

# Annual Report 2023



**Thank you for changing lives**



Community Wellbeing recognises Te Tiriti o Waitangi as the founding document of Aotearoa, New Zealand. We recognise Māori as tangata whenua and assume a shared obligation for protecting Māori language, customs and culture.

We understand our contribution in achieving equitable outcomes alongside Māori. It is an essential part of who we are and how we work.

Photo courtesy of PhotoWorthy Images



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# A message from our Chair

## Kia ora koutou



It's a privilege to bring you Community Wellbeing North Canterbury Trust's 2023 annual report. When I took on the role of Board Chair a year ago, I looked forward to supporting our outstanding team. Working alongside them, to empower our community to thrive. The last twelve months have been nothing short of inspiring.

Through Community Wellbeing's mahi – every day – a hungry tamariki is fed, a young mind is learning, a struggling whānau is supported, a parent is resourced, a rangatahi is helped to overcome life's challenges. Every day.

What continues to inspire me, are the stories of hope. Kōrero that demonstrates the impact of the Trust's mahi on the lives of individuals. Let me share one of those stories with you now.....

Late on a cold Friday in July, our Clinical Team received a referral about a 20-year-old homeless person in Amberley. On initial contact we discovered that they were living in their car, their health was poor, and they had very limited food. It was clear that they needed a lot of support very quickly. Our team swung into action.

Within three working days this rangatahi had wrap-around support. They were seen by a doctor. We arranged food through Amberley Foodbank. Hurunui District Council Youth Task Force provided employment support. And we arranged an appointment with Ministry for Social Development.

The rangatahi received warm clothes, boots, food, and fuel and was supported into a job in a vineyard.

This is just one example of the Trust's flexible, responsive ethos. Our collaborative approach. Our ability to jump into action when faced with a client in desperate need.

I would like to acknowledge and thank my fellow Trustee, Mary Sparrow. Mary is leaving the Board this year, after seven remarkable years of service. Mary's super power is social research and policy analysis. Mary has played an active role at our Kaiapoi Community Support service and Karanga Mai Early Learning Centre. Mary has collected and analysed data to inform the Board on strategic

direction and community needs. With the vital issue of food security for North Canterbury warranting special mention. Mary also participated in Te Tiriti o Waitangi wānanga and development within the Trust. I will miss Mary's insight, experience, wisdom and humour. As will everyone at Community Wellbeing.

I had the pleasure of welcoming two new Board members, in my first year as Chair. Kim Manahi and Niki Mealings.

Kim has spent more than 30 years working in health and wellbeing. Both at the coal-face, and managing those undertaking the mahi. Kim is currently Pou Ārahi with Presbyterian Support Upper South Island.

Niki Mealings is the Waimakariri District Council representative on the Trust Board. Niki has a strong connection to North Canterbury and an incredible commitment to community service. It's been an honour to welcome Kim and Niki to our Board.

As you'll see from this report, 2023 was an exceptional year for the Trust. As much as we can all be proud of some fantastic achievements, there is still more to do. My sincere thanks to you, our dedicated Friends of Wellbeing. Our donors, partners, stakeholders, our volunteers, staff and my fellow Trustees. You are tireless in your commitment to supporting North Canterbury whānau and communities to thrive. Thank you for being there with us.

He aha te mea nui o te ao? He tāngata he tāngata he tāngata!

What is the most important thing in the world? It is the people, it is the people, it is the people!

Mauri ora

*Tsarina Dellow*

**Tsarina Dellow**  
Board Chair

“

**Through Community Wellbeing's mahi – every day – a hungry tamariki is fed, a young mind is learning, a struggling whānau is supported, a parent is resourced, a rangatahi is helped to overcome life's challenges. Every day.**

Tsarina Dellow - Board Chair

”

# A message from our Manager

## Kia ora koutou

Ki te kotahi te  
kākaho, ka whati;  
ki te kāpuia, e kore e whati

If a reed stands alone, it can be broken;  
if it is in a group, it cannot.

2023 has been yet another challenging year. Our North Canterbury community continues to feel the aftermath of the pandemic. Whānau increasingly need help as the cost of living and inflation remains high. And your Trust has been there to support them. Responding with vital community and social services, where and when help is needed. Help that's made possible by the incredible generosity of you, our supporters.

Our Kaiapoi Community Support food bank has seen the highest demand ever, as many struggle to feed their whānau. We're giving out four times as many food parcels as we were two years ago. Many coming to us for help have never needed our support before.

In the six months ending May 2023, the Trust spent \$49,000 on kai for our community. Yet we receive no funding for our food bank and costs have escalated at an alarming rate. Despite



this, we have made good on our promise to never send anyone away from our food bank empty-handed. Meeting the unprecedented demand for food parcels would not be possible without you. Our volunteers, donors, our community supporters and local business partners. You are helping to end hunger in North Canterbury, one whānau at a time.

We know that rangatahi and tamariki have been among the most affected by the pandemic, in many ways. But the good news is, your support helps young people face the myriad of challenges life throws at them. Thanks to you, we have qualified kaimahi skilled in meeting the specific needs of tamariki and rangatahi. Your support is literally saving lives.

Resourcing parents, through evidence-based community parenting programmes, is a proactive wellbeing initiative. It flows on to better mental health and wellbeing outcomes - for tamariki, rangatahi and indeed, the whole whānau.

So it was with heart-felt gratitude that I accepted MainPower's offer of \$10,000 sponsorship to support our parenting programmes. MainPower sponsors a range of our free, evidence-based courses and resources for parents and caregivers. This includes our drop-in service, for parents of secondary school children in North Canterbury. Also our Grandparents Raising Grandchildren Support Group.

To keep ourselves accountable to our supporters and the community we serve, we evaluate the impact of our programs. We invite all our clients to rate their satisfaction with our service. Our client survey now tracks a total of 13 of our free services. 97% of respondents (151 out of 156) in 2023 ticked satisfied or very satisfied. This is an increase from 94% last year. Behind those statistics are real people whose lives have been changed for the better.

Our KCS volunteer team received a 2023 Volunteer Recognition Award from Volunteering Canterbury. The award was presented at a ceremony during Te Wiki Tūao ā-Motu National Volunteer Week. Well-deserved acknowledgement of their dedication and commitment to others.

It was an honour to receive a Prime Minister's Covid-19 Award this year. In recognition of our service in support of the national Covid-19 response. Our food bank was at the forefront of this response. Our two Next Steps facilitators also worked tirelessly with families impacted by Covid-19, getting them the assistance they needed.

You can read more about our programmes, highlights and challenges, and the significant impact of your support, in this report.

Every day I come to work I see the changes you make possible. Thank you for sharing your heart with whānau, tamariki and rangatahi in North Canterbury. We couldn't achieve what we do without you.

Ngā mihi nui



**Deirdre Ryan**  
Manager

“

**If a reed stands alone, it can be broken; if it is in a group, it cannot.**

Deirdre Ryan - Manager

”

# Programme delivery

Together we achieved this



## Parenting Programmes

Community Wellbeing is hugely grateful to MainPower for providing \$10,000 in sponsorship to support our parenting programmes.

MainPower's sponsorship is funding a range of free, evidence-based courses and resources for North Canterbury parents.

Resourcing parents, through evidence-based community parenting programmes, is a proactive wellbeing initiative that flows on to better mental health and wellbeing outcomes for tamariki, rangatahi and indeed, the whole whānau.

**“MainPower supports a range of community initiatives, schools and not-for-profit organisations in the Waimakariri, Hurunui and Kaikōura regions through the MainPower Community Fund. Working alongside Community Wellbeing, we recognised an opportunity to support parenting resources, which are in high demand, through sponsorship. MainPower is proud to be partnering with Community Wellbeing to support parents and families across our district. We are confident that together we can build a more resilient North Canterbury.”**

— Penny Kibblewhite, General Manager  
Customer and Corporate Relations

Courses include **Tuning in to Kids** and **Tuning in to Teens**, developed by The University of Melbourne. These six-week courses teach parents how to help their children develop improved emotional skills. Courses are offered for parents of pre-schoolers to teens.

Here's a snapshot of feedback we received from parents attending our parenting courses over the last year:

**“We've had some great breakthroughs with the kids' behaviour and how we relate to them emotionally.”**

**“I notice my children's emotions more, and they are more aware of their emotions.”**

**“Changing habits is tough, but understanding why, how and what, brings it to the forefront of my mind. Recognising this has been life changing.”**

**“I can deal with my child's anger more often and have learnt some ways to deal with it earlier.”**

**“It's been nice to talk to other parents going through the same thing.”**

The Trust initiated a free parent drop-in service for parents and caregivers of secondary school students in North Canterbury. The service offers free advice

and support around wellbeing and mental health for rangatahi.

Community Wellbeing also runs a support group for grandparents raising grandchildren in North Canterbury. The group meets once a month providing support, connection, guest speakers and morning tea.

Community Wellbeing relies on sponsorship and fundraising to offer free parenting programmes, which is why MainPower's sponsorship is such a boost to the wellbeing of our North Canterbury community.



**mainpower**



## Breakfast Club

Community Wellbeing has been supporting the Breakfast Club at Te Kura o Tuahiwi for the last three years. Food is donated by our good friends at Satisfy Food Rescue. The benefits for tamariki are numerous:



### Health and education

- A nourishing breakfast sets tamariki up for a day for learning.
- Helps tamariki understand healthy breakfast options.

### Connection

- Encourages whanaunatanga between tamariki and across classes. Kaiako share kai with the tamariki.
- Tamariki choose waiata to kick off the day at kura. This helps with emotional regulation.
- Unstructured connection outside of the learning space. Tamariki catch up about what they enjoy doing outside of kura.

### External support

- Reduces barriers to accessing support from Community Wellbeing.
- Our team provide advice and guidance to the kura's pastoral team. We kōrero about community support that's available for whānau.



Photo courtesy of PhotoWorthy Images

## Kaiapoi Community Support

**Community is at the heart of everything we do**

Kaiapoi Community Support, or KCS as it's known, is for anyone living between the Waimakariri River and the Ashley River in North Canterbury. The service is run by two paid staff and 34 dedicated volunteers.

KCS provides food parcels for families and individuals. No referral necessary.

Demand for food parcels is off the charts. More and more people are finding it hard to make ends meet. And cost of living increases mean our funds to buy food aren't going as far as they used to.

We receive no funding for our Food Bank and rely on the generosity of kind-hearted people like you to help those going through a tough time. We can't thank you enough.

## Volunteer Driver Service

Kaiapoi Community Support runs a Volunteer Driver Service...

If you can't drive and need help to get to appointments locally, or in Christchurch, one of our volunteer drivers can take you in their vehicle.

Our volunteer drivers are not paid. We ask clients to make a small koha/donation to contribute to the driver's fuel and running costs.



**1820**

**Food Parcels  
were given out  
this year**

**That translates to 2310 adults  
and 1602 tamariki that you  
saved from hunger in 2023**



## Karanga Mai Early Learning Centre

Karanga Mai is a whānau-based community centre. We work in partnership with whānau to ensure tamariki recognise their talents, know they are important, engender pride, and feel a sense of belonging.

Karanga Mai provides high-quality, culturally responsive education and care for tamariki of both young parents attending Karanga Mai Young Parents College and community whānau.



Matariki is a highlight of the Karanga Mai calendar. Through a week of activities and events, tamariki and whānau gather to reflect on the past, celebrate the present and plan for the future.



## Mana Ake Stronger for Tomorrow

Our Mana Ake kaimahi are supporting Hurunui students to take part in Ko Wai Au? Who Am I? A cultural identity course for Māori students run by the Mana Ake team from Purapura Whetu. Tamariki from Hurunui College, Waikari, Waipara and Hanmer Springs have been learning their whakapapa and pepeha and taking part in flax weaving and carving.



# Making an impact

## Food Bank Appeal 2022

**Thank you to everyone who donated so generously to our 2022 Food Bank Appeal.**

New owners of New World Kaiapoi, Gareth and Laura Caldwell, generously matched the first \$2,500 in donations. This meant every dollar donated to our Appeal became \$2 when matched by New World Kaiapoi. So twice the number of children in our community were saved from hunger.

**“Supporting the community is a big part of who we are and what we like to do. We recognise how challenging the cost of living is for people right now. When Laura and I heard that requests for food parcels at the Kaiapoi Food Bank had more than doubled in the last year, we were very keen to lend our support to their fundraising appeal.”**

— Gareth Caldwell, co-owner New World Kaiapoi

The support pledged by New World Kaiapoi was nothing short of incredible and couldn't have come at a better time. To top it off, an amazing member of our community (who wishes to remain anonymous) walked into our Food Bank and matched the New World donation! We were blown away!

**If it weren't for supporters like you, we couldn't achieve half of what we do for our community.**



New World Kaiapoi owners Laura and Gareth Caldwell on a tour of KCS Food Bank.

## A gift from PhotoWorthy Images

Ann from PhotoWorthy Images gifted her time and expertise to capture beautiful images of every Karanga Mai whānau. Each whānau received a framed portrait. Research shows there's lots of benefits in displaying photos of tamariki in the home. It boosts children's confidence, their sense of belonging and feelings of being loved. Thank you, Ann, for your special gift.



## Sutton Tools

Sutton Tools donated an incredible \$10,000 to Community Wellbeing.

The money was donated to Sutton Tools by their Australian-based industry associate, the Sheffield Group, in support of the workers and their families affected by their 2022 factory fire. Sutton Tools wanted to give this money back to the community who supported their staff. They chose to donate the funds to Community Wellbeing. Our Kaiapoi Community Support service helped Sutton Tools' employees affected by the fire, with food parcels and other support services.



Sutton Tools Plant Manager, Glenn Morgan, and Richard Frew, Chief Engineer, attended a thank you morning tea with Trust Manager, Deirdre Ryan, Board Chair, Tsarina Dellow and other members of the Community Wellbeing Board in April.

## Downer Donate

Downer Donate gave \$2,000 to our Kaiapoi Community Support (KCS) Food Bank in December 2022.

The donation came about because of a conversation between KCS volunteer, Brad, and his partner Anita, a Downer employee. Downer employees drive the Downer Donate initiative by nominating causes or charities that matter to them. Each month Downer donates up to \$15,000 to a range of causes across Aotearoa.

Brad was aware of the escalating demand for food parcels in the lead up to Christmas. Anita saw an amazing opportunity to support our Food Bank at a time when it was needed the most. "I was full of joy that I was able to help out KCS and in turn help out a lot of families," said Brad on hearing the news that their Downer Donate application had been successful.

With the help of Brad and Anita, the donation received from Downer NZ created food parcels for dozens of North Canterbury families in need.



Brad with Gabi Barlow, KCS Coordinator

## Rangiora Lions Club Ashley River Ramble

Rangiora Lions Club donated an amazing \$2,000 from the proceeds of their Ashley River Ramble to Community Wellbeing. All in support of whānau, tamariki and rangatahi. Members of the Community Wellbeing team were delighted to take part in the event. The Ashley River Ramble is a great whānau day out that promotes a positive wellbeing message.

**“We decided to raise funds for Community Wellbeing North Canterbury Trust again this year. We had to cancel the event in 2022, the third time this event was cancelled due to Covid. We were happy to come back in 2023 and decided to make it a big day out. Local business did not disappoint with their support, donating some amazing spot prizes. There were two major prizes. Area 51 Futuro House Resort**

**in Ohoka, with a two nights stay. The other major prize was two Mini-Group passes to Hanmer Springs Thermal Pools & Spa. It was good to be able to raise funds for Community Wellbeing for their mental health and wellbeing programmes in the North Canterbury area.”**

— Andrew Cook, President,  
Rangiora Lions Club

As a charity we rely on the support of local clubs like Rangiora Lions. THANK YOU from the bottom of our hearts.



Community Wellbeing staff team

## Christmas Giving

Thank you to everyone who donated a Christmas gift, cash or food to help families in need last Christmas.

Thanks to you, your kindness and generosity, we gave out 2401 presents to North Canterbury whānau. Wow!

Thanks too, to our amazing volunteers and our wonderful Christmas Giving Partners: Blackwells Department Store Kaiapoi, New World Kaiapoi, Pak'nSave Rangiora, Rangiora Toyota, Ray White Rangiora, Kaiapoi and Pegasus, and Kaiapoi Library.

Thank you to **McAlpines Mitre 10 Mega Rangiora** for running a Giving Tree at the Rangiora Christmas Party in the Park.



Mike Pero Rangiora Christmas Celebration Night ran a Christmas raffle to support Community Wellbeing. Thank you Adrian & Amber Loutit, **Mike Pero Real Estate Rangiora** for your amazing support for our community.



“As a local business owner, I’m pleased to support the amazing work that Community Wellbeing North Canterbury does for the people in our community. We support through our “Little Ray of Giving” campaign at Christmas each year where we collect gifts under a Christmas tree that then will be passed onto another family. We understand there is a huge need and together as a community we can change somebody’s life for the better.”

— Claire Morris, Owner, Ray White Morris & Co Real Estate



## Rangiora Church St Market

The Anglican Parish of Rangiora donated \$1,500 to Community Wellbeing from their Church Street Christmas Market.

Organisers Janet Apperley and Robyn Davidson say the market has reached a stage where it generates some surplus funds. The Parish is choosing to donate these funds to local, caring organisations providing services which they themselves don't have the resources to provide.

**“We are excited to have chosen Community Wellbeing North Canterbury Trust as one of our first donee organisations. We know that there will be greater demand on the Trust’s services as Christmas approaches, after a year that has been tough for a lot of families.”**

— Janet Apperley, one of the organisers



## Matariki mid-winter swim

A few of our team joined in the fun at the Waikuku Beach mid-winter swim during Matariki. A wonderful community wellbeing event organised by Waikuku Beach Surf Life Saving Club.



## Winter Wellbeing

Community Wellbeing was delighted to run a Winter Wellbeing series with CompassFM this year. Proudly supported by our major sponsors, Hanmer Springs Thermal Pools & Spa.

The series was all about making small changes that can lift your mood, recharge your batteries and boost your wellbeing.

Interviews and wellbeing tips played throughout the series on CompassFM. Listeners had three chances each week to win a Mini-Group pass to Hanmer Springs Thermal Pools & Spa, valued at \$98.



## Charity Jams

North Canterbury locals, Marg and Cath from Charity Jams (Homestyle Preserves) make delicious jams, chutneys and sauces and sell them at local markets to raise funds for Community Wellbeing. Incredibly, they've been doing this for more than 10 years! Beginning when Marg was still a teacher at our Karanga Mai Early Learning Centre.

Marg and Cath's fundraising supports vital services for tamariki, rangatahi and whānau in North Canterbury.

You can find them through winter at Kaiapoi Market every Saturday from 9.30am-12.30pm. During daylight savings they also have a regular stall at Ohoka Farmers' Market and can be found at local A&P shows, garden fairs and the like.

**"It's very easy to support something you believe in."**

— Cath, Charity Jams

Thank you Marg and Cath for being such AWESOME Friends of Wellbeing. And a huge thank you to every one of you who supports them.

## Recognition for team members

This year we celebrated the impressive service of two of our team. Congratulations Jacinta, Tūmuaki at Karanga Mai Early Learning Centre (on left), for your 18 years of service. And Lisa, for your 15 years of service as Team Leader, Shared Services. Thank you both for your incredible dedication to our community.





Karanga Mai Early Learning Centre on visit to Willowbank. Made possible by Stadium Cars.

## Stadium Cars

“Stadium Cars is honoured to stand alongside and support the Community Wellbeing North Canterbury Trust. This partnership enables their team to create a truly profound and transformative impact on the lives of thousands in North Canterbury through their invaluable free services for families and children. As a charitable organisation, the Trust depends on the generosity and support of businesses to sustain its mission. We take great pride in our role as a contributor to their transportation requirements, knowing that together, we are making a meaningful difference in our community.”

— Tony Gosling, Stadium Cars

## Toot for Tucker

Thank you for your amazing donations to our Kaiapoi Food Bank last December. It was one of the biggest Toot for Tucker food drives we've been part of! Thank you to Property Brokers, all our volunteer drivers and collectors and all you wonderful people who donated kai for North Canterbury families.



Thank you, **Combined Security Solutions**, for coming on board as a regular supporter of our Food Bank. Your monthly donation feeds dozens of North Canterbury whānau. We simply could not meet the unrivalled demand for kai without the support of community-minded businesses like yours.



Paul McCormick, owner Combined Security Solutions, with Gabi Barlow, Kaiapoi Community Support Coordinator (at back) and Food Bank volunteers Sandy (on left) and Athalie.

Thank you to the students and whānau from **Kaiapoi High School** and **Kaiapoi Gray Raven Scout Group** for their wonderful donations to our Food Bank.

# Our volunteers

**4706**  
Hours  
dedicated by  
our volunteers

## Volunteer Recognition Award

**Our hearts swelled with pride when the entire volunteer team at Kaiapoi Community Support (KCS) received a 2023 Volunteer Recognition Award.**

The Award was presented by Volunteering Canterbury at a ceremony in Christchurch as part of Te Wiki Tūao ā-Motu National Volunteer Week.

Several volunteers attended the ceremony along with KCS Coordinator Gabi Barlow.

**“KCS gives out dozens of food parcels a week. Clients frequently arrive stressed and some are embarrassed at needing help, but our volunteers always provide a warm welcome and an empathetic ear. They treat every person who arrives at our door, with respect and kindness. We’re a very busy food bank and we simply couldn’t do what we do without our incredible volunteers. I am so happy to see their dedication recognised through this award.”**

— KCS Coordinator, Gabi Barlow





## Thanks to outgoing trustee Mary Sparrow

Mary Sparrow retires from Community Wellbeing's Board of Trustees after seven years of devoted voluntary service.

Mary has lived in the Waimakariri District for more than 40 years and has had extensive involvement with the community.

Thank you Mary, for all your incredible mahi. For sharing your vast wisdom and experience. For being such a wonderful wahine! You'll be very much missed by the Community Wellbeing Board and staff.

## Volunteers Thank You Lunch

Our annual volunteers' appreciation lunch is our way of saying THANK YOU for the thousands of hours our volunteers dedicate to our community every year. Our major sponsors Hanmer Springs Thermal Pools & Spa gift every volunteer a pass to the thermal pools.

**THANK YOU to all our amazing volunteers for your incredible dedication and commitment!**



## Welcoming new trustees to our board



### Kim Manahi

Kim has spent more than 30 years working in health and wellbeing; both at the coal-face, and managing those undertaking the mahi. Kim is currently Pou Ārahi with Presbyterian Support Upper South Island. It's an honour to welcome Kim.



### Niki Mealings

Niki is the Waimakariri District Council representative on the Trust Board. Niki has a strong connection to North Canterbury and an incredible commitment to community service. It's an honour to welcome Niki.



Photo courtesy of PhotoWorthy Images

# Our funders and supporters

# Thank you!

## Hanmer Springs Thermal Pools & Spa

### Thank you to our major sponsors

Thank you to our major sponsors Hanmer Springs Thermal Pools & Spa. You've stuck by us when the going got tough. You've supported our community. You've committed vital funding to help us offer free services across North Canterbury. You've helped us show our gratitude for our volunteers by gifting them thermal pool passes. Community Wellbeing couldn't survive without the support of partners like you. We can't thank you enough.

**“We support Community Wellbeing North Canterbury for two simple reasons. Firstly, we have seen the work that they do – it makes a real difference to people’s lives, and their communities. And helping communities is at our core too – at Hanmer Springs Thermal Pools & Spa we strive to help and support our local community and district. It is fantastic to support an organisation with the same values as us, and we are proud to sponsor Community Wellbeing North Canterbury Trust.”**

— Shane Adcock, Marketing Manager,  
Hanmer Springs Thermal Pools & Spa



## Thank You to our Community Grant Providers and Trusts

Aoteroa Gaming Trust  
Casino Charitable Trust  
Department of Internal Affairs:

- Community Organisations Grants Scheme
- NZ Lottery Grants Board

Edmund Rice Justice Aotearoa NZ  
Hurunui District Council  
Kiwi Gaming Foundation  
Lion Foundation  
Ministry of Education  
Ministry of Health  
Ministry of Justice  
Ministry for Women – Manatū Wāhine Fund  
NZ Partnering for Outcomes  
Oranga Tamariki  
Pub Charity  
Te Whatu Ora - Waitaha Canterbury  
The Rata Foundation  
Waimakariri District Council  
Work and Income

## Thank You to our Local Partners and Sponsors

Careerbalance  
Charity Jams (Homestyle Preserves)  
Combined Security Solutions  
Hanmer Springs Thermal Pools & Spa  
MainPower  
New World Kaiapoi  
Rangiora Lions Club  
Specsavers Rangiora  
Stadium Cars  
Toot for Tucker

## Special Thanks to our REGULAR GIVERS.

Your constant, loyal support means so much and truly makes a difference to the wellbeing of our tamariki, rangatahi and whānau in North Canterbury.

## Thank You to our Supporters and Donors

Ashgrove Primary School  
Anglican Womens Association  
Battered Womens Trust  
Best Start Parklands  
Blackwells Department Store  
Canterbury Landscape Supplies  
CBK Craft Bar & Kitchen Kaiapoi  
Compass FM  
Downer Donate  
Enterprise North Canterbury  
Essence Magazine North Canterbury  
Hinemoa Hockey  
Kaiapoi Borough School  
Kaiapoi Community Board  
Kaiapoi Cooperating Parish  
Kaiapoi Fire and Emergency  
Kaiapoi High School  
Kaiapoi Gray Raven Scout Group  
Kaiapoi River Walk  
Karanga Mai Young Parents College  
The staff of Mainpower  
McAlpines Mitre 10 Mega Rangiora  
Mike Pero Real Estate Rangiora  
Motorwell Rangiora  
Mount Brown Estates  
New World Kaiapoi  
North Canterbury News  
NZRT12  
Pak'n'Save Rangiora  
PhotoWorthy Images  
Property Brokers Rangiora  
Rangiora Church St Market  
Rangiora High School  
Rangiora Toyota  
Ray White Rangiora, Kaiapoi and Pegasus  
Santa Shop Trust  
SES Contracting  
Shoe Therapy Kaiapoi  
Soroptimist International of North Canterbury  
Southern Lakes Automotive  
Sutton Tools  
Waimakariri Libraries Kaiapoi

# Become a Friend of Wellbeing today

There are lots of things outside our control right now. But you can control this. You can help strengthen the resilience of our North Canterbury community. We're asking people like you to become a monthly giver to support our whānau, rangatahi and tamariki to thrive.

Become a Friend of Wellbeing today and help transform lives in North Canterbury.

## There are so many ways you can become a Friend of Wellbeing ...

- ♥ Become a regular giver or make a one-off donation. All donations of \$5 or more are tax deductible.
- ♥ Partner with us. Our achievements wouldn't be possible without the invaluable support of our corporate and community partners.
- ♥ Fundraise on our behalf. You can get as creative as you like. We appreciate anything you can do to support the wellbeing of North Canterbury families and communities. From running your own trivia quiz, charity golf day, wellbeing walks or school mufti-day to entering you and your workmates in a fun run or cycling event. There are lots of ways to lend your support.
- ♥ Leave a gift in your Will. No matter how big or small. Your bequest will help the many hundreds of North Canterbury families and individuals who need our support, each and every year.

- ♥ Volunteer. Our volunteers come from all walks of life, and range in age from teenagers to retirees. As a volunteer you'll be a vital part of our team, supporting the wellbeing of North Canterbury whānau, rangatahi and tamariki.

Find out more about the difference you can make by becoming a Friend of Wellbeing:

[www.wellbeingnc.org.nz/how-to-help/](http://www.wellbeingnc.org.nz/how-to-help/)

## Accountability

### Governance

Our Board of Trustees bring a diverse range of highly experienced leaders to your Trust. Leaders in their own fields, ranging from finance to governance, local government, management, marketing, education and relationship management, they provide strategic direction and strong governance to ensure Community Wellbeing North Canterbury Trust achieves its goals.

### Board of Trustees

Tsarina Dellow - Chair  
Dean Logan – Deputy Chair

Trustees: Brian Davey, Sam Jones, Kim Manahi, Niki Mealings, Susan Mowat, Martin Pinkham, Mary Sparrow, Pauline White

### Financial Performance

Financial statements for the year ended 30th June 2023 refer to page 26. Full audited accounts can be found on our website.

# Statement of Service Performance

## Community Wellbeing North Canterbury Trust

For the year ended 30 June 2023

Description of Entity's Outcomes based on our Annual Client Feedback Survey.

### Summary

- 156 responses were received this year, (up from 111 and 86 in previous years) for CWNCT services of KCS Food Bank, Mana Ake, Family Social work, Restorative Justice, Next Steps and New Start, Transition Kaimahi and Manu Ka Rere. New inclusions this year are Parenting groups, Wellbeing Coordinator, Parent Drop In, Volunteer Drivers and Women into Work. The survey now tracks a total of 13 services.
- The survey has multiple access points – website, mobile phone, paper forms and email.

### Feedback

#### One:

97%

Clients were invited to rate how satisfied they were with the service and support they and their whānau received. 151 out of 156 of respondents ticked satisfied or very satisfied. This is an increase from 94% last year.

#### Two:

“What do you think the service did well?” 104 anecdotal responses were received, which is the same as the previous year. Below is a sample:

- So professional and knowledgeable. If it is an area the Kaimahi is unfamiliar with, they will research and look for colleagues who will be able to help.
- Provided a space to share heavy feelings and thoughts without being judged.
- Knowing I'm not the only one going through this. I can deal with my child's anger more often and have learnt some ways to deal with it earlier. Thank you for the help.
- The service is extremely helpful in desperate times. I really appreciated all the help and support when in need.
- Very attentive to my child and other whānau. They understood my child well and aided in their growth.
- Well-structured with informed/open facilitators.
- I was very grateful for the wonderful service. Made to feel comfortable accepting help. Thankyou.
- Always prepared, on time and forming good relationships.
- Everything - availability, connection, partnership, protection, and participation.

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The above statement should be read in conjunction with the notes to and forming part of the financial statements.

### Three:

See graph below for the last two years' results.

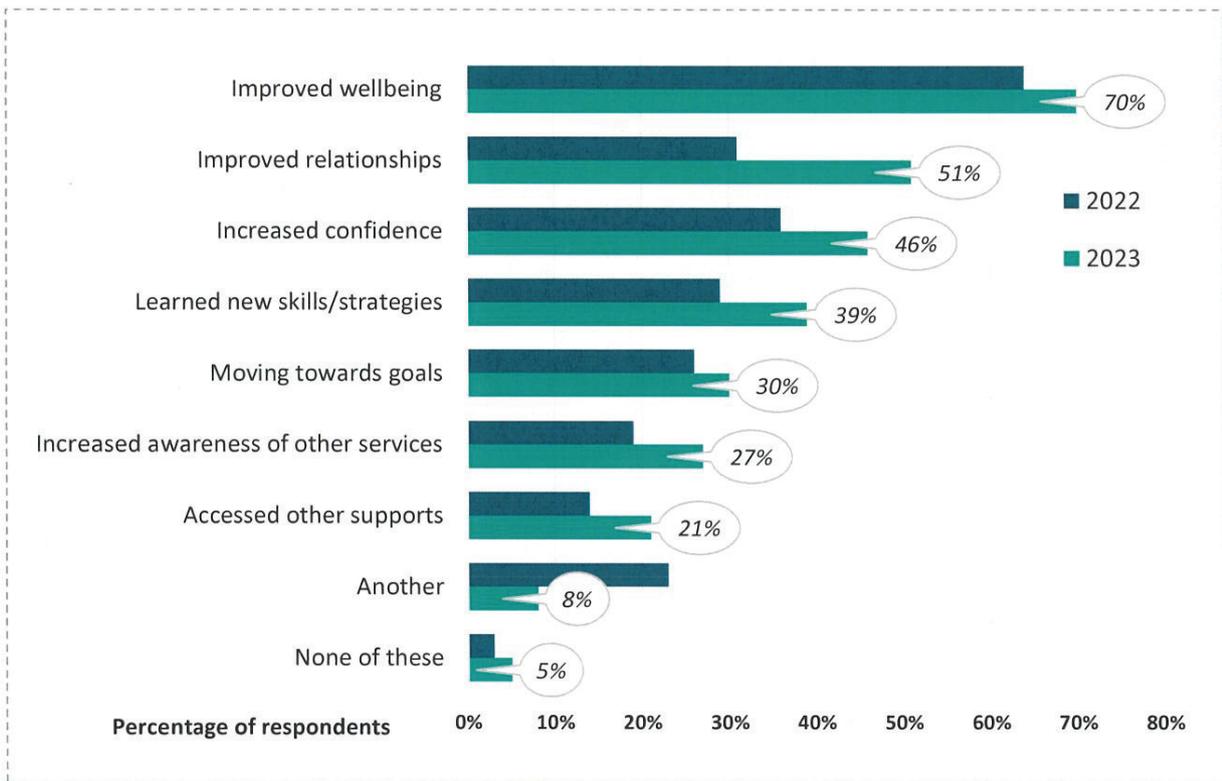
Clients were asked what had changed for them (and whānau) because of the service they received. They were invited to select any changes that applied.

All areas of positive change were responded to, with improved wellbeing, increased confidence and improved relationships recorded as the highest number of responses. Learning new skills and strategies was also rated highly.

The responses in Another (see graph below) included less homelessness, maintaining independent living, self-empowerment, and teachers noting the timeliness and regularity of support.

Last year several people answered Another with responses that were clearly Improved Wellbeing or Relationships, and Increased Confidence for example.

This year, some of those responses were allocated to the appropriate category, giving a more accurate result of change.



### Other Highlights

Community Wellbeing North Canterbury Trust received a Prime Minister's COVID-19 Award in recognition of our service in support of the national COVID -19 response.

# Statement of Comprehensive Revenue and Expenses

Community Wellbeing North Canterbury Trust  
For the year ended 30 June 2023

	NOTES	2023	2022
<b>Revenue</b>			
<b>Revenue from Non Exchange Transactions</b>			
Government Contracts	5	1,990,587	1,860,285
Community Grants	5	772,346	606,539
Bequests		23,167	-
Donations	5	60,966	43,723
Other	5	22,799	12,359
<b>Total Revenue from Non Exchange Transactions</b>		<b>2,869,865</b>	<b>2,522,906</b>
<b>Revenue from Exchange Transactions</b>			
Sales & Services	5	74,634	89,721
Room Hire		19,409	25,664
Interest		22,844	6,015
Other		355	367
<b>Total Revenue from Exchange Transactions</b>		<b>117,242</b>	<b>121,767</b>
<b>Total Revenue</b>		<b>2,987,107</b>	<b>2,644,673</b>
<b>Expenses</b>			
Administration		250,573	192,089
Employment	5	2,262,363	1,931,905
Occupancy		69,391	86,432
Operating		443,523	404,943
Non Cash	5	84,319	42,373
<b>Total Expenses</b>		<b>3,110,169</b>	<b>2,657,743</b>
<b>Surplus/(Deficit) for the Year</b>		<b>(123,062)</b>	<b>(13,070)</b>

The above statement should be read in conjunction with the notes to and forming part of the financial statements.

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# Statement of Changes in Net Assets/Equity

## Community Wellbeing North Canterbury Trust For the year ended 30 June 2023

	2023	2022
<b>Movement in Accumulated Funds</b>		
Opening Balance	740,288	753,359
Total Comprehensive Revenue and Expenses for the year	(123,062)	(13,070)
<b>Accumulated Funds 30 June</b>	<b>617,227</b>	<b>740,288</b>

The above statement should be read in conjunction with the notes to and forming part of the financial statements.

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# Statement of Financial Position

Community Wellbeing North Canterbury Trust  
As at 30 June 2023

	NOTES	30 JUN 2023	30 JUN 2022
<b>Assets</b>			
<b>Current Assets</b>			
Cash and Cash Equivalents	7	269,326	302,251
Receivables from Exchange Transactions		12,660	5,593
Receivables from Non Exchange Transactions		421,163	204,831
Prepayments		6,792	6,872
Investments (current)	8	433,374	425,485
<b>Total Current Assets</b>		<b>1,143,315</b>	<b>945,032</b>
<b>Non-Current Assets</b>			
Property, Plant and Equipment	9	267,719	321,437
<b>Total Non-Current Assets</b>		<b>267,719</b>	<b>321,437</b>
<b>Total Assets</b>		<b>1,411,035</b>	<b>1,266,469</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Accounts Payable	11	134,336	121,660
Employee Entitlements	10	180,341	134,638
Income in Advance - Non Exchange Transactions	19	479,131	269,882
<b>Total Current Liabilities</b>		<b>793,808</b>	<b>526,180</b>
<b>Total Liabilities</b>		<b>793,808</b>	<b>526,180</b>
<b>Net Assets</b>		<b>617,227</b>	<b>740,288</b>
<b>Equity</b>			
Accumulated Funds		617,227	740,288
<b>Total Equity</b>		<b>617,227</b>	<b>740,288</b>

*Tsarina Dellow*

Signer ID: J8VMOTHT11...

Tsarina Dellow – Chair

Date 21/09/2023

*Dean Logan*

Signer ID: KZVMNKTL11...

Dean Logan – Deputy Chair

Date 21/09/2023

The above statement should be read in conjunction with the notes to and forming part of the financial statements.

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# Wellbeing tips and resources

## Over the phone support services

### Need to talk 1737

Free call or text anytime for support from a trained counsellor.

### Youthline 0800 376 633

Phone, text and email support for rangatahi on any issue, any time.

### Parent Help 0800 568 856

Help with everyday parenting challenges as well as serious issues such as child abuse.

## Mental health resources

[www.mentalhealth.org.nz](http://www.mentalhealth.org.nz)  
[www.thelowdown.co.nz](http://www.thelowdown.co.nz)  
[www.aoaketera.org.nz](http://www.aoaketera.org.nz)  
[www.auntydee.co.nz](http://www.auntydee.co.nz)  
[www.qtopia.org.nz](http://www.qtopia.org.nz)  
[www.depression.org.nz](http://www.depression.org.nz)

## Parenting resources

[www.parentingplace.nz](http://www.parentingplace.nz)  
[www.sparklers.org.nz/parenting](http://www.sparklers.org.nz/parenting)  
[www.incredibleyears.com](http://www.incredibleyears.com)  
[www.triplep-parenting.net.nz](http://www.triplep-parenting.net.nz)

You can find evidence-based wellbeing resources on our Facebook page: [www.facebook.com/CommunityWellbeingNorthCanterburyTrust](https://www.facebook.com/CommunityWellbeingNorthCanterburyTrust)

# About us



## Who we serve

We serve whānau by empowering them to thrive.

## Our vision

Working together for an equitable community.

## Our purpose

We are a values led organisation that puts those we serve to the forefront. We are on a journey to be Tiriti-honouring in heart, mind and action.

## What we do

We provide free community and social services that support North Canterbury.

## Our free services

- ♥ Family social work
- ♥ Promoting wellbeing and positive mental health for tamariki/children in primary school
- ♥ Wellbeing support for rangatahi/young people including counselling and specialist alcohol and drug support
- ♥ Parenting support
- ♥ Early childhood education
- ♥ Food Bank and volunteer drivers through Kaiapoi Community Support
- ♥ Restorative justice

Find out more at [www.wellbeingnc.org.nz](http://www.wellbeingnc.org.nz)

### Rangiora Office and General Enquiries

200 King St, Rangiora  
PO Box 409, Rangiora 7440  
03 310 6375  
[info@wellbeingnc.org.nz](mailto:info@wellbeingnc.org.nz)

### Kaiapoi Community Support

24 Sewell Street  
Kaiapoi  
0800 88 34 88  
[kcs@wellbeingnc.org.nz](mailto:kcs@wellbeingnc.org.nz)

### Karanga Mai Early Learning Centre

Robert Coup Road  
Kaiapoi  
03 327 8315  
[karangamai@wellbeingnc.org.nz](mailto:karangamai@wellbeingnc.org.nz)

[www.wellbeingnc.org.nz](http://www.wellbeingnc.org.nz)