

enrich+

education + employment + empowerment

ngā ara whakahura



2017
ANNUAL
REPORT



Enrich+

Enrich+ is a not for profit charitable trust with our Service Centre located in Te Awamutu. We service the Waikato, Bay of Plenty and King Country as well as Taupō and Rotorua, with 51% of our work based in Hamilton.

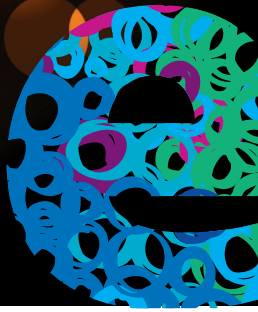
Enrich+ supports individuals with disabilities to have a 'life like any other'. Through education, employment and empowerment, we help each person to be a real part of the communities of their choice. These paths of discovery (ngā ara whakahura) are about enabling the person to be in control of their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

Enrich+ works closely with a range of businesses, who have made it possible for people with disabilities to obtain work experience, and employment in their companies. Employment options for people with disabilities have also been created through contract work with various organisations and private homeowners. We are grateful for their continued support.

We incorporate Tikanga best practice into our day to day work and support. Enrich+ have a Kaumātua, Kuia and an in-house Kaitohutohu (Cultural Advisor) to help guide employees in providing culturally competent services for the people we support and their whānau. In addition our Māori employee rōpū, Kua Puāwai Ki Te Ao, provides support for employees, and the people we support, on issues Māori. The rōpū provides advice in relation to service delivery, organisational culture and environmental support in a Māori context. Whakamārama Marae is recognised as the Marae for Enrich+, and we have worked in partnership for 17 years now with the Marae. New staff and people we support are welcomed to Enrich+ with a pōwhiri at Whakamārama Marae, and through the year services are delivered at the Marae for the people we support.

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





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Enrich+ Trust



Paul Bennett
Chairperson



Simon Lockwood
Deputy Chairperson



Paula Baker



Raywin Balderston



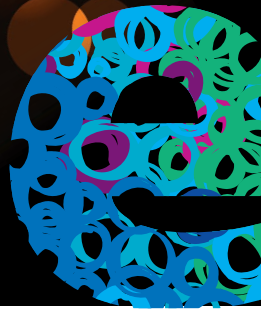
Scott Ratuki



Maree Haddon
Observer as part of the
Institute of Directors
Waikato – Emerging
Director Award

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

The past year Enrich+ has continued to move with the times, and has been excited by the recent announcements of sector wide transformation. Building on the Enabling Good Lives (EGL) principals, and the demonstrations in both Canterbury and the Waikato, the next five years of transformation are going to be interesting. The most significant question we have as a Board is whether the funding investment will be appropriate to the design aspirations of individualised services, where those with disabilities and their families truly are in control and able to choose what is best for them.

Enrich+ is up for the challenge of expanding those services which it has already developed in line with EGL. There have also been changes made to our services which are still funded on older group based models of support, but some of the economies of scale have been lost, and we are now in the tricky situation in some of these services of catering to people with very high and complex needs. Some individuals require significant assistance with personal cares, communication and social interaction. Affordability of support is a major issue for Enrich+ in some of these services.

For the past two years, Enrich+ has been exploring opportunities for working in partnership with other organisations. This is in recognition that some of the Ministries have started to contract with larger national and Australasian companies for work that has previously been shared across multiple New Zealand based organisations. It is not always clear what the main drivers of this

have been, but it is likely to be a mix of reducing the Government's costs of contracting, and improving consistency in relation to quality service delivery across New Zealand. We have been working closely with Community Connections, who have services in the lower North Island and Hawkes Bay, and Community Care Trust, who have services in Otago and Southland, and are pleased to report that we are about to launch our partnership under the brand name Pai Ake Toru, which basically means 'the three of us are better together'. Our goal is to 'work in partnership to enable great lives'.

The Board and Executive Team are continually looking for other options to grow and improve what we are able to offer to disabled people. Enrich+ has well established back office systems, and we are exploring partnerships which would enable reduction in the costs of back office functions enabling greater resourcing of actual services, with the ultimate aim of adding value to the partners involved.

Enrich+ is a 50% partner in Work Outcomes GP Limited, an organisation started in July 2015. Work Outcomes is a vocational rehabilitation service and our primary customer is ACC. In late 2015, Work Outcomes purchased an Active+ Franchise, and began trading as Active+ Waikato. In January 2017, we established a physiotherapy clinic in Taupo, along with a second Active+ Franchise. The service now employs 21 staff, and contracts with 12 clinical contractors, and Enrich+ provides back office functions through six of its staff. With the adjunct of Taupo, we have three physiotherapy clinics, although the



bulk of our work is delivered in the community. Our team consists of Occupational Therapists, Physiotherapists, and Vocational Consultants.

It has been a challenging year financially for Work Outcomes, as we have grappled with recruiting Physiotherapists to both Hamilton and to our rural clinic, Te Kuiti. In addition to these challenges, there are franchise changes afoot and ACC have recently changed the Vocational Contract, and it will take the best part of the coming year to get a full appreciation of the impact of these changes on our work and income.

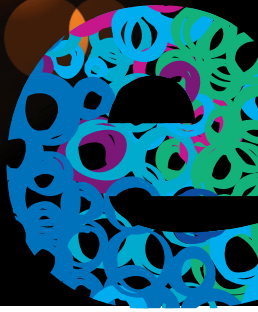
In October 2016, Carline Arrell departed from the Enrich+ Board, having reached tenure of eight years on the Board. As reported in the last Annual Report, it was quite a challenge to find a replacement with disability related experience as well as governance skills. The Enrich+ Board at the time worked with the Institute of Directors (IOD), to develop a new Aspiring Director Award focused on the disability sector and Enrich+ agreed to be the sponsoring Board. Maree Haddon was the successful recipient, and has been an observer to the Board for the past year. Maree has two children with special needs, is a Chartered Accountant, and is Deputy Chair of the McKenzie Centre Charitable Trust. Having Maree at the Board table has been a very positive experience for Enrich+, and we have recently suggested that the IOD Aspiring Director

Award Disability could be worth extending into other regions of New Zealand to help to grow competent capable governance skills for and with the disability sector.

In October 2017, we prepare to farewell two Board members. Raywin Balderston has been on the Board for eight years. Paula Baker has been on the Board for four years. Both Raywin and Paula have contributed significantly to ensuring Enrich+ is forward focused, and in touch with the community. They have also been visible to our staff, representing the Board at various organisational functions and events. We thank them for their commitment and contributions to Enrich+ over time.

My thanks also go to my fellow trustees, Simon Lockwood, and Scott Ratuki. We are now a small team, but we envisage this will be short lived as we are currently recruiting our next board members.

Paul Bennett
Chairperson



Enrich+ Property Trust



Sam Lewis
Chairperson



Malcolm Macpherson



Russell Vincent



Simon Lockwood

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 this year has focused on maintaining our buildings, and ensuring compliance with health and safety legislation. A new fence was installed at Mahoe Street, improving security, adding value to the property and further enhancing the environment for those accessing services at this location.

We have continued to support Enrich+ modifying buildings to ensure they are fit for purpose in supporting people with disabilities, including expanding the doorway at Mahoe Street to accommodate wheelchair access.

I would like to thank the current trustees, Malcolm MacPherson, Simon Lockwood and Russell Vincent for their continued support. Three

of the Board's members will have completed nine years on the Board at the end in August 2018, so in the next few months Enrich+ Trust will be considering the way forward for trustee succession.

I would also like to take this opportunity to thank the Enrich+ staff who manage the properties on our behalf.

Sam Lewis
Chairperson



CEO Report

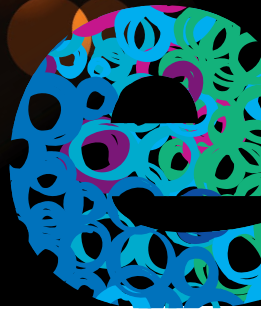
This is my eighth Annual Report as CEO of Enrich+. And looking back, it is hard to believe just how much the organisation has changed over that time. This past year was no exception. Organisational change is part of keeping abreast and hopefully ahead of what is happening in the sector we work within. In the past six months, the Disability Sector has experienced possibly the two most significant changes of the previous 20 years. The Pay Equity Settlement and legislation passed in July 2017, has resulted in a substantial increase in pay for support workers; and the Sector Transformation has been announced, and in time will fundamentally change the way that support is provided to disabled people in the future.

The Pay Equity Settlement has now been rolled out across both the Ministry of Health and the Ministry of Social Development contracts, and wages have been topped up for current staff with a minimum rate of \$19 per hour. It remains to be seen, how the changes will be fully amalgamated into contracts in future. The Settlement basically creates a national remuneration strategy based on qualifications. Thus Enrich+ have had to embrace a new way of thinking. Our previous strategy was a combination of rates based on position and qualification, with some flexibility within a range for performance acknowledgement. The Settlement has created demand from staff for access to level four qualifications. Enrich+ is committed to continuing to raise the skill levels of our staff, and is currently considering how it will make the Health and Wellbeing Certificate Level 4 available in a way that ensures that the

quality of support available to disabled people continues to rise.

The biggest challenge created by the Pay Equity Settlement has been that all the additional funding had to go to wages of front line workers. There was no funding available for organisations to deal with the inequity created between front line workers and their supervisors and managers. Enrich+ like other organisations, has had to deal with this issue within its current funding and this has basically cost Enrich+ \$74,000 this year alone. The New Zealand Disability Support Network continues to work with the Ministries on behalf of providers on a Joint Strategic Work Programme Committee, to advance the position of providers in relation to pricing, contracts and pay equity implementation settlement costs.

The Enabling Good Lives (EGL) Principals underpin the Sector Transformation that is underway in New Zealand. Since Cabinet sign off in February 2017, there has been a group working on high level design, with a planned roll out for the Taranaki/Mid Central region July 2018. The co-design group has included disabled people, families, providers and Ministry officials. The Waikato has been pitched as the next area for roll out after Mid Central. Enrich+ has been fortunate in having been involved in the EGL Demonstration in the Waikato over the past two and a half years, and has had Suzanne O'Shaughnessy on the Waikato EGL Leadership Group. One of our new recruits, Karen Scott, is on the EGL Evaluation team locally and this has



CEO Report Continued

also been helpful in ensuring we, and other providers, are influencing and aware of the ongoing development and value of EGL. Enrich+ is fully supportive of the sector transformation, while also acknowledging some of the risks as outlined in Garth Bennie's recent NZDSN 2017 Report;

- of personal budgets not having the "purchasing power that disabled people and families need to access the supports they require – and at prices that enable providers to respond with the quality and innovation that we all want to see"
- it is unlikely that highly personalised support options will cost less
- a single Crown Entity responsible for disability policy and funding for the long term is important to truly achieving Sector Transformation

Critical to reaching the aspirations of disabled people, is the ability of the workforce to have excellent relationship skills, and an understanding of how to provide support to individuals and whānau, who are now or will in future be in control of their funding, and more and more making their own choices about how they wish their lives to be. With the improvement in remuneration, Enrich+, along with other organisations, is in the position of being able to attract people with the relational and community development skills necessary to be part of the sector transformation. Enrich+ has over the past

few years employed a small number of staff as facilitators and in the coming year, will be further building this workforce.

In February this year, a new Projects Executive Leader position was created, to assist with partnership development work, tender preparation, and organisational planning. Karen Scott was employed to this lead role. Karen has a background in policy development, and in disability management, having worked for a range of organisations including the New Zealand Police, Accident Compensation Corporation, and Progress to Health. Further analysis of the future of the organisation, the direction of travel, and the need for growth, has resulted in a broader managerial restructure. This resulted in the combining of the Employment and Empowerment Services under one Executive Leader, and the combining of human resources, marketing, quality and projects, under another Executive Leader. Karen Scott has subsequently been appointed to the Executive Leader Services role, and very recently Elaine Ruis has started in the role of Executive Leader Projects and People. Elaine has an extensive background in project management across both corporate and more recently an Australian not for profit disability organisation and the Waikato District Health Board. Elaine and Karen join Amour de Nicolo, the Executive Leader Business Management, and the CEO to form the Executive Team. We are very well supported by Cat Toomey, Executive Assistant, who joined Enrich+ earlier this year.



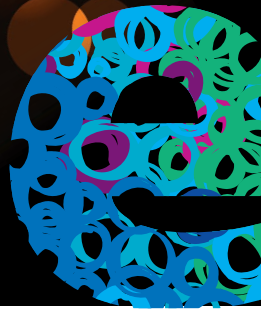
New part time roles have been created for a Project Advisor, and Assistant Accountant. Enrich+ has also combined Team Leaders and Service Manager roles into a slightly flatter service management structure. With greater role clarity, the potential for better team work across the organisation, and more emphasis on growth, we believe we are well prepared for the next layer of development of our services. Like any restructure, this was challenging for those affected, and unsettling for others and we thank all involved for their professionalism and understanding during this time.

Enrich+ has been working on a partnering opportunity with Community Care Trust, which is based in Otago with services also in Southland, and Community Connections, which has services in the Wellington, Taranaki, and Hawkes Bay regions. We are delighted to be launching our partnership on 17 October 2017 in Wellington, under the name Pai Ake Toru, which basically means 'the three of us are better together'. Our three organisations have worked together for the past two years, share the same values and vision for the future, and recognise that each organisation is committed to and is delivering quality services. The main aims in joining together are to be able to benchmark and share best practice, and in so doing, improving efficiencies and effectiveness across our organisations, and to be able to tender for larger contracts, potentially across New Zealand. Of course the ultimate aim is to deliver high

quality services to people with disabilities. Over the past few years, we have recognised that Government have on several occasions, ceased to contract with many small providers, favouring large national and sometimes international providers for specific services. Through Pai Ake Toru, we aim to be able to compete by offering the Government Ministries high quality services, with consistency across regions, but where our organisations retain their flavour and flair and remain closely linked to our local communities.

Through the partnership work and generosity of Community Connections, a subcontracting arrangement enabled Enrich+ to expand services into Supported Living earlier this year. Starting in March, there has been steady growth of the Service. Enrich+ also holds an ACC Supported Living contract, which we had ceased to service some four years ago, as at the time we were unable to make it financially viable. We have now re-engaged in this contract, as together with Ministry of Health Supported Living referrals, the model is viable.

Enrich+ has worked to continually improve the quality of its ACC Supported Employment Services, and in the last two years the referrals have followed. We now employ three full time staff under this contract, and provide services in the Waikato, Lakes District and Bay of Plenty. Enrich+ expanded into the Bay of Plenty in March this year, and we now offer this region not only ACC Supported Employment, but also Supported



CEO Report Continued

Living services (MoH and ACC funded) along with the Enrich+ Spectrum Energy services to people on the Autism Spectrum. The three services have grown to the point where we are now needing to find permanent office space in Tauranga.

Enrich+ services have benefitted significantly this year from contracting Enrich+ Spectrum Energy staff with expertise in autism support. Over the year, there have been several Enrich+ clients who have needed specialist input either in the form of behaviour support or via staff training. This assistance has made a difference in the quality of what we have been able to deliver to the clients, and in the individuals needs being better understood and met. We are currently exploring the potential to offer a more specialised employment service for those who are autistic given the need, and recognition that generically trained staff generally are not well prepared to meet this population's needs. Enrich+ has also received referrals for Supported Living for people who are autistic, and is utilising the skills of Enrich+ Spectrum Energy staff to upskill and guide the support staff working in this area.

Every two years, Enrich+ and Enrich+ Spectrum Energy carry out Consumer Surveys. For the past six years, the survey has been done by an independent surveyor with expertise in disability support. We have been very fortunate to have Anne Wilkinson, former CEO of Parent to Parent, overseeing a small team conducting the survey. The survey has assisted Enrich+ to get a real sense

of the value people place on the services they receive and the areas that need to be targeted over time for improvement. Anne has also been able to give her perspectives of the changes over time, and we have very much valued her insights.

This year the survey highlighted two stand out services, one under the control of Enrich+, and the other delivered by the Enrich+ Spectrum Energy Trust. Youth+ is a group based service provided for people on the Autism Spectrum. It focuses on helping youth to develop the social and communication skills they need for the future. Delivery involves a lot of fun activities and games, as well as engagement in the community. Feedback from both the families and young people involved was incredibly positive, identifying that this service had made a very significant difference to peoples' confidence, social and communication skills, and had resulted in the formation of real friendships, something that had evaded many of the participants previously. Our staff have regularly heard comments that when at the group, the young people can 'be themselves', no longer feel like the 'odd one', and are able to relax which makes learning so much easier.

Consumers rated the Enrich+ Cultural Ambassador Service extremely highly. The service reflects te ao Māori values (Māori world values). It is designed to identify, develop and celebrate the leadership qualities of disabled people in our community. It is offered to individuals who want to learn more about te ao Māori, and become



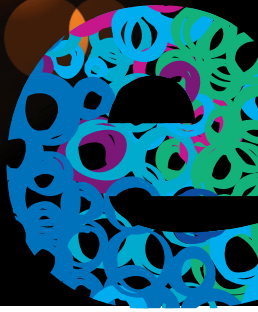
ambassadors to their whānau, community, marae and disability organisation. Our Kaitiaki Mātauranga (Cultural Facilitator), Sandy Hohepa, is to be commended for her work in assisting Māori and non-Māori to develop their confidence, knowledge and leadership through the service. Some of those who access the service are funded through our current contracts. However, several disabled people who would like to access the service, do not have funding and cannot afford to pay themselves. Enrich+ is working to find a solution to this, given there are so few services available that truly enable disabled Māori (and others) leadership development opportunities.

Des Tahatika retired earlier this year, after 22 years with Gracelands and Enrich+. Des was full time and had worked across our Marae based programme, the Rubbish Recycling Service, and the Te Rapa (RIDSAS) service for people who have come in to contact with the courts. Des was our Kaumātua, and for many years was also Kaumātua for Inclusive NZ. His gentle calming influence is missed, but we are delighted that Des has agreed to remain our Kaumātua. This year we also said farewell to Suzanne O'Shaughnessy and Annette Kershaw who between them had provided almost 20 years of excellent service to Enrich+. We also wished Dr Micheal Brown and Glen McQuarters all the best, as they moved on to fields anew.

I wish to thank the Enrich+ and Property Trust Boards for their governance over the past year. Their guidance and support is critical to our future, as the expectations of what is needed, wanted and can be purchased, change across Government, the sector, and disabled people. I also thank our staff for their commitment to their work. Their primary motivation and allegiance is to disabled people having 'a life like any other'. Enrich+ is just the vehicle through which they deliver that support. To the people we support, their whānau, our local communities, and key funders, thank you for your trust in the work we do, and for your support. We could not do it without you!

Wendy Becker

CEO



Enrich+ Services



Enrich+ **Employment Services** aim to move people we support into mainstream employment, where they will obtain real jobs, for real pay, in the same workplaces as others in society. We offer varied levels of employment support with a person-centred approach ensuring individual needs are met.

The **Worx** service engages a person in work experience in order to build their confidence, motivation and the skills necessary to be employed in the area of their choice. We provide a measurable learning based skills programme, which focuses on personal presentation, literacy and numeracy, time management, health and safety and engagement with the employer.

Supported Employment services assists a person to find work in their chosen field. When

a person is ready for work, our Employment Brokers meet with them, and discuss their employment aspirations and goals. The Broker provides guidance throughout the process of finding a job, including writing a curriculum vitae, cover letter and supporting documentation, and preparation for an employment interview.

A key element to the process is Employment Brokers finding suitable and sustainable employment opportunities for the person. When the person has achieved employment placement, the Employment Broker continues to offer ongoing support to both the person and their employer to ensure the ultimate outcome of ongoing mainstream employment.



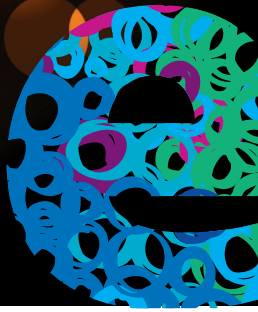
Empowerment Services support individuals to develop connections with their community, relationships with their peers, and every day skills to support them to have ‘a life like any other’ in the communities of their choice. Based on the Principles of Enabling Good Lives, we promote services that are centred on the needs and goals of each person. The support we offer is flexible and organised to ensure people have choices and they are in control of what they are doing, when they are doing it. The ultimate aim of our services is that individuals leave us because they have developed the skills, independence and sustainable community connections and they no longer require disability support services. Some of our current services are:

Vocational Services (or Community Day Services) provide services around an individuals’ specific desired outcomes. Supports enable individuals to have one on one support through to group activities, which enable people to follow their interests, develop skills and participate in the community through real and meaningful opportunities, leading to sustainable community involvement as desired.

Potential+ empowers individuals through coaching and mentoring, to take responsibility and control of their life in order to make their own choices and reach their goals. Services include, but are not limited to, personal plan development, developing connections with people and communities, work skill development, finding volunteer or paid employment opportunities, transitioning from school, employing people to provide support in home or community activities, HR support, exploring living options, support to use individual funding packages, or simply one on one coaching and mentoring to provide support, guidance and motivation to achieve goals.

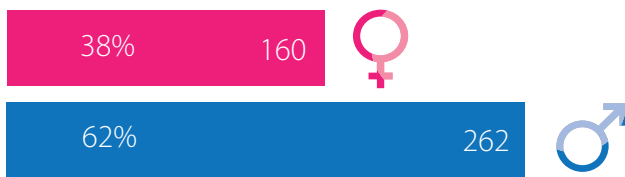
Transition from School is offered to students in their last year of school. Working with the students, whanau and schools, we offer flexible supports built around the individuals’ needs to explore available options to smoothly transition from school. This may include further education, options towards employment, living and future flatting arrangements and, support to contribute to their own local communities.

Cultural Ambassador Training Service assists people to build skills, confidence and leadership to become an ambassador for Te Ao Māori. Individuals are supported to increase their knowledge and understanding of their hāpori (community), whānau (family) and hapū (extended family). Ambassadors are not required to be of Māori descent but should be prepared to learn about Te Ao Māori me ona tikanga.



Client Statistics

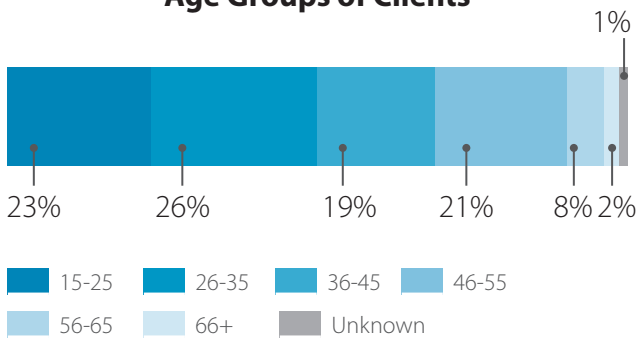
Clients by Demographic



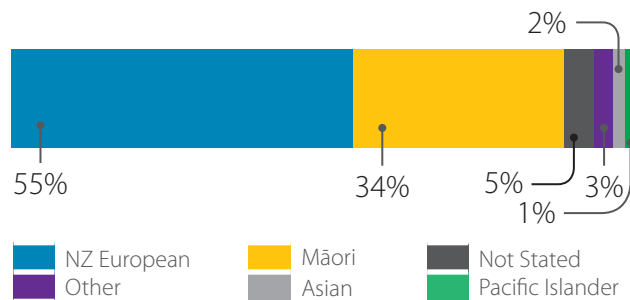
Location of Clients

| | | | |
|------------|-----|----------------------|------------|
| Hamilton | 225 | Tauranga | 11 |
| Te Awamutu | 98 | Waikato | 25 |
| Cambridge | 19 | Bay of Plenty | 15 |
| Taumararui | 25 | Not Stated | 4 |
| | | Total Clients | 422 |

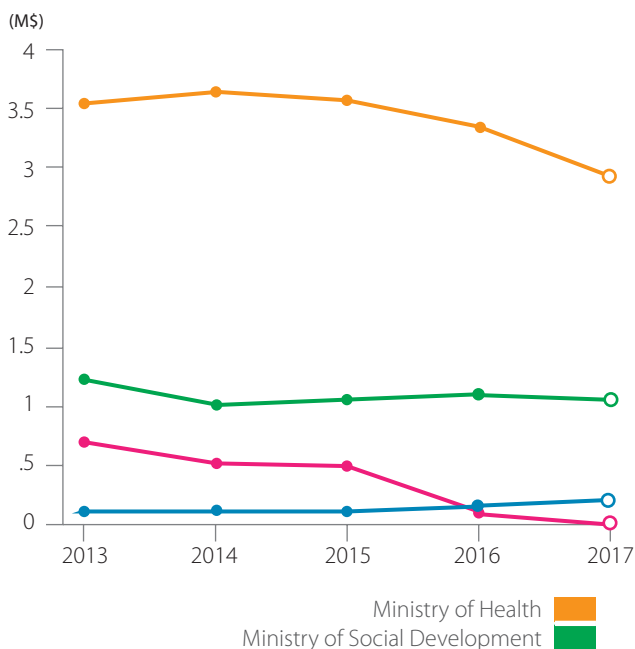
Age Groups of Clients



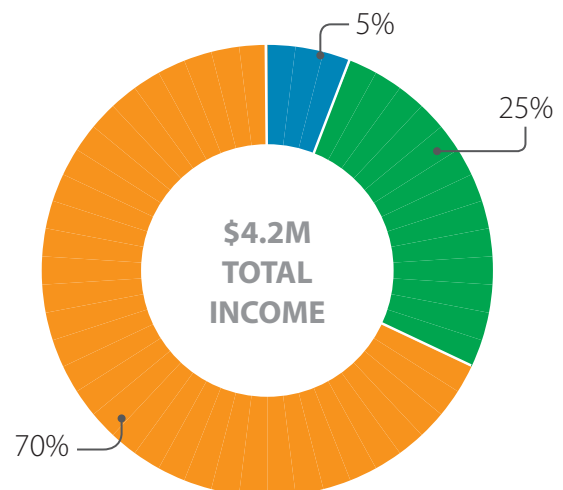
Ethnicities of Clients



Government Contracts Income 2013-2017



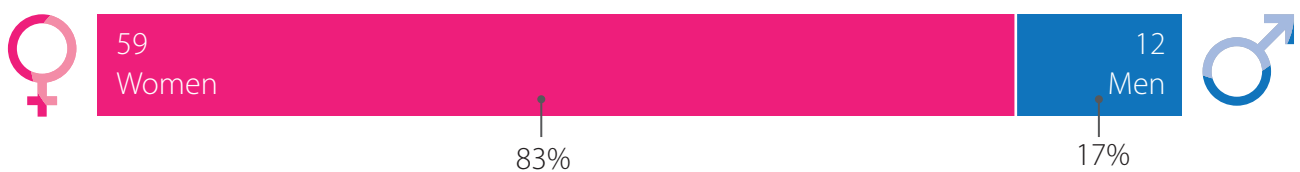
Breakdown of Government Contracts Income for 2017



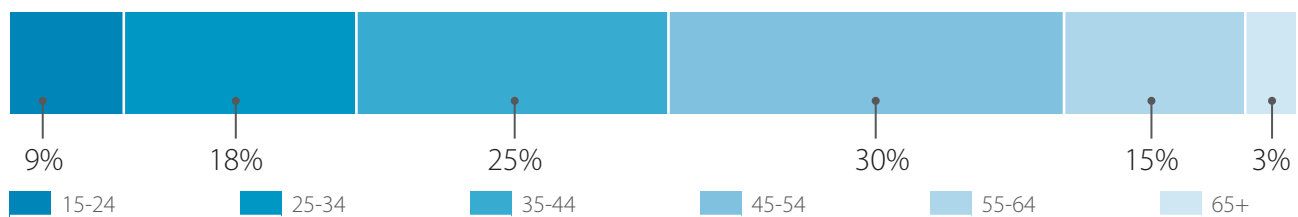


Employee Statistics

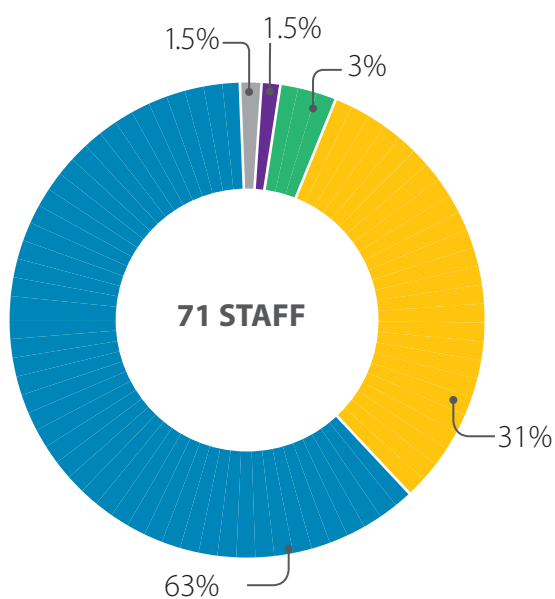
Employees by Demographic



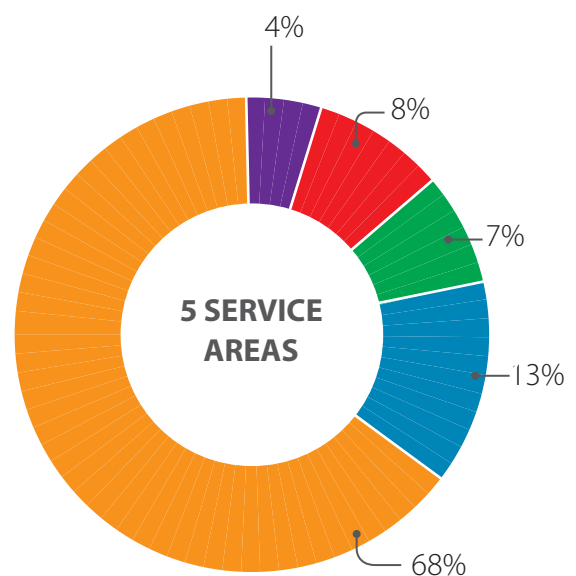
Age Groups of Employees

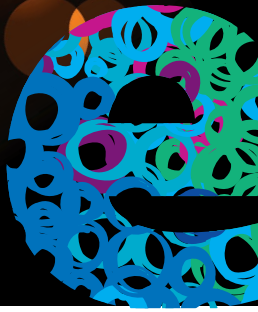


Ethnicities of Employees



Service Areas of Employees





Supporting People to Live Independently



In March 2017 Enrich+ began offering a Supported Living (SL) service. Supported Living services help individuals with disabilities to be as independent as possible. It may include offering one to one support to:

- Find somewhere to live
- Earn household tasks
- Be aware of safety in the home and community
- Complete personal shopping
- Budget money and pay bills
- Read and understand mail and keep records
- Travel independently
- Deal with agencies such as WINZ or the bank
- Access community facilities
- Develop friendships

Subcontracting to Community Connections, Enrich+ offer SL services in the Waikato and Bay of Plenty. Enrich+ and Community Connections share similar values as organisations and have been working together on this project for almost a year. Community Connections have Supported Living services on the Kapiti Coast, in Hutt Valley, Wellington, Palmerston North, and Hawkes Bay.

It is really important each person gets to choose their own staff, to help them on their journey to greater independence. Vikki Lynn, Enrich+ Service Manager, meets monthly with each person receiving support to check how things are going, and to make changes to the support plan if need be. Whānau are also a key part of getting the support package right. Family remain in a persons' life long after support services change or are no longer needed, and they are so important to the person having 'a life like any other'.

To access the service, the person needs to have had a Needs Assessment through Disability Support Link or SupportNet. The agency identifies how many hours per week the person will need. The person and their whānau then choose the provider that suits their needs best. If you are looking for a Supported Living service, we do hope that you will check out Enrich+!





Giving Back

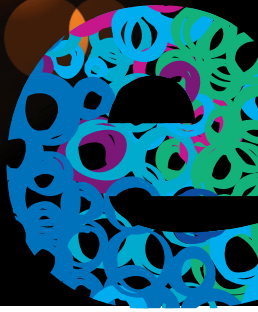


Supporting people's passions and talents and working with them to find opportunities to show-case their work is part of what Enrich+ does. For many artists their goal is being able to exhibit their work and over the last year Enrich+ supported several artists in displays at the Te Awamutu Museum, the Sandz Gallery in Hamilton, Te Awamutu Frames, and the Altrusa Positively Art event. One exhibit that featured in the Te Awamutu Courier in July 2016 was the Public Art Hanging at the local Redoubt Bar and Eatery.

Two of the artists, Shannon Clark and Ian Cotterell created live art at the event and gifted this back

to the then owners, Faye and Mick Henderson. Shelley Blair, Enrich+ Service Manager says "they just wanted to give back and say thank you for providing the opportunity to exhibit and sell their work in such a great community location".

"It's been great seeing the articles in the Te Awamutu Courier about the joint collaboration from Enrich+ and the Redoubt", says Jenny Smith, Marketing Coordinator at Enrich+. "The event itself was a great way for the artists to connect with the community. We so appreciate what a great community Te Awamutu is and how supportive it is of the people Enrich+ supports".



With the Right Attitude



Peter has a passion for indoor bowls. This passion saw him win six awards in 2016 and this achievement, passion and commitment inspired Jo Morrow, Enrich+ Empowerment Facilitator to nominate Peter to attend the 2016 Attitude Awards.

An inspiring event, held annually, the Attitude Awards are national awards that celebrate the achievements of people who live with disability. The aim of the event is to shine a spotlight on great achievers, people who have a 'can do' attitude and draw attention to the one in four New Zealanders who live with disability.

Enrich+ asked staff to nominate people we support to attend the event, held on Tuesday 29 November in Auckland. Nominations were based on a person's achievements and progress they have made in having 'a life like any other'.

Jo explained that Peter has been playing indoor bowls for many, many years, following in the footsteps of his father and grandfather and watching him transition to a new club over the last year and develop friendships has been brilliant.

Peter himself is incredibly proud of his achievements, "especially the Handicap Singles trophy and Pairs Team Award." He really enjoyed playing with his bowls partner this year and was thrilled, not only to have been nominated but to also attend the Attitude Awards.



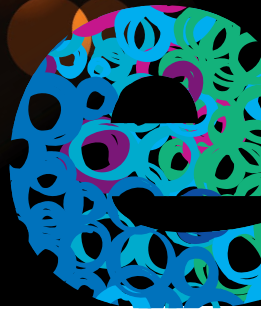
Peter told Enrich+ that “it was great wearing a flash suit for the evening and when the awards were on television I caught a glimpse of myself. The food was awesome and there was really good music”.

Jo Morrow and Sandy Hohepa, our Kaitiaki Mātauranga (Cultural Facilitator), attended the event with Peter, Renee and Christine who Enrich+ also support. Christine had a fabulous evening networking and loved introducing Jo, Sandy, Peter and Renee to others at the event that she had met.

“The best part for me,” Sandy tells us, “was listening to people’s kōrero about their lives, and achievements. There was a woman whose speech was truly touching, she had turned her life around after experiencing mental health issues and time in hospital to now working in universities. Very moving and inspirational.”

The group enjoyed a night in a hotel, and started the next day with a great breakfast. A trip to Sylvia Park was also a highlight for the women, with great shops and a chance to enjoy the Christmas decorations.

It was a pleasure for Enrich+ to be able to provide this fabulous opportunity to staff and the people we support.



Farewell to Des

A special celebration was held this year to farewell Des Tahatika, Kaumātua and staff member. Des retired having been with Gracelands and Enrich+ for one month shy of 22 years. Des had been a humble, loyal, and very supportive staff member and had given the people we support, and our staff so very much.

The afternoon was full of reminiscing and story telling, tears and laughter. Robyn Klos, the founding CEO of Gracelands, shared her memories of Des's interview for the initial role he applied for. Des arrived with significant whānau support, his brothers answering many of the interview questions for him. And they must have done a good job, as he was offered the role!

Our CEO, Wendy Becker, shared that as a new CEO to the organisation in 2010 she was very appreciative of Des's quiet gentle guidance and support, which never wavered, his wise counsel and coaching something that she is very grateful for.

Des was a key person in our Māori rōpū, Kua Puāwai Ki Te Ao. He was for some time Kaumātua to VASS (now called Inclusive NZ), the peak body for vocational service providers across NZ and involved in the Te Roopu Tiaki Hunga Hauā Hui, which aims to strengthen service providers in the Tainui Māori Disability sector. Des's contribution to Enrich+ and the wider disability community has been really significant. When Des was

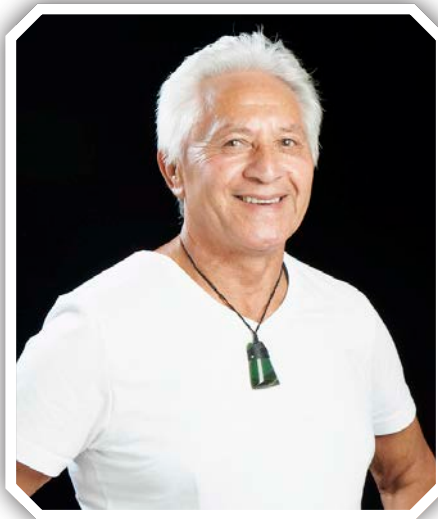
awarded Enrich+ Employee of the Year in 2011, there was enormous support and delight from our staff at this acknowledgement.

A taonga was offered to Des as a measure of our regard for him. Carved by Dan Solomon, the tohunga whakairo (Master Carver) a tokotoko (walking stick) depicted Des's journey from joining Gracelands and the evolving changes along the way. At the top of the tokotoko were four representations; Robyn Klos (founding CEO of Gracelands), Wendy Becker (Enrich+ CEO), Des's wife Chrissie, and at the top Des himself. The tokotoko portrays

the āhua and wairua of Des's journey and the people influencing his development and growth through the years. At the same time Des was instrumental in the organisations development, and the taonga's intertwining represented this and the increasing mana of Enrich+, with Des now sitting at the top of his tokotoko, our Kaumātua.

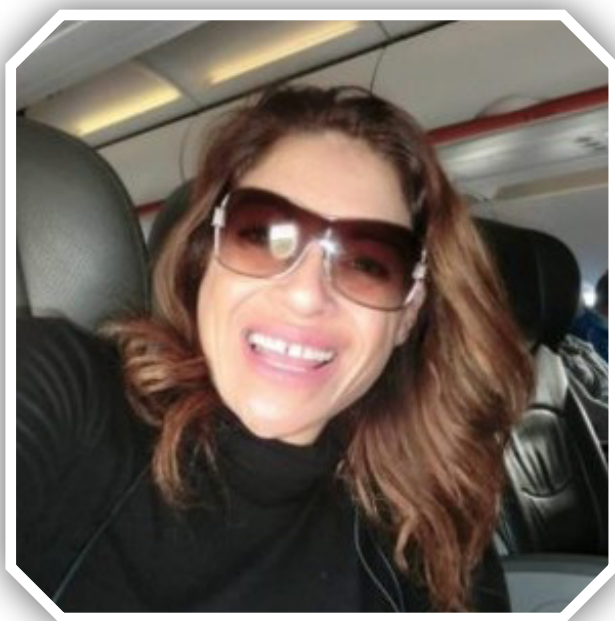
Enrich+ also acknowledged that behind every great man, there is a great woman. Having Des on our team also meant we had Chrissie, on our team. She has fed so many of our staff and whānau, anything where our people have been working together, Chrissie has been there too.

Enrich+ are delighted that Des remains our Kaumātua and that he and Chrissie are enjoying retirement together.





Building Confidence



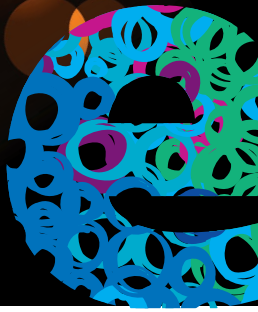
Wanaka wanted to take control of her life again following a struggle with health issues. Meeting Vanessa, an Employment Broker at Enrich+, Wanaka secured a role in telemarketing. This was a challenging role requiring self-motivation and confidence.

Vanessa spent time with Wanaka providing on the job coaching and focusing on building up Wanaka's confidence, but eventually both agreed that telemarketing was not the right job role for Wanaka.

With goals re-evaluated to ensure she would get a job she would be happy in, it wasn't long before Wanaka secured a job interview with an insurance broker. Wanaka was nervous about the interview. Vanessa talked Wanaka through some of the things she was nervous about, and reminded her of her many skills, then off to the interview she went.

After the interview, Wanaka came into the Enrich+ office and was very excited and proud to announce that she had secured the job on the spot! She was amazed at how she not only enjoyed the interview process but how much she already knew about the position she was going for.

Sometimes all somebody needs is to believe in themselves and seize the opportunities! Enrich+ staff work with some incredible people, on their journeys to 'a life like any other'.



Hive of Activity



Workplace Relations and Safety Minister Michael Woodhouse visited Te Awamutu late July 2016. As part of his visit, Minister Woodhouse had a tour of Manuka Health New Zealand, where individuals supported by Enrich+ are currently employed.

With the new Health and Safety At Work Act recently coming into force, the Minister observed individuals working who had adopted Manuka Health's health and safety practices. The Minister, who was accompanied by MP Barbara Kuriger

and Enrich+ CEO Wendy Becker, discussed the mis-conception that disabled employees are a greater health and safety risk than employees without disabilities. He was made aware that strategies are developed to address related risks, and that most disabled workers did not require anything to be modified in their workplace.

Manuka Health established a partnership with Enrich+ six years ago, providing work experience opportunities and over the last four years, paid employment.

LIBRARY staff receive photo album from members of Enrich + photography group.

TEGAN Crotty is one of New Zealand's 1.2 million volunteers who celebrated this week for National Volunteer Week.

NEW art for the Redoubt Bar & Eatery was presented to owners Faye and Mick Henderson (centre) by Enrich+ artists Shannon Clark and Ian Cotterell.

Alexandra Street, Enrich + team leader Shelley Blair says "they just wanted to give back and say thank you".

She says for the artists who exhibited it was wonderful for them to be able to show off their talents to the public.

Makulala, the fire goddess lives in full splendor at the corner of Broadway and Duane Street, near the intersection of Broadway Street.

The arrival is thanks to Theresa Simonsen, designer and artist, who works with a group of art students from Berkeley.

Theresa Simonsen Trust is a law firm that has been creating a mural for their exterior wall.

Following hours of consultation and planning, she came up with design ideas for the mural, and her own time during the painting and time during the details.

The Ketchikan group worked on the mural about a week over a period of months.

Theresa and Simonsen Trust are now the owners of the mural. Theresa Trust is the owner of the mural and says they highly recommend the Simonsen and her students for any future endeavors.

Since completing the mural, Theresa Simonsen has been



Contributors

