

wellingtoncitymission



THE JOURNEY  
ANNUAL REVIEW 2015-16





**DIFFICULT ROADS OFTEN LEAD TO BEAUTIFUL DESTINATIONS.**

“I know the plans I have for you”, declares the Lord.  
“Plans to prosper you, plans to give you hope and a future.”

Jeremiah 29:11



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# REPORTS – CHAIRMAN, CEO, MISSIONER



Rev. Jon Hartley  
Chairman

Michelle Branney  
Chief Executive Officer

Rev. Tric Malcolm  
Wellington City Missioner

## CHAIRMAN'S REPORT

Firstly let me thank you for your support; for the resources you provide to us. Whether through monetary donation to our appeals, food, or your time, it goes towards helping The Mission function each and every day. Ehara koe i a ia!

Building on the Vision and Values The Mission restated last year has helped bring our faith back to our centre, whilst giving us a clear direction. In today's world our Vision is about helping shine a light of hope in communities – and in the life of the one in front of us at each moment. Our Values are central to who we are and we seek to live these out in all we do. We take confidence in these guideposts for our journey, to show how we should live and work together.

Despite the relative strength of the New Zealand economy, the need for our services has not declined, but is more complex and demanding. Our work is often vital to those we are with at that point in their life. We walk alongside people for as long as it takes, which can look inefficient when measured in efficiency terms – but that is not our measure. It is hard to measure the return on investment of a changed life, yet that is what we are committed to and can be seen in the stories our clients tell.

On behalf of the Board, I would like to thank our people for their commitment and achievements. Without them we simply couldn't do what we seek to – to show hope where hope is missing, so all may have "life in all its fullness".

Our biggest challenge is sustaining our funding, as our capacity to help people in Greater Wellington is proportionate to your goodwill and generosity. We thank you for that, and hope and pray that you will help us do more.

Atua manaaki  
Rev. Jon Hartley

## CHIEF EXECUTIVE OFFICER'S REPORT

This Annual Review centres on “The Journey”. This is a phrase used extensively in the delivery of social services, and for good reason. When we look back over the year or we recount a former client’s story, we hope to capture the reality that these journeys are never straightforward. A person or family’s time with The Mission may only account for a small part of their life story, however it is often a crucial chapter that steers it towards a more positive one.

Similarly, The Mission’s own journey has always directly aligned with Greater Wellington’s people. In embracing change and innovation, The Mission is no stranger to flexible, forward-thinking ways of working. This has been reflected in the way in which our current strategic plan is being enacted. In order to continuously improve our core services and be responsive to emerging needs, we formally reviewed the services offered by Mission for Youth and our Drop-in Centre. In addition, all staff prepared for and embraced improvements in our health and safety policies and practices.

Our new Workforce Development Plan that was set in motion is now being passionately delivered and adopted by the workforce. Team members want to upgrade their professional skills, and can achieve the best results when given enough time and space to do their jobs and have the resources they need to perform at their best.

The senior leaders also produced a plan to improve the sustainability of our funding and resourcing, and two new funding streams are now in place. All the analysis and preparation was completed by year-end to launch our latest social enterprise, the City Mission Store.

This Annual Review offers insight into The Mission’s operational and financial performance, and the journey we are on to realise our Vision. We couldn’t make a difference to so many lives without the backing of our supporters. Thank you for accompanying us on this journey.

Ngā mihi  
Michelle Branney

## WELLINGTON CITY MISSIONER'S REPORT

“Life’s a journey, not a destination.” For a whakataukī it’s a bit strange to reach for the lyrics of an Aerosmith song, but these have been words that have guided my life for more than two decades. Understanding two aspects to this has helped shaped me. The first is that each day is a new part of the journey: each day involves a decision about how it will be lived, has the potential to blossom into something exceptional, and is not finished until the new day is birthed. The second aspect is that each day is part of a bigger journey; not only our own personal journeys, but also the journey of human history. Māori might call this ‘he ahi kā roa’.

For our Mission whānau both of these principles are essential. Each day marks a new beginning – an opportunity to try things differently, to seek different outcomes, and to celebrate the day’s achievements. But these are held within a wider story – a bigger picture that is not confined by the struggles of the present.

I’m also reminded by the biblical story of the two disciples walking the road to Emmaus, when they unknowingly encountered Jesus (Luke 24: 13-35). Their encounter enriched them in the moment, as we so often do when we engage in each other’s lives deeply. But as they shared a meal, Jesus broke the bread and their lives were suddenly connected to all of human history.

When we dare seek to address issues of poverty, homelessness, housing, income inadequacy, domestic violence, and food insecurity – and dare to join our lives to those who are most vulnerable – we enter that sacred space and connect ourselves to something bigger. The Mission, with you, remains committed to this journey.

Te Rangimarie o te Atua  
Rev. Tric Malcolm

## ABOUT US

The Wellington City Mission is a charitable trust affiliated to the Anglican Church. It has been helping Wellingtonians in need for over 110 years, beginning in 1904 when it was part of St. Peter's Church. In 1929, an Act of Parliament established The Mission as a separate entity.

The Mission prides itself on being open to anyone who needs assistance – regardless of their religious belief, age, ethnicity or social background. Our four Mission programmes (Families, Youth, Independence, and Seniors) assist a range of people living in Greater Wellington's communities. The Mission also operates an elder care residential facility (Kemp Home & Hospital).

We believe in providing holistic support to those who need help, offering access to all our programmes in response to need. Together, we work to identify and address people's underlying issues to create positive outcomes.

### VISION

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

### MISSION

Centred on Christ's compassion, we seek to achieve fullness of life for those who are at risk or struggling in the Greater Wellington region.

## YEAR IN REVIEW

When someone turns to us, they have reached a critical point on their journey. We'll then walk beside them, through the ups and downs. Together we will create a path and set milestones to help them find a new direction, and enrich their lives.

### VALUES

**Arohatanga**  
Compassion

**Haumanu**  
Restoration

**Tūmanako**  
Hope

**Mana motuhake**  
Self-determination

**Manaakitanga**  
Hospitality/Generosity

**Whanaungatanga**  
Belonging

**Whakatautoko**  
Advocacy

**Whakakaha**  
Courage

**Kaitiakitanga**  
Stewardship

**He ahi kā roa**  
In for the long haul

Two repeat issues that stood out during the year, and continue to do so for Mission for Families and Mission for Independence clients, are inadequate housing and financial hardship.

Mission for Families social workers have advocated for and helped most of the 173 families seen this year into improved housing and/or a more stable financial position. This included physically moving out of a leaky, overcrowded, or 'P' contaminated home or approaching their landlords or providers to insulate and maintain damp or draughty homes. Ideally, as soon as a family starts experiencing difficulties, it pays to identify and address the issue or issues to prevent ill health, behavioural issues or child maltreatment. Although we have worked with families on an early intervention basis, we have also worked with a high number of Child, Youth & Family referred cases – where the higher risk factors and less stable situations call for more frequent and closer engagement by our social workers.

It's never simple – most families we see have multiple challenges in an environment of financial stress and lack of security. This feeling of instability often has a flow-on effect to the children. However by improving a family's home environment, potential to compete in the labour market, nutrition, health, and resilience, children have the best start in life and more options for the future.

A housing shortage in Greater Wellington has meant Mission for Independence's services have seen increased need for advocacy and support in accessing affordable housing. Private rentals are often out of financial reach even with Work & Income accommodation entitlements, but are still sought after – as is social housing. Once in a home, our clients are being supported to maintain that tenancy through the direct assistance of our Community Services Advocate, budget advisors, Drop-in Centre, and Foodbank.

We are enthusiastic supporters of Wellington's Street Outreach Programme, a collaboration of a dozen of the organisations involved in Te Mahana (Wellington's strategy to end homelessness). Outreach workers perform daily walks around Wellington streets, to check in with the street community – especially those who are begging, rough sleeping or where there is concern about an individual's wellbeing. The purpose is to build trusting relationships with the street community. These encourage connection with appropriate services that enable people to achieve a safer and more supportive living environment. We are constantly reaching more people in this community, and seeing more of them in the Drop-in Centre and other services we provide.

Last year we undertook a review of our Drop-in Centre using a co-design methodology – a step-by-step analysis that involves staff, guests, and external observers. As a consequence we expanded our model of practice. We encourage cultural expression to better support diversity, and support from staff creates more opportunities for guests to access other services. Additionally we have introduced guest speakers and practitioners to develop education and community ties. In this safe and supportive environment, guests gain self-awareness and self-determination to better manage their situations and face challenges. More significantly perhaps, a sense of community between people at risk of homelessness, ongoing health issues, and social isolation is being created beyond its doors and opening hours.

Our Budgeting Advice service was audited by the New Zealand Federation of Family Budgeting Services and passed with excellent results. The Mission was also pleased to be able to contribute to the Ministry of Social Development's (MSD) redesign of how it funds and supports budget services that are delivered to the public. Their aim is to increase the financial capability of vulnerable New Zealanders experiencing hardship, which is

exactly our client group. Our input will mean MSD's new service model will more comprehensively recognise the complexity of needs for those who experience extreme difficulties, to effect positive societal change.

This year the average age of rangatahi (young people) in the Mission for Youth programme was again only 14½ years – a disturbingly young age to drop out of mainstream schooling. Correspondingly, we saw incoming rangatahi with a high incidence of drug and alcohol recreational use and dependence, even in this younger age group. Our students accessed more support than they had prior to joining us, including: counselling (drug, alcohol, grief, and anger management), mentoring, and mental health care. Rangatahi are less likely to pose a risk to themselves or others when they are regularly addressing mental health and drug and alcohol issues.

High-risk youth often have complicated issues and behaviours, and histories of truancy. These combined factors make assisting them to achieve positive direction in their lives – through education, employment, or training – difficult, but not impossible. Several achieved enough NCEA Level 1 credits to continue their education towards NCEA Level 2. Others transitioned to apprenticeships, technical courses and full-time employment. Most importantly, 79% of Mission for Youth students did not criminally offend or reoffend while on the programme. We also again extended our support through the school holidays – offering 240 placements for rangatahi in the Wellington, Kapiti, and Horowhenua districts.

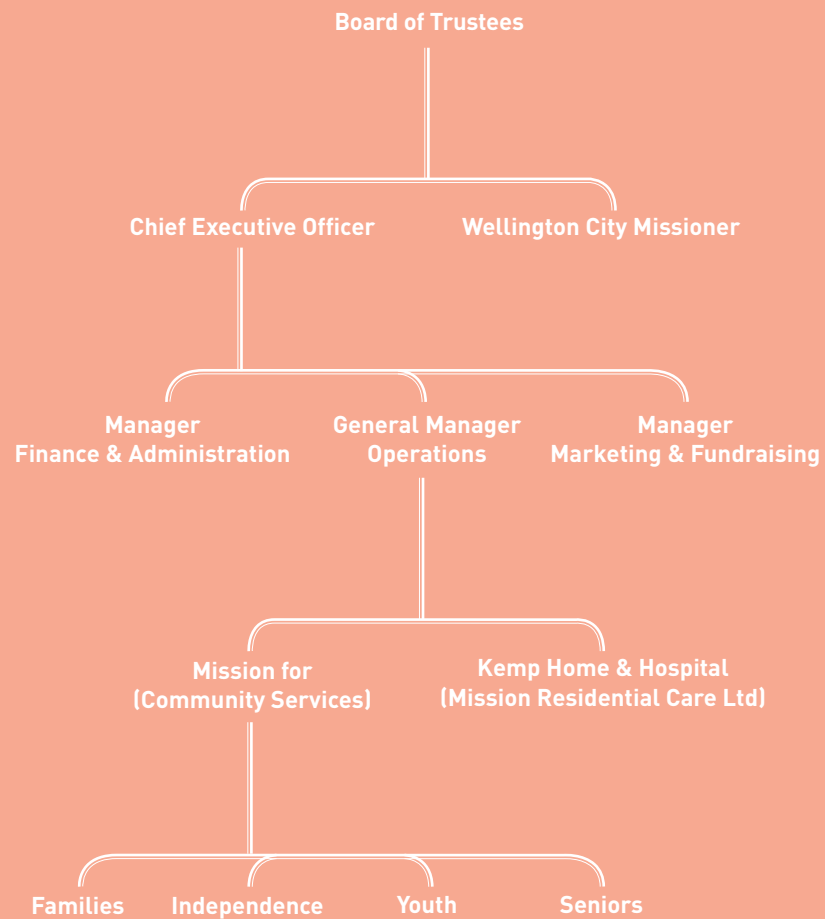
Of the older people regularly visited by Mission for Seniors caseworkers, 59% have little meaningful contact with other people, family, and their communities and 49% tell us they are lonely. More than half have some degree of memory

loss or cognitive impairment. Staff continued to assist with socialisation, advocacy, and information transfer. As well as making improvements in their personal well-being, seniors on the programme were assisted to attend health appointments which included GPs, allied health professionals, and outpatient clinics. Several were supported through issues of loss or grief of varying nature. Health and safety in their homes was also a focus for the year. This involved assessing and improving equipment such as smoke alarms, glasses, and mobility and hearing aids. All of these efforts mean that older people in Greater Wellington are being empowered to stay in their homes as long as they safely can (or want to), and lead fuller lives.

Because of the trend of older people remaining in their own homes for longer, residents of Kemp Home & Hospital are being admitted with more complex medical, social, and behavioural issues. This is causing operational costs to steadily increase. Kemp is dwarfed by the large for-profit retirement villages in the district. However it continues to offer the highest standard of professional care, a friendly atmosphere, and a range of events, celebrations, and regular community group meetings on site. It is also one of the few faith-based facilities in the region. Residents are able to achieve a positive lifestyle not possible without its support.

Whatever their situation, with support and guidance, those who once felt lost are discovering their inner strengths, setting goals, celebrating milestones, and empowering themselves for the long haul. Their journeys are not over after moving on, but our time together represents a small yet crucial part. They will have the direction they need to face their challenges, find solutions, and lead full and enriched lives.

# ORGANISATIONAL STRUCTURE



## BOARD OF TRUSTEES



**Rear:** Jeremy Neeve, Garry Wilson, Rev. Darryl Gardiner

**Front:** Michael Wood (Deputy Chairman), Rev. Jon Hartley (Chairman), Joy Baird

### Absent:



Bishop Justin Duckworth



M.J. Cheape



Matt Maua'i

We thank all present and past members for their service.

## LEADERSHIP TEAM



Michelle Brannev  
Chief Executive Officer



Rev. Tric Malcolm  
Wellington City Missioner



Kevin Walker  
Manager  
Finance & Administration



Maria Millin  
General Manager  
Operations



Robbie Ross  
Manager  
Marketing & Fundraising



Olivia Lange  
Manager  
Community Programmes  
(Families & Independence)



Fay Fruean-Va'ai  
Manager  
Mission for Youth



Vicki St Clair  
Manager  
Mission for Seniors



Valelia Gibb  
Nurse Manager  
Kemp Home & Hospital

## STATISTICS

### KEY

**MFF** = Mission for Families  
**MFY** = Mission for Youth  
**MFI** = Mission for Independence  
**MFS** = Mission for Seniors  
**KEMP** = Kemp Home & Hospital

# 173

**MFF** 173 families were supported by our Mission for Families social workers – 63% lived in the Hutt Valley, and 37% in Wellington and Porirua

# 158

**MFY** Students were assisted to achieve 158 NCEA credits, and take part in 129 Education Outside the Classroom sessions and life-skills workshops

# 1,245

**MFF** Staff made 1,245 face-to-face visits to families in their homes, and 1,097 contacts via phone or email

# 135

**MFY** Staff made 135 face-to-face contacts, and 1,382 contacts via phone and email, with parents and caregivers

# 249

**MFF** Staff made 249 visits, and 470 contacts via phone or email, to external organisations to support or advocate for families

# 79%

**MFY** 79% of students did not offend or reoffend while enrolled on the programme

# 346

**MFF** 346 children were supported by Mission for Families

# 24

**MFY** 24 students attended Mission for Youth

# 57

**MFF** 57 families no longer needed MFF support, and became independent after they successfully completed the objectives in their personal plans

# 12

**MFY** Of the 14 students who transitioned from the programme, 12 graduated after they had successfully completed the objectives in their personal plans, and no longer needed MFY support

# 186

**MFI** 186 people received Budgeting Advice, and reduced their combined debt by \$107,025.90

# 189

**MFS** 189 seniors were supported by Mission for Seniors caseworkers – 71% lived in the Hutt Valley, and 29% in Wellington and Porirua

# 23,772

**KEMP** Kemp Home & Hospital provided 23,772 bed nights of accommodation for 125 people

# 258

**MFI** The Community Services Advocate helped resolve 258 different issues for a total of 117 clients

# 1,518

**MFS** Staff made 1,518 face-to-face visits with clients in their homes and in the community, and 1,081 contacts via phone or email

# 657

**KEMP** Staff took 657 opportunities to improve their skills, through 46 training sessions

# 25,677

**MFI** 25,677 meal servings (breakfasts, soups, mains, and desserts) were provided in the Drop-in Centre

# 318

**MFS** Staff made 318 visits, and 1,570 contacts via phone or email, to external organisations to support or advocate for clients

# 55

**KEMP** Kemp Home & Hospital had 55 new admissions

# 3,083

**MFI** We gave out 3,083 food parcels

# 126

**MFS** Staff made 126 referrals for clients to external services for additional specialist or local support

# 500

**KEMP** Residents were able to take part in more than 500 planned recreational activities and outings and community activities. Regular events included: Māori and Pasifika group, Kura School visits, Church choirs, and arts and crafts days. Community events included the Annual Remembrance Service, Matariki, International Day of Older Persons, and the Christmas party

# 13,878

**MFI** 13,878 separate financial transactions were made on behalf of clients using Total Money Management, through The Mission's Trust account – worth a total of \$845,307.63

# 43

**MFS** 43 clients no longer needed MFS support, and became independent after they successfully completed the objectives in their personal plans

# MISSION FOR FAMILIES



**Some families face complex challenges and need many layers of support, so The Mission walks beside them through their ups and downs. Families are assisted with practical resources, personal guidance, life-skills, advocacy, or via multi-agency collaborations for as long as it takes them to feel empowered for their future.**

## MY STORY

My children and I went through a lot in our eight years with The Mission. When I first came, I was dealing with a bad separation, and was a solo mum working full-time – barely making ends meet. Our house is cold and damp, so my youngest son gets really sick. He has multiple disabilities, which has made finding a better house difficult. I wasn't coping with everything, and struggled with depression and anxiety.

Our Mission for Families social worker really was the right person at the right time. It was so important knowing she was always there to reassure me, listen without judgement, and help figure out solutions. She gave us food parcels to help feed the kids and stretch the budget, and advocated with Work & Income and Housing NZ to get us on the high-priority move list. She also brought us into Strengthening Families, where heaps of opportunities came from different agencies – especially to help meet my youngest's needs. I learnt heaps from The Mission's Budgeting Advice and cooking course too, and now I can pass on skills to my children as they grow up.

When I moved off Mission support I had an incredible feeling of achievement. I can now start planning to go back to work or into training – and we're looking forward to moving house. I'm way more positive, and confident to make the best life I can for my family.

Early intervention for families through advocacy, education and guidance, and supporting families to better manage their own circumstances.

## PROGRAMME DESCRIPTION

People enrolled on Mission for Families (MFF) tend to be young sole parents, with children aged from 0–16 years old. Circumstances vary hugely but many have poor living conditions, abusive or unsettled spousal relationships, and little local family support.

The programme provides early intervention and support for these families throughout the Greater Wellington region through household assistance, advocacy, guidance, social work, and parenting and life-skills. Typically a family will come to us either through another agency or self-referral.

After assessing their circumstances, key problems and potential solutions, one of our social workers will begin working regularly with them – often in the client's own home. In the short-term we help families get by day-to-day – providing food parcels, general household items and furniture (especially for babies), and helping them find suitable accommodation as needed. We have developed strong working relationships with external agencies, and can advocate for our clients in situations they may find difficult, for example in working with government agencies and other organisations.

To achieve enduring change, MFF equips clients by providing education through our internal services including Mission for Independence's Budgeting Advice service. We also collaborate with several external social agencies and networks, such as the Strengthening Families process.

As families are empowered and become more confident, our support and contact with them slowly winds down. Although they may still have further work to do, the knowledge and resources clients gain through their journey with us gives them the strength and opportunity they need to achieve a life they couldn't have imagined before.

## THIS YEAR

Many families throughout Greater Wellington have been unable to move out of overcrowded and cold houses, or unsafe neighbourhoods, due to less available housing – increasing the intensity of our clients' issues.

Mission for Families social workers have spent more time advocating with landlords and providers to upgrade clients' properties or helped to find new accommodation, as suitable housing is necessary to boost overall family well-being.

MFF's ability to offer clients a range of core services under one roof has been further enhanced. Streamlined access to various Mission services (such as Budgeting Advice and Foodbank) is particularly beneficial for vulnerable families with multiple issues. These improvements have been driven by staff across all programmes focusing on our restated Mission, Vision, and Values in order to deliver unified positive outcomes.

Referrals have increased from Child, Youth & Family (CYF) – a result of our ever-growing collaborations and status as a trusted service provider in the community. These cases have required high levels of support and monitoring for children who have been placed back into their parents' or court-appointed care.

The programme also made multiple submissions and offered reporting and information to the Government, other social sector groups, and NZ Council of Christian Social Services. Sharing our experience and knowledge of the issues facing Greater Wellington's at-risk families will help effect significant societal improvements.

## LOOKING FORWARD

Mission for Families will continue working with families who are most in need – finding solutions to deal with the housing shortage and growing intensity of family issues. We will also improve reporting on our families' successes.

Our programme will continue to reach those who exhibit one or more recognised predictive factors and indicators of poor future outcomes for children. This will enable us to provide suitable levels of intervention to families who are most at risk – which has been backed by Treasury's report, Improving Lives through Social Investment and Ministry of Social Development's Community Investment Strategy.

New CYF referrals and extreme cases will keep being referred to our programme. Staff must allocate more resources for these clients, as they have more goals they need to work towards to improve their lives.

Staff will also deliver higher numbers of housing and health advocacy and referrals for families living in unsuitable houses. Each case will require more intensive and time-consuming support from our programme.

We will also match our data measurements with the evaluations in the Ministry of Social Development's Community Investment Strategy. This will mean we can better illustrate, in real terms, what positive outcomes look like for at-risk families – and show the positive changes we are helping Greater Wellington's communities to achieve.

# MISSION FOR YOUTH



**Our teen years are so important in determining the direction of our lives. Mission for Youth offers young people opportunities to re-engage with learning, work through their personal hardships, become confident, and focus on creating a future they're passionate about.**

## MY STORY

I reckon I was with Mission for Youth at just the right time in my life. I didn't know where I was going or what I was supposed to be doing, and had nothing to look forward to. I wasn't showing up at school, and was getting into trouble with my mates during the day. Home life was hard too – there was a lot of family drama.

When I started at Mission for Youth I didn't say more than a few words to anyone for ages. The staff were patient, and together we figured out what I wanted in life. They did a lot of work with me, and my family, helping sort out personal issues too. I stopped getting into trouble, and found my confidence.

I was really interested in joining the army, but I thought it was an impossible dream. The staff showed me I could do it, and helped me create a plan to get the right school credits. I gradually achieved everything I needed to join, but after a lot of thinking I realised I wanted something different for my future. I got a job at Pak'n Save, and managed to move up the ranks till I even had staff working under me. For the last couple of years I've been doing landscaping, and I'm working hard to buy enough tools to go out on my own.

Looking back, I don't know where I'd be now if I hadn't joined Mission for Youth. It really helped me find my direction, and realise I can achieve the things I want in life.

Providing a comprehensive Alternative Education programme for youth who have disengaged or been excluded from mainstream schools.

## PROGRAMME DESCRIPTION

Disillusioned rangatahi (young people) often look for new ways of being accepted. This can lead down a negative or counter-productive path, and cause associations with inappropriate role models and involvement in anti-social activities, crime and drugs.

Mission for Youth (MFY) provides a comprehensive Alternative Education and life-skills programme for these young people. We aim to provide them with a place of belonging, which offers opportunities to master skills and encourages self-reliance, motivation and generosity.

Typically our rangatahi are aged between 13 and 16, and have often grown up experiencing mental health issues, family dysfunction, violence, abuse, or drug and alcohol addiction. Through counselling, personal support, advocacy and mentoring, some of Greater Wellington's 'high-risk' youth can address underlying issues in a safe environment. Simultaneously, they work to achieve NCEA qualifications, learn new academic and social skills, and build positive relationships.

Students work through personal plans tailored to their strengths, interests and needs, to achieve meaningful academic and social goals, and lasting transformation. With the encouragement and guidance of youth workers, they work through important issues and explore future possibilities. We also collaborate with a range of external community services and specialists for more comprehensive support; these include Child, Youth and Family, alcohol and drug counsellors, Police Youth Aid, and health education providers.

Students are encouraged to build on their achievements – by returning to mainstream school, enrolling in ongoing education or moving into paid employment – to enable them to progress towards leading productive, positive, and fuller lives.

## THIS YEAR

Mission for Youth continued to provide wrap-around support to students who had been excluded from mainstream schooling at a younger age.

Our students maintained an average age of 14½. Due to extreme behaviours, more rangatahi (young people) are being referred straight to Alternative Education programmes like ours – some without ever attending high school.

We accepted a higher number of students at the high end of vulnerability, (the amount of students who were accessing intensive family therapy in their homes doubled). Many new cases involved alcohol and drug abuse, difficult home lives, and even homelessness.

MFY implemented assessments for drug and alcohol addictions, and health issues, upon student enrolment so they can immediately start accessing support. Staff performed a variety of counselling roles in these areas to meet the need, and help students achieve transformative change.

Staff also increased their engagement with students' families, providing food parcels and clothing to facilitate holistic support. Building rapport with our families means they are more likely to access services outside of MFY to get specialist help that will aid restorative processes.

Seventy-nine percent of students did not criminally offend or reoffend while enrolled on the programme. Twelve of the fourteen leaving students successfully transitioned from our programme into mainstream schooling, the NZ Institute of Sport, and work experience.

## LOOKING FORWARD

The programme will further expand its ability to help high-risk students who have been excluded from school to engage with education programmes, personal guidance, and activities.

Staff will continue to respond to drug and alcohol, anger management, and grief counselling needs, and fill the gaps in mentoring for younger people. We will also strengthen collaborations with complementary services, such as Ngāti Kahungunu Whānau Services, to enhance our programme's ability to offer the best specialist support for young students.

MFY will continue creating options that offer opportunities for our rangatahi to learn outside the classroom. For example, we will explore the new opportunity to incorporate a work-experience component to our programme via other Mission services.

Students on our programme will engage in pro-social activities, learn life-skills, and also achieve formal qualifications such as Unit Standards and NCEA credits. Taking a hands-on learning approach is particularly beneficial for Alternative Education students because traditional classroom teaching does not suit them.

We will investigate ways to offer after-school support – adding to our already successful school holiday programmes. Appealing academic and social programmes give rangatahi who are at risk of counter-productive behaviour outside school hours the opportunity to engage in positive and constructive activities.

# MISSION FOR INDEPENDENCE



**Often The Mission is a last resort for people, because they have reached the point where they can't see a way out of their situation. But with practical assistance and education, they get the chance they need to transform their lives for the long term.**

## MY STORY

I lived without electricity for over a year because I had so much debt, and was struggling with my budget. My health was really bad, and I was anxious and depressed. I was always eating cold food, and was too embarrassed to have friends over. I became cut off from my community, and sometimes just wanted to give up.

It seems stupid now, but I was reluctant to ask for help because I didn't want to lose my independence. But a Mission budget advisor showed me what my finances could look like, so I went on their Total Money Management system. My money was split between debts, bills, spending, and eventually saving – and Mission food parcels helped me stay on track. I learnt heaps about budgeting, and started enjoying finding the best deals. My budget advisor also arranged a plan with the power company, and my power was switched back on.

After eight months I felt confident to move on without The Mission's support. Now my power account is in credit, I have savings, and can afford to donate food every now and then. My health has improved, and friends visit heaps. I even completed a budgeting course so I can help others in my community. Life is a lot more fun, the depression is gone, and I'm optimistic. I've got a sense of belonging, and the independence I truly want.

Guiding, equipping and enabling financially disadvantaged and unemployed people towards independence and self-management.

## PROGRAMME DESCRIPTION

People in distress due to unemployment, debt, accommodation issues and social isolation often access our Mission for Independence (MFI) programme. Many are minimum-wage workers, single-income earners or beneficiaries who find themselves unable to meet basic living costs.

Our Drop-in Centre (DIC), Foodbank, Community Services Advocate (CSA) and Budgeting Advice services are all elements of the programme. The DIC is a place that provides hot meals and shelter and fosters social connection for a variety of people, and the Foodbank offers immediate assistance – but also helps relieve a major stress as clients focus on achieving positive long-term outcomes. The CSA connects people with the services they need, and Budgeting Advice (which offers Total Money Management) provides people with assistance and education to move to sustainable financial management.

When someone first asks The Mission for help, one of MFI's services is often their first connection point. Crucially, this service can form the gateway for people to access other Mission programmes and services – to identify their underlying issues, and discuss options and possibilities to address them – and get on track to a positive future. MFI also offers holistic support to the wide range of clients across all The Mission's programmes, for example Mission for Families.

We encourage the pursuit of meaningful activities that give people a sense of belonging and achievement – such as employment, formal qualifications, volunteer work and other community participation. Through education and engagement, people are empowered to make the choices and changes that will help them live independently – not in isolation, but with more productive and sustainable self-management.

## THIS YEAR

An issue for many of Mission for Independence's clients has been accessing suitable and affordable housing. Due to ongoing building upgrades Wellington City Council housing has been operating at a high capacity, and private rental costs are often unaffordable for those on low incomes.

The Community Services Advocate in particular has advocated with private and social housing providers, to help clients find sustainable housing. We also regularly took part in the multi-agency Street Outreach programme. This partnership helps us gather valuable knowledge and engage with people on the street, to monitor and improve their well-being. It also means we are also contributing to ending homelessness in Wellington – as part of Wellington's Te Mahana Strategy.

The numbers of people accessing the Drop-in Centre and meals provided has dramatically increased. A comprehensive review of the service was undertaken and our model of practice was expanded – by maintaining a constant staff presence, fostering a sense of belonging, and offering guidance and access to specialist support. Those who are most vulnerable in the community are getting more opportunities to make positive change, by increasing their connections with a network of friends and engaging with other Mission services.

The Budgeting Advice service assisted new clients who had noticeably higher debt levels to multiple creditors – a result of having increasingly difficult living situations. We contributed to the Ministry of Social Development's redesign of how it supports budgeting services, to help improve the lives of those who experience extreme financial hardship. Our service was also audited, with an outstanding result.

## LOOKING FORWARD

Addressing issues arising from the shortage of suitable housing (such as homelessness, health, and finances) will be a major focus for all of MFI's services.

The CSA will continue supporting Te Mahana Strategy by being a member of the Street Outreach team to reach the homeless and street community in Wellington and to provide access to health services, food support, and available housing.

The DIC's role in the community will be further strengthened and expanded. We will bring in relevant guest speakers from external organisations, including health providers and Weltec, to provide valuable education that our clients would otherwise miss out on. As demand increases, the necessity of adapting the physical space or choosing an alternate location will be assessed.

The Foodbank and DIC in particular will facilitate ongoing training and education for both staff and volunteers, to observe major law changes to the Food Safety and Health and Safety at Work Acts.

Budgeting Advice will work with more clients who have reached desperate situations, and continue delivering high-quality support to those who reach increasingly complicated financial situations.

# MISSION FOR SENIORS



**Health issues can be really overwhelming for people, but we can help them find their way through it. Personal support at a crucial time lets them become confident again, and get back to leading more fulfilling lifestyles.**

## MY STORY

Before I started with The Mission, health issues were ruling my life. It was impossible for me to keep up with complicated information, tests, and diagnoses. I wasn't confident to make important decisions, and it was scary.

The stress of what was going to happen was constant, and everyday life was reduced to timeslots between medical appointments. It was hard not having someone close by who could help me deal with everything. I have the incredible support of my loving family, but they live around the country and overseas.

My Mission caseworker was the answer to my prayers. She joined me for specialist appointments to take notes and help me absorb information, and we'd debrief afterwards. I began making informed decisions, especially about really drastic things like anaesthetics and surgeries. Where before I would leave appointments stressed and frustrated, I started going home at peace – knowing I was in control. Even though some of my health problems are ongoing, I'm so much happier.

Now my caseworker helps me every couple of months when I need to untangle new information. Just knowing she'll be there in times of need has changed everything. I can get on with life and do things I enjoy – like volunteering once a week at the local school to help children learn to read. I really feel like I'm on solid ground to deal with the challenges that lie ahead.

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

## PROGRAMME DESCRIPTION

Many people who access the Mission for Seniors (MFS) programme are living alone and are looking for day-to-day help, or are overwhelmed by ongoing issues. The vast majority have three or more long-term medical conditions. Often they're experiencing an overarching feeling of loneliness because their family is not local, or they're isolated from their community. Some are the main caregivers for their partner (often with dementia), an adult family member, or are informal carers for younger family members.

MFS provides a unique relationship with older people by taking an individualistic and holistic approach. Our team of qualified and experienced social and case workers visit and support seniors in need. Staff listen to what people are struggling with and problem-solve by being an accessible information resource. Using a strengths-based approach is key for older people to feel empowered – together we recognise clients' aspirations, capacities, barriers, options, and resources to improve their quality of life. They are supported to make positive changes to their well-being, become interdependent with their community, and remain in their own homes for as long as possible.

Initially we can assist with everyday tasks that seniors often find difficult. However for long-term outcomes, we help people gain their rightful entitlements, connect them with the services they need in their community, and provide much-needed encouragement – all the while making sure to liaise with family and friends. Sometimes living alone at home is no longer practical or safe, so we'll assist those who feel it's time to move into a rest home or continuing-care hospital. By showing seniors the options that are available to them, they're able to live a fuller life.

Many people move off the programme once they feel confident, or complete their personal goals. However, they know they can get in touch with The Mission again if new challenges arise.

## THIS YEAR

This year Mission for Seniors provided increased levels of support for each client – particularly to address their health needs.

The programme reintroduced a third, full-time staff member. This meant we were able to take on more new referrals and increase our client visits and contacts, and advocacy work.

Staff visited seniors in their homes to support them with issues of health and well-being, and also relayed vital information about our clients between different health agencies. This was essential because 85% had three or more medical conditions and impairments, and clients' hospital appointments and admissions increased. Staff spent more time following-up with various health providers to ensure our older people received the help they needed. Between five and ten clients in each caseload need very intensive resources to get through critical times – such as when dealing with pressing medical conditions.

Additionally, we were able to assist seniors to access the financial aid they needed faster after Work & Income simplified their processes. As we continue to pair assistance with education, our clients are more likely to proactively engage with such organisations themselves should they need to again.

All our efforts this year resulted in really positive feedback – from 110 client surveys, we achieved an average performance rating of 38 out of 40.

## LOOKING FORWARD

MFS will continue to meet the growing demand of an increasingly older population.

Staff will spend more time advocating for clients, to make sure their needs are met, as thresholds for personal and residential care support keep getting higher.

Client connections with volunteers, church groups, and family will be broadened to ensure they are being cared for by a wider support network.

Staff will continue training in health education to provide support for cases involving cognitive impairment, short-term memory loss, and depression. It has been widely reported that the number of people with dementia will double globally over the next 20 years, which demands extra skill.

MFS will strengthen ties with budgeting services – both The Mission's and those in local communities – to support seniors who face financial strain as living costs rise. The trend of less home ownership and public housing rental will also continue – the percentage of MFS clients paying for private rentals has almost tripled since 2009.

In addition, staff will continue exploring computer technologies to help seniors more easily manage their day-to-day affairs via the internet and connect socially from their own homes using channels such as Skype.

# KEMP HOME & HOSPITAL



**It's really important that people are able to enjoy life at any age – despite the difficulties that come with growing older. Kemp supports its residents to make the most of their physical abilities and other faculties and remain connected with family and community, to achieve quality of life.**

## MY STORY

For years Mum was fine living independently in her flat. But as she got older she got progressively frailer. Day-to-day life started to get more difficult – and sometimes a bit lonely. Our family was worried, especially because she was reluctant to ask for help when she needed it. After a nasty fall, hospital staff and my brothers were able to persuade her that living in a more supportive environment would be better.

Kemp was the obvious choice. Mum had lived in the area for more than 60 years – I even remember it being built when I was a kid! But more than that it felt like home. The staff were really welcoming and helpful, which made the daunting decision easier for everyone. Honestly Mum didn't really like the change at first – but she soon started to enjoy the stress-free lifestyle. Kemp was always nice and warm, and guaranteed three healthy meals a day. There were new opportunities to be social, and 24/7 professional care. After recovering from her fall she started going for long walks, and coming home for lunch every Sunday.

After five-and-a-half years there, Mum passed away. Kemp was really supportive – and it was special to hold the funeral in their Chapel. Kemp was the best place for our mum, especially as her condition deteriorated. It was a relief knowing she was as safe, healthy, and as happy as she could be.

An 81-bed facility offering both rest home and hospital level care, for residents who require permanent or short-term care.

## PROGRAMME DESCRIPTION

Located in Titahi Bay, Kemp Home & Hospital is an excellent residential care option for seniors. It's an 81-bed facility, offering both rest home and hospital-level care, for people who require permanent or short-term care. Residents have access to an occupational therapist, physiotherapist, podiatrist, dietician, and hairdresser, and are served nutritious home-style meals to suit all dietary needs. Both home and hospital are independently audited to ensure compliance with NZ Health and Disability Services Standards.

While we acknowledge the importance of supporting the physical needs of residents so they can gain maximum fulfilment from life for as long as they are able, a holistic approach to care and support is essential. A person's social, cultural and spiritual well-being are all part of their care at Kemp. In-house activities run six days a week, including themed days throughout the year. There are also resident social groups. In line with The Mission's Christian values, St. Nicholas Chapel is on site, with a dedicated Chaplain to provide spiritual support and pastoral care.

We encourage residents to maintain links with whānau and community, and welcome whānau participation in our events. We have open visiting hours and hold monthly community support group meetings on site. It's also critical that the environment encourages residents to make meaningful choices – including their clothing, the layout and contents of their rooms, and participation in healthcare decisions. Regular resident and whānau meetings mean people get a say in the place they call home.

Kemp Home & Hospital's environment enables many of its residents to be as independent as they can, and achieve a lifestyle that would not be possible without a level of support.

## THIS YEAR

Kemp Home & Hospital improved its admission process, and ability to offer the best care for residents with more advanced health issues.

Kemp has taken a 'pathway of partnership' approach to residents' admission, care, and social lives. This will facilitate a smoother transition for new residents, as seniors and their whānau can find the process stressful and confusing.

We have particularly improved our pre-admission process and support. A staff member now visits a resident prior to their admission – to get a better understanding of what is important to them, and for us to fully prepare for their requirements. Feedback has confirmed this is having a reassuring effect, and is appreciated.

New admissions have increased because there are more elderly people in the community who need rest home support.

Staff have undertaken more training in health and safety, and specialist subjects (for example diabetes management). Kemp is committed to ensuring it can provide the level of support elderly people need. Residents' medical, behavioural, and social needs are increasingly intense and multi-faceted because they are coming to us when they are older and frailer. We have also been collaborating with other agencies like Mary Potter Hospice to offer high-level palliative care.

Kemp again achieved three-year Health and Disability Standards verification, ACC Workplace Management Practices, and passed a Porirua City Council kitchen audit – confirming it is an inclusive, safe, and high-quality place to live and work.

## LOOKING FORWARD

Kemp will continue to provide higher levels of clinical support, as older people remain in their own homes for longer and new residents' mental and physical health needs rise.

We will review the entire operation and model of practice in consideration of the demographic entering rest home care. The review will determine the best ways to sustainably support older people in the community who are most vulnerable.

Staff will take more training opportunities, and work with external service providers. Kemp must also continue investing in equipment such as hoists, pressure-relief mattresses, and syringe drivers. Upskilled staff, strengthened collaborations, and more specialist equipment will further enhance clinical delivery.

Kemp will develop its options to meet the increasing costs of residents' care – such as expanding on the valuable corporate partnerships, industry sponsors, and funding streams we already have.

New technologies will also be utilised, such as simple tracking technology for confused residents who wander. These not only boost residents' safety, and reassure their whānau, but also avoid expenses arising from adapting premises infrastructure, and staff monitoring time.

# FINANCIAL REPORTS: WELLINGTON CITY MISSION (ANGLICAN) TRUST BOARD

## COMMUNITY SERVICES INCOME SOURCES

1	Sales of goods and services	2%
2	Investment, subsidiary dividend income and bequests	12%
3	Donations ex-general public and business community	35%
4	Corporate sponsorship	5%
5	Charitable trust grants	8%
6	Gaming trust grants	9%
7	Lotteries Board grants	3%
8	Central Government contracts	13%
9	Local Government grants and contracts	3%
10	Special fundraising events	10%

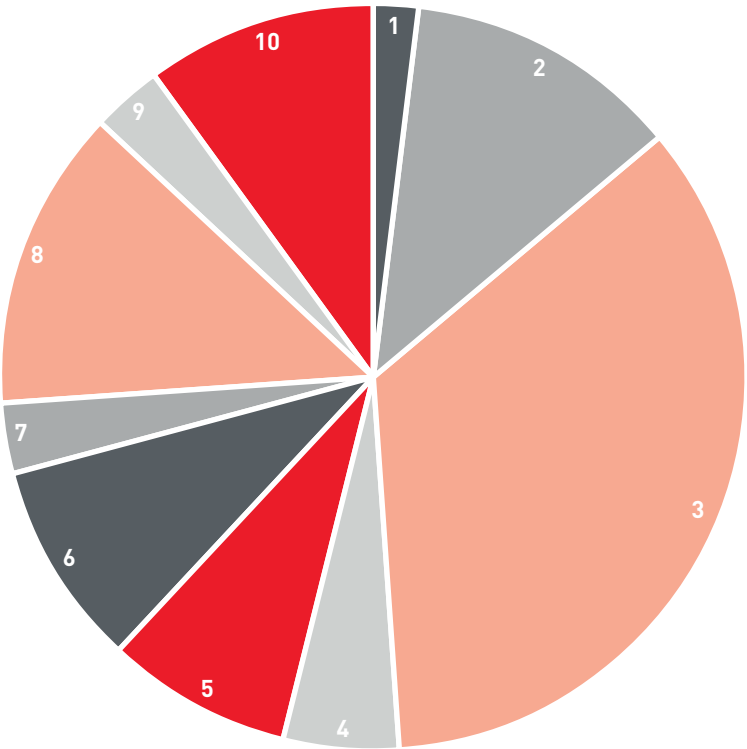


Figure 1: Community Services Income Sources

## COMMUNITY SERVICES EXPENDITURE

11	Mission for Families	24%
12	Mission for Youth	33%
13	Mission for Independence	29%
14	Mission for Seniors	14%

## SUMMARY OF COMPREHENSIVE REVENUE AND EXPENSES FOR THE YEAR ENDED 31 MARCH 2016

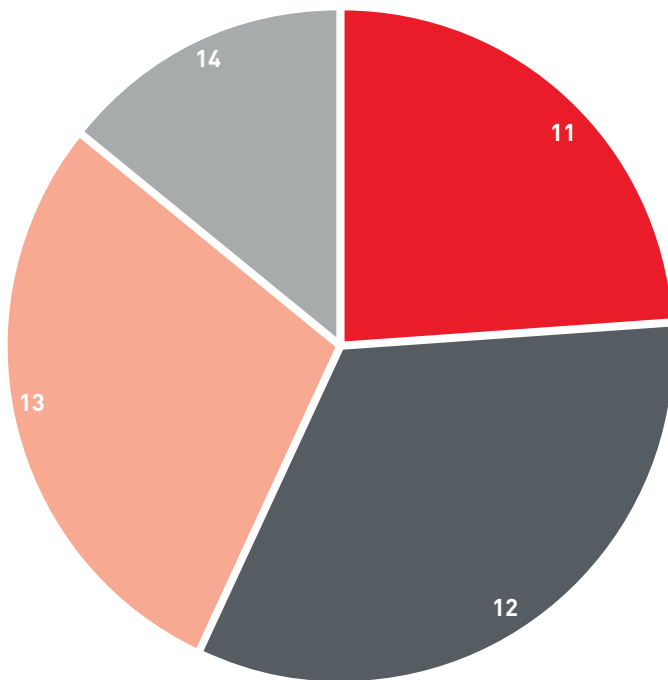


Figure 2: Community Services Expenditure

	2016 \$	2015 \$
<b>Costs</b>		
Operating Kemp Home & Hospital	3,923,704	4,081,752
Operating Community Services	2,886,572	2,896,872
Prepackaged meal production – Ezee Meals*	20	405,169
	<u>6,810,296</u>	<u>7,383,793</u>
<b>Less Revenue</b>		
Kemp Home & Hospital fees	3,892,117	4,178,169
Community Services income – donations, grants	2,756,496	3,062,524
Prepackaged meal production – Ezee Meals*	14,000	313,195
	<u>6,662,613</u>	<u>7,553,888</u>
<b>Other Income</b>		
Investment income	102,812	370,804
	<u>(44,871)</u>	<u>540,899</u>
<b>Consolidated Loss For The Year</b>		
	<u>(44,871)</u>	<u>540,899</u>
<b>Other Comprehensive Income</b>		
Revaluation of land and buildings	387,408	0
	<u>342,537</u>	<u>540,899</u>
<b>Total Comprehensive Income For The Year</b>	<u>342,537</u>	<u>540,899</u>

\*The Wellington City Mission ceased production of Ezee Meals in August 2014.

# FINANCIAL REPORTS: WELLINGTON CITY MISSION (ANGLICAN) TRUST BOARD

## SUMMARY OF CONSOLIDATED FINANCIAL POSITION AS AT 31 MARCH 2016

ASSETS	2016 \$	2015 \$	LIABILITIES	2016 \$	2015 \$
<b>Current Assets</b>			<b>Current Liabilities</b>		
Cash and cash equivalents	294,059	330,580	Trade and other payables	260,994	390,750
Trade and other receivables	276,427	191,844	Income in advance	29,170	27,000
Invested funds	268,963	235,930	Employee entitlements	500,057	434,429
Prepayment	104,778	117,506			
	<u>944,227</u>	<u>875,860</u>		<u>790,221</u>	<u>852,179</u>
<b>Non-current Assets</b>			<b>Non-current Liabilities</b>		
Invested funds	3,054,915	3,119,123	Employee entitlements – long service leave	65,689	64,735
Property, plant & equipment	6,620,238	6,342,864			
	<u>9,675,153</u>	<u>9,461,987</u>		<u>65,689</u>	<u>64,735</u>
<b>Total Assets</b>	<u><b>10,619,380</b></u>	<u><b>10,337,847</b></u>	<b>Equity</b>		
			Accumulated funds	7,025,334	7,070,205
			Asset revaluation reserve	2,738,136	2,350,728
				<u>9,763,470</u>	<u>9,420,933</u>
			<b>Total Equity &amp; Liabilities</b>	<u><b>10,619,380</b></u>	<u><b>10,337,847</b></u>

### FULL FINANCIAL REPORT AVAILABLE:

The summary financial report has been extracted from the audited financial report of The Wellington City Mission (Anglican) Trust Board of the same date. They may not contain sufficient information for a full understanding of the financial affairs of the Trust, but copies of the full financial report can be obtained from the Manager Finance & Administration, The Wellington City Mission, PO Box 7477, Newtown, Wellington 6242.

The Mission is able to walk beside families and individuals at critical points on their journeys: a sole parent who isn't coping, a young teen excluded from school, a man living without power, a woman overwhelmed by health complications, and a son whose mum needs rest home care.

Their challenges and goals may vary, but one thing remains constant: The Mission is only able to be there for so many because of support from generous individuals, families, businesses, and organisations.

Some people simply need a hand to get over a bump in the road, and others need support to address issues that started long ago. Either way, your contribution will make a difference.

## FINANCIAL

- Online donation
- Automatic Payment
- Payroll Giving
- Annual pledge
- Fundraise on our behalf
- Donate to our mail appeals via our magazine (please see 'Stay In Touch' below)

## CORPORATE

- Corporate donation
- Forming a corporate partnership
- Sponsoring our programmes

## OUR MAJOR APPEALS

- Brown Paper Bag Appeal
- Christmas Star Appeal

## GOODS IN-KIND

- Food
- Surplus stock

## CITY MISSION STORE

Corner of Taranaki and Abel Smith Streets. Quality recycled goods, at truly affordable prices – everything you buy or donate helps us support those in need.

## BEQUEST

Leaving a bequest is one of the most effective ways you can help to make sure there is always someone there for those most in need throughout Greater Wellington. To find out more, and how to update your Will to include The Mission, please call (04) 245 0864, or email [enquiries@wgtncitymission.org.nz](mailto:enquiries@wgtncitymission.org.nz).

## VOLUNTEER

Many caring individuals, families, organisations and corporate groups donate their time to help us out. We depend on volunteers to keep our services going throughout the year (especially in the Foodbank and Drop-in Centre), and during our major appeals.

## STAY IN TOUCH

Sign up online to receive our quarterly On a Mission Magazine, so you can see how your support is helping people to create positive futures.

**Please visit the 'Help Us' page on our website, [wellingtoncitymission.org.nz](http://wellingtoncitymission.org.nz), to find out more about ways you can support, or to make a donation.**

# THANKS TO OUR SUPPORTERS

Everything described in this Annual Review was only made possible through the ongoing generosity of The Mission's family of supporters.

To all our wonderful donors who show their support through our quarterly magazines, fundraising events and appeals, online donations, Automatic Payments, Payroll Giving and corporate sponsorship, and to those who generously give goods in-kind and volunteer their time – thank you!

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

**Together we are making sure families and individuals in Greater Wellington have somewhere to turn at critical times. We are all walking beside them on their journeys, through the ups and downs. Those who faced overwhelming difficulties are creating paths, setting milestones, finding new directions, and enriching their lives.**

A J Weston Chartered Accountants  
**Able Technology Ltd**  
Acme Engineering Ltd  
**Add Smart**  
Advanced Building Services Wellington Ltd  
**Agenda Ltd**  
AHI – Carrier (NZ) Ltd  
**Aluminium Extrusion Company**  
AMP Foundation  
**ANZ**  
Aon Financial Services  
**Archetype Book Agents**  
Architecturelab Ltd  
**Arotec Diagnostics Ltd**  
Arthur N Button Charitable Trust  
**ASB**  
Asteron Life Ltd  
**Athfield Architects Ltd**  
Beca Corporate Holdings Ltd  
**Bill Brown Trust**  
Blue Kiwi Group Ltd  
**BNI Capital City**  
BNZ Partners Wellington Fundraising Committee  
**Bowen Trust Board**  
Brandons Lawyers  
**Brides on Thorndon**  
British American Tobacco  
**Burleigh Evatt Ltd**  
Café Devine  
**Capital Scaffolding 2000 Ltd**  
Carolyn Uren Charitable Trust  
**CGM & Foster Architects**  
Chapman Tripp  
**Child Youth & Family Services**

Chorus Ltd  
**Cigna Life Insurance NZ Ltd**  
City GP's  
**Citylink Ltd**  
Continuum Consulting Group  
**Countdown Kilbirnie**  
Countdown Newtown  
**Creative Mouse Design**  
Cricket Wellington  
**Darlington Drilling & Piling**  
Datacom Systems (Wgtn) Ltd  
**Dave Ward Towing**  
Decisive Flow  
**Delaware North**  
Deloitte  
**Department of Corrections**  
Department of Internal Affairs  
**Dimension Data**  
DineAid Charitable Trust  
**Dixon Dunlop Ltd**  
Ebos Healthcare  
**EFTPOS NZ**  
Elmers Mower Centre  
**EndGame Ltd**  
Equinox Ltd  
**e-Spatial Ltd**  
Fairfax Media  
**Flaunt International Ltd**  
Foodstuffs Wellington  
**Ford Sumner**  
Format Print  
**Four Winds Foundation Ltd**  
Fuji Xerox New Zealand Limited  
**Fulton Hogan**

Futureworks Ltd  
**Gadbrook Trust**  
Gelissimo Gelato  
**George Denton Trust**  
Gibson Sheat – Lawyers  
**Good Bitches Baking**  
Green Newman Holdings  
**Guardian Trust**  
Harbour City Security Ltd  
**Hellers**  
Henshaw Signs  
**Hilda Curtis Charitable Trust**  
Hockly Plumbers Ltd  
**Howie Shoot Pictures**  
Hutt City Council  
**Hutt City Dental Centre**  
Hydraflow Industries Ltd  
**Infinity Foundation Ltd**  
Inland Revenue Department  
**Intercontinental Wellington**  
Interwaste  
**Island Bay Butchery**  
J H Whittaker & Sons  
**Jenny Craig**  
Joe Aspell Trust  
**John Ilott Charitable Trust**  
Johnson & Johnson  
**Kaibosh Food Rescue**  
Keating Medical Ltd  
**Kensington Swan**  
Khandallah Trading Company  
**Kiwi Bank**  
KiwiRail  
**Kraus & Naimer Ltd**

La Bella Italia  
**L'affare**  
 Lewis Road Creamery  
**LFC Supporters Club**  
 Lion Foundation  
**Liquip Sales NZ Ltd**  
 Little Island Coconut Creamery  
**Loyalty New Zealand Ltd**  
 Mad Butcher Lower Hutt  
**Magnify Consulting Ltd**  
 Magnolia Trading Company  
**Mainland Foundation**  
 Mana Community Grants Foundation  
**Maurice Hughes Downer Charitable Trust**  
 McCabe & Co  
**McClellan Grimmer Optometrists**  
 Mediaworks Radio Ltd  
**Mexted Motors**  
 Ministry of Business, Innovation and Employment  
**Ministry of Education**  
 Ministry of Foreign Affairs and Trade  
**Ministry of Health**  
 Ministry of Social Development  
**Mission to Seafarers**  
 Mitsubishi New Zealand  
**Mokoia Masonic Perpetual Trust**  
 Moore Wilson  
**Museum Hotel**  
 Museums Wellington  
**New World Island Bay**  
 New World Metro  
**New World Newtown**  
 New World Thorndon  
**New World Wellington**

New Zealand Community Trust  
**New Zealand Council of Christian Social Services**  
 New Zealand Lottery Grants Board  
**New Zealand Post**  
 NIB NZ Ltd  
**Nice Blocks**  
 Nikau Foundation  
**North Port Events**  
 NZ Office Supplies  
**NZTA National Office**  
 OCG Consulting Ltd  
**Ocular**  
 OHM  
**Orangebox**  
 Organic Boxes  
**Pacific Radiology**  
 Panama Bakery  
**Park Road Post Productions Ltd**  
 Parker & Associates  
**Paul Nydam Plumbing & Gas**  
 Pelorus Trust  
**Phil & Teds Mountain Buggy**  
 Photo Espresso  
**Photography by Woolf**  
 Pioneer Finance Ltd  
**Precinct Properties Ltd**  
 PricewaterhouseCoopers  
**Proserve Electrical Ltd**  
 Provider Gifts  
**Pure Capital Ltd**  
 Quantum Computers Limited  
**RaboDirect**  
 Relk Management Ltd  
**Rembrant**

Roe Print Services Ltd  
**Royal New Zealand Navy**  
 Ruth Pretty Catering  
**Samuel Marsden Collegiate School**  
 Scots College  
**Sealy New Zealand Ltd**  
 Seasoned and Dressed Catering  
**Shoe Clinic**  
 Signify Ltd  
**Silver Fern Farms**  
 So Sweet Fresh Produce  
**St Joans Charitable Trust**  
 St Luke's Anglican Church  
**St Mark's School**  
 St Mary's Anglican Church Karori  
**St Michael and All Angels' Church**  
 St Paul's Lutheran Church  
**Staples Rodway Wellington**  
 Steeline Industries Ltd  
**Studio Pacific Architecture**  
 Tardis Design & Advertising  
**Te Horo Grove Ltd**  
 Tegel Chicken Ltd  
**Tennent Brown Architects Ltd**  
 Tennent Family Charitable Trust  
**The Cottle Family Charitable Trust**  
 The Dominion Post  
**The Featherston Bar & Grill**  
 The Jack Jeffs Charitable Trust  
**The Margaret Ann Tibbles Charitable Trust**  
 The Office Bar & Cafe  
**The Paddy Brow Charitable Trust**  
 The Spark Foundation  
**The Surgery-Rust Restorations**

The Tindall Foundation  
**Thomas George Macarthy Trust**  
 Ticketek  
**Trade Me Ltd**  
 Trademark Construction  
**Urban Perspectives Ltd**  
 Vavasour Charitable Trust  
**Viking Sales & Services Ltd**  
 Vinoptimo Estate Ltd  
**Walter & Rana Norwood Trust**  
 Wellington Airport  
**Wellington Bird Rehabilitation Trust**  
 Wellington Children's Foundation Inc  
**Wellington City Council**  
 Wellington Dentists Ltd  
**Wellington Girls' College**  
 Wellington High School  
**Wellington Rotary Charitable Trust**  
 Western Mailing  
**Westpac New Zealand**  
 Weta Digital  
**Winton & Margaret Bear Charitable Trust**  
 Yellow Fever  
**Yoga for the People Wellington**  
 Yoshi Sushi & Bento  
**Z Energy New Zealand**



## THE WELLINGTON CITY MISSION

Chief Executive Officer and City Missioner  
All Mission programmes  
Finance & Administration  
Marketing & Fundraising

19 Gordon Place, Newtown  
PO Box 7477, Newtown, Wellington 6242  
Phone: (04) 245 0900  
Email: [enquiries@wgtncitymission.org.nz](mailto:enquiries@wgtncitymission.org.nz)

## KEMP HOME & HOSPITAL (MISSION RESIDENTIAL CARE LTD)

21 Te Pene Avenue, Titahi Bay  
PO Box 52081, Titahi Bay, Porirua 5242  
Phone: (04) 236 8099  
Email: [info@kemphome.co.nz](mailto:info@kemphome.co.nz)

## CITY MISSION STORE

Corner of Taranaki & Abel Smith Streets  
Phone: 0800 245 542  
Email: [collect@citymissionstore.nz](mailto:collect@citymissionstore.nz)