



Annual Report

HUI-Ā-TAU | RATŪ, 4TH WHIRINGA-Ā-RANGI 2025

WWW.TEWHAREHAUORA.COM



Mereana Mokikiwa Hutchen

(16/2/33 -11/7/25)

(Aunty Kiwa Hutchen, nee Stirling)

It is with deep aroha and gratitude that we honour the life and legacy of Aunty Kiwa Hutchen, a cherished kuia, leader, and guiding light of Te Whare Hauora Ōtautahi Women's Refuge. Aunty Kiwa's presence was woven into the very fabric of our kaupapa — her strength, wisdom, and unwavering commitment to wāhine and whānau safety shaped the heart of who we are today. She stood for mana wāhine, for justice, and for the right of every woman and child to live free from fear. Her words, her laughter, and her guidance will forever echo within our whare, reminding us that healing begins with aroha, truth, and connection.

Aunty Kiwa gave of herself selflessly — nurturing kaimahi, walking alongside wāhine in their hardest moments, and ensuring that tikanga Māori remained at the centre of our refuge. Her leadership was gentle yet powerful, grounded in humility, compassion, and deep cultural knowing. She reminded us often that our mahi is not just about providing shelter, but about restoring the wairua and mauri of our people.

As we continue this journey, we do so carrying her legacy in our hearts and our work.

Moe mai rā e te whaea, e te pou herenga o tō tātou nei whare.

Your light continues to guide us, your aroha continues to sustain us, and your vision for safe, strong, and connected whānau will forever live within Te Whare Hauora Ōtautahi.



Introduction

Over the past year, Te Whare Hauora Ōtautahi Women's Refuge has continued to stand as a beacon of strength, safety, and hope for wāhine and whānau across Ōtautahi. Guided by kaupapa Māori values and the principles of manaakitanga, aroha, and whanaungatanga, our refuge has worked tirelessly to provide not only immediate safety and support but also pathways toward long-term healing, empowerment, and independence. This year has been marked by deep reflection, growth, and transformation — strengthening our commitment to delivering services that are culturally grounded, trauma-informed, and centred in the voices and aspirations of Māori women and their whānau.

As we reflect on the challenges and triumphs of the past year, we acknowledge the resilience of our kaimahi, the courage of the wāhine and tamariki we serve, and the unwavering support of our partners and community. Together, we have navigated change, expanded our programmes, and strengthened our organisational foundation to ensure that Te Whare Hauora continues to be a place where healing begins and futures are rebuilt. Our journey is one of collective strength — grounded in tikanga, inspired by the vision of a violence-free Aotearoa, and carried forward by the belief that every whānau deserves safety, dignity, and connection.

Statement of Purpose Kaupapa

Te Whare Hauora Ōtautahi Women's Refuge exists to protect, empower, and uplift wāhine and whānau affected by family and sexual violence. Our purpose is to provide a safe haven grounded in kaupapa Māori values — a place where healing, reconnection, and restoration of mana can occur. We walk alongside wāhine and their whānau as they reclaim their safety, identity, and sense of belonging, supporting each individual to rebuild their lives free from violence and fear. Through advocacy, education, and community partnership, we strive to break intergenerational cycles of harm and foster environments where aroha, respect, and equity can thrive.

Our mahi is underpinned by our core values: **Manaakitanga** (compassion and care for all), Whanaungatanga (connection and collective strength), **Aroha** (love as the foundation of healing), **Rangatiratanga** (self-determination and empowerment), and **Kotahitanga** (unity and shared purpose). These values guide every aspect of our work — from how we welcome whānau into our refuge, to how we advocate for systemic change. They remind us that safety is not just the absence of violence, but the presence of dignity, cultural identity, and hope. Through this lens, Te Whare Hauora continues to stand as a movement of healing, transformation, and Māori-led solutions for our communities.





Governance & Leadership

The governance and leadership of Te Whare Hauora Ōtautahi Women's Refuge are guided by our Board and Taumata, who uphold the kaupapa, vision, and values that steer our organisation. Together, they provide strategic direction, cultural guidance, and accountability to ensure our mahi remains grounded in tikanga Māori and responsive to the needs of our community.

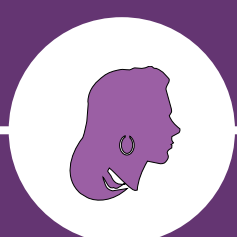
Our Board brings governance expertise, oversight, and strategic planning to strengthen organisational sustainability and impact. Our Taumata offers cultural wisdom and direction, ensuring that our decision-making reflects te ao Māori, intergenerational knowledge, and the voices of our whānau and wider hapori. The accompanying pie graphs illustrate the composition and diversity of our governance structure, showing the balance of skills, experience, and representation that supports strong leadership. Our Administration and Finance staff ensure the smooth and sustainable running of all operations and support the Taumata and Board operations.

This visual representation affirms our commitment to maintaining both cultural integrity and robust governance practice. Together, our Board and Taumata embody kotahitanga — unified in purpose and dedicated to the collective wellbeing and empowerment of wāhine, tamariki, and whānau across Ōtautahi.

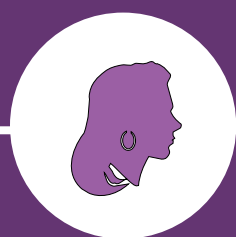
BOARD



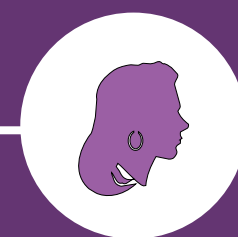
Ivy Churchill
(Board Chair)



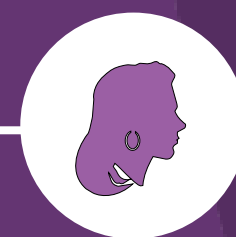
Helene Hakaraia



Lorraine Hawke



Sharon Hawke

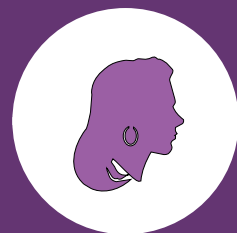


Juanita Vaszilyko (Secretary)

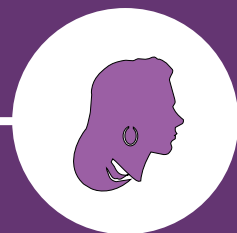


Whaiona Cherrington

KĀHUI



Te Inupo Farrar

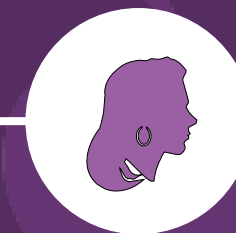


Yvonne berryman

TAUMATA



Jynine Berryman
(Kaiwhakahaere)



Dale Johnsom
(Kaiwhakawhiri)



Tūmuaki

Tēnā koutou katoa,

Well, a year has come and gone, and our AGM is upon us. This has been a busy year for everyone, yet we still maintain the high standard of service we provide to all who pass through our doors. I have been on the Board for several years and am constantly amazed at how well this organisation continues to operate so efficiently.

We have encountered several issues to resolve, and while these are ongoing, we are addressing them with the valuable assistance of people with diverse skills and knowledge. Although the issues are still in progress, we hope that everything will be resolved amicably.

Te Whare Hauora has flourished under the Leadership of our Taumata members of Jynine Berryman and Dale Johnson. Our sincere thanks for all they have done, and I know that under their leadership, we have continued to hold our heads high and to stand strong and tall as we deliver our Kaupapa wherever we are.

I want to acknowledge our workers who go above and beyond in their duties, delivering excellent service. We are truly fortunate to have many proud, committed Wāhine working for our Kaupapa. I am also grateful for the feedback from our Tangata Whaiora, who express their love and appreciation for all the service they have received.

Recently, I had the privilege of attending the 5TH World Conference of Women's Shelters in Sydney, Australia, alongside another Board member, Helene, our Taumata of Jynine and Dale, and two of our Kamahi, Karen Mills and Rebecca Quartly. I was very proud to be with our Wahine Maori, and by attending some of the indigenous workshops, I felt truly inspired to realise that we are years ahead of other nations around the world, and more importantly, that Te Whare Hauora in Aotearoa is openly recognised as a vital entity to care for our Wahine and Tamariki in terms of domestic violence.

I was extremely proud not only of the way we, as Wahine, represented our organisation, but also of the conversation our participation in workshops sparked, which opened the world's eyes to how we are accepted as a vital part of society.

We, the Board, continue to strive toward making Te Whare Hauora a Charitable Trust, which will contribute to the sustainability of the organisation. We hope to have this done by the end of the year; however, time has a way of prioritising things differently for us. We'll follow the Mauri.

I thank you all who have supported the Kaupapa and all we seek for our people.

“Ahakoa whati te manga,e takoto ana anoo te kohiwi.”

“Although the branch is broken off the trunk remains.”

An individual or a group cannot be undermined if the foundation is strong

Ngā mihi Maioha,

Ivy R Churchill

Te Tumuaki o te Poari o Te Whare Hauora



Strategic Plan

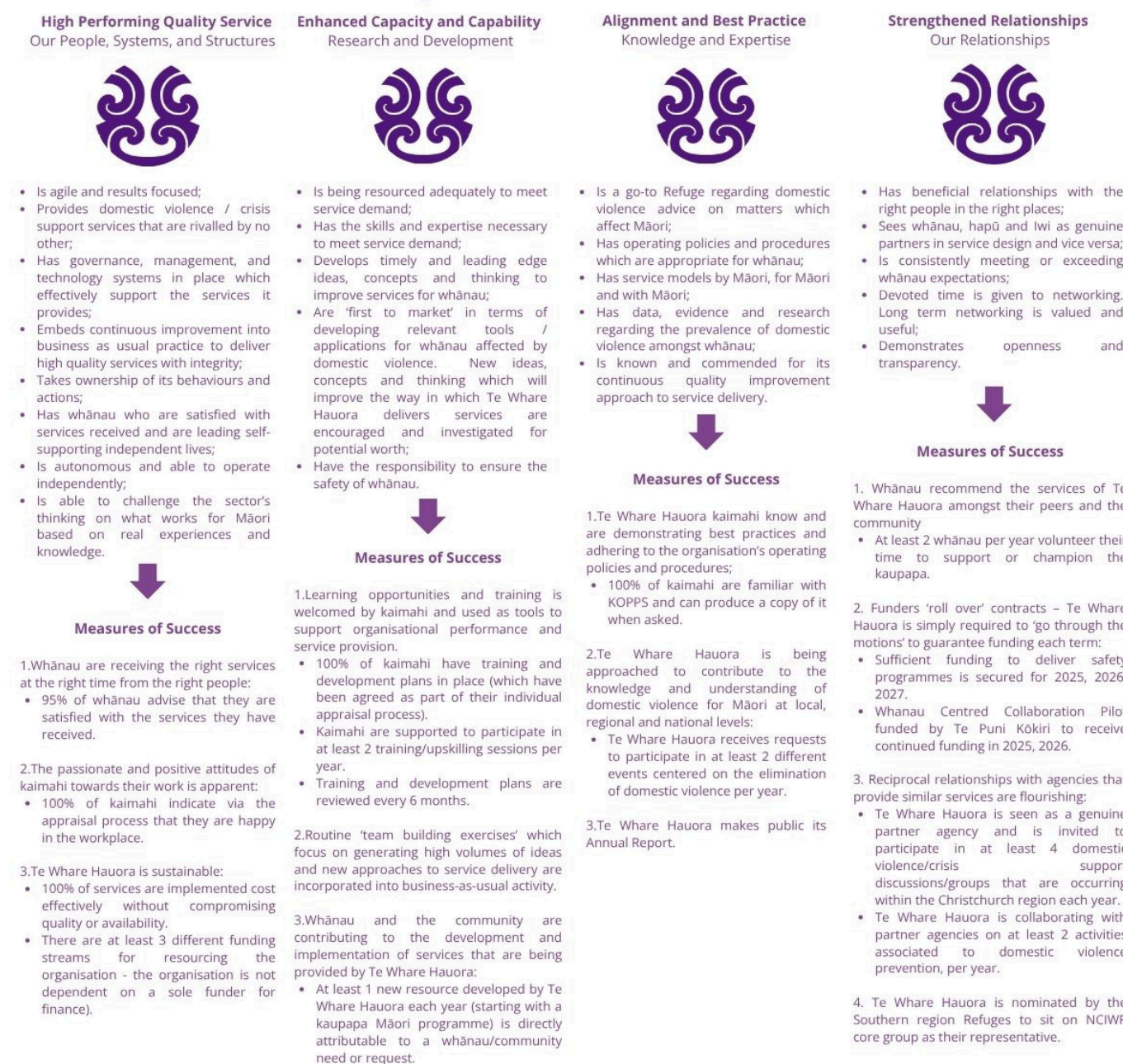
PUANGA MATARIKI | JUNE 2025

Te Hā o Hine-Ahu-One Te Whare Hauora Strategic Plan 25/26



Kupu whakataki

The Te Hā o Hine-Ahu-One strategic review process commenced in May 2025 and involved a strategic planning hui with the Board of Directors, Taumata Leadership, and Kaimahi, where whānau could build whanaungatanga, learn more, and have their kōrero on the shape and future direction of Te Whare Hauora - Ōtautahi Women's Refuge.



Moemoeā

Is to transform individuals and whānau and restore dignity and mana so they are self-supporting, determined and leading healthy lifestyles free of violence and abuse.

Ngā uara The values we embrace at all levels are:



Aroha
That we care for and manaaki our people and environment



Tika
To be honest and transparent with our people and community



Pono
To act with integrity, tūpuna informed, and mokopuna focused

Te kaupapa tūturu

To empower and support whānau Māori and communities who choose a life free from violence and abuse in all forms.

Ngā pūkenga o tō mātou tira

We use our strengths to guide and inform our strategic themes. We recognise these strengths, while working towards the achievement of our kaupapa.



Whakapiki te ora

We strive to be experts in our field - expertise rather than authority takes precedence. We do not ignore or explain away problems instead choosing to identify innovative solutions that will benefit our whānau and see us perform better than we did the day before.



Tino rangatiratanga

We are committed to being involved in decisions (big and small) about things that matter to us as Māori and we give whānau the autonomy to shape their own directions through their self-determination and good decision-making.



Manaakitanga

Our holistic approach demonstrates that we are genuine in our promise to care for whānau to support them. We don't turn people away, we bring them back in. We help our whānau succeed as Māori.



Kānohi ki te kānohi

We make every effort to engage and build relationships with whānau and stakeholders through peaceful cooperation and mutual respect.

This Strategic Plan outlines Te Whare Hauora Ōtautahi Women's Refuge's vision, priorities, and direction for the next five years.

It represents our collective aspiration to strengthen the safety, wellbeing, and mana of wāhine, tamariki, and whānau across Ōtautahi. Grounded in kaupapa Māori values and informed by Te Aorerekura, Te Tūāra Tōtara Whakamārumaru, and the Tuituia Framework, the plan provides a roadmap for sustainable growth, cultural leadership, and innovation.

It reflects our ongoing journey toward independence, resilience, and self-determination — ensuring that our refuge remains a place of safety, restoration, and transformation for generations to come.

Statement of Purpose Leadership

At Te Whare Hauora, our leadership is grounded in kaupapa Māori values, collective strength, and a deep commitment to creating safe, thriving whānau. We lead with integrity, compassion, and courage—guided by the voices of wāhine, tamariki, and whānau who entrust us with their journeys of healing and transformation.

Our purpose is to uphold the mana of those we serve, champion equity and safety, and model leadership that is both visionary and grounded in tikanga. We are dedicated to growing our people, strengthening partnerships, and ensuring that every decision we make enhances the wellbeing and future of our community.

As kaitiaki of this kaupapa, we remain focused on sustainability, innovation, and the ongoing restoration of whakapapa, identity, and hope for generations to come.





Kaiwhakahaere

Tēnā koe e te whānau, me ngā manuhiri,

E te mareikara o nga mareikura e, e Aunty Kiwa Mokena Stirling Hutchens, e te Whaea, e taua, e te puna nui o te mataura nga, o te hoa....to matou matanga I roto I enei tumomo mahi, Kaore e mutu te heke o nga roimata mai i to wehenga atu I tenei ao.... na reira, okioki mai, okioki ma e te taua.... ka noho tonu o tohutohu, o whakaaro ki roto I te ngakau, te hinengaro hoki ki te whakakaha I a matou I nga wa taumaha....
Okioki mai ra e to matou whaea I te taha o to tatou matua I te rangi, ka roa pea ia e pupuri mai ana I to wahi noho I tona taha!!!.... Ko matou to iwi te noho mokemoke tonu nei ki a koe e te whae e.... noho mai ra e
Na te hunga o Te Whare Hauora ki Otautahi e....

Although the 2024-2025 year has again been challenging, we completed back-to-back MSD Accreditation with Te Kahui Kahu and our QSS monitoring with National Office of Independent Women's Refuge. Achieving both accreditation and monitoring was a mammoth task, and I would like to acknowledge Dale's leadership and steady commitment as part of our success.

As mentioned last year our Board is working on addressing one of the significant challenges identified during our strategic planning—reviewing our constitution. The progress to this piece of mahi is on-going.

We have had new kaimahi begin with us, and what amazing people they all are - the skill and talents they bring with them have help hold Te Whare Hauora solid in these very trying times. We did farewell two kaimahi, and we would like to acknowledge Whaea Inu and Debbie and wish them both all the best for their future.

I also would like to acknowledge all our kaimahi, they have worked extremely hard this year to ensure that all whanau accessing anyone of our services receives the very best of care and access to all available resources.

The same as previous years, our Board has continue to support letting us have the ability to have Waiata / Reo / Tikanga weekly for all kaimahi. This is amazing environment to learn in, we have had the privilege of having Matua Willie and Whaea Tihi as our kaiako. I like to acknowledge and thank them.

Te Whare Hauora within collaboration with Te Ahi Wairua Kaikoura host our South Island Maori Model of Practices Training on behalf of National Collective of Independence Womens Refuge (NCIWR). We would like to acknowledge Maria and her team at National for allowing us this opportunity to pass on our Matauranga Maori.

I want to take this opportunity to thank our community and stakeholders for the overwhelm financial support that was given to us to be able to continue our support service, in new and safe way i.e. motels and kai vouchers. It helped release the stress how are we were going to manage this all.

Our two of the three Collaborative work streams mention last year have now ended (Tu Pono Te Mana Kaha o Te Whanau; Te Herenga Tangata) but we have still managed to maintain grassroot mahi relationship and services for the whanau we work for. Te Whare Hauora values Tika, Pono and Aroha but most importantly the provision of services that meet the needs of the whanau.

Ko Patuone taku Rangitira

Ko Huruiki te Maunga

Ko Whakapapa te Awa

Ko Ngatokimatawharua te Waka

Ko Nga Puhi te Iwi

Ko Ngati Hau me Ngati Hao te Hapu

Ko Whakapara toku Marae

Ko Jynine Berryman ahau

He mihi nui ki nga wahine toa, Kia tu, kia kaha, kia manawa.

He mihi mo te awhi I roto I te Kaupapa I tenei ra.



Kaiwhakahaere

I would like to acknowledge the amazing movement we call Women's Refuge. We also would like to thank Ivy Harper and the team at Te Pūtahitanga o Te Waipounamu the South Island Whānau Ora Commissioning Agency for their continue support thought out this financial year until their doors closed. I would like to wish them all the best for their future.

Through change comes new opportunity, and we have been lucky to be successful to hold a short term contract with the new Commissioning Agency Te Tauraki and currently have an active application in the tender process at this time.

I would also like to mihi to my supervisor Whaea Karen, you have been my backbone for a few years now, you help guide and encourage me, through some very stormy times.

You have never wavered your belief in me and the Refuge mahi I do.

Finally, I want to thank Te Whare Hauora Board for their support throughout the year, I appreciate all the hard mahi that goes on behind the scenes and the unconditional sharing of your wisdom, knowledge and your leadership that has seen our waka go from strength to strength. To our Board Chair Ivy Churchill, thank you for your unwavering guidance and stability that you bring with your courageous belief in my ability to navigate my part of this waka, sometimes in the stormiest of storms.

‘Me aro koe ki te ha o Hine Ahuone’

Here's to a successful and happy ahead 2026.

Naku noa, na

Jynine Berryman
Kaiwhakahaere
Te Whare Hauora





Kaiwhakawhiriwhiri

He Mihi Aroha – Remembering Our Patron

At the forefront of our reflections is the deep sadness we feel at the passing of our beloved patron Whaea Kiwa Hutchens. Haere atu rā e te rangatira, moe mai rā i te pūmanawa o ngā mātua tūpuna. Her guidance, wisdom, and unwavering support have been woven into the fabric of our kaupapa. Her legacy will continue to inspire us as we carry their vision forward — to create safe, healing, and empowering spaces for wāhine and tamariki affected by violence.

He Aroha ki te Poari – Acknowledging Our Board

I extend my heartfelt appreciation to our Board, whose steady leadership and commitment to kaupapa Māori principles have guided us through another year of growth and challenge. Their strategic vision continues to ensure that our mahi remains grounded in tikanga, sustainability, and the wellbeing of our people. Ngā mihi nunui ki a koutou mō tō koutou tautoko, mō tō koutou māia ki te ārahi i a mātou i roto i ngā āhuatanga katoa.

He Mihi Nui ki Ngā Kaimahi – Our Dedicated Staff

To our kaimahi — our backbone, our heart — tēnei te mihi maioha ki a koutou katoa. Your resilience, compassion, and dedication have upheld the mana of every wāhine and tamaiti who walks through our doors. Each of you brings wairua, aroha, and purpose to this mahi. The long hours, the quiet moments of listening, the laughter and tears shared — all of these embody the true essence of manaakitanga and whanaungatanga.

Through your collective effort, our refuge continues to provide safety, restoration, and hope. You have upheld the values that define our kaupapa Māori approach: nurturing relationships, restoring mana, and creating pathways for healing that are grounded in te ao Māori.

Ngā Kaitautoko – Our Supporters and Donors

We also wish to acknowledge with deep gratitude those who have donated to our cause throughout the year. He taonga rongonui te aroha ki te tangata. Your contributions — whether financial, in-kind, or through acts of service — enable us to continue delivering essential services to our whānau. Every koha, large or small, reflects a shared belief in the importance of safe, dignified, and culturally grounded refuge services for wāhine Māori and their tamariki.

He Tirohanga Whakamua – Looking Ahead

As we look toward the coming year, we are guided by our vision to strengthen our kaupapa Māori refuge service as a place of transformation and empowerment. Our focus will remain on:

- Expanding safe housing and whānau wellbeing initiatives;
- Deepening our staff capability through training grounded in mātauranga Māori;
- Strengthening our relationships with iwi, hapū, and community partners; and
- Advocating for systems change that upholds the mana of wāhine and tamariki Māori.

The challenges remain significant, but so too does our collective resolve. With continued board leadership, staff dedication, and community support, our refuge will continue to be a place of hope — he kāinga haumarū, he kāinga aroha, he kāinga orange mō te katoa.

He pūrongo ā-tau nā te
Kaiwhakawhiriwhiri
Ko Rakaumangamanga te Maunga
Ko Ipipiri te Moana
Ko Taumarere te Awa
Ko Rawhiti te Marae
Ko Ngati Kuta te Hapu
Ko Ngapuhi te Iwi

Ko Dale Johnson toku ingoa,
tēnā koutou katoa,

E rere ana ngā mihi aroha ki a tātou katoa i
tēnei wā o te tau.

*As I reflect upon the year that has passed,
my heart is filled with gratitude, humility,
and remembrance.*



Kaiwhakawhiriwhiri

Whakakapi – Closing Words

In closing, I offer this simple acknowledgment: Ehara taku toa i te toa takitahi, engari he toa takitini. Our strength lies not in one person, but in the collective — in the hearts, hands, and wairua of all who stand alongside us.

Ngā manaakitanga o te wā ki a koutou katoa. Tēnā koutou, tēnā koutou, tēnā tātou katoa.

Kaiwhakawhiriwhiri
Te Whare Hauora





Statement of Purpose

Kaimahi Reports 2025

The Kaimahi Reports highlight the dedication, expertise, and collective strength of our team throughout the 2024–2025 year.

Each report provides insight into the mahi undertaken across our core services — from crisis response and whānau resilience to transitional housing, rangatahi mentoring, and education programmes.

Together, these reflections demonstrate the depth of our commitment to supporting wāhine, tamariki, and whānau through kaupapa Māori practice, trauma-informed care, and mana-enhancing approaches.

The reports celebrate the everyday efforts of our kaimahi who stand at the heart of Te Whare Hauora Ōtautahi, ensuring that every whānau who walks through our doors is met with compassion, safety, and hope.



Core Contracts

Our core contracts form the foundation of Te Whare Hauora Ōtautahi Women's Refuge operations, enabling us to deliver critical services to wāhine, tamariki, and whānau across Ōtautahi. These contracts represent our key funding streams and partnerships that sustain our crisis response, advocacy, counselling, education, and prevention programmes.

The accompanying pie graphs illustrate how our core contracts contribute to the overall funding structure of our organisation. They provide a visual breakdown of the proportion of funding received from each contract, highlighting the balance between government, philanthropic, and community-based support. This helps us identify areas of strength, reliance, and opportunity as we plan for long-term sustainability and growth.

Through transparent reporting and visual representation, we aim to demonstrate both accountability and the collective impact of our funding relationships in supporting a safe, culturally grounded, and violence-free future for all whānau.





Community Contracts

Our community contracts reflect the strength of our relationships with local organisations, trusts, and funders who share our commitment to building safe, resilient, and connected whānau. These partnerships provide the flexibility and innovation needed to respond to the unique needs of wāhine, rangatahi, and tamariki across Ōtautahi — often filling the gaps that core government contracts cannot reach.

The accompanying pie graphs show how community contracts contribute to the wider funding mix of Te Whare Hauora Ōtautahi Women's Refuge. They illustrate the diversity and balance of our community-based funding, highlighting the crucial role that local partnerships and philanthropic support play in sustaining kaupapa Māori-led services.

By visually mapping these contributions, we acknowledge the collective investment of our community partners and demonstrate how their support directly strengthens our capacity to deliver holistic, culturally grounded, and trauma-informed responses for whānau.





Kaimahi

Our staff reports highlight the incredible mahi carried out by each team within Te Whare Hauora Ōtautahi Women's Refuge over the past year. From our Whānau Ora Navigators walking alongside whānau on their healing journeys, to our Transitional Housing team providing safe pathways toward independence, every kaimahi plays a vital role in supporting the wellbeing of our community.

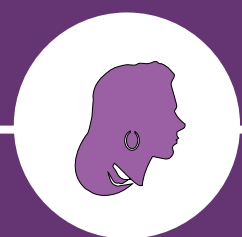
Our Rangatahi Kaitiaki continue to empower young people to rebuild confidence and identity, while our Crisis Line team provides compassionate, immediate support to those in distress. The Whānau Resilience team works to strengthen relationships and restore connection through kaupapa Māori approaches.

Finally, our Mātauranga team leads education, training, and professional development initiatives that uphold cultural integrity and ensure our services remain trauma-informed and grounded in te ao Māori. Together, these teams embody our shared commitment to creating a safe, connected, and violence-free future for all whānau.

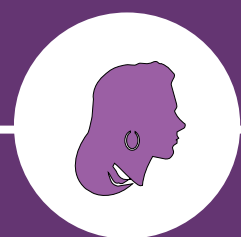
LOCAL CONTRACTS (Kaiwhakahaere)



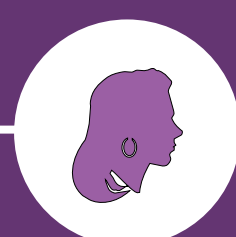
Whānau Ora
(2 FTE)



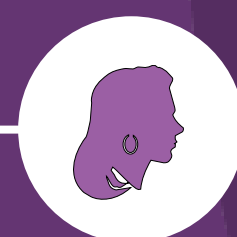
Ministry of Justice
(1 FTE)



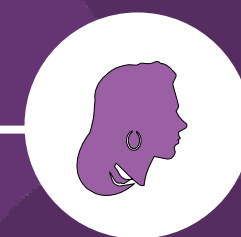
Whānau Protect
(By referral)



Mātauraka
(1 FTE)



Te Herenga Tangata
(1 FTE)

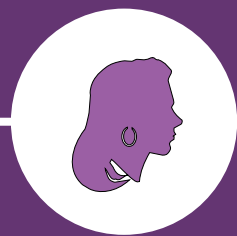


Whānau Resilience
(1 FTE)

ADMINISTRATION



Finance
(1 FTE)

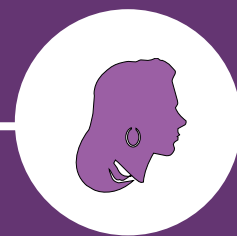


Administration
(1 FTE)

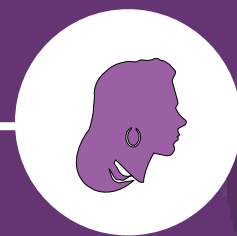
CORE CONTRACTS (Kaiwhakawhiriwhiri)



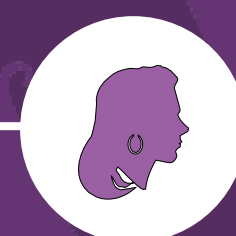
Crisis Response
(1 FTE)



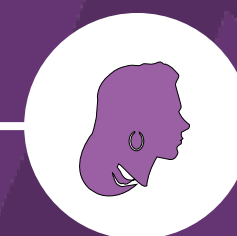
Residential
(1 FTE)



Community
(2 FTE)



Rangatahi
(1 FTE)



Transitional Housing
(1 FTE)



Whānau Ora Navigator

Whānau Ora and Organisational Changes

This year brought significant changes for Whānau Ora Navigators, following the closure of Te Pūtahitanga on July 1st and the transition to our new commissioning agency, Te Tauraki. With this change, new learning and adaptation have been required, particularly around the way we collect and report client data. Despite these shifts, I remain committed to ensuring that our whānau continue to receive high-quality, consistent support through these transitions.

Whānau Protect and The Christchurch Aunties

Alongside my Whānau Ora role, I continue to work within the Whānau Protect space, installing police alarms in the homes of our high-risk whānau to support their ongoing safety and wellbeing.

I have also taken on the role of key contact person for Te Whare Hauora's partnership with The Christchurch Aunties. This involves submitting requests on behalf of our whānau for essential household items—both big and small. The support from The Christchurch Aunties has been invaluable, particularly for whānau transitioning from transitional housing into their permanent homes, often with very few belongings. Their generosity ensures that whānau are able to settle comfortably and with dignity.

External Supervision

I would like to acknowledge my external supervisor, Dalice Pinnell, for her ongoing guidance and support throughout the year. Dalice has provided valuable advice and encouragement through both work-related changes and personal challenges, continually reinforcing the importance of maintaining a healthy work-life balance.

Professional Development & Key Events

- Te Pou Tuatahi Training – Te Pūtahitanga (Nov 2024)
- Navigator Celebration – Te Pūtahitanga (Dec 2024)
- Civil Defence Survivor Kit Training (Feb 2025)
- NCIWR Southern Regional Hui (Feb 2025)
- Tangata Whenua Hui (Mar 2025)
- Building Our Foundation Training (May 2025)
- Waitaha Poroporoaki for Te Pūtahitanga (May 2025)
- Te Whare Hauora Matariki Event (Jun 2025)
- Building Our Foundation Training (Jul 2025)
- Rainbow Safe Training (Aug 2025)
- First Aid Training (Aug 2025)

Tēnā tātou katoa,

**I te taha o toku māmā
Ko Rakaumangamanga te maunga
Ko Ipipiri te moana
Ko Taumarere te awa
Ko Ngatokimatawhaorua te waka
Ko Te Rawhiti te marae
Ko Ngati Kuta te hapu
Ko Ngapuhi te iwi**

I te taha o toku pāpā

**Ko Taupiri rātou ko Tutamoe, ko Tongariro ōku maunga
Ko Waikato rātou ko Kaihu, ko Rangitikei ōku awa
Ko Tainui rātou ko Māhuhu-ki-te-rangi, ko Te Arawa ōku waka.
Ko Turangawaewae rātou ko Ahikiwi, ko Tokorangi ōku marae.
Ko Tainui rātou ko Ngāti Whātua, ko Ngāti Tuwharetoa ōku iwi.**

Ko Leona raua ko Lucia āku tamāhine

**Ko Rachel Panapa tōku ingoa
No reira tena koutou, tena koutou, tena koutou katoa.**



Whānau Ora Navigator

Acknowledgements

I would like to extend my heartfelt mihi to all my fellow Te Whare Hauora kaimahi. The arrival of new team members throughout the year has brought renewed energy, positivity, and laughter to our workplace.

A special mihi also to Whaea Tihi and Matua Willy for their ongoing contribution in teaching Te Reo Māori, tikanga, and kapa haka. Your guidance continues to strengthen our cultural connection and understanding of Te Ao Māori.

I would also like to acknowledge the many organisations and agencies I have had the privilege of working alongside this year, with particular thanks to:

- Kindness Collective – for providing over 100 pairs of pyjamas for our tamariki
- Clothed in Love – for their continued support in providing clothing for tamariki
- PIPS – for supplying essential resources and clothing for our pēpi
- Christchurch City Mission – for the many food parcels distributed to our whānau
- The Christchurch Aunties – for their ongoing generosity in providing household items and back-to-school packs for tamariki

Lastly, I wish to acknowledge our Taumata, Jynine and Dale, for their leadership, guidance, and support throughout the year.

As we look ahead, I am hopeful that 2026 will bring continued growth for our team and the kaupapa that lies at the heart of Te Whare Hauora.

Ngā mihi nui,
Rachel Panapa
Whānau Ora Navigator – Te Whare Hauora





Whānau Ora Navigator

Last year my goal was to continue our whānau ora navigation with twenty-eight whānau whose needs were for positive ways to address their wider social and cultural aspirations inclusive of our Whanau Protect and community make safe initiative.

Whanau Protect is to help set up a safe home with alarms linked into a police rapid response to any threats or safety risks. Whānau helped in this say it is a great relief to have a Whanau protect alarm and they feel positively connected to the wider supports of Te Whare Hauora and the Police.

Whanau also share that our community make them feel safe – which consists of safety plans, protection orders, parenting orders, and referral to domestic violence education programs. I am privileged to walk alongside whānau sometimes guiding or just prompting whanau to have confidence in their story and journey. Whānau may experience feeling overwhelmed as they step into the unknown and uncertainty of new spaces new agencies and people who require a lot of information in a short time. I always try to keep line of sight for a parent who feel anxious and stressed over the huge losses of their personal and whānau relationships and often home. Time is precious given the processes need to be completed in a timely way. Equally important is that my role helps to enable whanau to work their grief and loss and encourage positive connections to heal the harm caused by violence.

The types of goals whānau made last year were:

- Finding a house to live in,
- mahi/employment,
- financial literacy
- driving licences,
- starting their own business,
- helping tamariki get school attendance up,
- helping put food on the table,
- navigating Ministry of Social Development, Oranga Tamariki and the Court systems.

What really works is that whanau back themselves in their commitments to heal and make a difference for the better. Self-belief is key to resilience and adapting to change by being confident in their ability to connect with supports from us and to be self-determining – Tino rangatiratanga.

Since we said farewell to Te Putahitanga O te Waipounamu I also wished eighteen whanau the best for their journey ahead without us. I look forward to working alongside Te Tauraki the new Whanau Ora Commissioning Agency and learning their systems to support our whānau.

The other highlight of the year was the 5th World Conference of Women's Shelters (5WCWS), representing Te Whare Hauora and enjoying each other's company. There were over 1200 participants attending this conference, from all over the world. The main keynote speaker that impacted on me was Olena Shevchenko a Ukrainian women's and LGBTI activist. Olena's, down to earth, raw talk about the struggle of women in wartime, really sat in my puku. There was a First Nation's Lobby area where Indigenous people of the world were able to kōrero with each other. Whanaungatanga always finds ways to find that we have more connections than what we realised. Big thanks to my supervisor, Helen Gatonyi for her support throughout the year!

Nga mihi
Karen Mills

He uri ahau nō Ngāti Porou, Whanau Apanui me Ngai Tahu.

I tipu ake au ki Murihiku, engari ināianeī, nō Ōtautahi.

Tōku whaiaipo ko Maire Kipa. Ko Mark James raua ko Dante oku tamariki whangai.

Ko Karen Mills ahau. Ko taku mahi, ko te kaupapa Whānau Ora.



Whanau Resilience

My name is Tania Tauwhare, and I have been employed at Te Whare Hauora since April 2022. My primary role is within the Whānau Resilience space, where I support individuals and families in building strength and wellbeing. In addition to this, I am also involved in the Whānau Protect programme and contribute to various Te Whare Hauora community outreach initiatives.

Whanau Resilience:

Whānau Resilience is a kaupapa focused on providing sustained, long-term support for whānau, enabling safe and violence-free lives. It operates on a model that acknowledges the multiple spaces and environments in which healing and recovery can take place over time.

Whanau Protect:

Working together to support whanau to feel safe in their living environment.

- Installing alarms 6-month service
- Safety bracelets & pendants
- Home upgrade if needed e.g, locks, windows, lighting, removing of trees if needed.
- Monthly contact by phone

Te Whare Hauora Community Outreach:

Our aim is to deliver a welcoming space where whānau and community members can come together to enjoy kai, learn about Te Whare Hauora and connect with other local health and social services. We currently organise four events each month in different locations across Christchurch.

Acknowledgements:

I would like to acknowledge Te Whare Hauora kaimahi for just being who they are - a fun, focused kaimahi. I look forward to growing and learning together as a team.

Lastly, I would like to acknowledge the whanau I work with, allowing me to become a part of their lives, a trust and respect that continues to build, a blessing for all, that continues to grow.

*“He Waka Eke Noa”
Were all in this together*

Ngā Mihi,
Tania Tauwhare

Ko Wai Au?

Ko Aoraki, ko Taupiri ngā Maunga

Ko Arahura, ko Waikato ngā Awa

Ko Takitimu, ko Tainui ngā Waka

Ko Kai Tahu, ko Ngati Hikairo ngā Iwi

Ko Kati Waewae, ko Ngati Horotakere ngā Hapu

Ko Tuhuru, Ko Waipapa ngā Marae

Ko Tania Tauwhare tōku ingoa.

No Reira, Tena koutou katoa

“Poipoia te kakano Kia Puawai”

Nurture the seed and it will blossom



Te Herenga Tangata

Background

Before this mahi, I studied at the University of Canterbury, graduating in Health Sciences with a major in Public Health and minor in Māori and Indigenous studies. Through this study I was able to gain experience as an intern at Pegasus Health. There I worked under the Māori Hauora manager and helped co-design Te Tiriti o Waitangi workshops. After graduating I was fortunate enough to get employed at Te Whare Hauora, where I have started my career.

Te Whare Hauora

Over the past eight months at Te Whare Hauora, I have had the privilege of working across a range of kaupapa that support the safety, wellbeing, and empowerment of whānau impacted by family violence. My mahi spans multiple services, each with a distinct focus but all grounded in the shared commitment to building resilient, violence-free communities.

Through Te Herenga Tangata, I work directly with whānau experiencing low to medium risk family violence, offering whānau-centred, strengths-based support. This role involves long-term engagement tailored to the unique needs and aspirations of each whānau. I collaborate with external services to ensure a wraparound approach that supports their healing and progress toward safety and independence.

In the Whānau Resilience space, I continue to walk alongside tangata whaiora on their journey toward achieving personal goals and building self-confidence. This kaupapa allows for deep, ongoing support that adapts to the pace and readiness of each individual, encouraging long-term growth and stability.

As a Whānau Protect kaimahi, I provide practical safety support for individuals at extreme risk of harm due to family violence. This includes installing safety alarms and pendants, coordinating housing upgrades, and ensuring homes are made more secure. I work closely with clients who have left abusive relationships, helping them feel safe and supported throughout the six-month service period, and connecting them to additional services as needed.

I have also been involved in community outreach, working collaboratively with my colleague Tania Tauwhare. Together, we have hosted events in Phillipstown, Hornby, Rolleston, and Kaiapoi, creating safe, welcoming environments for whānau and community members to access support, engage in kōrero, and learn about the services available through Te Whare Hauora. These events provide education around family violence awareness, one-on-one guidance, and connections to health and social services, all with the goal of fostering stronger, more informed and connected communities.

Each of these spaces has offered valuable opportunities to support and uplift whānau, and I am proud to contribute to the ongoing mission of Te Whare Hauora to create safer, healthier futures for all.

Tēnā tatou katoa,

Ko Aoraki te māuka

Ko Waitaki te awa

Ko Tākitimu te waka

Ko Arowhenua tōku marae

Ko Huriapa tōku hapū

Ko Kai Tahu tōku iwi

Ko Ella Clark tōku ingoa

Nō reira, tēnā koutou, tēnā koutou, tēnā koutou katoa



Te Herenga Tangata

Professional development

- NCIWR – Advocacy training & Empowerment star
- Māori models of practice wananga
- Family violence 101
- Stalking and Strangulation workshop
- ANZASW E-learn family violence courses 1 &2
- Alcohol and other drugs workshop
- Rainbow safe training
- Comprehensive First Aid – Hybrid course

Acknowledgements

I would like to take a moment to acknowledge and express my deep appreciation for the incredible kaimahi I have the privilege of working alongside at Te Whare Hauora. Your dedication, compassion, and unwavering commitment to supporting whānau do not go unnoticed. Each of you brings unique strengths, insights, and heart to this mahi, and it is a privilege to walk alongside you in this shared kaupapa.

Ngā mihi maioha ki a koutou,

Your mahi matters, and I'm grateful to be on this journey with you.

Nga mihi nui,

Ella Clark.





Crisis line Responder

Te Whare Hauora (2022 Feb – present 2025)

Wahine reaching out for help and being committed to our service is great because we want to support them. We must also remember to walk alongside them and respect their decisions. I have witnessed the changes within Te Whare Hauora (TWH). These changes from growth in practice, and Mātauranga (knowledge). Clients are guided through regular contact of their journey and it is imperative to keep the wahine and kaimahi whanaungatanga (relationship) healthy. Studying during the year has brought solace and uplifted me from time to time. I know setting goals whether financial or education encourages me to continue, even if it is burning the candle at both ends for a short while. Striving and leading the next generation to their own aspirations for the future. I find being in my garden fills my wairua and having regular massage sessions, weekly spas and monthly supervision maintains my wellbeing.

Growth

- Te Reo Māori level 4 at Te Wananga o Raukawa in July 2024
- Te Reo Māori level 5 at Te Wananga o Raukawa in December 2024
- Excel 2021 for beginners' online course, completed in January 2025.
- Entry into Massey University where I am studying full-time for my masters in
- social work.
- Suicide Prevention Training
- Involved with Te Ahi Wairua Kapahaka for the 2nd year.

All the above have been self-directed learning and self-funded towards my professional and personal development.

*E te Atua
Homai ki a mātou
Tou maramatanga
Tou rangimārie
Tō kaha me te aroha
Mō tēnei rā
Āmine*

Ngā mihi nui

Sheryll Anngow / Crisis Line Responder/Community Kaimahi

My Pepeha

Ko te Ahuahu toku Maunga

Ko Waiaraho toku awa

Ko Ngāpuhi toku iwi

Ko Hineera toku Hapu

Ko Parawhenua toku Marae

Ko Thompson raua ko Heke oku ingoa whānau

Ko Sheryl toku ingoa



Kaiārahi Mātauraka

Te Pātaka Mātauraka

Over the past 12 months, Dougal and I have continued to develop Te Pātaka Mātauraka — the education unit we established within Te Whare Hauora. The original vision for this unit was to create specialised safety programmes for wāhine and tāne, and a series of positive parenting programmes for Mātua.

While Dougal has led the development of programme frameworks and unit outlines, my focus has been on designing detailed session plans and creating high-quality learning resources to support delivery. I have also developed facilitator training materials and resources to ensure the programmes can be delivered consistently and effectively across our organisation.

Phase Two: Piloting Positive Parenting and Soft Skills Programmes

In February 2025, we commenced Phase Two of the project — piloting and co-designing new resources for our 14-week Positive Parenting Programme.

This programme is currently being delivered to five wāhine, collectively caring for 15 tamariki. One wāhine (with three tamariki) successfully completed the programme in September 2025 and provided heartwarming, validating feedback. Another participant is halfway through and has offered valuable insights that have helped us refine and adapt our delivery. Three new wāhine have recently joined the programme, and I plan to introduce quantitative assessment tools to measure progress and outcomes moving forward.

In March 2025, Dougal and I co-designed a Soft Skills for Couples programme, focusing on effective and non-violent communication for couples who wish to strengthen their relationships. We have worked closely with one couple through more than 10 sessions, receiving meaningful feedback that continues to shape the ongoing development of this kaupapa. We have two more couples on the waiting list wanting to do this programme currently.

Professional Development and Training

Over the past year, I have prioritised ongoing learning to strengthen my advocacy skills and understanding of family violence. I take this opportunity to thank Te Whare Hauora for the opportunities to train and specialise. Training completed includes:

- NCIWR 3-Day Advocacy Training (Wellington)
- NCIWR Empowerment Star Training
- Women's Refuge Rethinking Advocacy Training
- Women's Refuge Case Note Training
- Rainbow Safe Workshop
- Foundational Family Violence 101 – Eclipse Services
- Understanding Systemic Coercive Control – Eclipse Services
- Comprehensive First Aid Certificate
- Women's Refuge Recordbase Training
- Women's Refuge Takatāpui: Nurturing Diversity

**Tangi te kawekawea
Waiho ki a tangi ana
Tangi te wharauoa
Waiho ki a tangi ana
E tatari atu ana kia aroaro mahana.
Kia takamai ra te ahuru
Koia!**

**Tēnā Koutou Katoa.
Ki te taha o tōku Pāpā.
Ko Tararua te Maunga
Ko Hokio te Awa.
Ko Muaūpoko te Iwi.
Ko Ngāti Tamairangi te hapū.
Ko Kawiū te Marae
Ko Kupe, Ko Whātonga, ko Tara, ko Taueki nga tūpuna.
Ko Taranaki te Maunga
Ko Matenehunehu te Awa.
Ko Taranaki te Iwi.
Ko Ngā Māhanga i Taieri ngā hapu.
Ko Paora – Matthews ngā ingoa whānau.**

**Ko Carolyn Taueki – Stott tōku ingoa.
He Kaiārahi Matauraka te mahi i tenei wā.**

Nō reira, tēnā koutou, tēnā koutou, tēnā tātou katoa.



Kaiārahi Mātauraka

- Women's Refuge Feminism Training
- Women's Refuge Tangata Whenua Hui
- Introduction to Family Violence – Diane Haar
- Ministry of Justice Safety Programme Training – Diane Haar
- Te Reo me ōna Tikanga – with Matua Willy and Whaea Tihi Puānaki
- Te Ataarangi Level 1 Online for Taranaki Iwi

Ministry of Justice Safety Programmes

This year I have also trained under the capable and experienced guidance of Diane Haar to deliver Ministry of Justice Safety Programmes. One client successfully completed the programme in September 2025. I wish to express my gratitude to Diane for her kindness, support, and patient mentoring throughout this process. I also wish to extend my thanks to Milly Dixon from the Ministry of Justice who maintains regular contact, support and advice.

Additional Contributions

- Editing and content support for the 2024 and 2025 Annual Reports
- Funding and RFP Support – with the writing of funding applications including the Whānau Ora RFP 2024, MBIE RFP and Christchurch City Council funding proposals. I currently facilitate and take minutes for the Funding Roopu Hui and sit on the Events Roopu.
- Whakamanawa Conference, Rotorua 2025
- A key highlight this year was presenting Te Pātaka Mātauraka at the Whakamanawa Conference with Dougal. It was an honour to share our kaupapa with other practitioners and agencies, celebrating innovation and kaupapa Māori approaches to education and safety.

He Whakamutunga

The past year has been one of change, learning and meaningful progress. Te Pātaka Mātauraka continues to evolve into a strong, kaupapa-driven education platform that uplifts and empowers our whānau.

Ngā mihi maioha ki te roopu o Te Whare Hauora mō tō koutou tautoko, ā, ki a koutou katoa e kawē ana i tēnei kaupapa whakahirahira.

Ngā mihi nui,

Carolyn Taueki-Stott

Kaiārahi Mātauraka





Kaiārahi Mātauraka

Professional Development and Training

Over the past 12 months, I have continued to grow my knowledge and capability in advocacy, safety, and education delivery through multiple professional development opportunities. These included:

- NCIWR 3-Day Advocacy Training (Wellington)
- Empowerment Star Training • Rethinking Advocacy Training
- Women's Refuge Case Note and Feminism Training
- Rainbow Safe 1-Day Workshop • Foundational Family Violence 101 – Eclipse Services
- Understanding Systemic Coercive Control – Eclipse Services
- Comprehensive First Aid and Fire Warden Certification
- Recordbase Training • Women's Refuge Takatāpui – Nurturing Diversity
- Tangata Whenua Hui
- Introduction to Family Violence and Ministry of Justice Safety Programme Training with Diane Haar
- Te Reo me ōna Tikanga with Papa Willy and Whaea Tihi

I also attended and presented at the SSPA Whakamanawa National Social Services Conference, where I showcased Te Pātaka Mātauraka as an innovative kaupapa Māori approach to education and safety within refuge services.

Branding, Marketing, and Communications

This year, I supported Te Whare Hauora's ongoing visibility and professionalism through:

- branding and communications mahi.

Key achievements included:

- Design and publication of the 2024 and 2025 Annual Report (copywriting, layout, and editing)
- Development of the Te Whare Hauora Brand Guidelines 2024, including updated colour palette and logo
- Design of letterheads, email signatures, digital backgrounds, organisational charts, and event marketing materials

Website Design and Development

A significant project this year was leading the redevelopment of the Te Whare Hauora Ōtautahi Women's Refuge website.

My role covered:

- Content writing, editing, and graphic design
- Asset management and software integration
- Coordination with the external content agency
- Testing, training, and implementation planning

This project has improved accessibility for whānau and strengthened our digital presence to better support online referrals and engagement.

Ko Rakaumangamanga te maunga

Ko Taumarere te awa

Ko Ipipiri te moana

Ko Ngātokimatawhaorua te waka

Ko Ngāti Kuta te hapū

Ko Te Rāwhiti te marae

Nō Ngāpuhi nui tonu ahau

Ko Tauhara te maunga

Ko Taupō-nui-a-Tia te moana

Ko Waikato te awa

Ko Te Arawa te waka

Ko Ngāti Rauhoto te hapū

Ko Nukuhau te marae

Nō Ngāti Tūwharetoa te iwi

Ko Kahurānaki te maunga

Ko Tamatea Arikini te tangata

Ko Ngāi Te Rangikoianake te hapū

Ko Poukawa te waiū

Ko Takitimu te waka

Ko Ngāi Te Whatu-i-Āpiti te hapū

Ko Ngaruroro rāua ko Tukituki ngā awa

Ko Poukawa te waiū

Ko Te Hāpuku te tangata

Ko Tūmapuhiarangi te tekoteko

Ko Te Whatui-Āpiti te rangatira

Ko Kahurānaki te marae

Ko Dougal Stott tōku ingoa, tēnā tātou katoa.



Kaiārahi Mātauraka

Online Learning Platform

- Copywriting and prototyping courses
- Integrating KahaCreate software for content creation
- Website platform design and development

Administration and Funding Support

Alongside my education mahi, I have contributed to the organisation's operational and funding goals through:

- Supporting funding applications including Whānau Ora RFP 2024, MBIE RFP, and Christchurch City Council submissions
- Participation in Funding Rōpū Hui and the Events Team

Te Pātaka Mātauraka – Education Unit

Over the past 12 months, Carolyn and I have continued developing Te Pātaka Mātauraka — the Education Unit we were brought into Te Whare Hauora to establish.

Our vision was to build a kaupapa that offers specialised programmes for wāhine, tāne, and parents, grounded in safety, connection, and mātauranga Māori. My focus has been on the strategic development of unit plans and programme outlines, while Carolyn has led the creation of detailed session plans, learning resources, and facilitator training materials.

Phase Two – Piloting Parenting and Soft Skills for Couples

In February 2025, we entered Phase Two of piloting our 14-week Positive Parenting Programme. This phase involved testing, co-design, and developing new resources.

- Currently, five wāhine are participating, collectively caring for 15 tamariki.
- One wāhine has already graduated, providing generous feedback that validated
- our kaupapa and informed future improvements.
- Another participant is halfway through, and three more have recently begun.
- Carolyn plans to introduce quantitative assessment tools to measure progress
- and outcomes for current participants.

In March 2025, we extended this mahi to include a Soft Skills and Communication Programme for Couples, focusing on healthy, non-violent communication and relationship repair. We have been working closely with one couple across ten sessions, receiving rich feedback that continues to shape and refine this programme.

Closing Remarks

This has been a year of steady growth and deep learning. The development of Te Pātaka Mātauraka represents not just an education unit, but a movement toward empowering whānau through mātauranga, connection, and safety.

Ngā mihi nui to our team, partners, and the wāhine and tāne who continue to trust us with their journeys.

Dougal Stott

Kaiārahi Mātauraka





Kaitiaki Residential

Kapohia te taura o toku korowai kia rere whakawahine ki te tihi o toku maunga a Maunga Taniwha tiro kua atu ki te moana o Tokerau e haruru mai ana ki nga riporipo o te Tai e arahi mai nei te Waka a Mamaru Tena tokihi ma hoia hoia Ko wai ra ko wai ra ko Parata te tangata ko Parata te Rangatira Ko wai ra ko wai ra ko Kahutianui te whaea ko Kahutia nui te Tupuna Oruru karanga paa tahataha ki te whare tapu Te Poho O Ngatikahu Te Marae o kauhanga ki Peria ko Ngatikahu e noho kaitiaki nga ahika o te kainga Te Hapu o Te Paatu Tena mihi mai mihi mai

Kia ora Tatou, I joined Te Whare Hauora in March. Upon starting, I actively engaged in professional development trainings supporting my induction into the Refuge Hikoi and strengthened my knowledge and skills to contribute effectively to our kaupapa.

During my time in the role as a kaitiaki supporting whānau in both community and residential settings, I have worked alongside five wāhine who were referred through the crisis line and other organisations. This has provided valuable opportunities to develop my practice through guidance from experienced kaimahi, while also shaping approaches that align with my personal strengths and the needs of the wāhine I support.

My practice is firmly grounded in a Māori tirohanga, with a focus on healing through whakawhanaungatanga, manaakitanga, aroha, tika, pono. Each wahine' journey is unique. I have learned that no two stories are the same. To create a safe and calm environment for kōrero, I incorporate karakia and play waiata Māori in the background, supporting a culturally grounded and healing space. Active listening and thoughtful communication are central to my engagement with wāhine, and I have found that spending time in te taiao further strengthens connection and supports wellbeing.

As I reflect on my growth, I acknowledge areas for further development. These include strengthening my external networks with organisations to enhance pathways of support for wāhine and building greater knowledge and awareness in mental health to deepen my ability to respond effectively to those in crisis.

I have also identified opportunities to improve operational processes within the whare. These include setting a regular maintenance day for contractors to ensure efficiency, having an up-to-date contractor contact list on hand, and developing stronger systems for data collection and resource tracking within the safehouse.

Nga mihi
Ngaire Larkins

Ki te taha o toku Mama

Ko Tuwharetoa kei runga	ka heke ko
Rongomaitenganana	ka heke ko
Tutapiriao	ka heke ko
Rongoteahu	ka heke ko
Piri	ka heke ko
Tunono	ka heke ko
Turangitukua	ka heke ko
Te Rangitautahanga	ka heke ko
Te Rangikahekeiwaho	ka heke ko
Katopu	ka heke ko
WhareKohuri	ka heke ko
Parekarangi	ka heke ko
TeTakinga	ka heke ko
Te Marotoa	ka heke ko
Rangipoia	ka heke ko
Paekiri	ka heke ko
Hohipera Paekiri	ka heke ko
Hohepa (Joseph Payne)	Ka heke ko
Kerriane (Mummie)	ka heke ko
Ngaire-keana larkins	ka heke ko

Rawiri Moananui Arapata
ko Ani Te Rangiatea Riria
ko Maika Leigh Miramira



Kaitiaki Residential

Kia Ora My name is Rebecca Quartly and I am the kaitiaki for residential / community. I have worked for Te Whare Hauora since November 2023 after I completed my Level 4 in bi-cultural social services (Maori) at Te Wānanga o Aotearoa.

I started at Te Whare Hauora as an ISR family harm practitioner and moved onto the kaitiaki role became available. In my role I help wahine in crisis to be safe and feel they are heard and cared for no matter what has happened to them. I have helped many wahine feel empowered and independent when coming back into the community.

I was medically unfit for work for a good 6 months and returned full-time in April 2025. The support I received from my Taumatua and fellow kaimahi on return to work has been unforgettable.

External Supervision

I would like to acknowledge my external supervisor, Lee Tuki and the support and knowledge she has shared with me over the past 6 months.

Professional Development

- Māori Models of Practice
- Strangulation & Stalking
- Tangata Whenua Hui
- Rainbow Safe Training
- 5th World Conference of Women's Shelters
- Concussion Awareness Training tool

Acknowledgements

I would like to start my acknowledgements with a mihi to all my fellow TWH kaimahi. I would like to acknowledge our Board and the members for all the background, hard work they do. I would also like to acknowledge our Taumatua Jynine and Dale. Without their ongoing support and understanding that we are human and do sometimes have personal things go on, I wouldn't be able to do my job. I also like to add that I am thankful that their door is always open to discuss ideas and issues that may pop up.

Ngā Mihi Nui

Rebecca Quartly

Ko Koukourarata tōku awa
Ko Te Ahu Patiki tōku maunga
Ko Takitimu tōku waka
Ko Koukourarata, Wairewa me Rāpaki tōku marae
Ko Ngai Tahu, Ngati Mamoe me Waitaha ngā Iwi
Ko Ngati Huikai, Ngati Irakehu,
Ngati Mako me Ngati Wheke ngā hapū
Ko Wayne tōku pāpā
Ko Robyn tōku māmā
Ko Kerr tōku ingoa whānau
Ko Aiden, ko Shelby, ko Zion, ko Ellah- Mai ōku Tamariki
Ko Anthony tōku Tane

Ko Rebecca Quartly tōku ingoa

Tēnā tātou, tēnā tātou, tēnā tātou katoa



Tamariki/Rangatahi Kaitiaki

Kia ora koutou,

My name is Tania Kapinga, and I have the privilege of serving as the Child and Youth Advocate for Te Whare Hauora. I also hold the roles of Child Protection Officer and Fire Warden within our organisation.

I draw deeply on my own lived experiences with mental illness, addiction, and domestic violence to inform my mahi. These experiences strengthen my empathy, understanding, and commitment to supporting our tamariki, rangatahi, and their whānau.

I hold a Bachelor of Arts (Double Major in Psychology and Sociology) and a Postgraduate Diploma in Science (Child and Family Psychology) from the University of Canterbury. I bring over 10 years of experience working with rangatahi and tamariki, including two years in my current role.

Advocacy and Achievements

Over the past year, I have had the honour of advocating for many young people, helping them set SMART goals and supporting them to take consistent steps toward their aspirations.

Some key highlights include:

- Supporting two young wāhine into Noaia, a farming and building school in Tuahiwi. One of them successfully secured a fixed-term position on a Ngāi Tahu farm, gaining valuable hands-on experience in calf rearing.
- Assisting numerous young people with CV creation, job applications, and preparation for employment.
- Encouraging rangatahi to re-engage in education and explore pathways for personal growth.
- Providing continuous **emotional and practical support** to vulnerable youth during challenging times.
- Collaborating closely with **whānau** to ensure that each young person's individual needs are understood and met.

Every young person I support has a **personalised safety plan** and clearly defined goals to guide their journey.

This year, I also received generous **donations from local businesses**, including passes for activities such as a **nature cruise, ice skating**, and **Arion Farm** experiences. To all those who contributed—**ngā mihi nui ki a koutou**.

External Supervision

I continue to receive professional supervision from Bonnie Tainui, which provides a valuable space for reflection, debriefing complex cases, and exploring best-practice approaches. Bonnie offers a safe, non-judgmental environment, and I am grateful for her wisdom and support.

Ngā mihi, Bonnie.

Tēnā koutou katoa,

Ko Tongariro me Ruapehu ōku maunga.

Ko Taupō-nui-a-Tia tōku roto.

Ko Taringamotu tōku awa.

Ko Te Arawa tōku waka.

Ko Tūwharetoa me Maniapoto ōku iwi.

Ko Ngāti Hinemihi me Ngāti Hāri ōku hapū.

Ko Kauriki me Hiakaitupeka ōku marae.

Ko Jillian Walls tōku māmā.

Ko Derek Kapinga tōku pāpā.

Nō Kaikōura ahau.

Ko Tania Kapinga tōku ingoa.

Nō reira, tēnā koutou, tēnā koutou, tēnā koutou katoa.



Tamariki/Rangatahi Kaitiaki

Professional Development

- My Star Training – December 2024
- Fire Safety Training – March 2025
- First Aid Training – April 2025
- Rainbow Safe Modules 1 & 2 – August 2025

I also actively participate in the Pou Tūhono Māori Youth Workers Network under the Rerenga Awa Canterbury Youth Workers Collective. Through this network, I have engaged with a variety of kaupapa Māori organisations, building strong connections and sharing approaches to supporting Māori rangatahi.

Acknowledgements

To my fellow kaimahi – thank you for fostering such a warm, whānau-centred environment. I am deeply grateful to work within a team where I feel valued, supported, and inspired.

To my manager Dale, thank you for your ongoing guidance and encouragement.

To Whaea Tihi and Matua Willy, I appreciate the wisdom and cultural guidance you continue to share with us.

Closing Reflections

This year has brought many challenges, yet we continue to stand firm in our **kaupapa**. Our team embodies dedication, compassion, and collective strength. I am continually inspired by the passion and commitment of my colleagues and the **Taumata** who guide our mahi.

While the need in our community remains significant, we persist in our mission—to **end domestic violence, empower our whaiora**, and help them stand confidently in their own mana and aspirations.

Ngā mihi nui,

Tania Kapinga

Child and Youth Advocate – Te Whare Hauora





Transitional Housing

Ko Sonz ahau. I have been with Te Whare Hauora since November 2024. My role at Te Whare Hauora Otautahi Maori Wahine Whakaruruhau as Kaimahi or Advocate to make a difference in the Transitional Housing, Community, Residential and Crisis line services with a Health and Safety lense to communities.

Supporting wahine and their tamariki start to their journey from Domestic Family Violence with one difference which is reason why I said “Ae” to working with Te Whare Hauora was the importance of working with whanau using our maori cultural values to build whakawhanautanga, restore dignity and mana so they are self-supporting, determined and leading healthy lifestyles free of violence and abuse.

The training opportunities to development and improve my knowledge has been overwhelming completing over 17 different certificates to support my skills and experience in my role confidently and the ability to continue my personal journey in Kaupapa Maori, Whakapapa and Te Reo Maori through Ngati Porou Iwi Atarangi and Te Wananga o Aotearoa.

Professional Development

- Diversity Training Cert.pdf
- Homestar Certificate
- Outcome Star 2024
- Family Violence Foundation Training Completed
- Strangulation and Stalking Course Completed
- Feminism-8211-Cornerstone-Training-Course-Completion
- Takatapui-Nurturing-Diversity-8211-Cornerstone-Training-Course-Completion
- Transitional-Housing-Course-Completion-Certificate-Kowhai-Connect
- Privacy Act 2020_Certificate of Completion
- Recordbase-101-8211-General-Training-Course-Completion-Certificate-Kowhai-Connect
- PTS certificate.
- Case Note Training Cert.
- Foundation Family Violence 101.
- NCWIR Advocacy Cert.
- TH Training Cert.
- SFem Cornerstone Training Cert.
- Rethink Advocacy Refuge Training Cert.

Ngā Mihi Nui Tātou Katoa
Kua hui mai nei ki tēnei whare
ki tohatoha whakaaro i ngā kōrero
ka nui te aroha mō tō koutou kaha ki te aro mai
ki te whakarongo me awhina i ngā kōrero
e pā ana ki tenei Iwi

Ka tū tonu koe i roto i te aroha (Stand in the love, Be true to the love within you)

Ko Sonya Taylor ahau (Sonz)
Ko Paeroa Ko Patangata ngā maunga
Ko Mangahoanga, ko Wharehika ngā awa
Ko Ngāti Tahu, ko Ngāti Whaoa, ko Ngāti Porou ngā Iwi
Ko te Manu nui arangi / Parangi ko Horouta ngā waka
Ko Mataarae ko Tūwhakairiora/ Hinemarea ngā marae,
Nō Hicks Bay, nō Reporoa ahau, kei te heke mai ko te tumanako
ka reti koe ki Reporoa heoi i roto o Otautahi mō tēnei wā

Ko Makahuri rāua ko Mamae ōku mātua. Ka mate rāua.
Ko Brooke rāua ko Jean aku tamāhine ataahua
Tokorua ngā tamāhine
Tokorima ngā teina mē ngā tuahine. Tokorua ngā tuakana.
Rua tekau mā whetū ngā iramutu.
Kāore anō ngā mokopuna engari, kare e tatari.

He kaimahi tautoko mō Ōtautahi maori wahine whakaruruhau,
Ka whakanui ana i taku Rima Tekau huritau e mahi ana i ngā
mahi whakaihihi

Aroha Mai, Aroha Atu
Ko te whaea te takere o te waka
(Mothers are the hull of the waka, integral to the waka of our lives)

Nō reira, tēnā koutou, tēnā koutou, tēnā tātou katoa



Transitional Housing

Acknowledgements

He mihi nui ki aku hoa mahi o Te Whare Hauora (TWH).

I would also like to mihi to Whaea Tihi and Matua Willy for their ongoing contribution to teaching TWH kaimahi Te Reo, tikanga and kapa haka. Most importantly, they have created a space that keeps us informed and connected to Te Ao Māori.

Lastly, I acknowledge our Taumata, Jynine and Dale, who have both supported me whenever needed. My line manager Dale, especially has enabled me to complete my work efficiently, look after myself and my whānau, and has always consulted with me during times of change. Together, we have been able to negotiate and agree on new tasks, responsibilities, and roles that have arisen due to the many changes over the year—allowing me to maintain a healthy work and home life balance.

I am hopeful as we move into 2026, we turn words from our Strategic Plan Te Haa - O - Hine - Ahu- One which we created as a whanau into action.

Ngā mihi nui ki a koutou katoa.

Whakatauki:

Ehara taku toa i te toa takitahi, engari he toa takitini.

(My strength is not as an individual, but as a collective.)

Mauri Ora

Sonya Taylor





Transitional Housing

It is with great pride and humility that I present my report for this year's AGM. Over the past year, I have been privileged to serve as the Kainga Kaitiaki for Te Whare Hauora. My journey with the organisation is now approaching one year, during which I have worked alongside our incredible kaimahi and wāhine to create pathways of safety, healing, and empowerment.

I come to this mahi with a background of over ten years as a Senior Property Manager, holding a Diploma in Real Estate and a Diploma in Community Services. This combination of professional experience and community qualification has strengthened my ability to bridge practical housing management with compassionate whānau-centred advocacy.

My passion for this kaupapa stems from lived experiences — a deep understanding of the impacts of family harm, and a strong desire to enhance the mana and oranga of our most vulnerable wāhine and tamariki. I believe that every woman deserves not only a safe whare, but also the opportunity to rebuild her life with dignity, choice, and hope.

Throughout this year, I have worked with a range of wāhine, transitioning from crisis to independence. Together, we have focused on re-establishing stability, accessing services, and setting personal and educational goals.

One wāhine in particular stands as a testament to the kaupapa of Te Whare Hauora. Upon entering our transitional space, she took protective steps through, legal orders, engaged in ACC counselling, and enrolled in her Level 4 Certificate in Health and Wellbeing. With continued support, she secured her forever home and created a strong kawenata (commitment) to maintain her whare as a safe and empowering space. She is now completing her first full year of study and aspires to give back to similar kaupapa, supporting other wāhine through their journey of healing and restoration.

In addition, I have worked closely with young mothers and their tamariki, advocating with Oranga Tamariki to ensure that whānau remain together where safe and possible. This has included writing a proposal for a 24/7 care plan — a plan that was successfully approved and funded by the Child Commissioner in Wellington.

This year, I have also hosted a number of professional hui within our tari, welcoming cross-agency collaboration under Māori-led frameworks. These hui have incorporated karakia, whakawhanaungatanga, and a shared vision focused on mokopuna-centred decision-making — asking the question: “What change can we make today that will uplift our mokopuna tomorrow?”

It has been a privilege to witness our wāhine celebrating their goals and milestones — from securing homes, to reuniting with tamariki, to pursuing education and employment. Each success is a reflection of the collective strength and aroha within this kaupapa. As we move forward, my commitment remains steadfast: to continue strengthening our transitional housing programme, upholding the mana of every wāhine and tamaiti who walks through our doors, and ensuring that Te Whare Hauora remains a place of safety, growth, and transformation.

**Ko Aoraki tōku maunga,
Ko Arahura tōku awa,
Ko Takitimu tōku waka,
Ko Ngāi Tahu me Kāti Mamoe ōku iwi,
Ko Ngāi Tūāhuriri tōku hapū,
Ko Tuahiwi tōku marae.**

**Ko Chanel Watson tōku ingoa,
Ko Kaitohutohu Whare taku mahi i Te Whare Hauora.**



Transitional Housing

Professional Development

Over the past year, I have placed strong emphasis on continuing professional growth and maintaining best practice within my mahi. Ongoing learning is an important part of upholding tikanga and delivering safe, high-quality support to our wāhine and their whānau.

During this period, I have completed and participated in a range of trainings and development opportunities, including:

- NCIWR Advocacy Training – strengthening my skills in trauma-informed advocacy and crisis response.
- Empowerment Star Training – supporting goal setting and progress measurement through client-led practice.
- Homestar Training – enhancing my understanding of housing quality, safety, and sustainability.
- Māori Models of Practice Hui – deepening my application of kaupapa Māori frameworks in service delivery.
- Transitional Housing Quarterly Training – engaging with sector updates, policy alignment, and reflective learning.
- Brain Injury Training – increasing awareness of neuro-informed care and the impact on wellbeing.
- Child Protection Training – ensuring safe practice and alignment with tamariki wellbeing frameworks.
- Housing New Zealand Online Sessions – keeping current with housing policy, tenancy management, and service navigation.
- Community Housing Aotearoa (CHA) Training – contributing to sector collaboration and shared best practice.
- Eclipse Family Violence Training – strengthening my capacity to respond to complex family harm with empathy and professionalism.

These learning opportunities have supported me to further embed a mana-enhancing, whānau-centred approach in my daily practice and to ensure that the mahi within Te Whare Hauora continues to reflect both professional excellence and cultural integrity

Acknowledgements

Firstly, I would like to express my heartfelt thanks to the kaimahi I work alongside each day — for the energy you bring to this kaupapa, the knowledge you share so generously, and the whānau we have created together within this environment. The aroha, compassion, and commitment each of you carry is deeply inspiring. I feel truly blessed to be part of such a caring and dedicated team.

I would like to make special mention of Tania K, whom I am privileged to share an office with. Her teaching ability, guidance, and the wisdom she holds within her role as our Rangatahi Worker and Child Protection Officer has been invaluable. Her willingness to help and share her knowledge so openly has been a real gift to my own professional growth.

To my manager, Dale – your unwavering commitment to this kaupapa is truly outstanding. The way you lead our team, with your profound wisdom, open-door approach, and the time and care you dedicate to us as kaimahi, reflects manaakitanga and rangatiratanga in action. In my 20 years of professional experience, I have never worked under a leader as talented, grounded, and empowering as you. Ngā mihi nui ki a koe mō tō ū ki te kaupapa me tō tautoko ki a mātou katoa.

I would also like to extend my heartfelt thanks to Jyinne, who continually provides an open-door approach also and is always available to support us when our manager is not present. Her wisdom, knowledge, and generosity with her time are deeply valued. The mātauranga she shares enriches not only our mahi but also the wairua of our team.

To Whaea Tihi and Matua Willy, thank you both for your patience and guidance as I reconnect with my Māori heritage. As someone who was once a fluent speaker of te reo Māori, but spent nearly 30 years overseas, your gentle encouragement and ako have helped bring me home to my language and identity. Ngā mihi nui ki a kōrua.





Transitional Housing

Closing Statement

As I reflect on this year, my heart is filled with gratitude — ngā mihi maioha — for the many hands and hearts that have contributed to the mahi of Te Whare Hauora. Each day, we are reminded that this work is not done alone; it is woven together through kotahitanga, manaakitanga, and aroha.

Our kaupapa continues to grow stronger through the resilience of our wāhine, the support of our kaimahi, and the partnerships we nurture within our community. Together, we are creating pathways where safety, healing, and hope can flourish.

Looking ahead, my commitment remains unwavering — to uphold the mana of every wāhine and tamaiti who enters our whare, to walk alongside them with compassion and integrity, and to ensure that our services continue to reflect the values of whānau, tikanga, and aroha. This mahi is more than a role — it is a calling, a privilege, and a shared responsibility to uplift the wellbeing of our people and the generations to come.

*Nō reira, ka nui te mihi ki a koutou katoa mō tō koutou tautoko, tō koutou ngākau aroha, me tō koutou ū ki te kaupapa.
Tēnā koutou, tēnā koutou, tēnā tātou katoa.*

Chanel Watson

Transitional Housing





Administrator/Reception

Background:

I have been at Te Whare Hauora since February 2025. Over the past eight years, I've worked across the construction sector, mainly in Christchurch but also on large projects in Marlborough, Nelson, the Southern Central Lakes area, and Dunedin. My experience covers a wide range of projects including new subdivisions around Canterbury, Kāinga Ora developments, schools, retirement villages, food factories, supermarkets, hospitals, town water mains, and the new Te Kaha Stadium in Christchurch.

I started out in an admin and reception role before moving into office management, supporting teams of between 45 and 100 staff. Alongside running the Christchurch office, I also led teams in our Marlborough/Nelson, Central Lakes, and Dunedin offices. During my time in construction, I helped introduce new systems for timesheets and payroll, supported worker well-being, and created new induction and training processes.

Health and safety have also been a big focus of mine — I've developed easy-to-use forms, helped run investigations, and studied all the key health and safety legislation. I also hold a range of training certificates from Site Safe, Tri Ex, and Safety 'n Action in Christchurch.

Role:

Since February 2025, I have been working as the Administrator and Receptionist for Te Whare Hauora. During my first week, I attended R.I.T. training in Wellington, which provided me with valuable insight into the realities of the social services sector. Although this was a new area for me after many years in construction, I quickly discovered a strong sense of purpose and connection to community-based work.

While my primary role is administration and reception, I also contribute to our Health and Safety initiatives and support the Fundraising and Events team. No matter which area I'm working in, the wellbeing of our clients (whānau) remains at the centre of everything I do. Every task, project, or process must support safe outcomes for our whānau, uphold the Kaupapa, and protect our Kaimahi from harm or violence.

As the Administrator, I manage the office front gate and ensure that all visitors are welcomed in a professional and positive way. I also assist the Taumata with administrative tasks such as calendar management, meeting bookings, and coordination of schedules. In addition, I oversee the admin email inbox—circulating community notices, training opportunities, conferences, and other information to ensure Kaimahi have access to resources that benefit both them and the whānau they support.

Professional Development

During my time with Te Whare Hauora, I have been committed to ongoing professional development to strengthen my understanding of the social services sector and the unique needs of the whānau we support. The range of trainings I have completed has given me valuable knowledge, practical tools, and cultural insight that help me provide safe, respectful, and informed support in my daily work. These experiences have deepened my awareness of the challenges faced by wahine and tamariki affected by violence and have helped me grow both professionally and personally. Each training opportunity has also contributed to developing my confidence to advocate effectively for our whānau — ensuring their voices are heard and their mana is upheld in every situation.

Tēnā koutou katoa,
He mihi mahana tēnei ki a koutou katoa
e pānui ana i tēnei pūrongo.
E mihi ana hoki ki ngā mana whenua o tēnei rohe,
me ngā tūpuna kua wehe atu ki te pō.
Ngā mihi nui ki a tātou katoa e mahi tahi ana
mō te painga o te iwi.

Ko Rangioru me Kohukohunui ngā Maunga
Ko Kaituna te Awa
Ko Tikapa te Moana
Ko Te Arawa me, Kotuiti ngā waka
Ko Ngāti Tuheke, ko Ngāti Marukukere,
me Te Mateawa ngā Hapu
Ko Wharekawa, ko Makahae, me Tia ngā Marae
Ko Ngāti Paoa, Ko Ngāti Whanaunga me Tapuika Ngā Iwi
Ko Reco-Jackson Davis-Toetoe tōku tamaiti
Ko Loki tōku kurī
Ko Jeremy Henry taku hoa tāne
Ko Terrie Ani Davis tōku ingoa



Administrator/Reception

Trainings Completed:

Concussion Awareness tool Certificate

Rainbow Safe Modules 1 & 2

Comprehensive First Aid

Women's Refuge – Case Note Training

Women's Refuge – Feminism – Corner Stone Training

Women's Refuge – Takatapui – Nurturing diversity- Corner Stone Training

Women's Refuge -Record Base 101 – General Training

Women's Refuge – Transitional Housing

My time here has been filled with many highlights that have strengthened both my skills and my connection to our Kaupapa. I've had the privilege of being involved in several client-facing and community events, Pink Shirt Day BBQ with our local school, helping organise our Matariki Whānau Day at the office, and taking part in the blessing of our new building on Bristol Street. Being part of the maintenance and set-up of that space is a special experience, as it allowed me to see our refuge continue to grow and thrive for the benefit of our whānau. A meaningful part of my journey has been the opportunity to deepen my connection with Te Ao Māori. Having daily karakia, weekly Waiata and Te Reo classes, and being able to attend hui led by Māori for Māori—such as Tangata Whenua Hui, Te Pukotahitanga Hui and Maori Models of Practice hui, has strengthened my cultural grounding and sense of belonging within the organisation. I've also enjoyed connecting and networking with others in our community who share the same goals for whānau safety and empowerment, including Te Ahi Wairua, CHCH Aunties, Odessey house, Aviva, Rata Foundation, Oranga Tamariki, MSD and MOJ to name a few. These experiences have reinforced the importance of collaboration and collective strength across the sector.

Aknowledgements:

I would like to express my sincere gratitude to our Board, Taumata, and especially my colleagues. I am truly thankful for the support, encouragement, and respect shown to me since joining the team. My colleagues have been welcoming, inclusive, and genuinely value the knowledge and experience I bring to my role. Their warmth and professionalism make every day rewarding, and I feel privileged to work alongside such dedicated and passionate kaimahi.

As I reflect on my journey so far, I feel proud of how much I have grown—both personally and professionally. This role has allowed me to serve my community in a meaningful way, strengthen my understanding of Te Ao Māori, and contribute to work that truly changes lives. I look forward to continuing to learn, to uplift our whānau, and to support the kaupapa that guides us every day.

“He aha te mea nui o te ao? He tangata, he tangata, he tangata.”

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

Ngā mihi nui,

Terrie Davis



AUMURI

Provider Return Report

July 2024 - June 2025

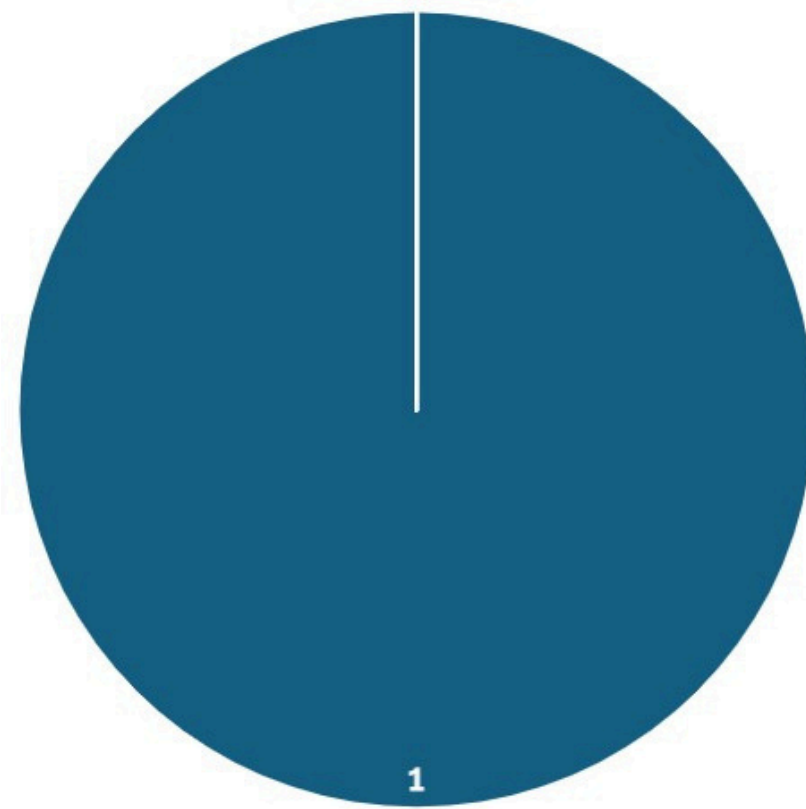
This Provider Return Report presents a visual summary of Te Whare Hauora Ōtautahi Women’s Refuge service delivery and impact for the period July 2024 to June 2025. The following series of pie graphs illustrates the breadth and depth of our mahi across key service areas — including Adult Safety Programmes, Brief Interventions, Children’s Safety Programmes, Community Support, Leased Emergency Housing, Local Service Delivery, NCIWR Children’s Advocacy, Residential Services, and Whānau Protect.

Each graph represents the stories behind our data — the lives reached, supported, and strengthened through kaupapa Māori approaches to safety, healing, and restoration. Together, they reflect our ongoing commitment to empowering wāhine, tamariki, and whānau, reducing harm, and fostering pathways toward violence-free futures.

Through these visuals, we aim to not only account for the work completed but to honour the collective effort of our kaimahi, partners, and community who continue to uphold the mana and safety of our whānau every day.

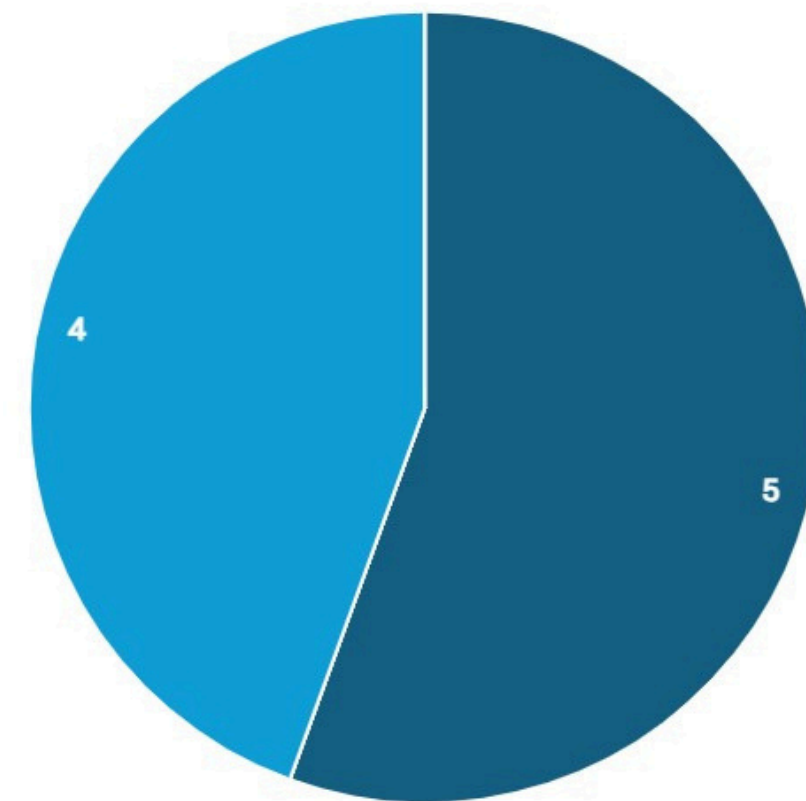
Adult Safety Programmes

1 Jul 24 - 30 Nov 24



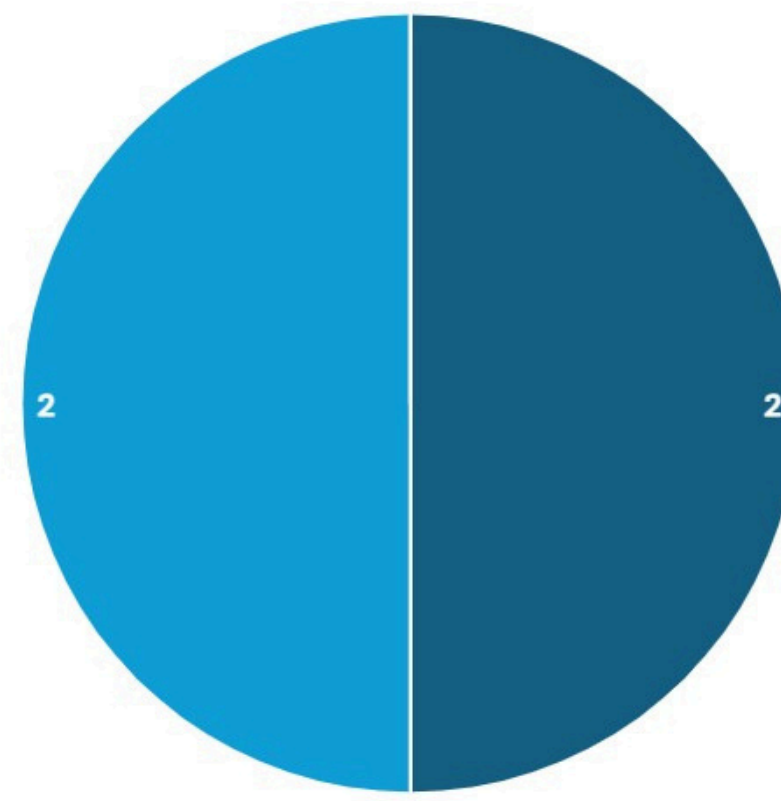
- Total number of clients receiving intervention
- Total number of residential nights provided
- Total number of clients who have case management with goals (objectives set (may include risk assessments / safety planning)
- Total number of clients completing interventions
- Total number of clients completing interventions with needs met (needs met = 80% of goals achieved in case plan).

1 Jul 24 - 30 Jun 25



- Total number of clients receiving intervention 0 1 2
- Total number of residential nights provided 0 0 0
- Total number of clients who have case management with goals (objectives set (may include risk assessments / safety planning) 0 0 0
- Total number of clients completing interventions 0 0 2
- Total number of clients completing interventions with needs met (needs met = 80% of goals achieved in case plan). 0 0 0

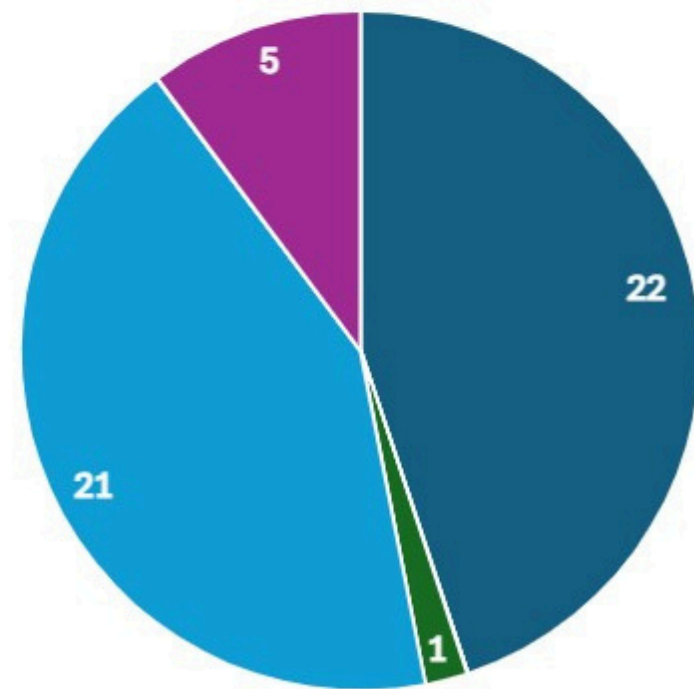
1 Jul 24 - 31 Mar 25



- Total number of clients receiving intervention
- Total number of residential nights provided
- Total number of clients who have case management with goals (objectives set (may include risk assessments / safety planning)
- Total number of clients completing interventions
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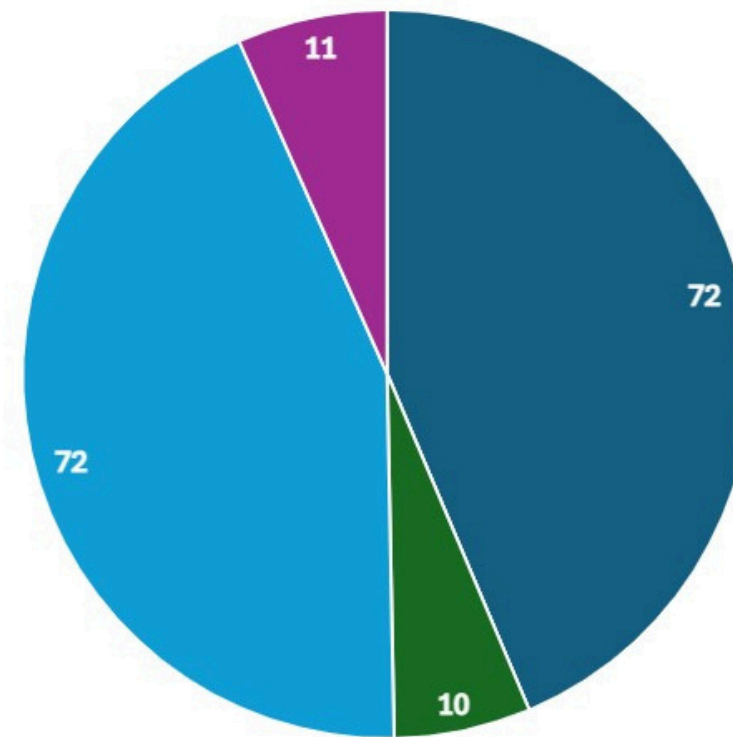
Brief Interventions

1 Jul 24 - 30 Sept 24



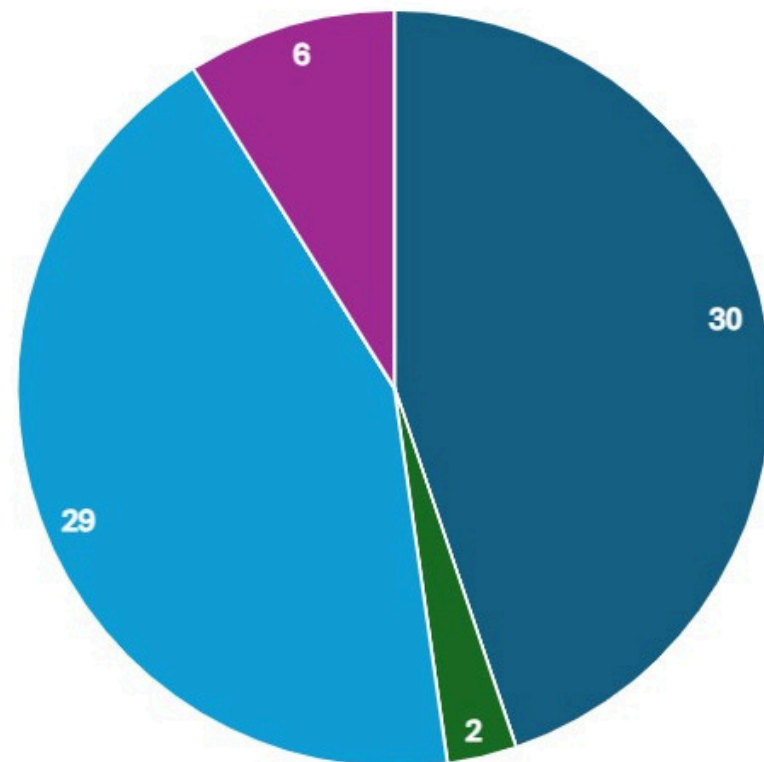
- Total number of clients receiving intervention
- Total number of residential nights provided
- Total number of clients who have case management with goals (objectives set (may include risk assessments / safety planning))
- Total number of clients completing interventions

1 Jul 24 - 30 Jun 25



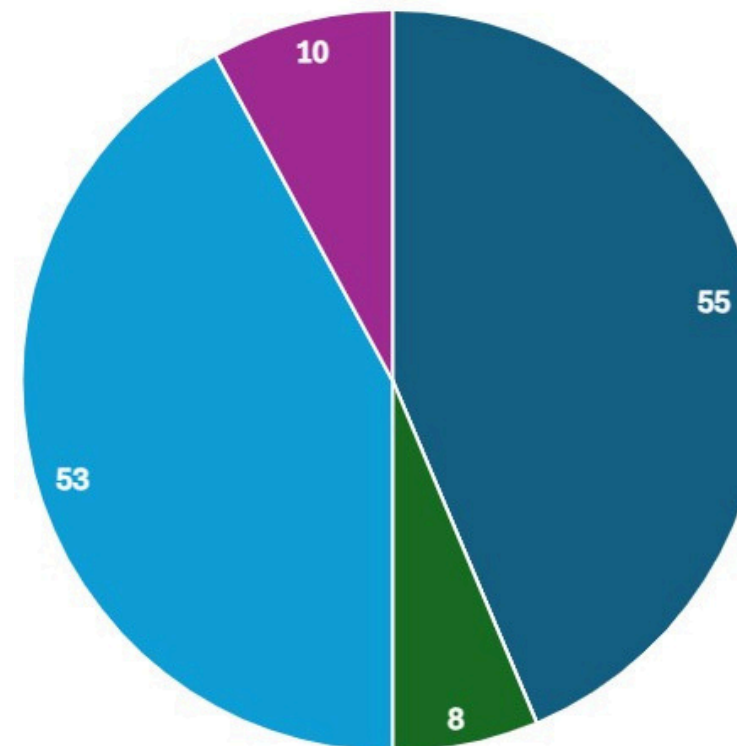
- Total number of clients receiving intervention 22 30 55
- Total number of residential nights provided 0 0 0
- Total number of clients who have case management with goals (objectives set (may include risk assessments / safety planning)) 1 2 8
- Total number of clients completing interventions 21 29 53
- Total number of clients completing interventions with needs met (needs met = 80% of goals achieved in case plan). 5 6 10

1 Jul 24 - 30 Nov 24



- Total number of clients receiving intervention
- Total number of residential nights provided
- Total number of clients who have case management with goals (objectives set (may include risk assessments / safety planning))
- Total number of clients completing interventions
- Total number of clients completing interventions with needs met (needs met = 80% of goals achieved in case plan).

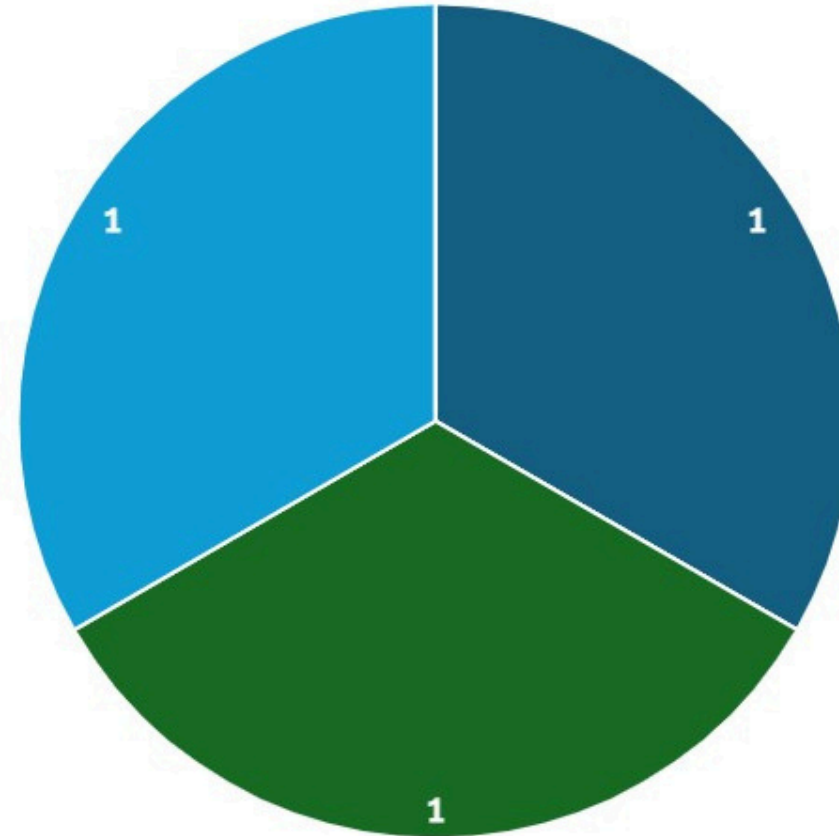
1 Jul 24 - 31 Mar 25



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- Total number of clients who have case management with goals (objectives set (may include risk assessments / safety planning))
- Total number of clients completing interventions
- Total number of clients completing interventions with needs met (needs met = 80% of goals achieved in case plan).

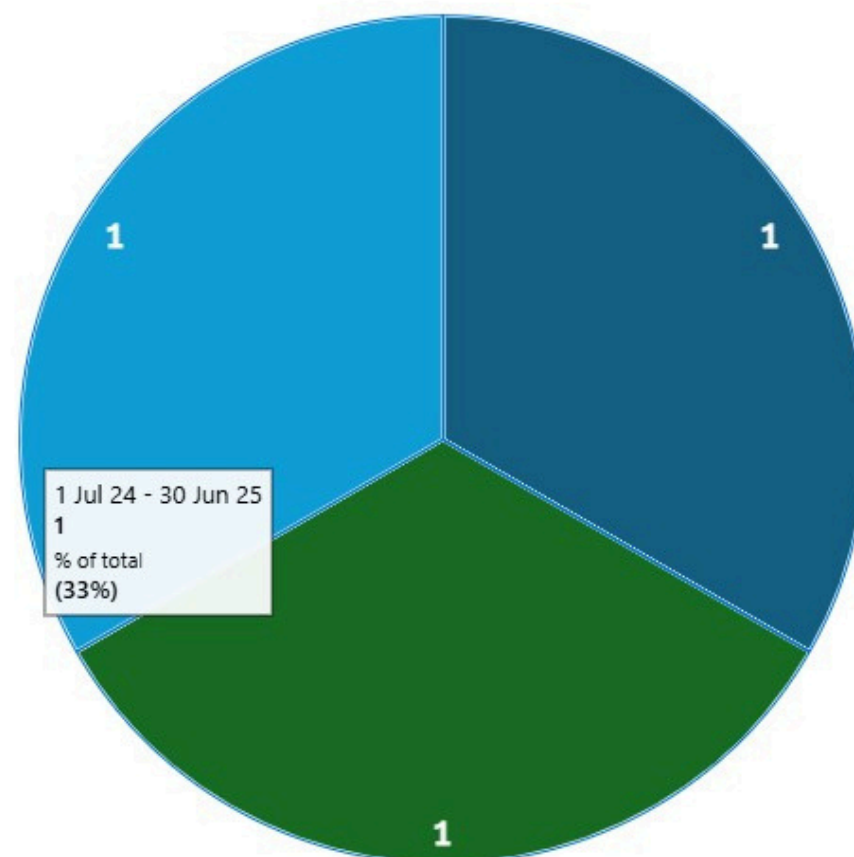
Childrens Safety Programmes

1 Jul 24 - 31 Mar 25



- Total number of clients receiving intervention
- Total number of residential nights provided
- Total number of clients who have case management with goals (objectives set (may include risk assessments / safety planning)
- Total number of clients completing interventions
- Total number of clients completing interventions with needs met (needs met = 80% of goals achieved in case plan).

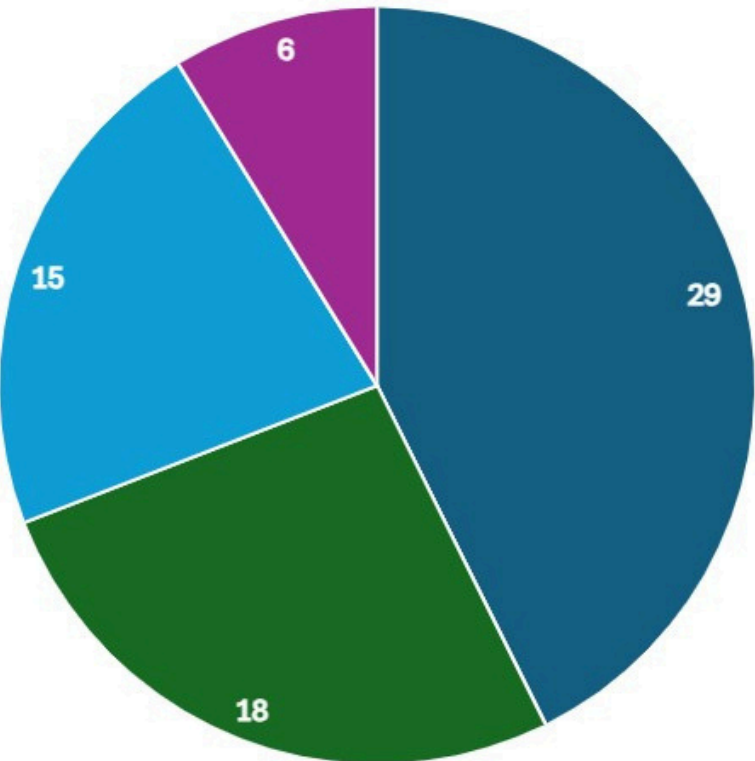
1 Jul 24 - 30 Jun 25



- Total number of clients receiving intervention 0 0 1
- Total number of residential nights provided 0 0 0
- Total number of clients who have case management with goals (objectives set (may include risk assessments / safety planning) 0 0 1
- Total number of clients completing interventions 0 0 1
- Total number of clients completing interventions with needs met (needs met = 80% of goals achieved in case plan). 0 0 0

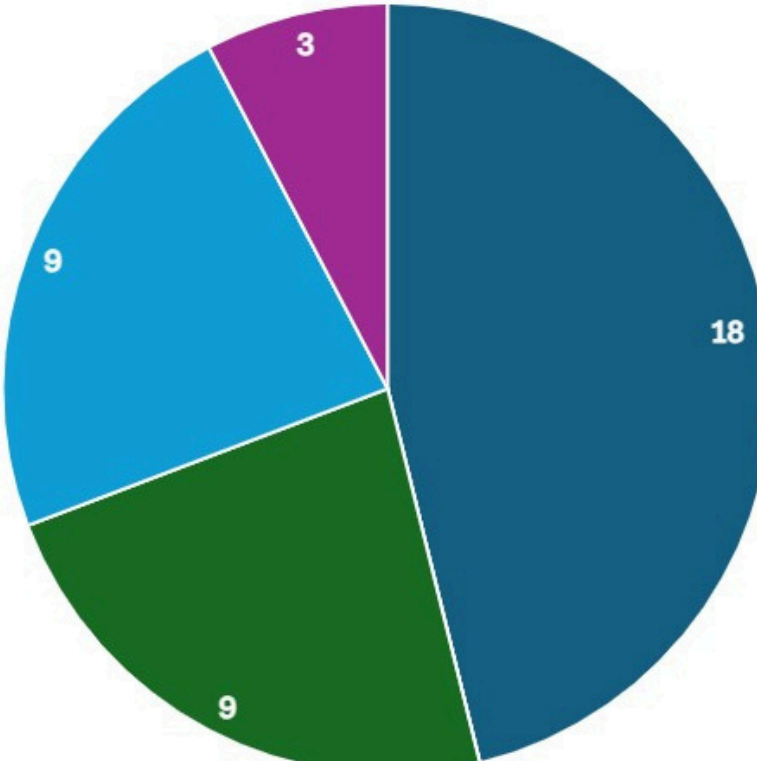
Community

1 Jul 24 - 30 Nov 24



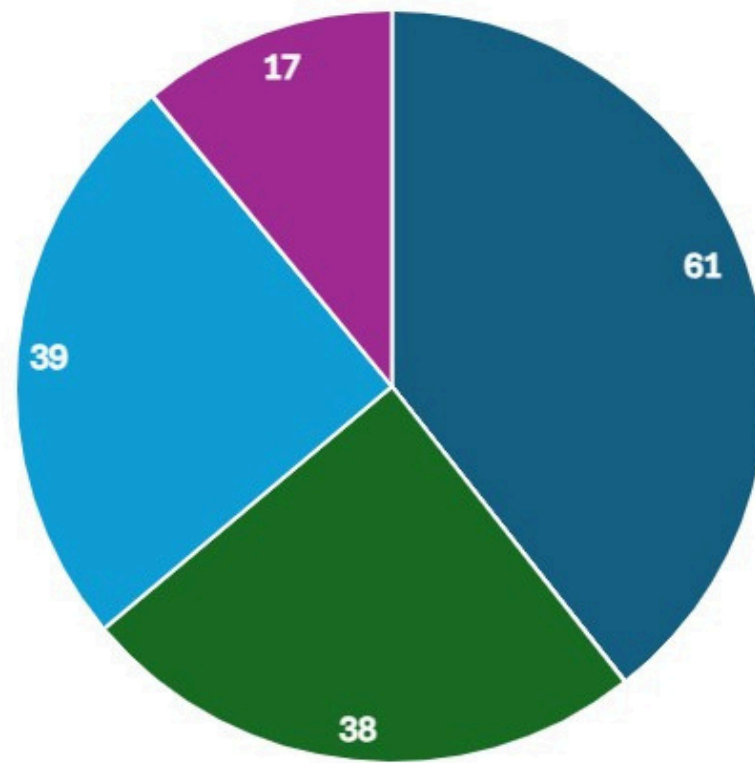
- Total number of clients receiving intervention
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- Total number of clients who have case management with goals (objectives set (may include risk assessments / safety planning)
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1 Jul 24 - 30 Sep 24



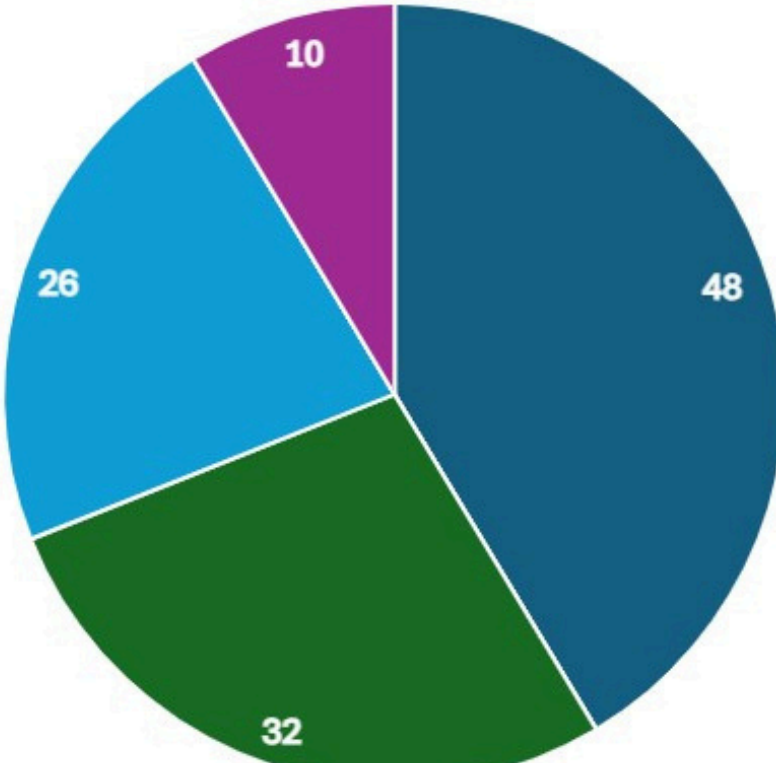
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- Total number of clients completing interventions
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1 Jul 24 - 30 Jun 25



- Total number of clients receiving intervention 18 29 48
- Total number of residential nights provided 0 0 0
- Total number of clients who have case management with goals (objectives set (may include risk assessments / safety planning) 9 18 32
- Total number of clients completing interventions 9 15 26
- Total number of clients completing interventions with needs met (needs met = 80% of goals achieved in case plan). 3 6 10

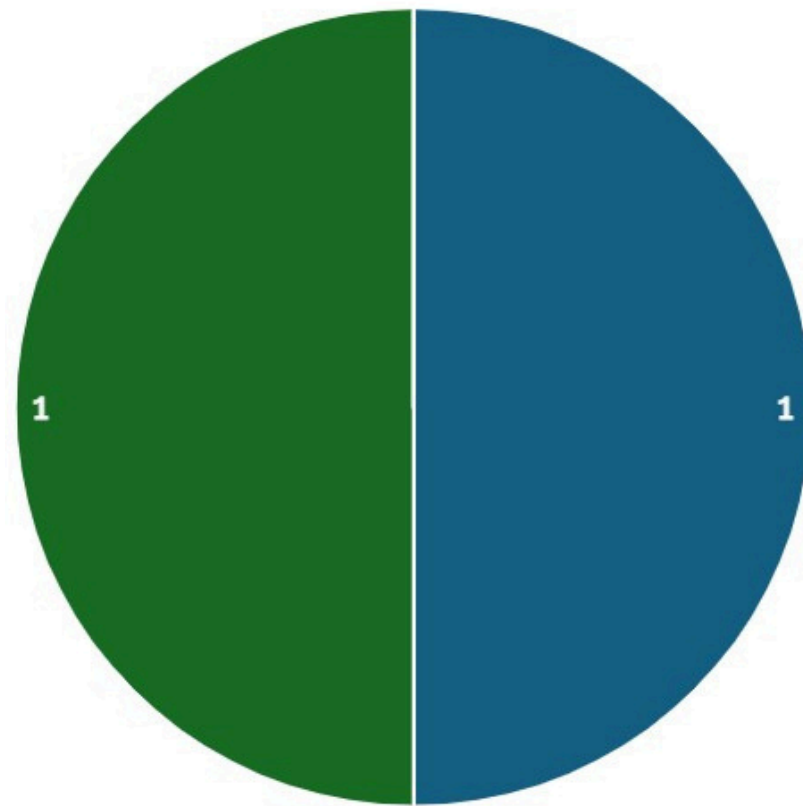
1 Jul 24 - 31 Mar 25



- Total number of clients receiving intervention
- Total number of residential nights provided
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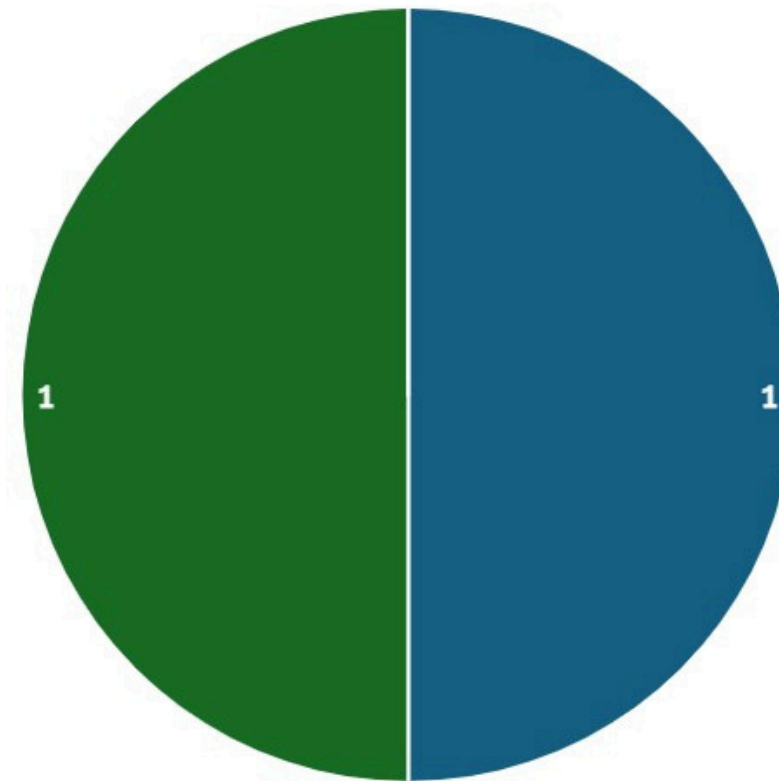
Leased Emergency Housing

1 Jul 24 - 30 Sep 24



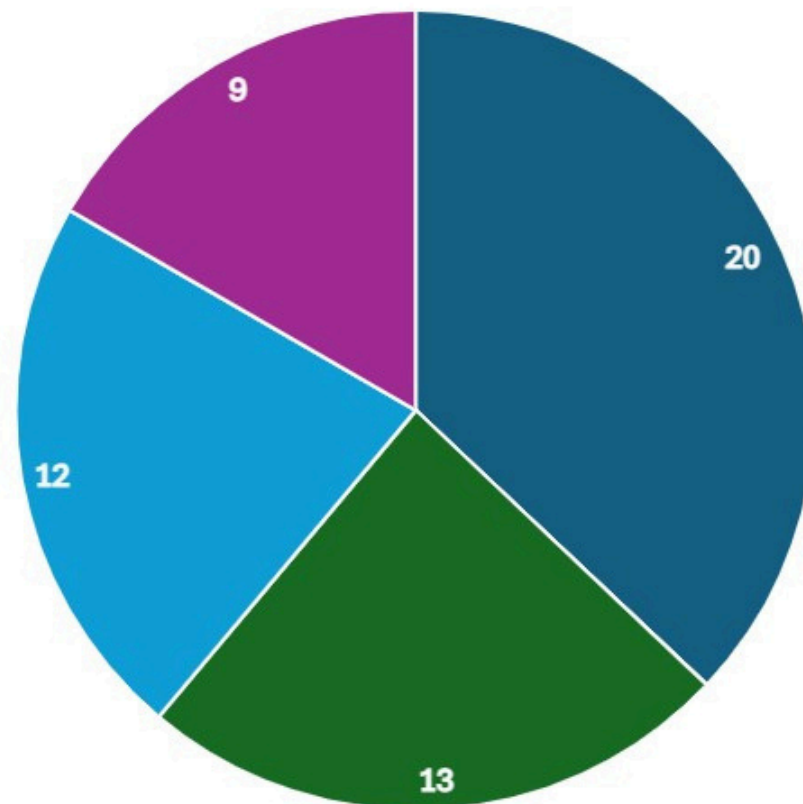
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1 Jul 24 - 30 Nov 24



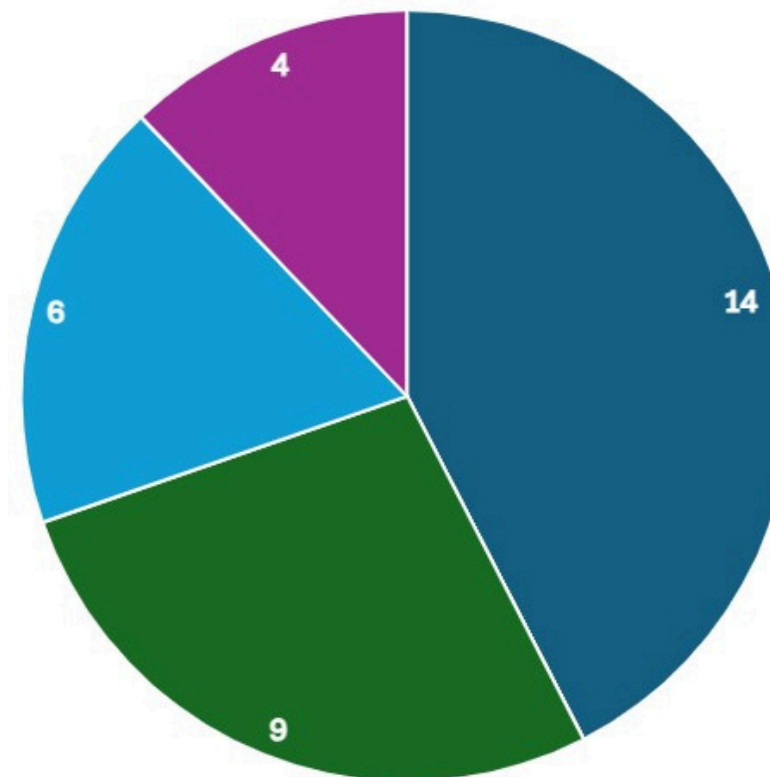
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1 Jul 24 - 30 Jun 25



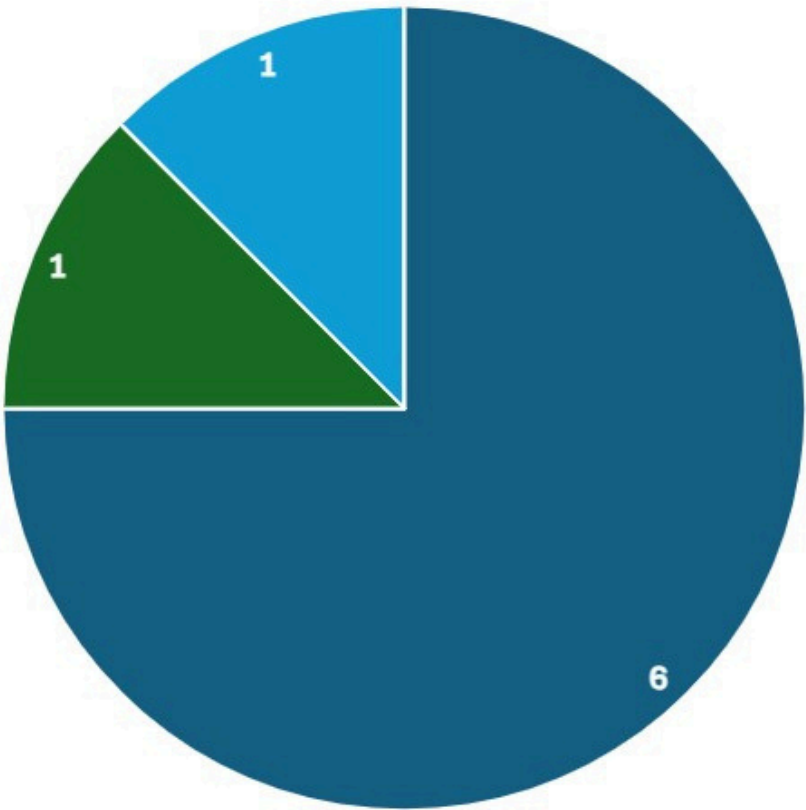
- Total number of clients receiving intervention 1114
- Total number of residential nights provided 000
- Total number of clients who have case management with goals (objectives set (may include risk assessments / safety planning) 119
- Total number of clients completing interventions 006
- Total number of clients completing interventions with needs met (needs met = 80% of goals achieved in case plan). 004

1 Jul 24 - 31 Mar 25



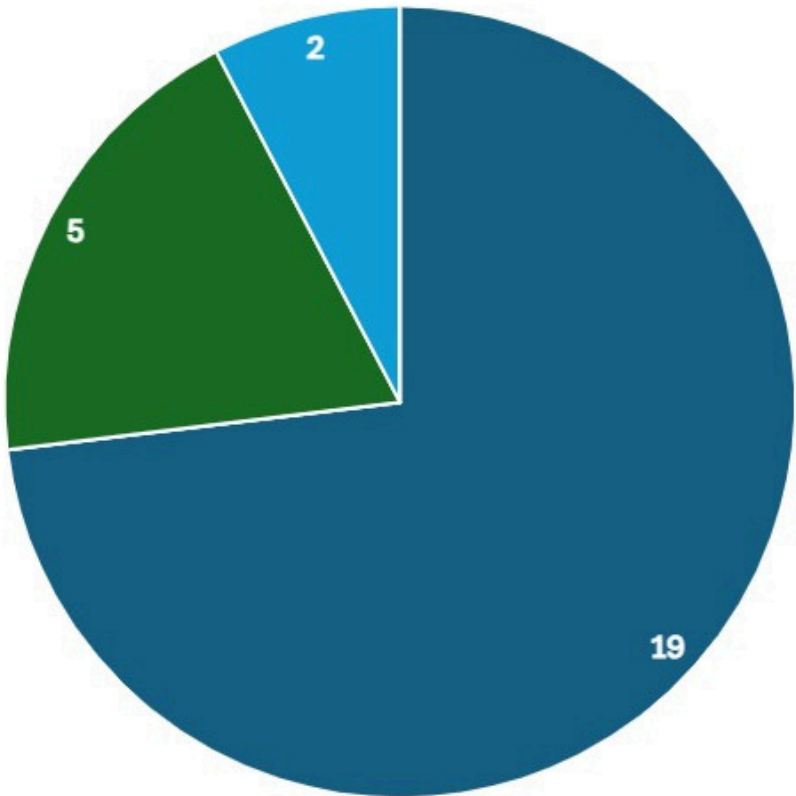
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1 Jul 24 - 30 Sep 24



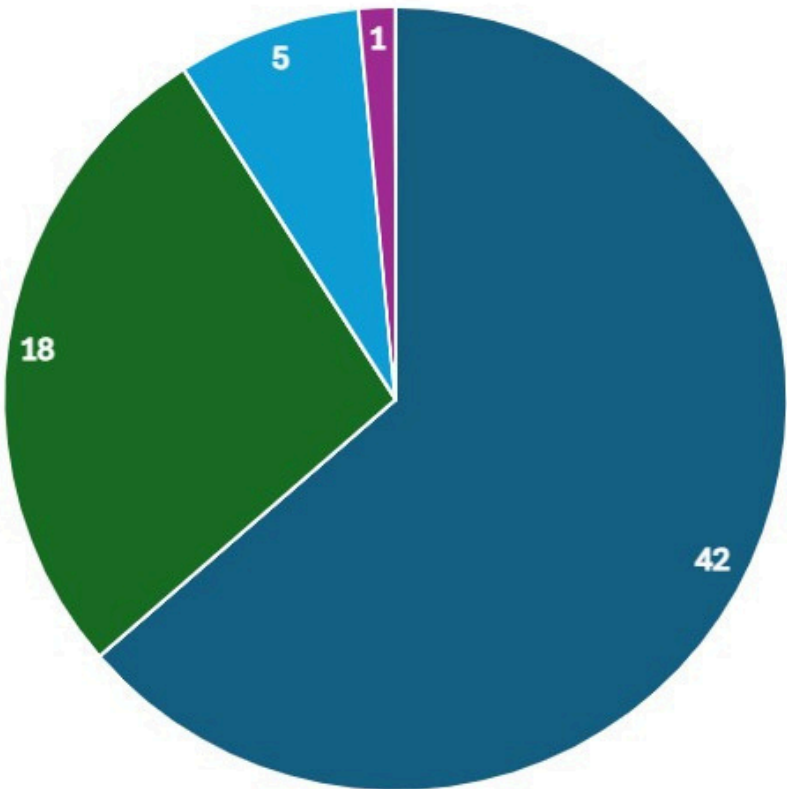
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1 Jul 24 - 30 Nov 24



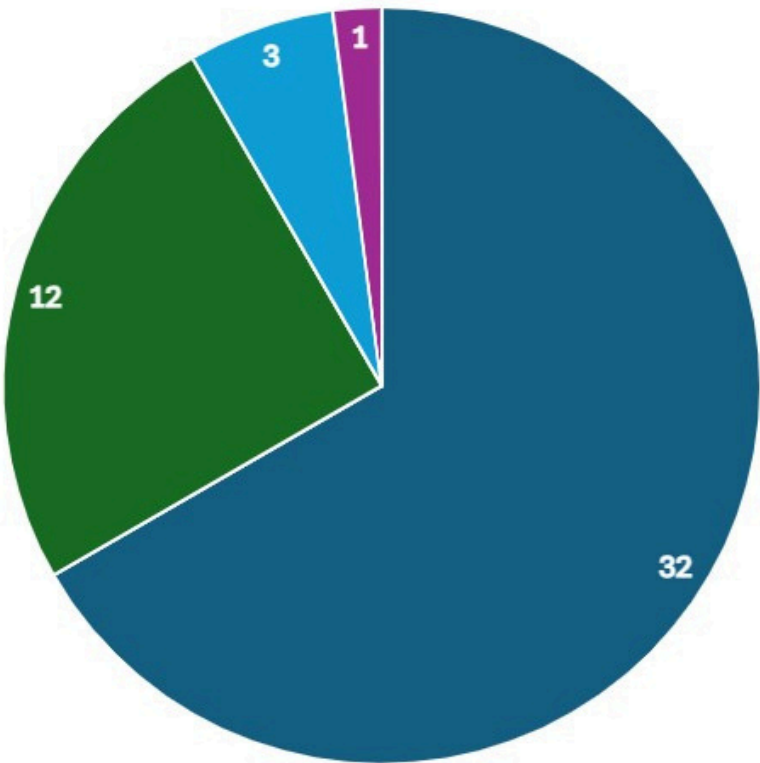
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1 Jul 24 - 30 Jun 25



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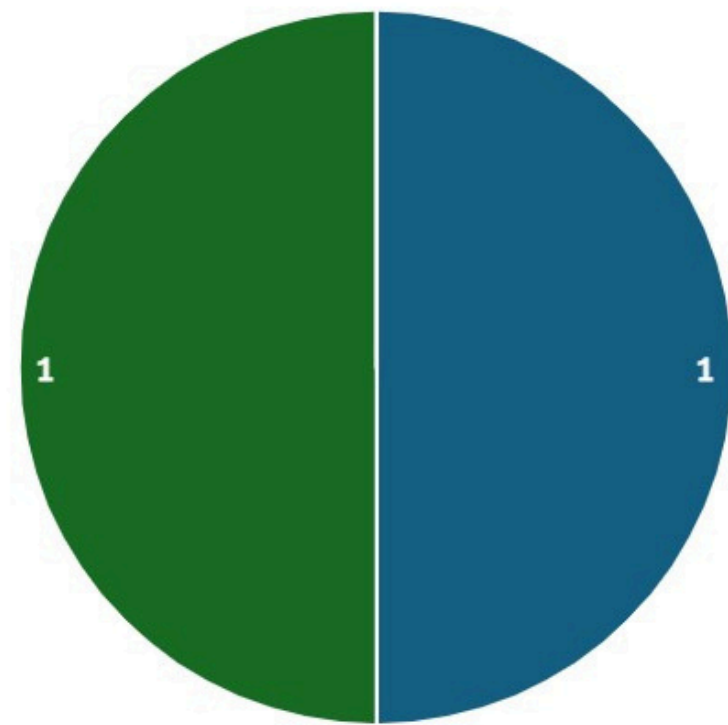
1 Jul 24 - 31 Mar 25



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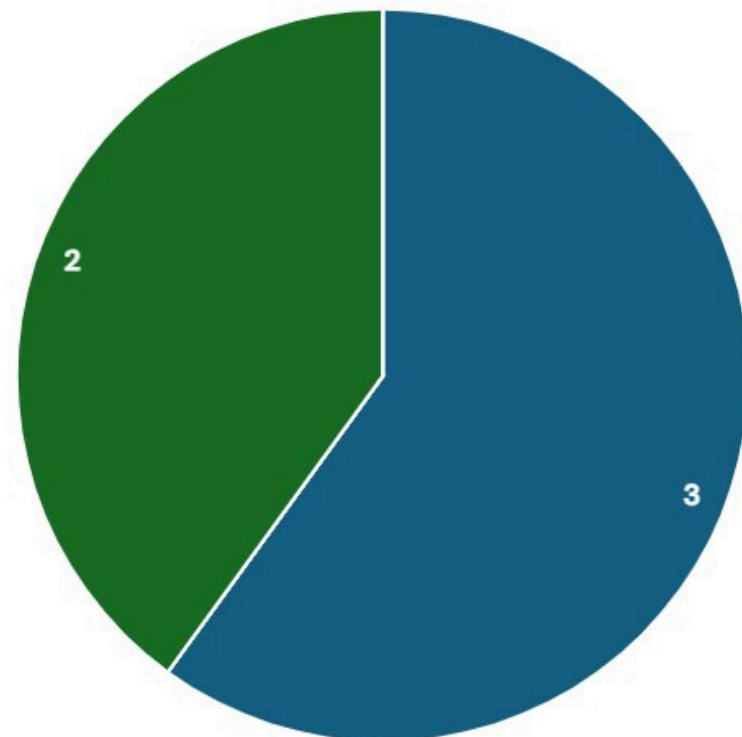
NCIWR Children's

1 Jul 24 - 30 Nov 24



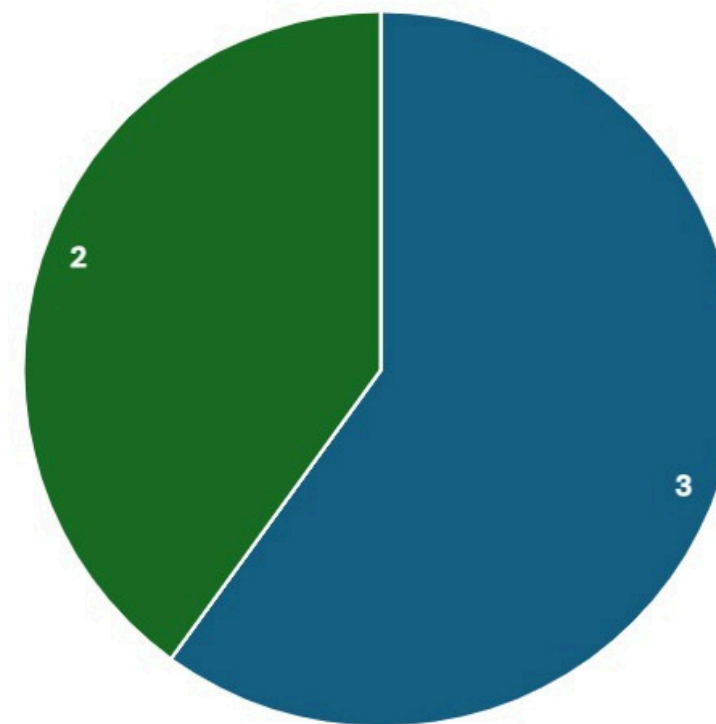
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- Total number of clients completing interventions with needs met (needs met = 80% of goals achieved in case plan).

1 Jul 24 - 30 Jun 25



- Total number of clients receiving intervention 0 1 3
- Total number of residential nights provided 0 0 0
- Total number of clients who have case management with goals (objectives set (may include risk assessments / safety planning) 0 1 2
- Total number of clients completing interventions 0 0 0
- Total number of clients completing interventions with needs met (needs met = 80% of goals achieved in case plan). 0 0 0

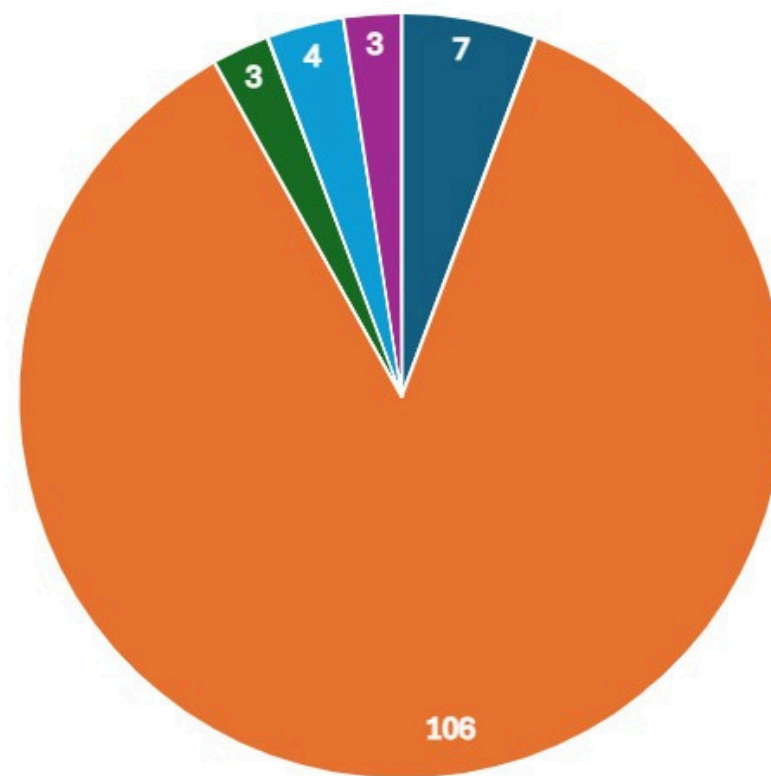
1 Jul 24 - 31 Mar 25



- Total number of clients receiving intervention
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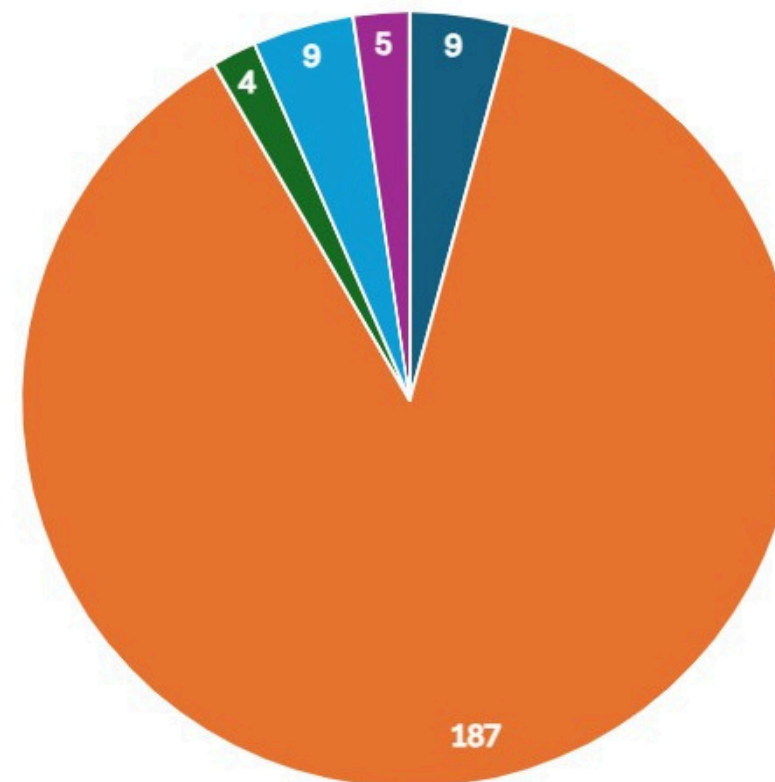
Residential

1 Jul 24 - 30 Sep 24



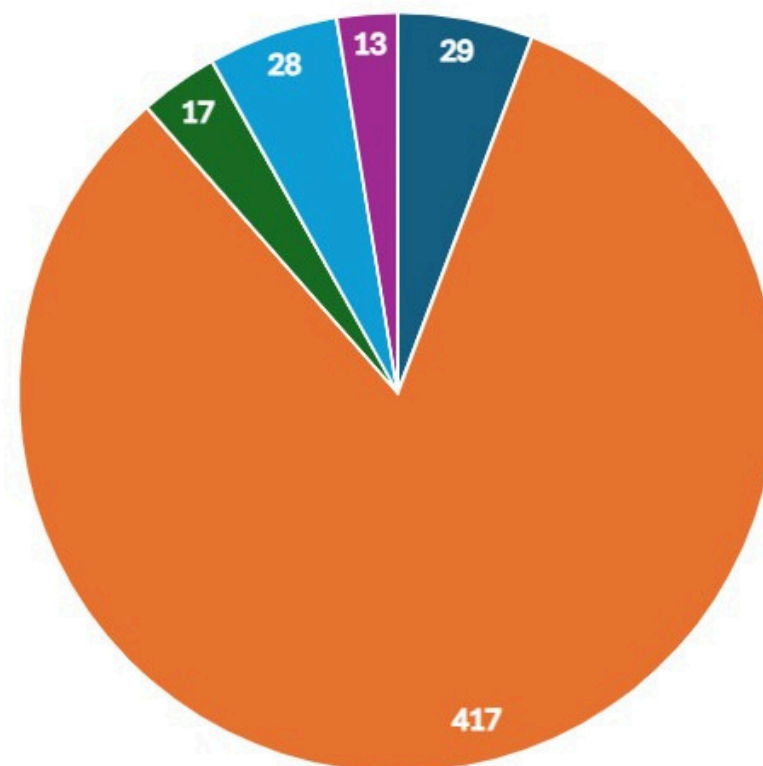
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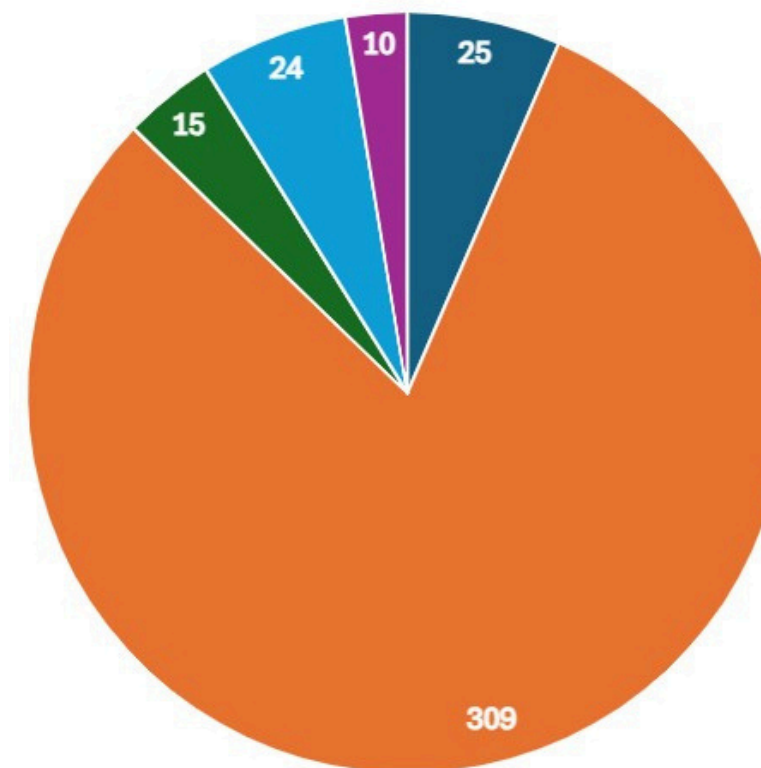
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1 Jul 24 - 30 Jun 25



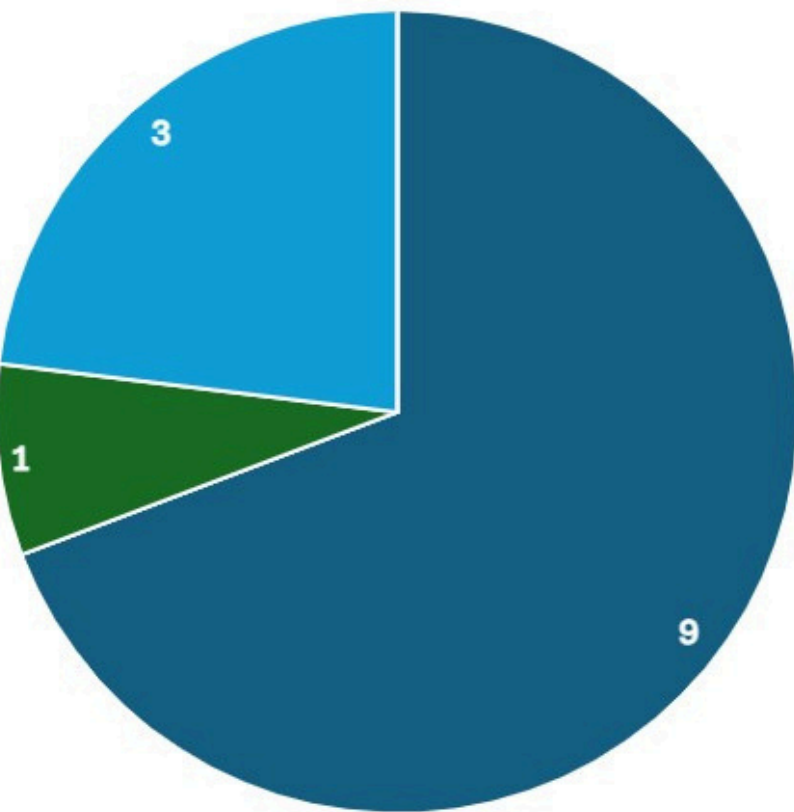
- Total number of clients receiving intervention 7 9 25
- Total number of residential nights provided 106 187 309
- Total number of clients who have case management with goals (objectives set (may include risk assessments / safety planning) 3 4 15
- Total number of clients completing interventions 4 9 24
- Total number of clients completing interventions with needs met (needs met = 80% of goals achieved in case plan). 3 5 10

1 Jul 24 - 31 Mar 25



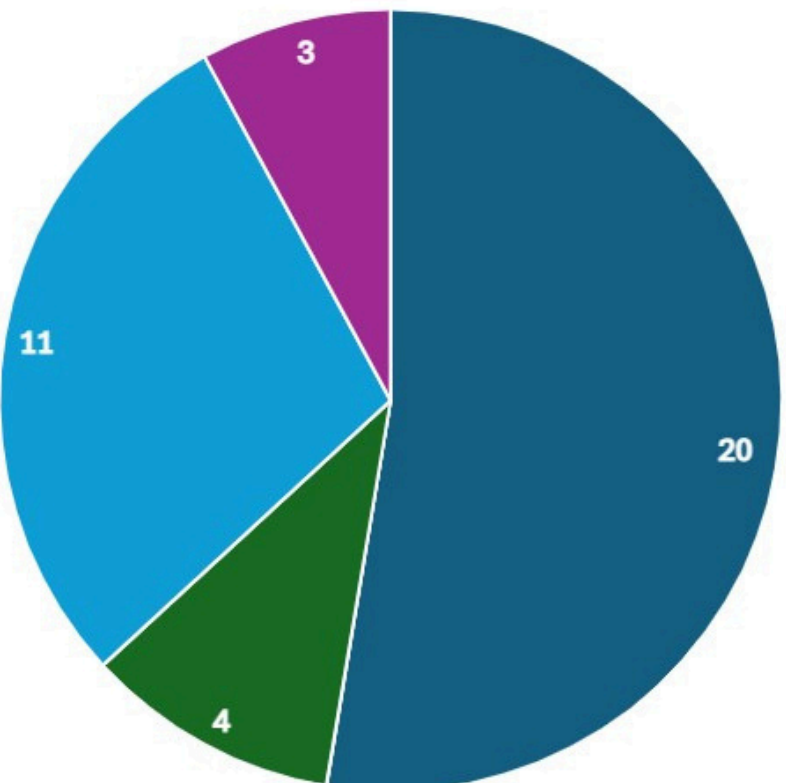
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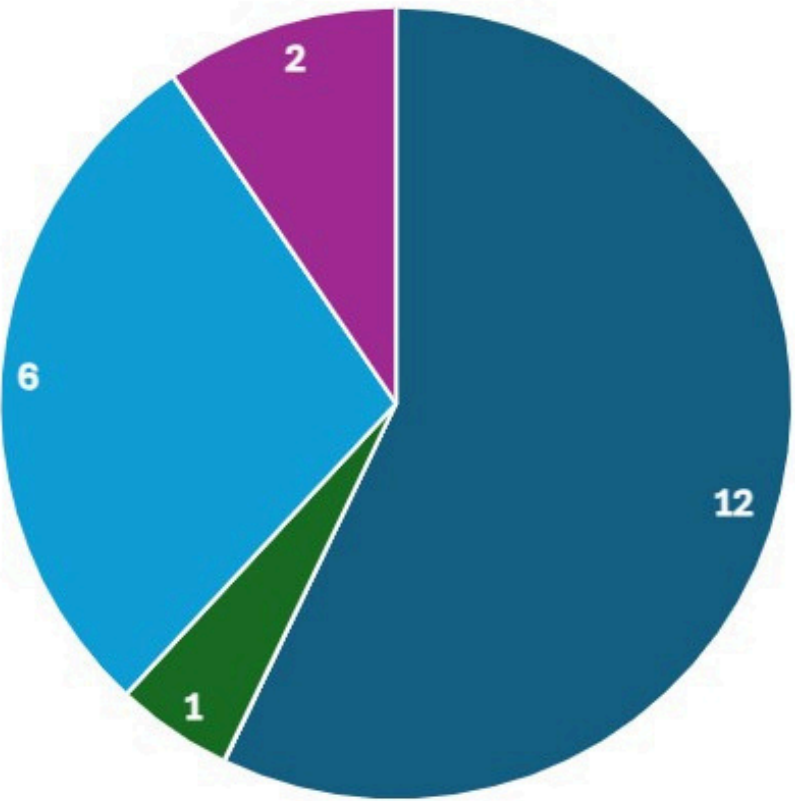
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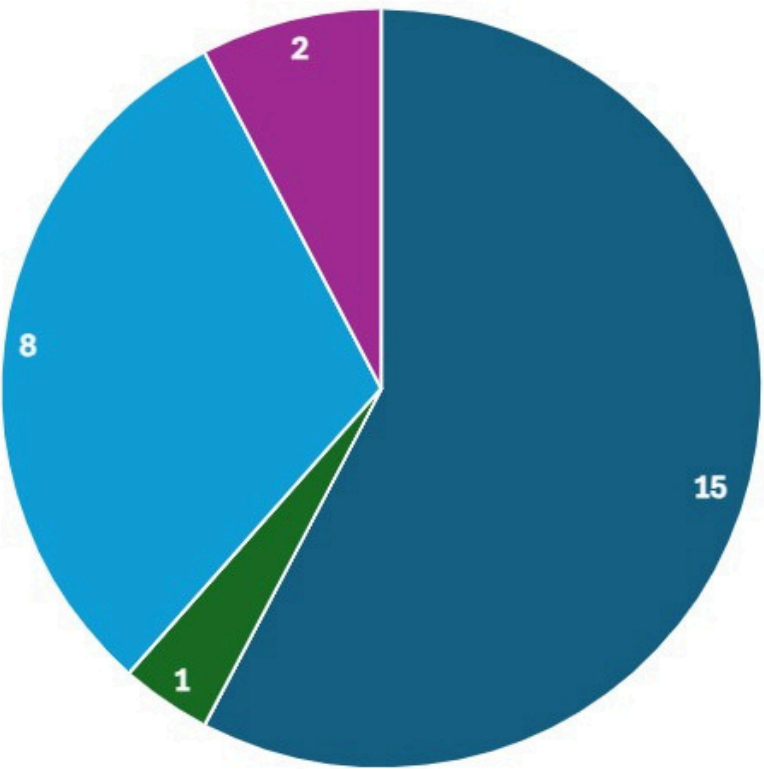
- Total number of clients receiving intervention 9 12 15
- Total number of residential nights provided 0 0 0
- Total number of clients who have case management with goals (objectives set (may include risk assessments / safety planning) 1 1 1
- Total number of clients completing interventions 3 6 8
- Total number of clients completing interventions with needs met (needs met = 80% of goals achieved in case plan). 0 2 2

1 Jul 24 - 30 Nov 24



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Sponsors & Tautoko

Te Whare Hauora Ōtautahi Women's Refuge is deeply grateful to our sponsors whose generosity and commitment enable us to continue delivering life-changing support to wāhine, tamariki, and whānau. Their contributions — both financial and in-kind — strengthen our capacity to provide safe housing, crisis response, education, and healing programmes grounded in kaupapa Māori values.

They highlight how local businesses, philanthropic trusts, and community partners collectively contribute to our overall funding base and help sustain vital services that reach across Ōtautahi.

By visually representing this support, we honour the collective effort of our sponsors who walk alongside us in the shared vision of a violence-free, empowered future for all whānau. Their partnership reflects the true spirit of kotahitanga — unity, generosity, and shared responsibility for community wellbeing.

Manaaki Whenua Land Research

Pegasus Town Knitting Group

Alpine Ice Skating

Christchurch Attractions

ANZ Bank

Te Puni Kokiri

Pak n Save

Initial

iPayRoll

Haloguard

Safelet

Ministry of Justice

Contact Energy

The Christchurch Aunties

Kiwi Christmas Books

Public Defence Service

PIPS

National Collective of Independent

Womens Refuges

Dignity NZ

Francis Ward

Pier Law

Community Correction

Resene

Ara

Underworld Fashions

Heart Kids Foundation

Arion Farm Education

Farmers

Bealey Hotel

Rangi Ruru school

The Warehouse

McDonalds Linwood

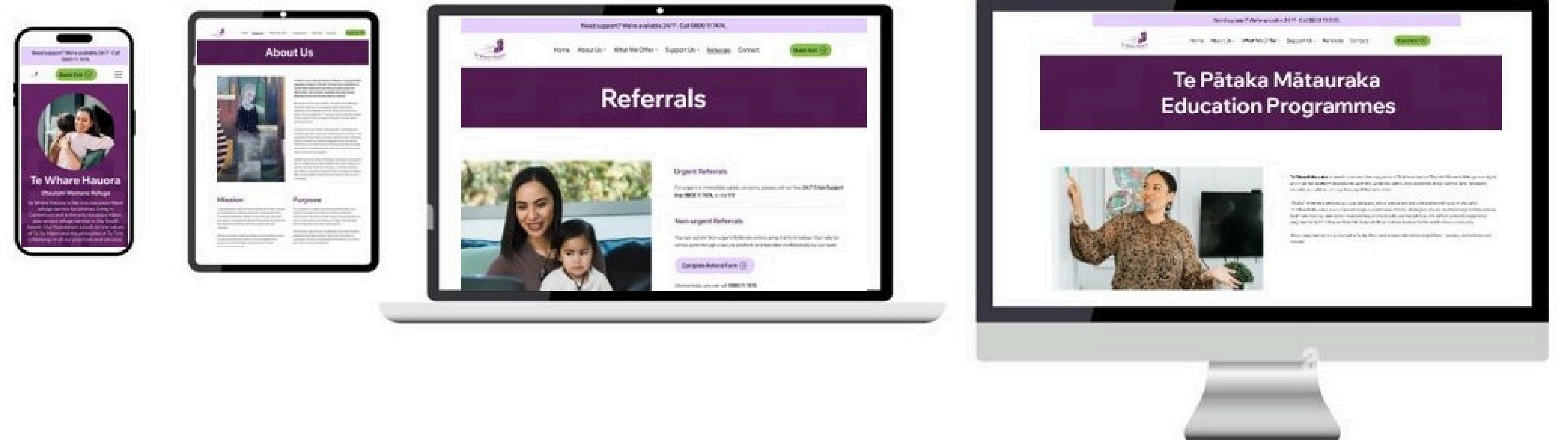
Te Putahitanga

Ministry of Social Development

Fresh Choice Barrington

LUSH

Kindness Collective



Future Innovation

www.tewharehauora.com

Te Whare Hauora Ōtautahi is entering an exciting new phase of digital innovation designed to strengthen connection, accessibility, and impact. We are developing a new website and online learning platform that will extend our kaupapa beyond the walls of our refuge, offering whānau, professionals, and community partners access to training, resources, and support from anywhere in Aotearoa. The platform will host online learning modules informed by kaupapa Māori and trauma-informed practice, empowering users with knowledge and tools to build safer, stronger whānau. Alongside this, a new online referral system will streamline how individuals and agencies connect with our services—ensuring timely, confidential, and efficient support for those in need. These innovations reflect our commitment to evolving with our community, embracing technology to enhance whānau wellbeing, and ensuring that Te Whare Hauora Ōtautahi remains responsive, accessible, and future-focused.



Financial Performance

Our audited accounts provide a transparent and comprehensive overview of Te Whare Hauora Ōtautahi Women's Refuge's financial performance and position over the past year. They demonstrate our ongoing commitment to integrity, accountability, and sound financial stewardship — values that underpin the trust placed in us by funders, partners, and our Māori community.

The accompanying pie graphs present a visual summary of our income and expenditure, offering clear insight into how funds are sourced, allocated, and invested to deliver services that uphold the safety, wellbeing, and mana of wāhine, tamariki, and whānau. These visuals help illustrate the balance between operational costs, programme delivery, and community initiatives, reflecting our dedication to both sustainability and impact.

By sharing our audited accounts in this way, we continue to strengthen transparency with our stakeholders and reaffirm our responsibility to ensure that every dollar contributes to a safer, more connected, and violence-free future for all whānau.



Performance Report

Otautahi Women's Refuge Incorporated
For the year ended 30 June 2025

Contents

- 3 Entity Information
- 4 Approval of Financial Report
- 5 Statement of Service Performance
- 6 Statement of Financial Performance
- 7 Statement of Financial Position
- 8 Statement of Cash Flows
- 9 Statement of Accounting Policies
- 10 Notes to the Performance Report
- 12 Independent Auditor's Report

Entity Information

Otautahi Women's Refuge Incorporated For the year ended 30 June 2025

Legal Name of Entity

Otautahi Women's Refuge Incorporated

Other Name of Entity

Te Whare Hauora

Entity Type and Legal Basis

Incorporated Society and Registered Charity

Registration Number

CC 48411

Entity's Purpose or Mission

The Society is formed to empower and support Whānau Māori & communities who choose a life free from violence and abuse in all its forms.

Entity Structure

Otautahi Women's Refuge is a registered incorporated society and registered charity, operating under the name *Te Whare Hauora*. The Refuge is based in Canterbury.

Entity's Governance Arrangements

The organisation is governed by a board comprising of a Chairperson, Treasurer, Secretary, and other elected members, as well as society members.

Te Whare Hauora employs two managers, collectively referred to as the *Taumata* (Management Team – Kaiwhakahaere and Kaiwhakawhirihiri). The managers have delegated authority from the board and may further delegate authority to staff as required. They oversee and manage the organisation's day-to-day operations.

Main Methods Used by Entity to Raise Funds

Te Whare Hauora raises additional funds through the National Annual Appeal Week, ongoing support from the NCiWR fundraising unit, and applications to a wide range of charitable organisations and grant-making bodies.

Entity's Reliance on Volunteers and Donated Goods or Services

Te Whare Hauora deeply values the individuals and organisations that make regular donations to our kaupapa. We also acknowledge the countless volunteer hours and specialist expertise contributed by our kuia and kaumātua, kaimahi, volunteers, whānau, hapū, and other supporters from both community and government sectors. These contributions play a vital role in sustaining and enhancing our services.

Postal Address

PO Box 7537, Sydenham, Christchurch, New Zealand, 8240



Approval of Financial Report

Otautahi Women's Refuge Incorporated For the year ended 30 June 2025

The Governing Board are pleased to present the approved financial report including the historical financial statements of Otautahi Women's Refuge Incorporated for year ended 30 June 2025.

APPROVED

Ivy Churchill

Board Chairperson

Date 4/11/25

Helene Hakaraia

Board Member

Date 4.11.25



Statement of Service Performance

Otautahi Women's Refuge Incorporated
For the year ended 30 June 2025

Description of the Entity's Outcomes

To empower and support whānau Māori & communities who choose a life free from violence and abuse in all its forms. To encourage and support whānau, hapu and iwi towards wellbeing. To encourage women, men and children towards personal growth, self determination and whānau responsibility. To provide kaupapa Māori intervention services for whānau Māori & communities choosing a life free from violence. To ensure and encourage personal safety. To provide services for personal health (mentally, physically or spiritually). To establish and maintain partnerships and relationships beneficial to the aims of the society.

	2025	2024
Number of Clients Assisted		
NCIWR - REGIONAL		
Brief Interventions	73	78
Metro Education Programme	2	-
Outreach Support	-	80
Rangatahi Individual Programme	14	11
Rangatahi Programme	1	2
Transitional Housing	16	10
Whānau Protect	37	34
NCIWR - NATIONAL		
Child Safety (NCIWR Baseline)	16	14
Community (NCIWR Baseline)	96	82
Residential (NCIWR Baseline)	34	39
Sustainable Housing	7	-
Crisis Line	1,160	1,057
INTEGRATED SAFETY RESPONSE		
Pols	-	733
MINISTRY OF JUSTICE		
Ministry of Justice Adult Safety Programme	5	-
TE PŪTAHITANGA O TE WAIPOUNAMU		
Whānau Ora Families in the Navigator Space	63	52
MINISTRY OF SOCIAL DEVELOPMENT		
Community Connector (Programme funding finished 2024 year)	-	50
Whānau Resilience	12	14
TE PUNI KOKIRI		
Te Herenga Tangata	7	10



Statement of Financial Performance

Otautahi Women's Refuge Incorporated
For the year ended 30 June 2025

	NOTES	2025	2024
Revenue			
Donations, koha, bequests and other general fundraising activities		39,328	151,920
Government service delivery grants/contracts		1,133,883	1,714,569
Non-government service delivery grants/contracts		358,128	415,293
Membership fees and subscriptions		45	105
Interest, dividends and other investment revenue		21,017	32,444
Other revenue		20,695	28,104
Total Revenue		1,573,096	2,342,436
Expenses			
Employee remuneration and other related expenses		999,179	1,292,960
Other Expenses Related to Service Delivery		432,160	385,364
Grants and donations made		540	2,485
Other expenses		154,000	60,270
Total Expenses		1,585,878	1,741,079
Surplus/(Deficit) for the Year		(12,782)	601,357



Statement of Financial Position

Otautahi Women's Refuge Incorporated

As at 30 June 2025

	NOTES	30 JUN 2025	30 JUN 2024
Assets			
Current Assets			
Cash and short-term deposits		1,236,078	1,211,811
Debtors and prepayments		109,413	266,066
Total Current Assets		1,345,490	1,477,877
Non-Current Assets			
Property, Plant and Equipment	2	472,019	399,048
Total Non-Current Assets		472,019	399,048
Total Assets		1,817,510	1,876,925
Liabilities			
Current Liabilities			
Creditors and accrued expenses		68,791	72,941
Employee costs payable		118,286	97,158
Deferred revenue		23,426	33,200
Loan		53,838	107,676
Total Current Liabilities		264,342	310,974
Total Liabilities		264,342	310,974
Total Assets less Total Liabilities (Net Assets)		1,553,168	1,565,950
Accumulated Funds			
Accumulated surpluses (or deficits)	3	1,553,168	1,565,950
Total Accumulated Funds		1,553,168	1,565,950



This performance report should be read in conjunction with the attached Accounting Policies, Notes and Independent Auditor's Report.

Statement of Cash Flows

Otautahi Women's Refuge Incorporated

For the year ended 30 June 2025

	2025	2024
Cash Flows from Operating Activities		
Operating receipts (money deposited into the bank account)		
Donations, koha, bequests and other general fundraising activities	39,328	151,920
Government service delivery grants/contracts	1,211,352	1,411,598
Non-government service delivery grants/contracts	352,843	415,915
Membership fees and subscriptions	45	105
Interest or dividends received	21,017	32,444
GST received	7,468	-
Other cash received	20,695	28,104
Total Operating receipts (money deposited into the bank account)	1,652,748	2,040,086
Operating payments (money withdrawn from the bank account)		
Employee remuneration and other related payments	(994,443)	(1,277,050)
Other payments related to service delivery	(429,356)	(386,300)
Grants and donations paid	(540)	(2,485)
GST paid	-	(13,002)
Total Operating payments (money withdrawn from the bank account)	(1,424,339)	(1,678,837)
Total Cash Flows from Operating Activities	228,409	361,249
Cash Flows from Other Activities		
Receipts from other activities		
Proceeds from loans borrowed from other parties	-	78,091
Total Receipts from other activities	-	78,091
Payments from other activities		
Payments to acquire property, plant and equipment	(150,304)	(174,719)
Repayments of loans borrowed from other parties	(53,838)	-
Total Payments from other activities	(204,142)	(174,719)
Total Cash Flows from Other Activities	(204,142)	(96,628)
Net Increase/(Decrease) in Cash	24,267	264,621
Bank Accounts and Cash		
Opening cash	1,211,811	947,190
ANZ Accounts	24,267	264,621
Closing cash	1,236,078	1,211,811



This performance report should be read in conjunction with the attached Accounting Policies, Notes and Independent Auditor's Report.

Statement of Accounting Policies

Otautahi Women's Refuge Incorporated
For the year ended 30 June 2025

Basis of Preparation

Otautahi Women's Refuge Incorporated is permitted by law to apply the Tier 3 (NFP) Standard issued by the External Reporting Board (XRB) and has elected to do so. A PBE may apply the standard if it does not have public accountability and has total annual expenses less than or equal to \$5,000,000. All transactions in the Performance Report are reported using the accrual basis of accounting. The Performance Report is prepared under the assumption that the entity will continue to operate in the foreseeable future.

Goods and Services Tax (GST)

Otautahi Women's Refuge Incorporated is registered for GST. All amounts are stated exclusive of goods and services tax (GST) except for accounts payable and accounts receivable which are stated inclusive of GST.

Income Tax

Otautahi Women's Refuge Incorporated is wholly exempt from New Zealand income tax having fully complied with all statutory conditions for these exemptions.

Bank Accounts and Cash

Bank accounts and cash in the Statement of Cash Flows comprise cash balances and bank balances (including short term deposits) with original maturities of 90 days or less.

Changes in Accounting Policies

There have been no changes in accounting policies. Policies have been applied on a consistent basis with those of the previous reporting period.

Revenue

Contracts for services

Revenue from contracts is recognised as services are provided or according to the terms of the agreement. Any funding received for future periods is recognised in Deferred Revenue

Donations and bequests received with no documented expectations over use

Donations, koha, bequests and other fundraising revenue with no documented expectations over use are recognised as revenue when cash is received.

Donations and bequests received with documented expectations over use

Donations, koha, bequests and other fundraising revenue with documented expectations are initially recorded as deferred revenue. As the documented expectations over use are met the deferred revenue balance is reduced and revenue is recorded.

Interest revenue

Interest revenue is recognised as it is earned during the year.

Fixed Assets

Property Plant and equipment is initially recognised at cost and depreciated over the assets estimated useful life.



Notes to the Performance Report

Otautahi Women's Refuge Incorporated
For the year ended 30 June 2025

1. Contracts

The organisation provides services that support the immediate, ongoing, and long-term needs of wāhine, tamariki, and whānau affected by family violence.

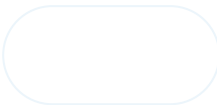
Contracts to provide these services are held with a number of agencies in the 2025 year including:

- Ministry of Justice
- Te Putahitanga o Te Waipounamu
- National Collective of Independent Women's Refuges for both a regional service and to assist with transitional housing
- Nga Maata Waka
- Ministry of Social Development

	2025	2024
2. Property, Plant and Equipment		
Buildings		
Opening Balance	180,052	134,405
Building additions at cost	142,142	52,419
Depreciation movement current year - buildings	(10,285)	(6,772)
Total Buildings	311,910	180,052
Motor Vehicles		
Opening Balance	166,653	85,581
Vehicle additions at cost	-	65,573
Depreciation movement current year - vehicles	(49,996)	15,499
Total Motor Vehicles	116,657	166,653
Furniture and Fittings		
Opening Balance	8,678	11,453
Depreciation movement current year - furniture and fittings	(2,064)	(2,775)
Total Furniture and Fittings	6,614	8,678
Other Fixed Assets		
Opening Balance	43,664	61,942
Fixed assets additions at cost	7,099	11,480
Depreciation movement current year - fixed assets	(13,925)	(29,757)
Total Other Fixed Assets	36,839	43,664
Total Property, Plant and Equipment	472,019	399,048
	2025	2024

3. Accumulated Funds

Accumulated surpluses or (deficits)		
Opening Balance	1,565,950	973,376
Retained earnings/Accumulated funds	-	(8,783)



	2025	2024
Current year earnings	(12,782)	601,357
Total Accumulated surpluses or (deficits)	1,553,168	1,565,950
Total Accumulated Funds	1,553,168	1,565,950

4. Deferred Revenue

Deferred revenue relates to Te Taura Tautoko fund for expenditure on clients when it is needed. The current year balance is \$23,426 and the prior year balance was \$33,200. There is no set deadline for spending the remaining funds.

	2025	2024
Commitments to lease or rent assets		
In the next year	175,129	69,580
Total Commitments to lease or rent assets	175,129	69,580

6. Contingent Liabilities and Guarantees

The Society has initiated action to enforce payment of an outstanding invoice owed from services provided in the 2024 financial year. There is no indication yet whether this will be resolved through mediation or by legal means. If legal action eventuates the final amount of any additional legal costs incurred pursuing this recovery is uncertain.

7. Assets Used as Security for Liabilities

The entity has a loan with Honda New Zealand which is secured over two vehicles which were purchased from Honda. At balance date the loan balance was \$53,838

8. Related Party Transactions

There were no transactions involving related parties during the financial year.

9. Ability to Continue Operating

The entity will continue to operate for the foreseeable future.

10. Transition to Tier 3 (NFP)

This is the first year the Trust has reported under the new Tier 3 (NFP) Standard. Prior year comparatives have been restated for consistency and comparability. There is no change to the prior year surplus or closing equity.

INDEPENDENT AUDITOR'S REPORT
To the Executive Committee of Otautahi Women's Refuge Incorporated

Opinion

We have audited the accompanying Performance Report of Otautahi Women's Refuge Incorporated on pages 3 to 11, which comprises the Entity Information, the Statement of Service Performance, the Statement of Financial Performance and Statement of Cash Flows for the year ended 30 June 2025, the Statement of Financial Position as at 30 June 2025, a Statement of Accounting Policies and Notes to the Performance Report including material accounting policy information and other explanatory information.

In our opinion, the accompanying Performance Report presents fairly, in all material respects:

- the entity information for the year ended 30 June 2025;
- the service performance for the year ended 30 June 2025, in that the service performance information is appropriate and meaningful and prepared in accordance with the entity's measurement bases or evaluation methods;
- the financial position of Otautahi Women's Refuge Incorporated as at 30 June 2025, and its financial performance, and cash flows for the year then ended,

in accordance with the Tier 3 (NFP) Standard issued by the New Zealand Accounting Standards Board of the External Reporting Board (XRB).

Basis for Opinion

We conducted our audit of the Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows, Statement of Accounting Policies and Notes to the Performance Report in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)), and the audit of the Entity Information and Statement of Service Performance in accordance with New Zealand Auditing Standard 1 (Revised) 'The Audit of Service Performance Information' (NZ AS1 (Revised)). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Performance Report section of our report. We are independent of Otautahi Women's Refuge Incorporated in accordance with Professional and Ethical Standard 1 'International Code of Ethics for Assurance Practitioners (including International Independence Standards) (New Zealand) issued by the New Zealand Auditing and Assurance Standards Board, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other than in our capacity as auditor we have no relationship with, or interests in, Otautahi Women's Refuge Incorporated.

Executive Committee' Responsibility for the Performance Report

The Executive Committee are responsible on behalf of the entity for:

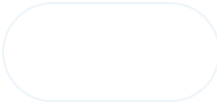
(a) the selection of elements/aspects of service performance, performance measures and/or descriptions and measurement bases or evaluation methods that present service performance information that is appropriate and meaningful in accordance with the Tier 3 (NFP) Standard;

(b) the preparation and fair presentation of the Performance Report which comprises:

- the Entity Information;
- the Statement of Service Performance; and
- the Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows, Statement of Accounting Policies and Notes to the Performance Report in accordance with the Tier 3 (NFP) Standard, and

(c) for such internal control as the Executive Committee determine is necessary to enable the preparation of a Performance Report that is free from material misstatement, whether due to fraud or error.

In preparing the Performance Report, the Executive Committee are responsible on behalf of the entity for assessing the entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Executive Committee either intend to liquidate the entity or to cease operations, or have no realistic alternative but to do so.



Auditor's Responsibilities for the Audit of the Performance Report

Our objectives are to obtain reasonable assurance about whether the Performance Report is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance ISAs and NZ AS1 (Revised) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of users taken on the basis of this Performance Report.

As part of an audit in accordance with ISAs (NZ) and NZ AS1 (Revised), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the Performance Report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Obtain an understanding of the process applied by the entity to select its elements/aspects of service performance, performance measures and/or descriptions and the measurement bases or evaluation methods.
- Evaluate whether the selection of elements/aspects of service performance, performance measures and/or descriptions and measurement bases or evaluation methods present an appropriate and meaningful assessment of the entity's service performance in accordance with the applicable financial reporting framework.
- Evaluate whether the service performance information is prepared in accordance with the entity's measurement bases or evaluation methods, in accordance with the applicable financial reporting framework.
- Conclude on the appropriateness of the use of the going concern basis of accounting by the Executive Committee and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the Performance Report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the Performance Report, including the disclosures, and whether the Performance Report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Executive Committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



Smith and Jack Limited
Christchurch
4 November 2025

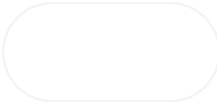


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