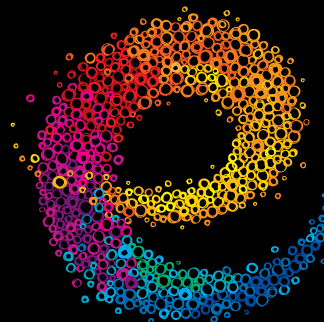




enrich+

2014

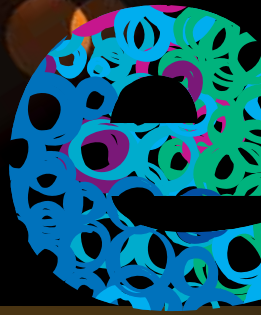
ANNUAL REPORT



enrich+

education + employment + empowerment

ngā ara whakahura



purpose

Enrich+ works alongside individuals to develop their skills and abilities and enhance inclusion in the communities of their choice

Ka mahi ā Enrich+ ki te taha o ngā hunga kia whakapakari ai ā rātou pūmanawa i roto i te iwi kāinga o rātou kowhiritanga

vision

A life like any other

He oranga pērā tonu ki ētahi



enrich+

education + employment + empowerment

ngā ara whakahura

values

Person driven - Kōkiritia

The people we support are able to influence the service they receive to meet their own aspirations and goals; we offer people choices and we seek their input into service development, delivery and review; we actively listen and take time to respond appropriately.

Helpfulness - Awhinatia

We help each other, the people we support and the community; nothing is too much trouble.

Bicultural Practice - Mahi tikanga rua

Through our commitment to the Treaty of Waitangi, we are two originally distinct cultures co-existing; we ensure that each staff member is able to work respectfully and comfortably, with both Māori and Pakeha.

Professional Practice - Mahi toa

We appropriately fulfil our role to the best of our ability, following policies and procedures; we continually monitor our emotions to ensure good behaviour; we are willing to give, accept and seek constructive feedback; we are honest.

Excellence - Tino pai rawa atu

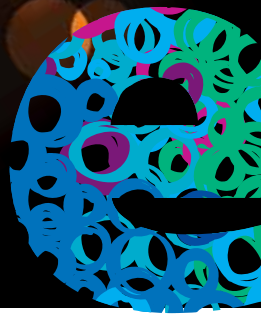
We provide the best possible service to the people we support; respectful relationships are the key to excellence in service delivery; we ensure we are up to date with best practice, and are driven by business excellence principles.



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Enrich+

Enrich+ is a not for profit charitable trust with our Service Centre located in Te Awamutu. We service the Waikato and King Country as well as Taupo and Rotorua, with 46.5% of our work based in Hamilton.

Enrich+ supports individuals to have a 'life like any other'. Through education, employment and empowerment, we help each person to be a real part of the communities of their choice. These paths of discovery (ngā ara whakahura) are about enabling the person to be in control of their own life. Our involvement may be very short term, or in some instances, may be over a number of years, depending on the persons situation.

We offer both formal (through our Education arm) and informal educational opportunities. We incorporate Tikanga best practice into our day to day work and support, and aim to help each person to feel comfortable with a bicultural approach. We welcome every person and their whānau, and respect their identity, whatever their culture.

Our team have high standards and expectations for the people we educate and support. Employees are innovative, open to new ways of doing things, and well educated. They work with students, clients and communities, to create opportunities for learning and engagement in a range of settings, activities and employment.

Enrich+ works in partnership with other organisations, such as Physio Plus Te Kuiti, with whom we have a rehabilitation service - Work

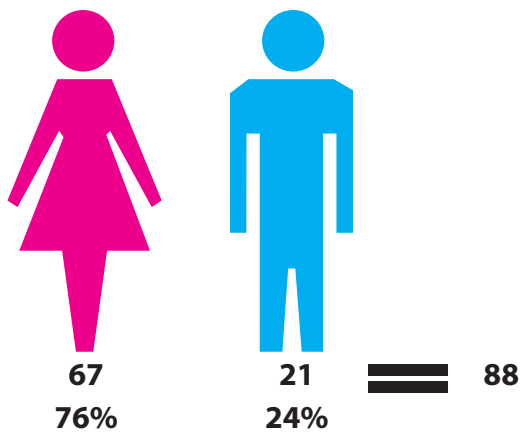
Outcomes. We also work in partnership with Whakamarama Marae. Enrich+ has a close relationship with Manuka Health and PAK'nSAVE who have made it possible for people with disabilities to obtain work experience, and employment within these companies. Employment options for people with disabilities have also been created through contract work with Mystery Creek, Waipa District Council, the Waikato District Health Board and Claudelands Event Centre.



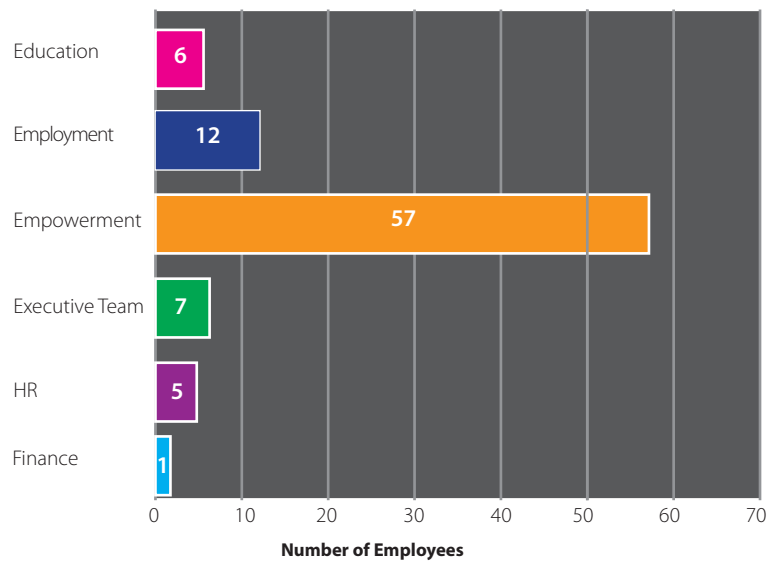
Employee Statistics

July 2013 - June 2014

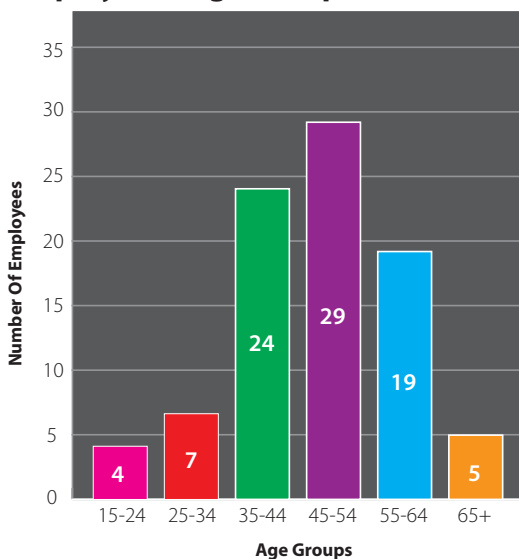
Employees by Demographic



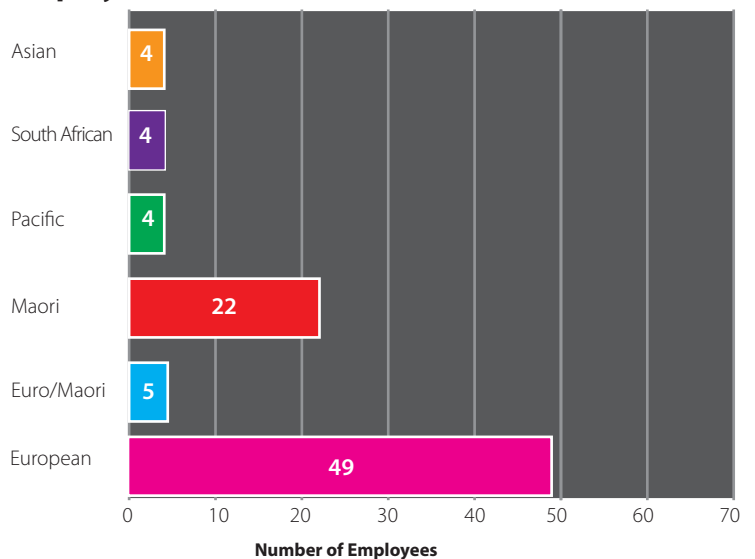
Employee Numbers by Service Area

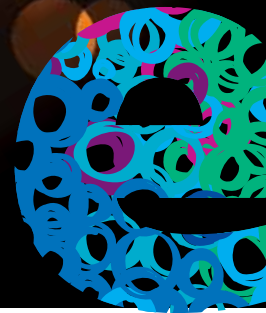


Employees - Age Groups



Employees - Ethnicities





Enrich+ Trust



Paul Bennett
Chairperson



Simon Lockwood
Deputy Chairperson



Caroline Arrell



Kataraina Hodge



Paula Baker



Raywin Balderston

The governing board for Enrich+ are responsible for:

- establishing and / or reviewing the goals and objectives of the organisation and ensuring an effective process for long-term planning based on the Trust Deed, trends for practices for such services and the contractual requirements of our funders
- determining the priorities and policies of the Trust
- endeavouring to ensure adequate funding for the Trust and being responsible to the funders, the clients and the community for the efficient management of the funds



Chairperson's Report

In last year's Annual Report I wrote:

In the sector that we work in there are two things that we can be assured of – change and uncertainty. That has provided challenges for both the Board and the Executive Team over the past year.

That certainly turned out to be the case – particularly in the Education part of our services. In that service the loss of the Training for Work contract in the previous year prompted us to review how we participate in this area amid ongoing funding and structural changes within the sector. Further challenges with the Youth Guarantee contract in particular lead us to intensify the review process during 2014.

The Board reached a conclusion that loss making services should not continue to be supported at the expense of other areas of our work. In making that decision the Board also considered the significant amount of attention required by the Executive Team. We can now move on in a far more positive manner.

In Education we will continue with our Literacy and Numeracy programme and will look for other opportunities in this sector providing they are financially self supporting.

Enrich+ has been delivering vocational services to people with a disability for almost 25 years with a focus on individuals being able to develop their skills and enhance inclusion in the communities of their choice.

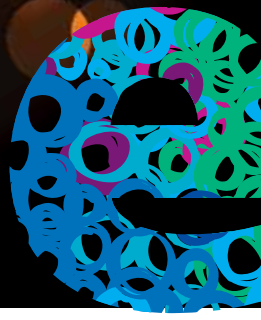
Our focus remains on open employment within our community. We continue to work closely with

mainstream employers, fostering opportunities for real employment for the people we support. Our thanks to Manuka Health, Mystery Creek, Pak 'n' Save, Waipa District Council, Claudelands Event Centre and the Waikato District Health Board for their support in assisting people to gain work experience and employment.

Our Empowerment service aims to help people develop the connections, relationships, and every day skills needed to have 'a life like any other' through a range of services designed to provide support so that people have choice and control over their lives.

In 2013, Enrich+ recognised that people on the Autism Spectrum are very poorly catered to in New Zealand, and scoped the development of an Autism Spectrum Service. While this is still in the early stages, it is an exciting new phase in our development. It is estimated that one person out of 100 people will be on the spectrum so that means that around 40,000 people will have the disorder in New Zealand. While this figure includes people at the higher functioning end of the spectrum all people with the condition share a difficulty in making sense of the world, and often need help with communication and understanding social situations and expectations.

Autism support services are poorly funded. We will need to develop innovative ways to support the running of the service beyond the money we can expect from government and fee-for-service programmes. It is possible that we may choose to partner with other organisations



Chairperson's Report - Continued

involved in providing services to those with autism. Our grateful thanks to the Greenlea Foundation (Greenlea Premier Meats) and the Lion Foundation for their support in helping us to establish this service.

Enrich+ has experience in working in partnership with other organisations and options for further partnerships will be reviewed during the coming year.

The changes to health and safety legislation which comes into effect in April 2015, brings about very significant changes in expectations of both governance and management. The Enrich+ board have been preparing for this change, in conjunction with the management team. The requirements of trustees to alongside the management team, 'manage' health and safety, does create a different relationship, and no doubt will require some adjustments over time as we implement the new system.

Our Executive Team, led by CEO Wendy Becker, have again faced a number of challenges during the year extremely well. Our organisation is very

well managed and that gives the Board a great deal of confidence. We have been through a period of change and uncertainty. While that has not been without its challenges I am confident that we are now a much stronger and more focused organisation.

The year was capped by the Enrich+ team being announced the winners of the Excellence in Social Enterprise Award and going on to be crowned the Supreme Overall Winner at the Waipa Networks Business Awards 2014. A magnificent achievement.

Finally, my thanks to my fellow Trustees Simon Lockwood, Paula Baker, Raywin Balderston, Kataraina Hodge and Caroline Arrell. I would like to formally acknowledge their support, wise counsel and commitment to Enrich+.

Paul Bennett

Chairperson



Enrich+ Property Trust



Sam Lewis
Chairperson



**Malcolm
Macpherson**



**Russell
Vincent**

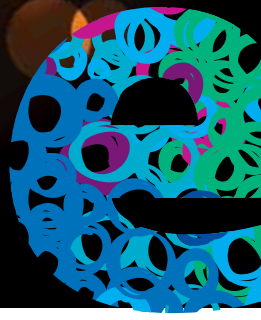
The Property Trust own a number of premises, which are leased to Enrich+. The organisation carries out its core activities, including service delivery, training and administration from these premises.

Chairperson's Report

The Property Trust has had a good year, steadily reducing debt levels, and adjusting mortgages to take full advantage of the lower rates that are available when secured against the Mahoe Street Property. The trust signed an agreement with the Enrich+ Trust which clarified the relationship between the two entities, and also stressed that all transactions should be on a commercial footing.

With the move of some Empowerment Services from AgResearch's facilities at Ruakura into Princes Street, the trust is pleased that these premises continue to be fully utilised by the organisation. We are part way through an upgrade of the facility, in preparation for the shift from Ruakura prior to Christmas this year.

Sam Lewis
Chairperson



CEO Report

I am proud to report the Supported Employment Team this year set the pace, and along with the Worx team, achieved excellent results in exceeding our contract requirements, getting 94 people into open employment with approximately 80 employers. Some of the people we support achieved full time jobs, while others achieved part time employment. There have been very few who have since lost their jobs – a testament to the quality of training and work experience offered to the 20% of those referred, who at that time were considered to be a challenge to get into employment. And for the remaining 80%, through coaching and support, and our staff developing and maintaining great relationships with employers, we have seen issues being resolved before they become problematic. The people we support have developed their confidence and skills in their place of employment, and employers are wanting to recruit other people with disabilities because it has been a win-win situation. Work has also begun on a social change project, 'Just One Day', which is focused on changing employers' attitudes towards employing people with disabilities, funded by the Think Differently Campaign.

Tertiary Education Commission (TEC) funded education services have been through a tumultuous time over the past year, and our Private Training Enterprise is no exception. While we began the financial year with an intention to expand services potentially through merger or acquisition this was not to be. In October 2013, the TEC announced they would cease to fund

Foundation Focused Training Opportunities (FFTO) programmes across the country and the changes were implemented almost immediately. It was with sadness that we had to exit services in New Plymouth and Paeroa. This was a very difficult time for the staff, who had over the years positively influenced so many peoples' lives through education. For small rural communities such as Paeroa, the loss of such training was a real blow.

While our education team did a sterling job in the Youth Guarantee programme, we were unable to attract enough students to the courses we were offering and sadly, the decision was taken to exit at the end of the financial year. Our thanks go to ATC, who were very accommodating and agreed to transition our students into their courses. This did involve a transition plan, and changes to their courses to accommodate our students' needs.

The work Enrich+ has been doing on the Enabling Good Lives project, has been very timely given the changes the Ministry of Health (MOH) introduced at the end of 2013. Along with all other vocational providers in New Zealand, there was a decision taken that there would be no new client referrals to vocational services from the MOH from the beginning of January 2014. While there has for some time been general agreement that vocational services should sit with and be funded by the Ministry of Social Development (MSD), we were disappointed that there was no accompanying transition plan, to ensure that people with disabilities and their families were appropriately catered to. The short



to medium term outcome of this decision has been a reduction in choices for individuals and their families, unless they are in a position to pay for such services themselves.

The focus on ensuring the voice of people with disabilities is heard, has further intensified over the past year. There have been new sector initiatives developed that firmly place the choice and control in the hands of those who require the services, some of which enable people with disabilities and their families to hold Government funding, and make their own choices about where and how that is spent. While few of these options are available yet in the Waikato, we have a small number of people who are now purchasing services from us, out of their own pocket. Enrich+ is committed to providing a comprehensive range of quality services. And we have developed new services in line with helping individuals to focus on their goals, with the aim of supporting each to have 'a life like any other'. I have been very impressed with the significant changes several people we support have already achieved, and acknowledge that this has required real partnerships between individuals, families, our staff, and members of the community, as we have challenged each other to new possibilities, and to reducing reliance on disability services. At the heart of this slowly shifting culture, has been an absolute commitment to helping each person, and in some instances their families, to grow their trust in themselves, help build their confidence and self-esteem, and to expect more from their lives.

Along these lines, we were delighted with the response to an (NZDSN) New Zealand Disability Support Network conference presentation (August 2014) delivered by Stacey Parker, Sharleen Greenwood, Luke Robinson, and Nikita Brown. In this presentation the team shared their stories of achieving independence and the incredible impact it had on Shar and Stacey's day to day lives. We were excited to be asked to share our experience with other vocational providers in the lower South Island, to assist similar shifts in thinking and service delivery. We are currently exploring how we might do this.

Possibly the most exciting development over the past year has been the Autism Spectrum Disorder (ASD) service. In 2013, the Board encouraged and endorsed a scoping exercise, to explore the potential to develop an ASD service. The resulting proposal was developed and signed off in December 2013, with an identified service initiative focus on teenagers and young adults, in recognition that there were virtually no services available to people with ASD, over 10 years of age. Successful funding applications were made to both the Greenlea and Lion Foundation, and we are most appreciative of their support of this initiative. It took time to find the right leader and in July 2014, Amanda Phillips was appointed as the service manager. The community response to the ASD service initiative has been excellent, and we look forward to the next layer of development.

With the changes occurring in the education and disability sectors, we have over the last year, had to constantly re-evaluate our organisational



CEO Report - Continued

structure, and staffing skills against new workforce requirements. The education staff team was downsized with the changes to contracts. We also restructured our middle management, to ensure we are able to meet the increasing demands for individualised services, facilitation and coaching. Sadly, there were several redundancies as a result of these two major changes. With the resignation of Stephanie Shores, HR Executive Leader, an opportunity arose to restructure the Executive Team. The resourcing functions were realigned with the finance role, and Amour Louwrens title became Business Management Executive Leader. The move of 'resources' freed up Martyn Parkes to concentrate solely on the Employment portfolio.

A revised Education Executive Leader position was developed which encompasses the oversight of our Private Training Establishment, internal staff education, and development of new educational opportunities for people with disabilities. We were delighted to appoint Julie Gowan to this role, and Felicity Beets has recently accepted the role of HR Advisor.

With the changing demands on staff, there has been a recognition of the need for leadership training. With the financial support of Te Pou, we offered leadership training to all of our middle management and Executive Team. Suzanne Wilson offered this training on site, over a 28 week period. There were 17 staff who graduated in September 2014, with a Certificate in Applied Leadership, Level 4. This was a wonderful event, celebrated along with members of the Board, staff, families and friends, and some of our local

members of Parliament.

This year, the Executive Team have worked hard to develop meaningful key performance indicators, and we are now working on the development of better outcome measures. There has also been substantial work undertaken on streamlining and modernising processes, such as our leave requests, timesheets, and room and vehicle booking systems. Along with most other organisations in New Zealand, we have also been preparing for the changes due to the Health and Safety legislation and systems, in early 2015.

Enrich+ is involved in disability sector development, through various networks. Martyn Parkes, Employment Executive Leader is a member of the committee who advises on supported employment issues as part of the NZDSN, and I have the honour of chairing the NZDSN Board. Suzanne O'Shaughnessy, Empowerment Executive Leader is on the Enabling Good Lives Waikato Leadership group. This group is a collaboration of consumers, families and providers, who are responsible for advising on the development and roll out of the Enabling Good Lives project and funding in the Waikato. And more recently, Amour Louwrens has become a board member of the Te Awamutu Chamber of Commerce. We are proud to support the Te Awamutu Chamber, and in turn to support the local community, which over the years has continued to support us extremely well.

Possibly the biggest highlight of the year was being announced the winner of the Social Enterprise Award, and then Supreme Overall Winner of the Waipa Network Business Awards.



This was such a wonderful acknowledgement of each and every member of our staff, and the work that they do. While the Awards application requires information on leadership, business performance, quality and systems, and planning, it also requires information on customer focus, people management, innovation and knowledge. The integration of the desired attributes of a good business, need to be present at each level of the business, and this I believe, is where Enrich+ excelled. I would like to acknowledge the Te Awamutu Chamber of Commerce, and the local community for their support. The Award does help to change the perception of not for profit, charitable status organisations, and in some ways puts us on a more equal footing with for profit businesses.

I would like to thank everyone who has contributed to the development of quality Enrich+ services over the year; our staff – for their passion, aroha and skill in coaching and supporting people to 'be

all that they can be', and to leading a really good life. I thank the Executive Team for their drive, determination, tolerance, and commitment. I also wish to acknowledge the Enrich+ and Property Trust Boards for their commitment, challenge, and support over what has been an eventful year. And finally, to the people we support who choose to use our services, and their families, I thank them for their faith in us, and for their advice and feedback. This is so important in ensuring that our services are accessible, relevant and add value so that people may have 'a life like any other'.

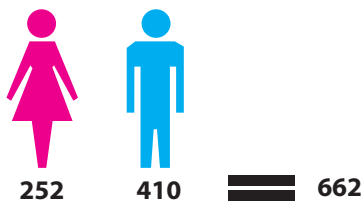
Wendy Becker

CEO

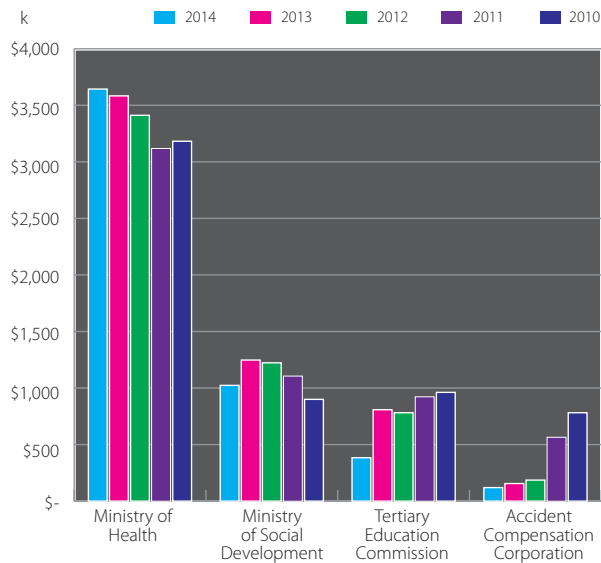
Student And Client Statistics

July 2013 - July 2014

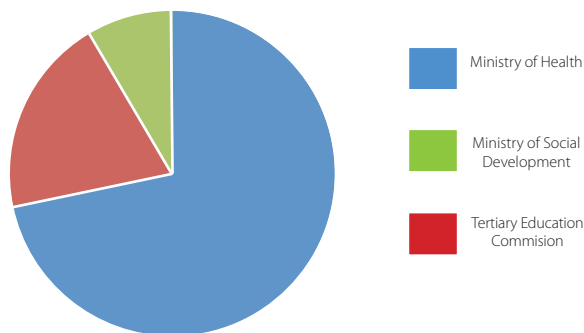
Students and Clients by Demographic
(Excluding Work Outcomes)



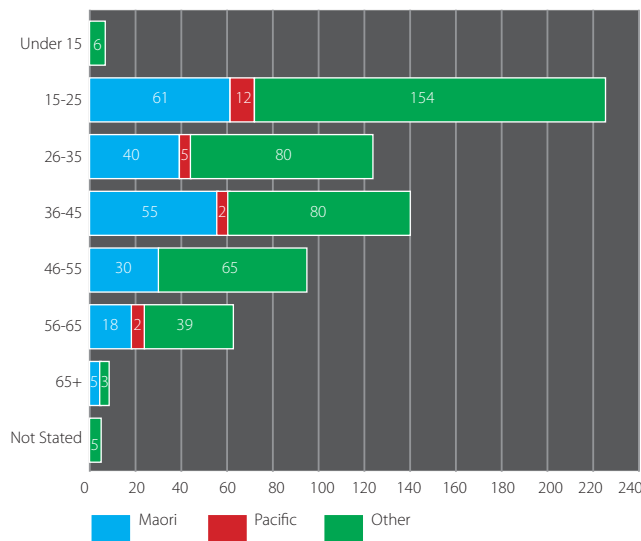
Government Contracts Income 2010-2014



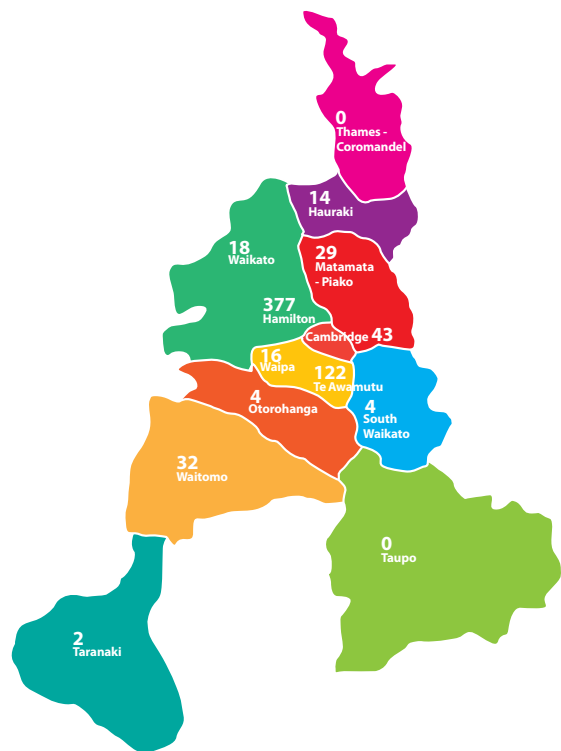
Government Contracts Income



Students & Clients by Age Groups & Ethnicity



Students & Clients by Geographical Area

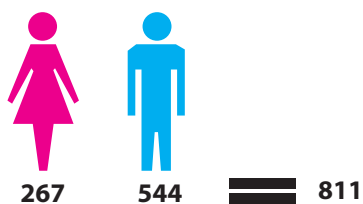




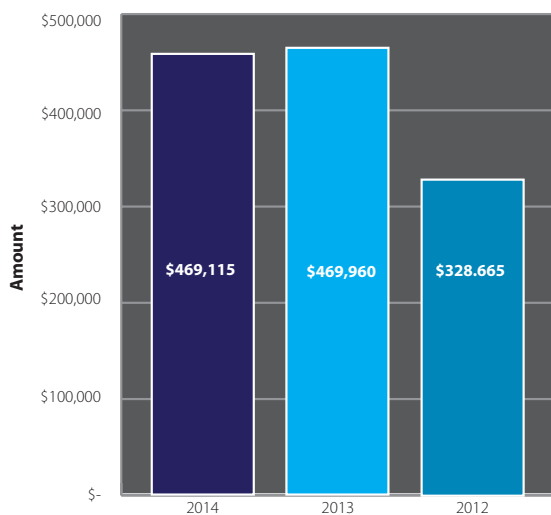
Work Outcomes Client Statistics

July 2012 - June 2014

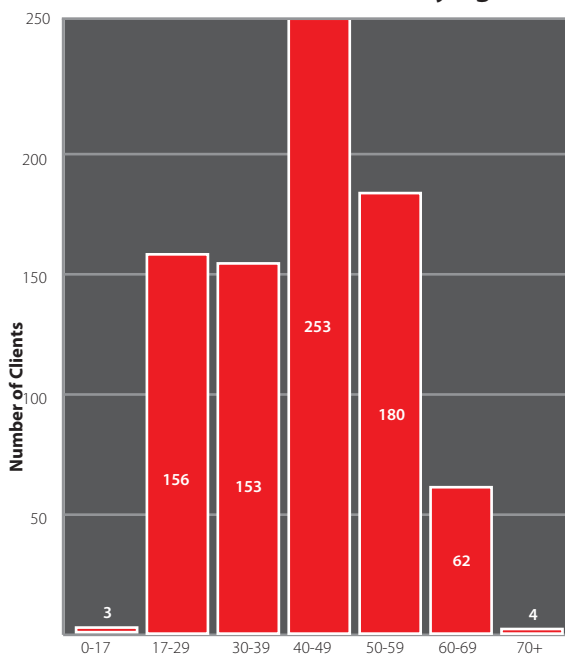
Total Work Outcomes Clients by Demographic



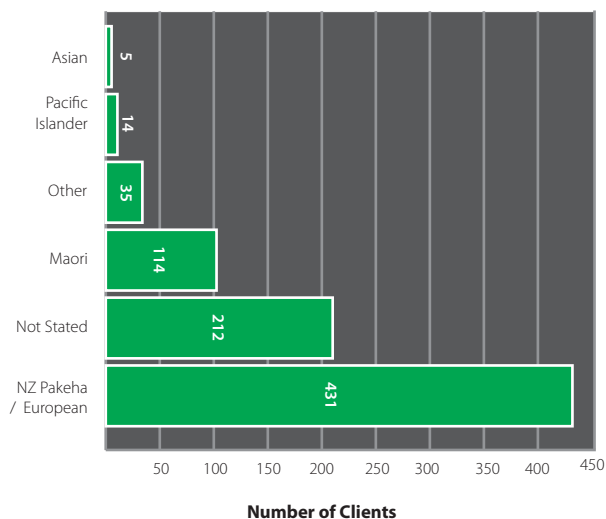
Work Outcome Sales



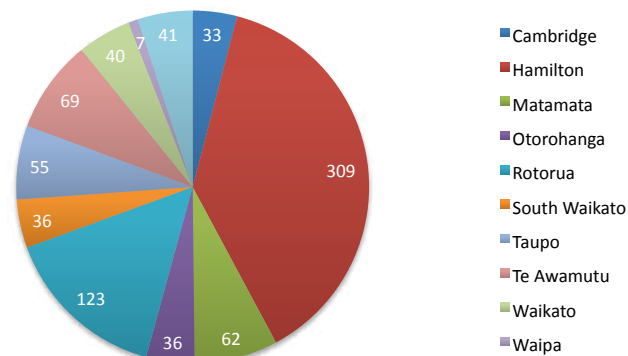
Total Work Outcomes Clients by Age Groups

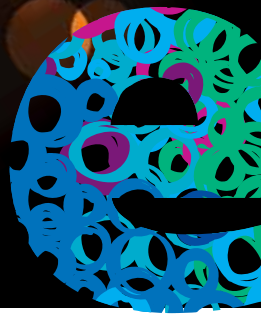


Total Work Outcomes Clients by Ethnicities



Total Work Outcomes Clients by Geographical Area





Education

Our Education team provide a range of quality employment-focused training giving students the opportunity to learn new skills at their own pace. The programmes are foundation focused, and enable students to pathway into higher levels of education with a range of other institutions, or into employment.

LITERACY PROGRAMME

This programme provides individuals with support to improve their reading, writing and numeracy. The programme ranges from beginner to advanced levels and there is also an English Language (ESOL) programme available.

CARING FOR YOUNG CHILDREN PROGRAMME

This programme is for 16-17 year olds, who wish to develop skills, knowledge and experience to work with children. Students gain;

- the National Certificate in Employment Skills Level 1
- the National Certificate in Early Childhood Education and Care Level 3
- Credits towards a National Certificate in Educational Achievement Level 1 and 2
- Literacy and numeracy credits

RETAIL AND EMPLOYMENT PROGRAMME

This programme is for 16-17 year olds, who wish to develop skills, knowledge and experience to work with in retail. Students gain;

- the National Certificate in Employment Skills Level 1
- the National Certificate in Retail Level 2
- Credits towards a National Certificate in Educational Achievement Level 1 and 2
- Literacy and numeracy credits

The Caring for Young Children and Retail and Employment programmes closed in July 2014.



Employment

The main focus of the Employment team is to support people into paid work, whether they are facing challenges due to a disability or following an accident. We will help them to identify their dreams and goals around employment, and then agree on a plan to achieve sustainable mainstream employment.

WORX

People referred to the service will engage in work experience initially to build up their motivation and skills, and gain a better understanding of their potential responsibilities as an employee. As they progress they will then have the opportunity to engage in paid work.

SUPPORTED EMPLOYMENT

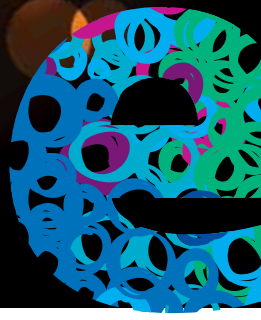
When a person is ready for work, an Employment Consultant will meet with them, to understand their work aspirations and help them to identify potential career paths and jobs. The consultant will call on employers to find appropriate opportunities and help the person through the interview process. Once employed, they will continue to be supported by the consultant as long as required.

REHABILITATION SERVICES

In partnership with Physio Plus Te Kuiti, our Occupational Therapists work with clients referred through ACC and Active+ following an accident to support them to maintain their current employment. We might look to find ways that they can retain their original job with some modifications to their role or their physical environment, or alternatively suggest a totally new role. As a last resort we will work with the client to secure a job with a new employer that is better suited to their abilities.

We also provide services for people significantly disabled due to an accident or injury that supports them to engage more with the community, become more independent, and if possible secure paid employment.

We provide advice to employers around preventative measures that can reduce the possibility of accident or injury in the workplace that can lead to long term absences, and reduced productivity.



Empowerment

Our Empowerment team support people to have the life that they want. We assist people to develop the connections, relationships, and everyday skills they need to have 'a life like any other' in the community of their choice.

The support we offer is flexible and organised to make sure people have choices and they are in control of what they are doing. We offer people a one to one service, opportunities to learn in a group situation, or a mix of both. Each person has a personal plan designed around their goals and aspirations and we work with them and their whānau to get what they want.

Our services are mostly offered in everyday type environments – so if a person is interested in hair and makeup, then they can expect to be

learning skills for 'looking good' in a salon. Or if they have a passion for retail, then we will help them to learn what they need to know in a real retail environment. We offer support to people to find their niche, and be contributing members of their local community, for example taking part in clubs or local events, or being a volunteer for an organisation they have a passion for.

We provide opportunities for people to recognise their strengths and build self-esteem and confidence. For some this is about developing the skills to speak up in front of others, build friendships, run meetings, and for those who are really keen, to present at conferences! For others it may be to learn about their own health and self-identity.



The End of an Era

By Julie Gowan, Education Executive Leader

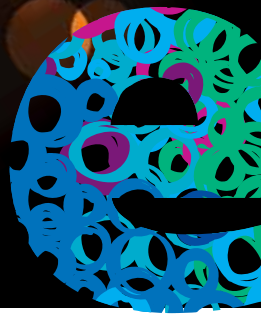
At the end of the 13/14 financial year, after considerable effort, energy and resources had been invested to revive the programme but to no avail - the difficult but right decision was made to bring to an end our Youth Guarantee programmes. It was a sad end to a programme that had until recently, served both the students it provided for and Enrich+ well. While the end was unfortunate, we must not lose sight of the fact that this programme, even in its last year helped a very vulnerable and exposed portion of society – an audience that with the support of this intervention now have skills to prepare them for an improved future.

In any of the classes there are always memorable students, either because they have overcome significant barriers to go on to achieve, or because even with all of our energy and commitment, we haven't been able to give the direction these young people need to get them onto a positive pathway. During 2013 there were several examples of both of these situations. Unlike in previous years, due to funding changes we were unable to enrol students over the age of 19 so the stabilising influence an older age group has in a class environment wasn't there in 2013, and it was missed. The result is a class full of 16 to 19 year olds who are disengaged with education, some with mental health and/or intellectual disabilities, have literacy and numeracy issues (significant in some cases), and are with us because someone in their lives has 'made' them be. We had very few students with any measure of desire towards the discipline they were studying. For a tutor this

collection is the Everest of barriers to overcome to achieve success – but they did it.

Without identifying any individual student, we had success with students who at the beginning of the year were disciplined (more than once) for disruptive behaviour, including physical aggression, who progressed though the year to not only finish their programme but who went on to further education. We also saw students keen to continue their studies with ATC (our agreed partner) upon exiting our youth guarantee programmes. At the beginning of the year for many this change would have been the excuse they needed not to continue their study. It is a real tribute to the tutors of both Enrich+ and ATC, and the students themselves, that they were willing to enter a new, larger and likely daunting environment to get finished what they had started. It is this shift in attitude that is as much a part of what we do as the skills and qualification we impart. 16-19 years old is an age when people are making decisions that can impact on the rest of their lives, so empowering them with the ability to make informed and well thought out decisions can make a difference to not only one life but to many.

While the end might not have been what we would have planned, Enrich+ can be proud of its Youth Guarantee programme, the staff involved and the students who went through it - over the years we have made a positive difference in hundred's of lives!



Waimarama's Journey

By Julie Gowan, Education Executive Leader

Before joining Enrich+ Education to develop his literacy skills Waimarama Hemopo, of Ngati Haua descent, was a bus operator. Having lived in the Waikato region for all of his life, he was successfully employed in this job for four years and had very much enjoyed it. Waimarama especially loved meeting new people each day and in particular meeting people from outside of New Zealand.



Waimarama Hemopo

In 2012 Waimarama suffered a minor health episode that resulted in him not being able to drive for three years. He continues to undergo medical investigation in an attempt to discover the cause of short periods of unexplained unconsciousness. While this is happening Waimarama decided to spend his time well, he knew he had a need and decided to address it; he needed to improve his literacy and numeracy skills, in particular his ability to read and understand text.

He didn't see age or circumstance as a barrier to learning and self-development. When asked how he had managed as a bus driver, and in other previous employment, Waimarama shrugged and said "I knew enough to get by". He could read a map and knew his routes well – no easy feat

when he was the 'go-to' man for filling in for other drivers when they were away.

When you speak with his tutors, Arthur Crane and Catherine O'Neill about Waimarama, they have nothing but praise gentleman, kind, generous and caring are words frequently used. Every day Waimarama was dropped off at class; he never missed a day. Waimarama enjoyed class, a feeling he never experienced as a child. He especially liked numeracy "even though I had to stop and think about it".

When asked about his time with Enrich+, Waimarama refers to his learning as a "beautiful journey", an opportunity to develop his basic skills into something that he can build on at higher level education. Waimarama wants to go on to gain teaching qualifications so that he can help others like him, older people who have yet to embrace the world of literacy. Waimarama says he has always been able to read enough, but now he understands what he reads and loves it! He wants others to be able to experience that too.



Education Graduation Speech

By Jodie Briggs, Caring For Young Children Programme Graduate

This is the story of how I got to be here. Whenever you ask a child what they want to be when they get older, they'll usually respond with "a policeman, a fireman, or the President!" But not me; my response was "a teacher" right from the start. That was my dream – to be an early childhood teacher.

I first started at Enrich+ last year after leaving school. I was suffering from depression and anxiety. To be completely honest with you, I felt useless and thought that my dream was moving out of my reach, so I gave up on hope and everything and well ... even myself. I thought "What's the point in trying? I am destined to be a failure anyway."

My tutor, Jean Crane, saw something that I couldn't see in myself. Bit by bit she broke down the walls. She supported me in so many ways. She became someone I could trust, something that had been so foreign to me. She believed in me, believed I could do it, and made me believe it too.

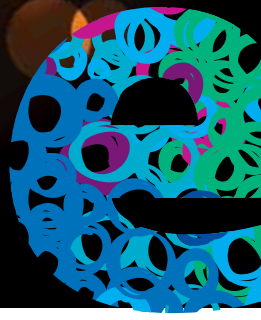
This course, Jean, and everyone else taught me so much. It brought my dream back within my reach



Jodie Briggs.
Photo by Julie Gowan

and turned it into a reality. It made me grow confident in myself and my own ability. I became strong enough to face this world – no more hiding in the shadows. It gave me something I never really had; friends and friendships that will last forever.

There is so much I'm grateful for, a single thank you will never be enough. I think I speak for every student when I say, "thank you, thank you for changing our lives."



Employment Story

By Karen Halse, Employment Co-ordinator

After 4 years unemployed, Alison's confidence in her own abilities and skills to work was quite low. Allison self-referred to Enrich+ in February 2013, then in May, Allison was referred to the Worx service to engage in work experience to build her confidence. Spending time working in a Laundromat to gain a better understanding of the responsibilities of being an employee, Alison was soon engaging in paid work within the contract Enrich+ has with the Waikato District Health Board. Alison quickly found her forte within the DHB and became responsible for patient file compilation. As her output increased she spent time coaching others to complete the task.

With increased confidence in her own skills and abilities Alison was then supported by Enrich+ to find a job. Spending time with Karen, an Employment Consultant for Enrich+, Alison shared her work aspirations and identified potential jobs for herself. Calling on local employers, Karen, soon

found a job opening with Spotless, a cleaning company based in Hamilton, and Alison was employed by them as a cleaner for Westpac Bank in Te Awamutu. "Being employed has made such a difference to my life. I feel good getting up in the morning and knowing I have something to do that earns me money!" says Alison. "Alison does a wonderful job and I am grateful for that", says Vel Gnanasundaram, Alison's employer from Spotless, and the management team at Westpac have also praised Alison's performance.



Celebrate the Employers

By Wendy Becker, CEO and Jenny Smith, Executive Assistant

There are many employers in our local communities, who are prepared to give people with disabilities an opportunity to gain employment. Towards the end of 2013 Enrich+ embarked on a relationship with Mike Goble, Owner/Operator of the Te Awamutu PAK'nSAVE to give people the chance to gain work experience, often the first step towards gaining employment.



*PAK'nSave team.
Photo by Paul Elder*

The individuals start their three month rotation in the store in the produce department, increasing their confidence, product knowledge and customer service skills. At the end of the three months a certificate is presented to the person, stating what they have achieved during their work experience, something that can be included in a resume and may help in any future job seeking.

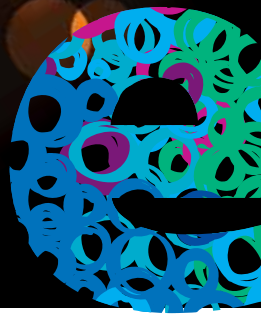
Experiencing work at PAK'nSAVE enabled Hannah to develop her customer service skills and this was evident whilst out on the shop floor.

Stacking the fruit onto the shelves in the produce department, Hannah saw a couple struggling with their shopping. The husband was pushing his wife in a wheelchair and trying to push the shopping trolley at the same time. Hannah took it upon herself to ask the couple if they wanted help with their shopping.

Walking around the store with the couple, pushing their trolley, Hannah helped them complete their weekly shop with ease. The couple were so taken aback with Hannah's helpful attitude and her level of respect for them they submitted a written thank you to the PAK'nSAVE store. PAK'nSAVE recognised this and rewarded Hannah with a Customer Services Award.

Following on from this great customer service, PAK'nSAVE got thinking about what a great service this could be to offer their customers at the Te Awamutu Store. They are now trialling the initiative and have employed Stacey Parker to meet and greet customers and offer them a helping hand getting their shopping completed.

Mike is also committed to practically supporting Special Olympics in our local community and has several staff who offer their time. His team enjoy being actively involved in making a difference in someone's life – no matter how small.



The Outward Bound Experience

By Stephanie Shores, HR Executive Leader

Enrich+ collaborated with Te Awamutu Residential Trust, Spectrum Care and family members for three individuals to undertake what can only be described as one “awesome adventure”.

Outward Bound invited Enrich+ to take part in their Community Partnership programme, which enables people over 18 years with an intellectual disability to experience everything an Outward Bound course has to offer. This initiative is largely funded by Outward Bound so that a broader range of people, including those with a disability, can take part in and benefit from an Outward Bound course and not be excluded due to the cost. While Outward Bound fund the entire course fee, Enrich+ made a contribution along with the residential providers for the flights; a real team effort. All courses consist of a blend of physical, mental, emotional and social challenges, and are designed to provide opportunities for personal growth, awareness and self-development. Participants develop empathy for others; examine their own beliefs and values and improve their skills as members of a team.

It was humbling and impressive to find out how much each individual got out of the course – not to mention some of the activities they did! Daniel, Sharlene and Richard had all put their hands up for the opportunity to participate in the Outward Bound 8-day Horizons course which took place in February. The Outward Bound base is located in beautiful Anakiwa at the top of the South Island, so just getting there was part of the experience, requiring two flights, transfers at Wellington and a shuttle ride!

Richard and Daniel described early morning runs (at 5.50am no less) followed by swimming in the ocean and cold showers. It does get better from there.... days were spent doing a variety of activities all designed to challenge them and experience things outside their comfort zone; - from rock-climbing, to sailing and fishing, high ropes and happy hugs. Shar mentioned that the overnight “solo” was scary and the rock-climbing the hardest activity, but she followed her instructor’s words of “Don’t Give Up” and says she is now prepared to give everything a go! Daniel is now looking for the next big thing – he said “it was a challenging experience but I realised life is not all about toys and computers”. Richard, despite having to clean up the girl’s bathroom nearly every morning, got to experience the wonderful views at the top of the cliff he had just climbed and go on the Spirit of Adventure cutter. When asked if there was anything he hated, he replied, “I enjoyed everything”, and if he got the chance to repeat the experience, he would!



Outward Bound team



The New Direction

By Nikita Brown and Luke Robinson, Support Workers

Enrich+ is embracing new initiatives that are leading the way to help the people we educate and support have a life like any other.

The Direction+ Service began in April 2013 and is now an integral part of Enrich+. The service began with a group of individuals wanting to develop their skills to become fully independent. Initially those involved focussed on getting to know each other through team building exercises and recognising what 'real world' skills they wanted to learn and develop. Skills such as budgeting, time management, life skills, work skills and how to live a healthy lifestyle. Growing these skills has allowed each person to become more confident and independent and enabled Enrich+ to develop a service that is more tailored to meet the specific needs of each of the people we support.

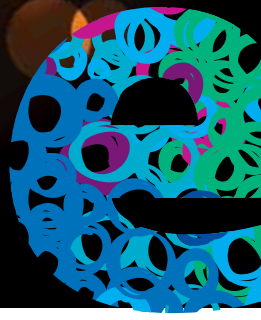
Individuals choose what they want to do during the day, and participate in activities that are relevant to them and centred on their dreams and goals. These activities include developing their literacy skills, learning road safety and the road code, attending the gym, going swimming, making cards and spending time with their friends. To develop their work skills, work

experience opportunities have been developed with PAK'nSAVE, Manuka Health, The Salvation Army, The Red Cross, Pekerau School and Z Service Station (to name a few!).



From left: Melissa Jones, Stevie Cook, Nikita Brown, Jessica Cabrita, Caitlin Thomas.
Front: Hannah MacFarlane, Sharleen Greenwood.
Photo by Luke Robinson

Two people have achieved their learners licence since joining Direction+, with a third person due to sit their test by the end of this year. Five individuals have reduced how much time they spend at Enrich+ during the week and are now spending their time working. With partnerships with 10 different businesses in Te Awamutu, all of which have at least one person with them experiencing work, Enrich+ are excited for 2015 and launching the service in Hamilton.



Contributions



**Think
differently.**



Greenlea



MINISTRY OF
SOCIAL DEVELOPMENT
Te Manatū Whakahiato Ora



Freeman Court
Unique • Independent • Living



**ADVISORS FOR SUPPORTED
EMPLOYMENT IN NEW ZEALAND**
(A COMMITTEE WITHIN NZDSN)



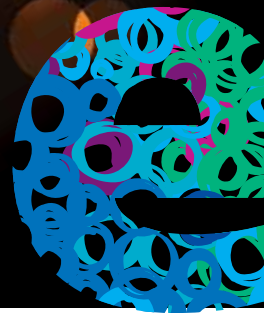
Enrich+ are proud winners of the
Social Enterprise Award and Supreme Overall Winner
at the 2014 Waipa Networks Business Awards



We would like to thank our incredible staff for their passion and
commitment to working alongside individuals

We would also like to thank the Waipa community for all of their
support over the years





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ngā ara whakahura