed some new additions to the whanau, there are of the 4 legged variety. The bottle fed calves, Tahi, Rua, Toru and Sharon gave immense enjoyment (and cuddles) to the many Life Stylers who came to visit and care for them.

The KuneKune piglets, likewise offered hours of fun and laughter to all (staff included). Five wee barrels, charging round the orchard after people (in the hope of an apple) can't but bring a smile to all who experience it! Our kid goats, Bubble & Squeak, demand daily wanders round the farm, they like to know where the tastiest morsels are hiding, and love nothing more than a good scratch on the head.

The unexpected arrival of 5 lambs, all born in a storm, kept us on our toes! What this environment offers our Life Stylers, is a hands on experience, one where they get to 'know' individual animals and species, and the care involved in their day to day welfare.

The move away from farming animals for meat, to a more therapeutic approach has allowed for the growth of compassion and a hands on involvement in a safer environment.

Our Community/Voc placement Life Stylers have an opportunity to learn animal welfare requirements. Shelter, shade, access to clean drinking water etc. Also to assist or observe basic animal husbandry skills. Goat & donkey hoof trimming, drenching of all animals and fowl. How to spot the signs of a sick animal, eg. a sheep isolating from the rest of the herd etc.

And then.....the small matter of a WorldWide Pandemic, threw a bit of a spanner in the works ! Our residential Life Stylers at Wharepoa did a stellar job of caring for all critters during the lockdown period.

Vege gardens were watered and weeded, chooks, ducks, KuneKune, donkeys, goats, sheep and calves all had the best care possible, Thank's Crew!

And so, slowly as the lockdown's lifted, our townie cousins again graced us with their presence and we resume our normal.

*De King*

*Wharepoa Road Team Leader*



# OUR PEOPLE

## Community Spaces



### EquiLibrium

EquiLibrium is a programme which aims to provide balance through interaction with horses. The programme aims to support people from the within the Trust and in the wider community to explore self reflection and confidence guided by horses. We also provide lessons from qualified instructors on a variety of quality and specialist horses and ponies.

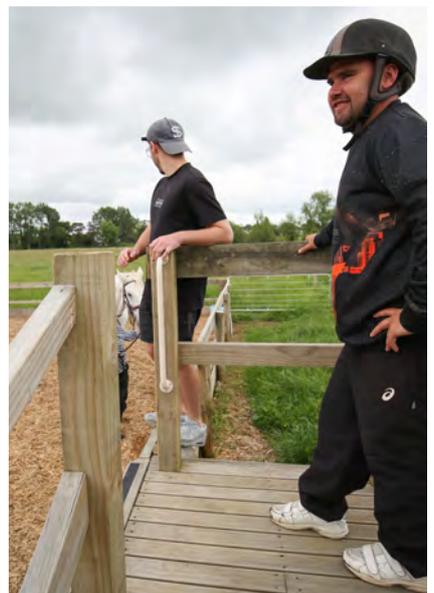
360 hours of  
**EQUILIBRUM**  
support



## EquiLibrium Report

Much like our other community spaces EquiLibrium has had an eventful year. The numbers of Life Stylers visiting was affected by COVID and then winter and are really picking up now. We managed to get our new fencing completed this year, it looks fabulous and has made a significant difference in the time consumed in the day to day running of the programme. This year we welcomed Louise and Michelle as two dedicated EquiLibrium staff. This has had a positive impact on how great the horses are looking along with increasing our ability to maintain a regular schedule for riding. We are looking forward to next year where we hope to focus on developing our team more and getting ready to open our doors to the wider community. We will also be fundraising for some jump poles and additional equipment to help us with developing the skills and abilities of our riders.

*Samantha Lee*  
CE



OUR PEOPLE  
Community Spaces



## Music

Music at the Trust revolves around education and participation. Life Stylers have the choice to either engage in individual or group sessions.

Learning to play instruments ranges from the drum through to the piano.

Every year Life Stylers produce their own original tracks contributing to the annual Christmas CD.

674 hours of  
**MUSIC**  
support



## OUR PEOPLE

### Life Styler Profiles

#### Terry Dwyer

I've lived at the Trust for 5 years possibly longer..... (my god) I work at the Kerepehi Farm with the staff I help out with the pigs, rake the leaves and wheelbarrow to the compost heap, This Xmas I going to buy a bigger mower, the one I have isn't that powerful I like to keep the lawns short and mow them once a fortnight Gary Clark he's a builder, I like Lianne Clark Terry's sister) she's really good to me (she is, I miss her) Cath and I have gone to the Aeroview Airfield (watching aeroplanes going in and out), Wings and Wheels I went to a concert with my friend Gavin. I go to church on Sundays with my friend John Matheson. I like to keep in contact with my friends and will ring them often I enjoy going out for morning or afternoon tea's at the Cafe's in town.



#### Carla Van Deventer

I work at the Stables, clearing/cleaning tables for 2hrs - I like my job. I also help in the Kitchen/Cafe, clearing benches/tables. I live with Jonathan, he's my friend, we've lived together for a long time. I had Mum and Dad stay, was lovely having them here. Dad has gone home to Vanuatu and Mum's going soon. Enjoyed filming "The House of Champions" was fun. Looking forward to swimming at the Special Olympics I swim twice a week doing lengths of backstroke and breast stroke "no stopping" I go to the gym most days, doing my own programme. Enjoy going to creativity where I paint pictures. I go out with Viv and Kirsty often for drinks, I like to go and stay with Christine in Tauranga.



## OUR PEOPLE

### Life Styler Profiles

#### Margaret Sinclair

I like to spend lots of time with my cat Bubbles. I give her hugs and kisses, she sleeps with me every night. I got Bubbles last year from the SPCA.

Since she's arrived she has felt relaxed and safe I love washing cars, doing other peoples gardens I enjoy walking around town, a bit of exercise I go to Tauranga to visit my brother and mum. We (staff and I) have lots of fun when we drive over/back from Tauranga. I love to go shopping, mainly groceries, shoe shopping with Amy. I enjoy my job with Spotless Cleaning and with Thames Collision and Repairs Lastly I like to catch up with Sam Lee, Jodi and the Team Leaders.



#### Wayne Richardson

I go horse riding once a week, i like riding the horses, Lunar. I have my own hat and ride on my own. I enjoy going out to the Farm, hop on the tractor and weed eating. I get up, have my bath, breakfast, clean my house and I go out Would like to go back out on the boat fishing, "me like that"

I like helping people out, I go to woodwork on Mondays, I made a toothbrush holder for my bathroom I make pom poms (nit nits), cars and necklaces when I'm at home I ring Mum and Dad each week, I make Rachel (Ada) a car, sometimes she comes over, "me like that" I go to the beach and pick up stones/pebbles.

Like going for a bike ride, do my shopping with my bike and trailer I weekday and mow my lawn, have some little vegetable garden's and a work shed I like going to the disco and having a dance (motions dance move) with Ada. I feel happy in my home, Nee, Jacob and Ian back.



## OUR PEOPLE

### Life Styler Profiles

#### Robert Stephens

I feel love here at the trust with the beach, the people and the staff. I am totally true and relaxed at my home at beach road, it is like when I was at home in Tapu. Many happy memories with love and bliss, nothing you can worry about too much. Trips to the beach god bless, love walking the boardwalk looking out to the sea, meals at the café and a beautiful time and memories at the disco, what true love forever grateful.



#### Melissa Stone

I have been at the Trust for 3 years and this year I have moved into my own home. This has increased my independence in many ways especially doing housework. I have recently had some health challenges requiring major changes to my diet and lifestyle and the Trust has really supported me through these challenges. This year I have also been supported to overcome my fear of horses and now I am attending Equilibrium every Thursdays.



OUR PEOPLE

Life Styler Profiles

Atene Karauria

I came to the Trust about a month ago. I enjoy having more control over my life and being able to come and go as I please and choose what activities that I am involved with. I have a trust in the Trust to respect my views and allow me to become more independent. I love being part of the process in my rehabilitation.



## OUR PEOPLE

### Staff Profiles

#### De King

Irish born, bred and buttered, De found herself on the fair shores of Aotearoa. The year was 1994, a kiwi partner and two small children in tow and life unfolded in the kiwi / Irish way. De joined the Trust Whanau in 2018, With a background in social work, the Mental health sector, Family support services and Farming! The opportunity to align this seemingly mismatched skillset came to fruition when the Team Leader/Farm Manager position came available early this Year, at our Wharepoa site.

Each and every day brings something new and sometimes unusual, which makes for a very fulfilling and thoroughly enjoyable environment in which to work. Our Life Stylers sit at the heart of all that occurs within the Trust, and it is this that informs and moulds our way forward.



#### Annaliza Palmere

Thames got to me first, it took me a long and hard time to decide because my family was settled in Auckland. It was only when I joined the TSLHT that gave me the confidence to uproot my entire family and move here. The Life Stylers and my colleagues made me feel welcome, they embraced me and gave me that feeling that I am a part of a whanau. It is rare and almost impossible to be employed where going to work is positive, supportive and working alongside colleagues who foster a strong sense of security, dedication and family. I am happy and blessed to have made that big decision 6 months ago and for that I am grateful.



#### Murray Thomas

I was born in Thames and have lived here all my life. In 1978 my wife and I purchased our Milk Delivery Business and were awarded Fonterra's Franchisee of the Year in 2003. During my time delivering milk to the Trust I met a few Life Stylers and also while I was a Gliding Instructor at the Hauraki Aero Club and some Life Stylers were my passengers.

In 2004 while I was delivering milk in Pak n Save I was talking with Murray Lynds who was one of the Co-Founders of the Trust. Murray Lynds knew we were selling our business and said 'Come and work for us because we are yummy'. It's a statement that has stayed with me all these years.

I have covered many roles here at the Trust and these include working onsite, night shift, recreation support and this involved camping, biking, canoeing and fishing. I have also worked several years on the farm. I am currently working with a group of independent Life Stylers.

My wife and I have invested in two of the Trust properties. I have been involved in supporting Special Olympics for the past 12 years.

This can be a fun role, just add some patience, energy, skill and experience. I am proud to say I work at The Supported Life Style Hauraki Trust.



## OUR PEOPLE

### Staff Profiles

#### Julie Reyland



I moved to Thames August 2019 when my husband and I bought a house here. My previous job was in Auckland and with moving to Thames I didn't want to be traveling up to Auckland every day so I got on a mission to find a good job here and here I am working at the Trust

My role at the Trust is Front Desk Administrator as well as Payroll Master. I have been working for TSLHT for 11 months now and have to say I have found the perfect job.

I feel blessed to get out of bed every day knowing I go to a job I absolutely love and am grateful to work with an amazing bunch of people. The Life Stylers are also what makes the Trust so special, they to are amazing people. The love and care I see that goes into looking after our Life Stylers is just amazing.

I feel very blessed to be living in a little piece of paradise as well as having a job I love going to each day.

#### Nigel Sparrow



In 1999 I was visiting Peter and Murray, the founders of the Trust, and Peter suggested I come over from Australia (where I lived) for a few months and work at the Trust, because of my people skills. I did, starting in June 2000, and fell in love with the Coromandel, what the Trust stood for and the values underpinning it.

After nearly 6 months working in Thames I took a couple of months off to settle up my life in Australia and moved back to continue working with the Trust the following January.

I moved into an HR role in early 2005 and, after Murray's unexpected death in Dec 2005, I joined the small management team. In those days management also met with the Board and helped develop good Trust practices, most importantly our Life Stylers quality of life. As the Trust grew, different challenges presented themselves but the prime focus for all of us was maintaining a values-based organization. It's great to see those values being embedded as we move towards the future as a much larger and more complex organization. I am approaching the end of my career at the Trust and intend stepping down from an active role in 2021 but hope to continue supporting our vocational programs.

## OUR PEOPLE

### Family Profiles

#### Jack Moskowitz

My son Jack Moskowitz has been a resident at the Trust for nearly three and half years now. His mother and I were delighted when he was accepted into service, couldn't believe the words spoken - "he's got a home for life."

In his second year Jack had some difficulties that required some acute attention. With determination and diligence all parties came through the experience I'm sure having learned much along the way. And Jack found himself now residing at the farm in Kerepehi. Living out there has allowed Jack to reconnect with his time in where he learned how to grow food out of the ground. He's done this very well

What is very special is how Jack's artistic talents and abilities have been supported and stretched. Some very talented and dedicated staff have instructed and nurtured Jack's growth in this area. His painting has taken on whole new exciting dimensions and he's done some wonderful and practical, projects in the wood shop

The Trust has provided Jack a safe place to live, where his talents and interests have been supported. A place where he has learned to be a productive member of a community of lovely people  
*Eric Moskowitz*



#### Wayne Richardson

Wayne has accepted Thames as his home. He is not one to mix especially with large groups, he prefers to stay at home. Wayne is happy with Janeen and Jacob as his staff. He has grown within this space and manages better days. Waynes older brother Dean now resides at the Trust, he also enjoys it. As time goes by he will be as happy as Wayne. The guys both go to the Gym, Horse Riding, Craft, Swimming etc. They have a very nice life style, I don't know of any other service that has so much going for it.

The people of Thames have accepted the Life Stylers that reside at the Trust. They both keep Dental, Podiatry appointments which is important for me. When Peter Rutherford and Murray Lynds offered Wayne a home he went for a visit and didn't return. If a problem occurred the staff were relocated, not the client. When Wayne arrived at the Trust there was a very small number of Life Stylers, He lived at 104 which is now the Cafe.

The Staff are very caring and Ian has made an amazing difference to the way it is now I feel Wayne has changed all for the best. He is older and can understand better Wayne and Dean have always been cuddly and love to give me a hug, which I miss from them both. They've had some brilliant times lots of laughs, but also as many sad times. For Wayne its grown for him and I would hope that it grows for Dean.

*Tina Richardson*



## OUR PEOPLE

### Family Profiles

#### Hamish Marshall



In 2007 we were lucky enough to hear Kim Hill interview Peter Rutherford on her National Radio Program. That inspiring conversation began a journey for us as a family. One that has brought my brother, Hamish and consequently all of us so much joy.

Hamish visited The Supported Life Style Hauraki Trust for respite care in early 2008. The first visit was with trepidation; however, the welcome Hamish was given and the deep dive into a vibrant and supportive community was what had been missing from Hamish's life and was relished by him. Several more respite visits were enjoyed before Hamish made a permanent move to become a Life Styler in 2010.

Hamish has delighted in being part of a welcoming community, which has given him a strong sense of belonging and the opportunity to broaden his horizons through community engagement, workshops, sport, travel and socialising. The camaraderie fostered through the tireless work undertaken by the Trust staff has allowed Hamish to feel safe and supported.

As a family we are constantly reminded of the extraordinary level of care and compassion that underpins all aspects of TSHLT. We are grateful for the respect for individuality and the ongoing dedication to enhancing the day to day in often challenging circumstances. The vitality and energy of the team at TSHLT is awesome.

*Juliet Lichtenstein*

#### Kellie Stevens



This has been a really challenging year for my sister Kellie, however it has been a really positive year in a lot of ways too.

With the amazing organising and support of the staff throughout the Covid-19 pandemic, Kellie was able to lockdown in her home and have daily support and monitoring. As hard as this was the staff managed to support Kellie throughout this process.

Unfortunately Kellie did break her wrist this year in a fall, and despite all the challenges this posed, staff were able to assist Kellie with the regular encouragement and assistance she needed and also her many medical check ups.

Kellie has made amazing changes this year with her having a lot more structure to her week, and the staff have encouraged her to attend woodwork which Kellie is now thoroughly enjoying and gradually improving her confidence and attitude.

I feel that the ongoing encouragement and belief in Kellie from the staff has helped to build her self-esteem and helped her to manage emotions more effectively.

Kellie is now attending the cafe on a more regular basis and interacting more appropriately with some of the other residents. Previously this was a huge challenge for Kellie and this is big progress to see. She hardly went to the cafe previously.

This year has also seen positive changes with Kellie's tobacco reduction and the introduction of a vaping device, resulting in saving money which is a huge achievement. Staff have continually encouraged Kellie to switch over for health improvements and financial gain.

I would personally like to thank all the dedicated staff at the trust for their ongoing commitment to their work.

Especially Kellie's direct support workers who genuinely care, and whom she has developed a trusting connection with. Nga mihi

*Penny Stevens*

## OUR PEOPLE

### Family Profiles

#### Mark Hollister

The initial 3 months was to be a trial to see if he wanted to move back to Thames after Laura Fergusson closed down. The first part of the move went very well and Mark was happy, as were we, that he met some old friends and made new ones. I think he liked the open space and opportunity to be outside and enjoy the garden over the summer as well as be in a place where there was lots going on in a social environment. We realise that the bathroom facilities there were tricky and not suitable for neither Mark nor the staff and that was the main reason for his move to Queen Street.

Queen Street is a far more restricted environment, especially during lockdown and it is a credit to the staff and the others in the team who have supported Mark there that he has maintained a positive outlook and enjoys where he is. Thank you for supporting him with Messenger or Facetime on his iPad as that too has been instrumental in helping to keep him content and connected with his family and friends. You have both become an important part in his support network as you have made it your business to get to know him and find ways to make sure he is well cared for in all aspects of his life: Making sure his appointments are up to date, overseeing that his van is maintained, preparing him for our family holiday and supporting him with a variety of outings which have included several visits to Hamilton to meet up with us.

You have a close understanding of his needs and our expectations in trying to make sure Mark has as many 'normal' activities as possible.

In terms of the support Mark has had since he has been back in Thames we have no issues and as you are aware we would like for Mark to be in a less enclosed home where he can communicate with a more varied group of people, with the proviso it is what Mark prefers. There are always pros and cons with decisions such as this and we are hoping to meet to talk about this more with Mark and those who are his support network to review the year and plan for the next few months

*Jane Hollister*



#### Robert Stephens

Robert has been much happier since he moved to Beach Road from his last residential provider. He is much more involved and I love getting the photos of him being active eg planting tomato plants; walking up to Monument; fishing trips; and being supported to cook one evening meal a week. He is very settled since he moved to Thames.

*Glenys Wallace*



## OUR OPERATIONS

# What Makes us Different

### Our Purpose



To enable our Whānau to live lives of their choice.

### Our Unique Attributes



#### Rights based approach:

We support our Whānau to participate to the fullest extent possible in the decisions that impact them; to be empowered to live lives of their choice and to do so in an environment that is non-discriminatory; promotes individual responsibility; provides dignity of risk; and supports equality.

#### Collaborative and flexible services:

We recognise that every person is unique and to preserve individual identity we have a creative, tailored and non-hierarchical approach to service delivery. We value solutions from our Whānau and we're also outward looking, constantly drawing on external expertise to improve and enhance our services.

#### Life Style plan model:

We encourage interdependence and co-creation of lifestyle plans. We support self-advocacy and provide independent advocacy support if required.

#### Lifelong support:

We provide support akin to that of family, building trust and a sense of belonging within our Whānau. We offer lifelong support, including end of life services. We never give up on our people.

### Our Core 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.

### Our Media Portfolio

HOUSE OF CHAMPIONS a 60-minute documentary that celebrates the differences amongst us and the threads that bind us together. Three Life Stylers are striving for Special Olympics glory.

With their sights firmly set on achieving gold, can they beat the odds or will life, love, politics and parties get in the way?

HOUSE OF CHAMPIONS is available on demand at [www.threenow.co.nz](http://www.threenow.co.nz)



## OUR OPERATIONS

### Letter from the Chairperson

“

**It's been a year of uncertainty and challenge!**

Masele Siatu'u  
CHAIRPERSON

”



I'm pleased to introduce this annual report, highlighting significant achievements at The Supported Lifestyle Hauraki Trust during the past year. This included amazing staff commitment, supporting Life Stylers and their families, in an extremely unusual environment caused by the COVID-19 pandemic.

Of note in 2020:

- unprecedented demand for Trust services;
- modifying our emergency response and planning based on our COVID-19 experience;
- extension of vocational services, connecting with others in the community;
- continued people and resourcing development equipping The Trust for increasing
- demand for services whilst maintaining focus on quality;
- working with partners to achieve better outcomes for Life Stylers;
- renovation and upgrading of residential accommodation.

This year has been very challenging especially for all staff, Life Stylers, and their families. Staff continued to demonstrate their connection to the Trust's purpose, care for others, and their professionalism whilst managing their personal lives outside the Trust.

The Trust continues to operate in a sector for which adequate funding remains an issue. This is an ongoing challenge for disabled people and their families, disability support providers, and the Government - especially as they try to kick start the economy in a COVID-19 environment.

The Health and Disability System Review Report recommends some changes such as streamlining assessment and reassessment processes; reducing the need for regular reassessment enabling people

to manage their own support. However disappointingly, the reports seems based on a view that disability is primarily about healthcare, not social and income support, ending discrimination and creating opportunities.

For the Trust, looking to a sustained future supporting Life Stylers, these external factors have the potential for significant impact.

2020 has been a year of extreme demands and positive responses. I expect the future will be similarly demanding but also provide opportunities to build on previous experience and achievements. Trust strategies consistently focus on investing in our People, facilities and properties and, most importantly, the quality and scope of our support to Life Stylers.

My thanks to my fellow Trustees - there is a lot of behind the scenes effort that goes into the governance of the Trust, this is done quietly and professionally whilst balancing other priorities in their own lives.

In this exceptional year I particularly want to acknowledge the ongoing work of Samantha Lee (Chief Executive) and the leadership team, moving towards the Trust being agile and 'fit for purpose' to meet future needs. I'm grateful for the contribution of all staff, going 'above and beyond' in their efforts.

As I concluded in my 2019 Report - a special thanks to Life Stylers and their families for choosing us to work with you, supporting you to live your life of choice.

OUR OPERATIONS  
**Board of Trustees**



Mike Noonan  
Gordan Jackman  
Vince Ross  
Katina Conomos

## OUR OPERATIONS

### Board Profiles

#### **Masele Siatu'u**

Masele Siatu'u has been Chair of The Supported Life style Hauraki Trust since 2018. Although previously unaware of The Supported Life Style Hauraki Trust, she 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 she 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.

She says it has been a privilege to be part of The Supported Life Style Hauraki Trust team and she looks forward to continuing her development and contribution.

#### **Mike Noonan**

Michael Noonan was Chair of The Supported Life Style Hauraki Trust from 2007 to 2018. Mike has 25 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.

#### **Gordan Jackman**

Gordan 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 Life Style 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**

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**

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 then 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.

## Letter from our Chief Executive

“  
**2020 has been a year of  
unprecedented complexity.**

Samantha Lee

CE

“



Although COVID, and the measures taken to contain it, are still front of mind for everyone our 2020 has not been defined by these events alone.

We have seen some significant developments with TSLSHT allowing for a more focused approach to improving quality of services into the future along with confirming our commitment to the past and what makes us so unique.

The sector transformation journey and the focus on Enabling Good Lives continues to be a strong driver for the Trust, as it is for the New Zealand disability sector as a whole. The unpredictable nature of 2020 has served as a reminder that flexible and responsive service and connection with the wider community is very important to all the people we support.

As we have taken our learnings forward we have been able to further reinforce our commitment to creating and supporting inclusive communities. Our Community spaces, ArtSider, OriginalWorx and EquiLibrium have all developed strong identities of their own and also the beginnings of fabulous, inclusive, community spaces and we are excited to see what the future holds in this space.

This year we have undertaken a significant piece of work in the renovation of all Trust owned properties. This project is being overseen by Philip Wightman, our Manager of Operations, and, although in the early stages still, things are looking great.

Funding is always a topic of conversation in this sector and this year has been no different.

This year's national budget was projected to relieve cost pressures to an extent, however any buoyancy in the sector was sobered by unplanned costs related to COVID and also a lower than expected contract uplift from the MOH.

This year TSLSHT has been seeking a more focused fundraising approach to guide a long term commitment in this area with the support of Dr John Godfrey. We hope that, in time our strategy will serve to support our community spaces along with projects we would like to see develop in the coming years.

We have been fortunate to welcome many new members into our teams across the organisation this year and we always look forward to the contributions that fresh ideas bring to the Trust. We have seen incredible, positive improvements already and I know these will translate to improved support for Life Stylers to live their best lives.

I would like to recognize and acknowledge our frontline support staff. I am very aware that our teams working in direct support roles have faced unprecedented challenges. Despite this they have excelled and despite often being tired they have maintained the wellbeing of Life Stylers at the forefront of their minds at all times. I would also like to thank our admin teams and also the exec team for all the hard work done behind the scenes.

I would also like to thank our Board of Trustees. We have had a very busy year and maintaining flexibility and responsiveness was key to success. None of this could have happened without a supportive Board.

OUR OPERATIONS  
Executive Team



Phil Wightman  
Sandra Higgs  
Lesley Whitehead  
Tamara Marsden

## OUR OPERATIONS

### Executive Team

#### **Samantha Lee**

##### **CE**

Samantha started working at The Supported Life Style Hauraki Trust in 2010. She worked in a variety of roles, starting as a support worker, before becoming the Chief Executive in 2016.

Prior to this, Samantha had worked for a large disability service provider in Auckland until her move to Thames with her husband in 2010.

Samantha's involvement with disability started at an early age supporting her younger sister, who has a disability and requires a high level of support.

This experience has significantly informed her desire to create a service which empowers people with disabilities to take charge of their own lives.

In her spare time, Samantha works with horses and also likes spending time with her two young sons and husband outdoors.

#### **Phil Wightman**

##### **Executive Manager Operations**

Philip joined the Trust in 2016 initially employed as a Rehabilitation Coach. Over the past 4 years he worked in a variety of roles, inclusive of Team Leader, Service Development Manager, General Manager before becoming the Executive Manager Operations in 2020.

Prior to this, Philip has worked internationally in education roles and also within the New Zealand Sporting sector with a particular focus on Parafed and disability.

Philip's involvement with disability started while he was studying at the University of Waikato, where he ran outdoor adventure activities and programmes to support people to develop and learn different skills.

With experience in leading staff and networking, Phil has a passion for making connections within the community. Through these connections he hopes to bring further opportunities for the people within The Supported Life Style Hauraki Trust.

Phil and his wife moved back to Thames in 2016. In his spare time, he enjoys being outdoors, playing football and spending time with their daughter and son.

#### **Sandra Higgs**

##### **Executive Assistant**

Sandra joined the Trust in 2005 initially employed as a Residential Co-ordinator. Over the past 14 years she has held many different roles. Her current position is Executive Assistant which forms part of the Leadership Team. This role has a variety of responsibilities – no one day is the same. I watch eagerly as the Trust aligns itself to the new system transformation.

Since her employment Sandra has witnessed the Trust evolve from a relatively small organization to its current standing. She has seen the personal growth and development of the people supported within the Trust and is proud to be a part of their lives.

In her time away from the Trust she spends time tending her half acre garden when she's not involved with her family. Sandra has six grandchildren which means lots of fun time being Nanny. Sandra also provides ongoing regular support to her six year old grandson who has Autism. Her experience and support strategies that she has come to learn from working at the Trust has given her better insight and understanding of how his world works.

#### **Lesley Whitehead**

##### **Executive Manager Services**

Lesley started working with the Trust in September 2020. Lesley has worked for the Ministry of Education and in different roles in health, and the disability sector.

Lesley's involvement with disability has been for the past 34 years with her daughter who has a disability and now lives independently. Lesley joins the Trust as person with a passion for inclusion and working collaboratively with others to make a difference.

In her home life time Lesley enjoys family time with her husband, adult children and 5 grandchildren she also likes to spend time in the garden and at the beach.

#### **Tamara Marsden**

##### **People & Culture Executive**

A total people geek, Tamara brings over a decade of experience working within the world of human resources, talent development and people strategy management, enhanced with a BBS in HR and Marketing, and Graduate Diplomas in HR Management and Primary School Teaching.

Born in England, Tamara moved to New Zealand in 2006, settling in the Waikato where she has since worked in HR within Corporate, Manufacturing, Pharmaceutical and local Government. Giving her a deep understanding of New Zealand Employment Law and Culture in different sectors. Prior to her move to New Zealand, Tamara worked with a Security and Facilities company as an Operations Manager, overseeing the Yorkshire area's operations team.

Tamara has a true passion for working with people, focusing on the employee experience, continuous improvement and ensuring alignment and transparency to the organizations strategy.

Away from the Trust, Tamara enjoys spending time with her partner, Chris and daughter Chelsea. She enjoys walking, gardening, listening to podcasts and practicing mindfulness.

# Summary of Financial Statements

## The Supported Life Style Hauraki Trust

### Statement of Responsibility

For the Year Ended 30 June 2020

The Trustees have pleasure in presenting the annual report of The Supported Life Style Hauraki Trust incorporating the financial statements and the auditor's report, for the year ended 30 June 2020.

The Trustees accept responsibility for the preparation of the annual financial statements and the judgements used in these financial statements.

The management (Board of Trustees) accepts responsibility for establishing and maintaining a system of internal controls designed to provide reasonable assurance as to the integrity and reliability of the Trust's financial reporting.

It is the opinion of the Board and management that the annual financial statements for the financial year ended 30 June 2020 fairly reflects the financial position and operations of the Trust.

The Trust's 2020 financial statements are authorised for issue by the Trustees.

MASELE THERESA SIATU'U  
Full Name of Trustee

Vincent Gerald Ross  
Full Name of Trustee

  
Signature of Trustee

  
Signature of Trustee

Dec 09, 2020  
Date



Dec 9th, 2020  
Date

## The Supported Life Style Hauraki Trust

### Trust Directory

As at 30 June 2020

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	Moore Markhams Auckland
Bankers	Westpac Bank
Date of Formation	27 July 1994
Solicitors	Purnell Jenkison & Roscoe Holland Bekett Law
Address	726 Queen Street Thames 3500

## Summary of Financial Statements

**The Supported Life Style Hauraki Trust**  
**Statement of Comprehensive Revenue and Expense**  
 For the Year Ended 30 June 2020

		2020	2019
	Notes	Actual \$	Actual \$
<b>Revenue</b>			
Revenue from Exchange Transactions	2	7,243,196	6,480,538
Interest Income	3	876	2,466
<b>Total Revenue</b>		<u>7,244,072</u>	<u>6,483,004</u>
<b>Expenses</b>			
Direct Service Costs	4	1,274,303	1,161,966
Employee Related Costs	5	4,872,368	4,673,303
Interest Expense		57,685	67,199
Overhead Expenses	6	531,675	532,702
Depreciation		130,895	140,497
Loss on Disposal of Property, Plant & Equipment		21,555	-
<b>Total Expenses</b>		<u>6,888,481</u>	<u>6,575,667</u>
<b>Total Comprehensive Revenue and Expense for the Year</b>		<u>355,591</u>	<u>(92,663)</u>

The above Statement of Comprehensive Revenue and Expense should be read in conjunction with the accompanying notes and the Auditor's Report.

## Summary of Financial Statements

**The Supported Life Style Hauraki Trust**  
**Statement of Changes in Net Assets/Equity**  
 For the Year Ended 30 June 2020

	Accumulated Revenue and Expense	Total Net Assets/Equity
	\$	\$
<b>Balance at 1 July 2018</b>	<u>1,778,403</u>	<u>1,778,403</u>
Total comprehensive revenue and expense for the year	(92,663)	(92,663)
<b>Retained Earnings at 30 June 2019</b>	<u>1,685,740</u>	<u>1,685,740</u>
<b>Balance at 1 July 2019</b>	<u>1,685,740</u>	<u>1,685,740</u>
Total comprehensive revenue and expense for the year	355,591	355,591
<b>Retained Earnings at 30 June 2020</b>	<u>2,041,331</u>	<u>2,041,331</u>

The above Statement of Changes in Net Assets/Equity should be read in conjunction with the accompanying notes and the Auditor's Report.

OUR FINANCES

Summary of Financial Statements

**The Supported Life Style Hauraki Trust**  
**Statement of Financial Position**  
 For the Year Ended 30 June 2020

		2020	2019
	Notes	Actual \$	Actual \$
<b>Current Assets</b>			
Cash and Cash Equivalents	7	1,118,440	-
Trade and Other Receivables	8	113,015	271,193
Other Current Assets	9	17,052	21,741
		<u>1,248,508</u>	<u>292,935</u>
<b>Non-current Assets</b>			
Property, Plant and Equipment	13	2,663,240	3,229,185
<b>Total Non-current Assets</b>		<u>2,663,240</u>	<u>3,229,185</u>
<b>Total Assets</b>		<u>3,911,749</u>	<u>3,522,121</u>
<b>Current Liabilities</b>			
Cash and Cash Equivalents	7	-	9,396
Trade and Other Payable	10	167,176	199,317
Employee Benenefits Liability	11	450,002	319,357
Other Accrued Expenses	12	12,000	19,029
Term Loans - Current Portion	14	50,475	147,356
Finance Lease Liability - Current Portion	15	16,056	16,056
		<u>695,710</u>	<u>710,512</u>
<b>Non-current Liabilities</b>			
Term Loans	14	1,151,813	1,086,919
Finance Lease Liability	15	22,893	38,949
		<u>1,174,707</u>	<u>1,125,868</u>
<b>Net Assets</b>		<u>2,041,331</u>	<u>1,685,740</u>
<b>Equity</b>			
Retained Earnings		<u>2,041,331</u>	<u>1,685,740</u>
<b>Total Equity</b>		<u>2,041,331</u>	<u>1,685,740</u>

The above Statement of Financial Position should be read in conjunction with the accompanying notes and the Auditor's Report.

Approved by:

Vincent Gerald Ross  
 Full Name of Trustee

[Signature]  
 Signature of Trustee

10/12/2020  
 Date



Gordon Heathcote-Johnson  
 Full Name of Trustee

[Signature]  
 Signature of Trustee

10/12/2020  
 Date



## Summary of Financial Statements

## The Supported Life Style Hauraki Trust

## Cash Flow Statement

For the Year Ended 30 June 2020

	2020	2019
Note	Actual \$	Actual \$
<b>Cash Flows from Operating Activities</b>		
Revenue from Exchange Transactions	7,371,129	6,431,365
GST (net)	223,280	5,597
Dividend and Interest Received	876	2,466
Payments to Employees	(4,710,104)	(4,676,401)
Payments to Suppliers	(1,825,697)	(1,754,630)
Interest Paid	(57,685)	(67,199)
<b>Net Cash Flows from Operating Activities</b>	1,001,800	(58,803)
<b>Cash Flows from Investing Activities</b>		
Proceeds from Sale of Property, Plant & Equipment	247,175	4,774
Purchase of Property, Plant and Equipment	(73,095)	(23,974)
<b>Net Cash Flows from Investing Activities</b>	174,080	(19,200)
<b>Cash Flows from Financing Activities</b>		
Proceeds from Borrowings	-	64,000
Repayment of Loans	(31,986)	(88,025)
Finance Lease Payments	(16,056)	(8,922)
<b>Net Cash Flows from Financing Activities</b>	(48,042)	(32,947)
<b>Net Increase/(Decrease) in Cash and Cash Equivalents</b>	1,127,836	(110,951)
Cash and Cash Equivalents at the Beginning of the Year	(9,396)	101,554
<b>Cash and Cash Equivalents at the End of the Year</b>	7 1,118,440	(9,396)

The above Cash Flow Statement should be read in conjunction with the accompanying notes and the Auditor's Report.

## OUR COMMUNITY

### Our Connections

#### Associations

The Trust has many key associations that have been developed over a number of years. These companies contribute resources to help the Trust provide quality services to the Life Stylers.



#### Partnerships

The Supported Life Style Hauraki Trust has formed business partnerships to ensure that we have the resources to provide quality housing, support and various opportunities for Life Stylers to live their lives.

The New Zealand registered charity trust, Assisting Different Abilities Peoples Trust (ADAPT), was born mid 2018 to support organisations that focus on providing care for people with intellectual disabilities and those who suffered traumatic brain damage. These individuals are our Life Stylers. The emphasis of ADAPT is to ensure that the Life Stylers have a welcoming and secure home to call theirs.







**The Supported Life Style Hauraki Trust**  
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**PO Box 524**  
**Thames 3540**

**07 868 5038**  
**info@ [suplife.org.nz](mailto:suplife.org.nz)**