



enrich+

education + employment + empowerment

ngā ara whakahura

annual
report 2018

Our Vision

A life like any other
He oranga pērā tonu ki ētahi

Our 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 pūnamawa i roto i te iwi kāinga o rātou kawhiritanga

Our Values

Enriching Lives

Whakahōhonu Tauoranga

Enrich+ educate and support people with the central purpose of enriching their lives. How we are of service is guided and influenced by their dreams and goals, and the choices they make.

Generosity of Spirit

Oha Wairua

Enrich+ endorse a culture of cooperation and helpfulness with each other, the people we serve, their whānau and the wider community.

Appreciating Diversity

Whakamiha Kanorau

Like the weaving of harakeke, bi-cultural practices are woven into the fabric of Enrich+ to continually reinforce the principles of the Treaty of Waitangi - Partnership, Protection and Participation. We embrace a culturally diverse community and welcome diversity in all its forms.

Model the Way

Whakatairua i Te Ara

Enrich+ employees conduct themselves with integrity and commitment to their work; role modelling positive behaviours through continued professional development and reflective practices.

Raising the Bar

Te Whakatairanga i Te Pae

Enrich+ takes pride in being a leader of excellence and innovative practices. We strive to continually excel.



Enrich+

Our purpose is to work alongside individuals to develop their skills and abilities and enhance inclusion in the communities of their choice. We primarily work with people with disabilities. Our vision is 'a life like any other'. We strive to reach our purpose and vision through energy, education, employment, and empowerment.

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 person's situation.

Enrich+ services offer people with disabilities support that enables them to learn and build their confidence. The ultimate goal is to assist individuals to have the life they desire in the community – to be empowered, making their own decisions. The services on offer are expanding, to ensure greater choice, control and flexibility. Enrich+ aims to be recognised as 'at the cutting edge' and a significant part of the disability services arena, as newer models of support are rolled out. The sector we work in is transforming, underpinned by the philosophies of Enabling Good Lives and those philosophies are now built into Enrich+ service delivery.

We incorporate Tikanga best practice into our day to day work and support. Enrich+ have Kaumātua and Kuia, and a cultural advisor to help guide employees in providing culturally competent services for whānau. In addition our Māori employee rōpū, Kua Puāwai Ki Te Ao, provides in-house 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.

We recognise open employment as the best possible employment outcome in relation to facilitating 'a life like any other', and in ensuring people with disabilities are included in the communities of their choice. Through relationships with local business we provide work experience, training and social skill development that assists people with disabilities into open employment.

Education is an effective means to assisting people from diverse backgrounds to develop their potential. We offer educational opportunities that assist people to be participating members of their communities, including participation in employment.

The future of Enrich+ will be strengthened through further development of partnerships and alliances. By working with other organisations, greater specialist knowledge can be sourced. It is also likely that such ventures may help us to support a wider group of people with disabilities than we currently support, as well as influence the direction of other services in the field.

The previous indications of larger providers being more likely to gain contracts has not continued this year. In essence it is almost the reverse with more emphasis on a range of small to medium sized providers being contracted so that people with disabilities have a much more significant range of choices in services provision. At Enrich+ we continue to respond and adapt in this ever-changing environment.

We continue to invest in the future. Our most recent partnership with McKenzie Centre is all about investing early in young people and assisting families to be able to access high quality services and support as their young person grows beyond the age of five years. We look forward to adding value as this journey continues, with a potentially new and exciting group of disabled young people.

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Enrich+ Trust



Paul Bennett
Chairperson

Simon Lockwood
Deputy Chairperson

Scott Ratuki



Maree Haddon

Andrew Johnson

Shelley Campbell

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

Enrich+ has developed a range of partnerships over the past three years to enhance what it is able to offer disabled people, through ensuring best practice, and growing what we do well. Some four years ago, we recognised that some of the Ministries have reduced the number of smaller providers they were contracting with in favour of larger national and Australasian companies. However, this past year has seen a shift in this approach in the disability sector, with several contracts placing greater emphasis on clients and whānau having choices across smaller boutique organisations, alongside larger more corporate options. Tender processes have also encouraged greater niche and regional variance. While New Zealand is still building its model of service delivery for sector transformation, what is clear is that in attracting disabled people and whānau to our services, we are now competing with independent contractors, as well as a myriad of small, medium and larger sized organisations.

In October 2017, we launched our Pai Ake Toru partnership with Community Connections and Community Care Trust. Pai Ake Toru basically means 'the three of us are better together'. Our goal is to 'work in partnership to enable great lives'. Our partnership has provided the three organisations with a means to together be both a large and potentially national provider, whilst maintaining our own brands, regional flair and focus. This gives us the potential to go for both larger and small tenders for service, and still be able to deliver high quality services, with great communication with whānau and individuals. Enrich+ has previously held ACC contracts for disability services, and we were delighted when Pai Ake Toru was awarded a contract for these services, enabling our partners to also deliver to ACC in their regions.

We were excited to launch our latest partnership with the McKenzie Centre in May this year. The McKenzie Centre is a boutique service catering to children two to five years of age in the Waikato. The McKenzie Centre offers early intervention services, through contracts with the Ministry of Education and the Ministry of Health. In providing a range of health and education expertise, the Centre also aims to enable families to take the lead, and to be part of the team as they work to enhance the child's ongoing development. Our partnership will enable greater options for families, as their young person reaches school age and beyond. In working together, we also see opportunities for assisting each other to grow our businesses and expand what we can offer children with disabilities, and their families.

Enrich+ is a 50% partner in Work Outcomes GP Limited. We work under the brand and franchise system of 'Active+', providing work rehabilitation services to our primary customer, ACC. We offer a range of services through our team of occupational therapists, physiotherapists and vocational consultants. We have three physiotherapy clinics, based in Te Rapa, Te Kuiti and Taupo. This year we also set up a facility in Rotorua, working out of Golds Gym.

Work Outcomes has had another difficult year financially, as we have grappled with the ongoing challenges of recruiting clinicians to a high stress work environment, amidst tight timeframes for interventions to meet the funders requirements. ACC also changed the Vocational Contract in the past year, and while it took time to fully appreciate the impact of these changes, our teams have adapted well.

The Board continue to be mindful of the importance of refreshing our strategy regularly in an ever-changing environment. We are committed to be a provider of choice for disabled people, leading with innovative excellent practices. We recognise the value of organisational scale, something we have contemplated long and hard in our discussions on remaining sustainable. The challenge is to maintain the quality of what we do, while growing our services. We remain reliant on government funding for much of our work, but for the future see the importance of growing non-government funding sources. And the last part of our strategy is to work in partnership with other organisations, recognising and valuing that together we may be able to achieve more than any one organisation may be able to do alone.

Maree Haddon had been an observer on the Enrich+ Board in the 2016/2017 financial year, as part of the Institute of Directors Aspiring Director (Disability) Award. Maree has now formally joined the Board, along with Shelley Campbell and Andrew Johnson. My thanks go to the new Board members along with Simon Lockwood and Scott Ratuki, for their ongoing passion and commitment to good governance at Enrich+.

I also want to offer our thanks to our outgoing Enrich+ Property Trust members, Chair Sam Lewis, and members, Malcolm MacPherson and Russell Vincent. Sam, Malcolm and Russell have reached the end of their nine-year tenure. Each has had a relationship with Enrich+ that goes beyond the Property Trust, having been significantly involved in the fund raising in the mid-2000s for the new service centre. Under their stewardship, the Enrich+ Property Trust has more than doubled its assets in the past eight years. They have been strong supporters of Enrich+, and we thank them for all that they have offered us over that time.

I also extend my thanks to our CEO Wendy Becker and her management team for their continued efforts in facing several challenges during the year extremely well and positioning us well to face the challenges of the future.



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

Enrich+ has rented a property in Ruakura Road for some eighteen years. The building was purpose built for Enrich+ and has had the same owner since being commissioned, and opened in November 2000. In April 2018, the owner signalled his intention to sell the property and with the endorsement of the Enrich+ Board, the Property Trust took the opportunity to purchase it.

The facility has always catered to people with high and complex needs. Enrich+ have an interest in further expanding their support for people with high and complex needs, and particularly for those who are younger. One of the options that is being considered for the future, is what may be required in a facility to cater to a younger group of disabled people, who need a high level of support to achieve their own goals. There is the potential for us to expand the property at Ruakura Road to accommodate this younger group of people's needs.

With the purchase of Ruakura Road, the property portfolio now consists of four properties, with two in Te Awamutu and two in Hamilton. The value of the property portfolio has doubled over the past eight years. The primary purpose of the Enrich+ Property Trust is to provide funds or assets for the care and general betterment of disabled and/or disadvantaged people with predominant consideration given to the needs and requirements of Enrich+ Trust. We have an expectation of charging commercial rental rates, that ensures Enrich+ continues to factor in the real costs of its accommodation. However, there is also recognition that the Property Trust is a sympathetic and responsive landlord, and that building the portfolio enables greater borrowing power should Enrich+ need this in future.

Last year there was a new fence put in at our Mahoe Street property. This year, we have done further redevelopment work on the outdoor seating area. A new concrete floor has been put in which makes the area fully accessible for the people we support in wheelchairs, and the roof has been replaced, to enable full protection for people from both the sun and rain.

This is my last Annual Report for the Enrich+ Property Trust. I along with Malcolm MacPherson, and Russell Vincent have reached tenure of nine years. I wish to thank Malcolm and Russell for their commitment to Enrich+ over those nine years, and beyond. It has been quite a journey, as the organisation has responded to the changing expectations of disabled people, and the funders, and I and my colleagues have been pleased to be part of those changes. I have been reflecting on my time with Gracelands and now Enrich+, having chaired the Fund-Raising Committee from 2006 to 2008 in those heady days, when we successfully raised over \$2M for the new service centre in Te Awamutu, which was officially opened in June 2009. Ten years on, I was pleased to hear Wendy Becker, CEO for Enrich+, comment that the building still meets there needs, and that the quality of the environment makes both staff and the people we support feel valued.

I wish Simon Lockwood as the remaining Property Trust Board member, and the incoming Board members Maree Haddon and Andrew Johnson all the best as they take up the mantle of overseeing the Property Trust for the future.



Sam Lewis
Chairperson

CEO Report

In early 2017, the Disability Sector experienced possibly the two most significant changes of the previous 20 years. The Pay Equity Settlement and legislation passed in July 2017 resulted in a substantial increase in pay for support workers; and the Sector Transformation was announced, and in time will fundamentally change the way that support is provided to disabled people for the future. Of note is the move towards disabled people and their whānau holding their own funding, and thus having much greater choice and control over who they employ to deliver their support service. What percentage of the disabled population picks up this option remains to be seen, but from overseas experience it could be between 10% and 30%.

accessing services and eight part time staff. The growth in services in the Bay of Plenty has more than exceeded our expectations, and we are now having to look at our facilities and management structures, to ensure we are ready for the next step-up in service provision.

Enrich+ supported living services started in the Waikato at the same time as we set up services in the Bay of Plenty. Supported living services income across both regions grew by 493% over the last financial year. Our team puts significant emphasis on building and maintaining the relationships with the people they support, their whānau and the referral agencies.

“By July 2017, we had six clients accessing supported living, employment, and autism services and one staff member. By July 2018, we had 51 clients accessing services and eight part time staff.”

Enrich+ has continued to reshape its services and staffing, to ensure that we are responsive to the changes in the sector, see the opportunities, and continue to challenge ourselves on the best ways to provide support. At the heart of these changes, are the people we currently support, and those we would like to support in the future. By truly listening to what disabled people and their whānau tell us they need and want, we can keep repositioning ourselves to add the value they are looking for. To be able to reposition regularly, we do need to remain ‘fleet of foot’, and there in lays one of the advantages of our size and structure.

In March 2017, we set up our first service in the Bay of Plenty. By July 2017, we had six clients accessing supported living, employment, and autism services and one staff member. By July 2018, we had 51 clients

The focus of support is absolutely on the goals and aspirations of the disabled person.

Enrich+ restructured its executive and middle management team in October 2017. Karen Scott moved to the role of Executive Leader Services, and Elaine Ruis joined us as Executive Leader People and Projects. Amour de Nicolo continued in her role as Executive Leader Business and Cat Tomey joined us as Executive Assistant. Together the team have a great skill set, and I appreciate their commitment and drive to keep growing and developing the Enrich+ set of services, alongside their input into our partnership arrangements.

In restructuring our middle management team, we have reduced the tiers of management between the

CEO and the front line and increased the autonomy and level of responsibility of our service management team. This has been a critical change, that has enabled us to be clearer about the lines of accountability, further develop our relationships in the sector, and improve our effectiveness in working with disabled people and their families. It has also enabled greater clarity around budgets, and responsibilities for the spend. 78% of Enrich+ income is spent on personnel costs. While it has taken nine months to imbed the changes to the management structure, responsibilities and practices, we have in the last two months started to reap the financial benefits of what we have put in place. Having service managers actively managing and responsible for the staff and delivering their services within budget has made a very significant improvement in the bottom line. I thank our service managers, Shelley Blair, Vikki Lynn, Vanessa James, Janne Nottage, Meg Reweti-Doole, and Karen Layton, for their commitment to great quality services within the funding available.

“Supported living services income across both regions grew by 493% ...”

This year we have invested heavily in the development of our partnerships. With Community Care Trust and Community Connections, we set up Pai Ake Toru as a limited liability company with charitable status. As our chair outlined in his report, this means ‘the three of us are better together’. The three organisations foundations in relation to purpose, vision, values and culture, has made the formation of Pai Ake Toru relatively straight forward. We have worked together to submit tenders, develop best practice options, align policies and practices, and consider new innovations and ideas for the future. We are excited about what we have already achieved together and look forward to the next set of developments. In going for tenders

under our Pai Ake Toru brand, we have each had to shift our thinking on how we market our own organisation’s brands, and foster to funders and others, the value of our new-found connectedness.

“... our purpose, vision and values aligned well with the McKenzie Centre.”

The other significant development this year has been the partnership with the McKenzie Centre. Again, our purpose, vision and values aligned well with the McKenzie Centre, and this has enabled the conversations to be very positive in relation to future development opportunities. We look forward to assisting them with their expansion goals, while also taking the opportunities to learn from them, and together add to what whānau and children with disabilities can access in the future.

Enrich+ has over the past few years, developed its expertise in autism support. Through developing the skills and expertise of our staff across the services on offer, we have created a niche market. We now receive a significant number of referrals for autistic people, to our Supported Living, Supported Employment and Worx services, as well as our community participation services. Referrals to these services have grown at a similar pace to our specialised Enrich+ Spectrum Energy social skill development groups and mentoring services. The outcomes being achieved are encouraging. The investment of time and resource is small in comparison to the benefits being achieved in assisting individuals to improve their general health and wellbeing, through improvements in anxiety management and mental health; getting into education or employment and off benefits, and improving their levels of independence, and thus assisting relationships with whānau and friends.

Life Unlimited and Enrich+ have worked together over the past few years, supporting each other's autism services. Enrich+ staff have been contracted to deliver content on Altogether Autism's (a branch of Life Unlimited) PRISM training. We currently rent office space from Life Unlimited in Tauranga and are currently looking at other ways we can support each other's work together.

"Enrich+ will continue to advocate for people with very high needs."

People with high and complex needs are supported across several of Enrich+ services. Some of the younger clients come with Ministry of Social Development Very High Needs funding, while others still receive Ministry of Health funding, and have been supported by us for many years. Enrich+ remains committed to providing high quality supports to and with individuals with very high needs. However, the funding to support this group well is becoming tighter as some of the economies of scale are diminishing. This year Enrich+ Property Trust purchased an originally purpose built Ruakura facility for people with high needs. We are exploring the possibility of modifying this building further, to cater to younger people with very high needs. While the intention of the sector transformation is to cater to all disabled peoples needs, there is some concern that without concerted effort, those least able to speak for themselves, may yet miss out. Enrich+ will continue to advocate for this group to ensure this does not happen in our regions.

With people with high and complex needs in mind, Enrich+ has recently entered into a relationship with Arohanui Art and Education Trust in Tauranga. We are working with Arohanui so that they may continue to support ACC clients who require professional oversight. We will also be delivering our social skills groups for autistic young people from their facility next year.

Enrich+ remains well connected in the sector and contributes to regional and national conversations at various interfaces. Karen Scott is on the Waikato Enabling Good Lives Leadership group and is also part of the Waikato Evaluation group, which continues to input into the sector transformation developments. She is also on the Employment Advisory Committee, with the New Zealand Disability Support Network. Enrich+ is also inputting to a local group who are exploring the potential of developing a national autism provider committee or organisation. We, along with other providers, are also supporting people on the autism spectrum to consider how they may want to organise themselves in relation to having a national voice in future.

I would like to sincerely thank our Enrich+, Enrich+ Spectrum Energy, Enrich+ Property Trust, Work Outcomes, Pai Ake Toru and McKenzie Centre Boards for their ongoing guidance and support. Working with so many Boards and partnerships certainly has



Wendy Becker
CEO

SUPPORT FOR LEAVING SCHOOL

All teenagers in their last year of school or tertiary education should experience a smooth transition into the next phase of their life. Enrich+ supports those aged between 16 and 21 on the autism spectrum, and those with a physical, intellectual or sensory disability to explore their options once they leave school.

Working with the young person, their whānau and school, Enrich+ creates a transition plan designed around personal goals. These may include:

- further education
- employment
- living and future flatting arrangements
- contributing towards the community
- accessing community services.

Brearn and her family made contact with Enrich+ in March 2017. Brearn was planning to leave school at the end of 2017. She did not have an exact idea about what she wanted to do when she left school, but she and her family were interested in exploring employment opportunities, building independence and finding social groups within the community.

Brearn worked through these goals within the transition from school service at Enrich+ and one goal in particular that Brearn was keen to explore, was employment opportunities. With support from her family and school, Brearn was able to identify that her strengths and interests would best suit a customer service role such as retail or café work.

Brearn worked closely with her facilitator to look for jobs online and in the community that would be of interest to her and after applying for several positions, Brearn secured a work trial at a café in the Chartwell area. She attended her work trial with support from her Enrich+ Facilitator.

The role in the café involved dishwashing, restocking fridges and supplies, cleaning the facilities and clearing tables. With on-the-job coaching from the Enrich+ team Brearn was supported to learn her tasks and developed strategies such as visual task lists so that she could complete her tasks without support.

The work trial was successful and Brearn was offered a part-time position. Six months on she mastered her job and no longer required her visual lists. She is now extending herself and learning about heating and serving food. Brearn is also starting to learn how to make coffee and completed a barista course through Wintec with support from Enrich+.

Through a combination of her own hard work, a supportive family, encouragement from her school and the information and guidance she received from her Enrich+ Facilitator, Brearn has now made a successful transition out of school and into the next chapter of her life, engaging in a variety of activities which have developed her social and life skills.



ACHIEVING GOALS

Our highly trained facilitators help young people and adults discover their dreams and turn them into reality. One-on-one coaching and mentoring ensure personal goals are set and worked towards within a flexible framework.

For people with an intellectual, physical or sensory disability and for those who are on the autism spectrum or living with a mental illness, goals may include:

- studying
- beginning a new hobby
- socialising with friends
- developing behaviour support strategies
- reducing anxiety.

Most people get around by walking, driving or using public transport. But what do you do if you can't drive and you've had a bad experience with public transport? How would you get from one place to another?

Tiffany uses an electric wheelchair; however, an unsuccessful experience using the bus left her adamant that buses were not for her. "When I got on the bus there wasn't enough room for my wheelchair," explains Tiffany. "I had to go down the ramp backwards and I couldn't see where I was going."

With her ability to get around becoming limited, Tiffany decided that she needed to build up her confidence in using buses and approached Enrich+ for support. The team coached Tiffany on how to handle different situations on the bus and spent time with her travelling around Hamilton to build her confidence. Soon a plan was put in place for Tiffany to go out with a friend who was experienced in using public transport. Peer support is often a very successful way of developing skills. There is a shared understanding of the challenges and confidence can rub off on each other.

After six months of peer support and becoming used to travelling together it was time for Tiffany to venture out on her own. The first solo journey was on the free shuttle around the CBD, and soon Tiffany progressed to longer trips.

"I'm feeling so much better now getting on buses. Having the independence to go to The Base and Chartwell with friends is great," concludes Tiffany.



BEING PART OF THE COMMUNITY

People with an intellectual, physical or sensory disability are supported to develop their abilities, connections and the everyday skills needed to have 'a life like any other'. Natural supports are facilitated in the community through volunteering, leisure activities and socialising.

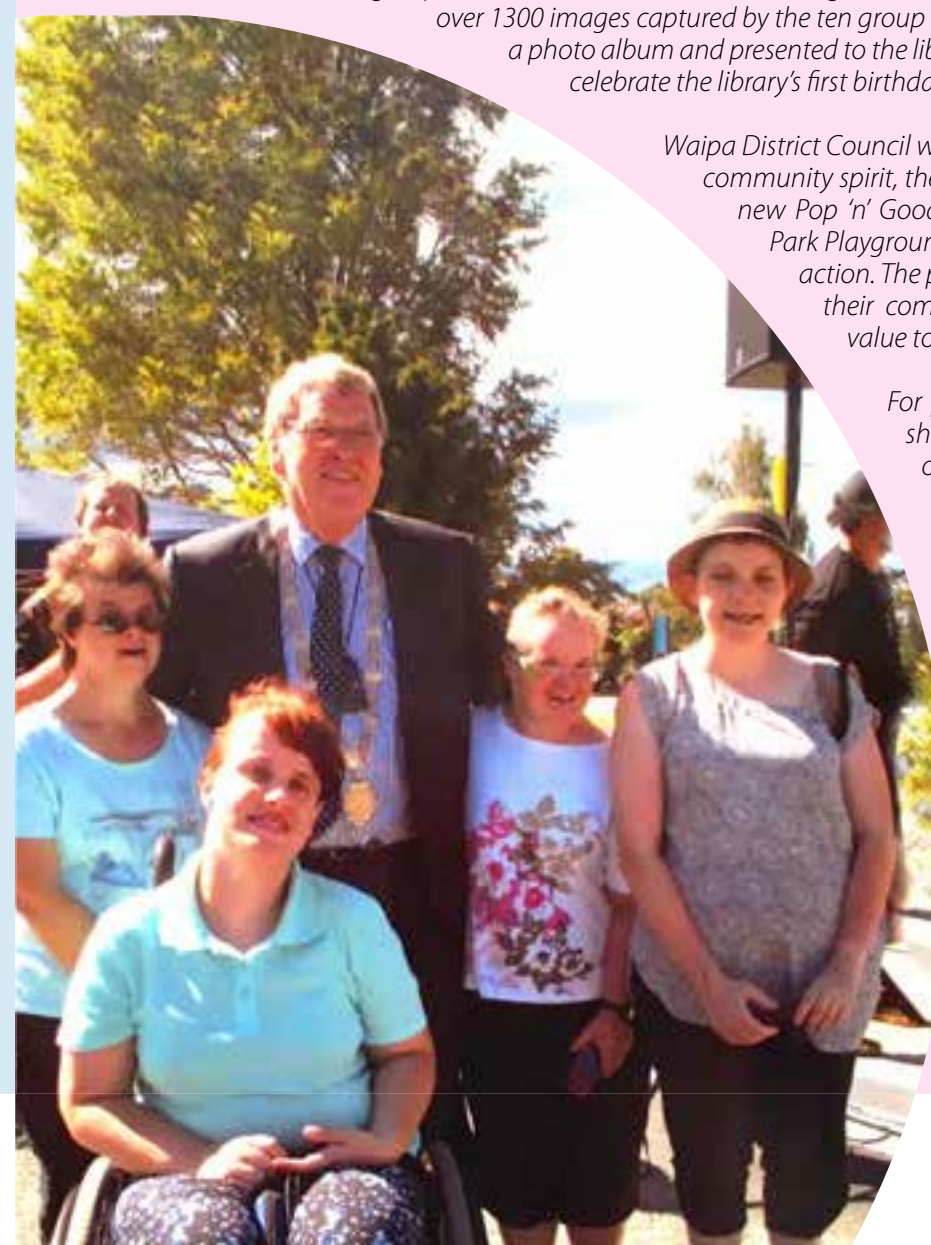
With flexible supports, people have choice, are in control of what they are doing and the activities on offer suit the individual's strengths. Self-esteem and confidence are built in one-to-one settings, group situations or a mix of both.

A group of keen photographers are out in the community capturing the new developments in Te Awamutu. In 2017, the group decided that it would be interesting to document the construction of the new library. With over 1300 images captured by the ten group members, the best of the best were displayed in a photo album and presented to the library team. A year later the team were invited to celebrate the library's first birthday and help cut the cake.

Waipa District Council were so impressed with the group's initiative and community spirit, they requested that they follow the journey of the new Pop 'n' Good Bike Park and redevelopment of the Pioneer Park Playground. This is a great example of social inclusion in action. The photography group has come together through their common interest and is connecting and adding value to the community.

For people with an intellectual disability, research shows that social exclusion, loneliness and a lack of friends has a direct impact on health and well-being. Studies also show that enablers of social inclusion include the creation and development of friendships through supported community participation, occupying valued social roles, community presence, social skill development, meaningful activities and having choices.

The photography group have developed their friendships, they are active in the community and being approached by the local council shows that they have a valued role to play. Through their shared photography hobby, the group are further developing their skills, interacting with people and capturing images of their home town.



GETTING A GREAT JOB

Our supportive team help people with a disability or mental health illness and those on the autism spectrum to improve their employability skills, including:

- learning what an employer needs and wants from an employee
- building on their time management and presentation abilities
- developing social skills for the workplace
- learning to follow instructions and work with a supervisor.

With regular assessments and feedback that highlight further development needs, we provide the opportunity for skills to be practiced so that they become habits. At the same time our young people and adults are being paid the minimum wage.

Once a person is ready to be employed our Employment Brokers provide support to get a great job. With a team experienced in disability and autism employment, they provide coaching, support and advice that enables individuals to be attractive to an employer and find potential jobs. Post-placement support is also available with on-the-job coaching and training. In addition, Enrich+ provides information and support to businesses.

"From the first meeting with Charles it was clear that he was a reliable person and very keen to find a job," advises Vanessa, Employment Service Manager.

Charles spent time experiencing work and improving his employability skills after having been out of work for a decade. Work experience opportunities enabled him to hone his time management, presentation and social skills. The team at Enrich+ also coached Charles to pick up on social cues and behaviours to improve his interaction with others.

Following a successful interview for a role at Agvance, Charles was employed full-time. Soon after he was nominated by One Recruitment, the agency Enrich+ worked alongside in placing Charles in the position, for their employee of the month award. "Charles just goes hard, and has a good attitude," explains Dan, Operations Manager for One Recruitment. "Our employee of the month has to have a good attitude, be reliable, punctual and cause no issues. Charles ticks all of the boxes."

Attitude goes a long way in gaining employment, and sometimes people need support in developing the right attitude. The Enrich+ team provides that, and helps people get the jobs they want.



LIVING INDEPENDENTLY

Enrich+ supports people to develop their skills and abilities to live in the home of their choice. Teenagers and adults should be in control by choosing their own staff and the flexible service they want, whether they have an intellectual, physical or sensory disability, are on the autism spectrum or have a disability as the result of an injury.

We help by finding information needed for effective decision-making as well as providing support to implement strategies for an easier living experience. Support may include the following:

- researching and finding somewhere to live
- being aware of safety in the home and community
- learning household tasks
- completing personal shopping
- budgeting money and paying bills
- reading and understanding mail and keeping records
- travelling independently
- dealing with agencies such as WINZ or banks
- accessing and using community facilities
- developing friendships, social opportunities and other supports as needed.

There were things I wanted to do, but I didn't care enough within myself to try and accomplish them," reports Scott. Scott started his supported living journey in April 2017. He was unmotivated, sceptical of trying different things and struggled with letting new people into his life. Refusing support most days, Scott didn't want to leave his room and wouldn't show up for meetings with his support staff. He was used to being in his room, on his phone or sleeping all day.

After encouragement from the team, Scott began to try new things and agreed to be up and dressed for when staff arrived. Going for walks each day to improve his sleep pattern and get out of his bedroom made a difference and with the help of his support staff, Scott is now studying at Wintec for a Certificate in Design. "My support staff push me to work towards something that I did want but I never really thought about doing."

Vikki, Supported Living Service Manager says, "I think what has made a difference for Scott is that staff didn't give up. They built a rapport with him just by being there and listening. Having visual aids such as a whiteboard has helped Scott to focus on what he needs to do to live independently. Our team has gently encouraged Scott to set his goals and work towards the life that he wants. It's great to see Scott now looking forward to his future and putting things in place to achieve what he wants."



NGĀ MANA ĀRAHI

Our service focuses on developing confidence and leadership skills for those with a disability, mental health illness or those on the autism spectrum in Te Ao Māori me ona tikanga.

Increasing knowledge and understanding on hapori, whānau and hapū within a hands-on service has enabled people to deliver at Enrich+ pōwhiri and provide support to our Kaitiaki Mātauranga in delivering our bicultural services.

For Māori the marae is a place of belonging where birthdays, weddings, hui, wananga and tangihanga take place. Each person at the marae has a role and responsibilities. Experiencing a three-day noho at Whakamārama Marae has given ambassadors the opportunity to develop their knowledge and understanding of these roles, as well as learning about acceptable behaviour on a marae. Having this understanding makes them feel comfortable at marae gatherings and they gain a sense of belonging.

"Overnight stays at the marae enhance our ambassadors' learning, their understanding of what happens at the marae and allows them to experience more of the spirituality of being at a marae," explains Sandy, our Kaitiaki Mātauranga.



7
CLIENTS
ACCESSED OUR
**COACHING
& MENTORING** SERVICES

Support for leaving school

9
CLIENTS
ACCESSED OUR
**TRANSITION FROM
SCHOOL** SERVICES

Achieving goals

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CLIENTS
ACCESSED
NGĀ MANA ĀRAHI

Ngā mana ārahi

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CLIENTS
ACCESSED OUR
SUPPORTED LIVING SERVICE

Living Independently

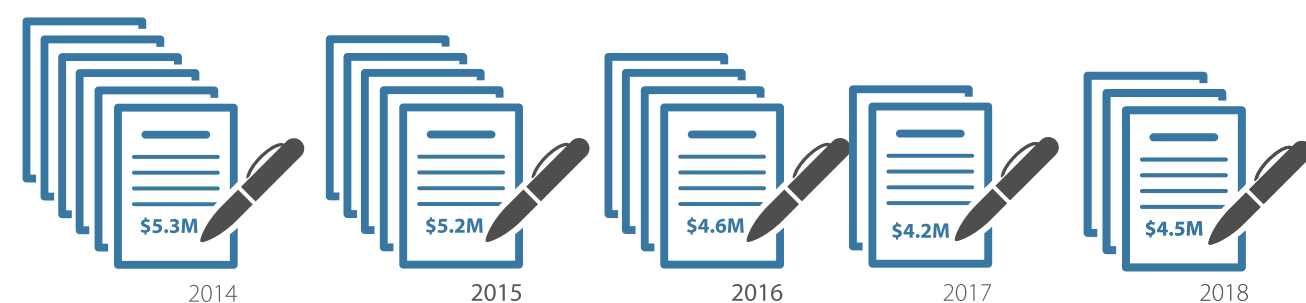
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CLIENTS
ACCESSED OUR
EMPLOYMENT SERVICES

Getting a great job

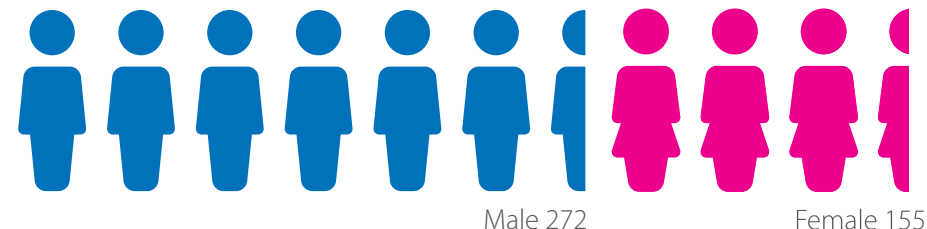
200
CLIENTS ACCESSED OUR
**COMMUNITY
PARTICIPATION** SERVICE

Being part of the community

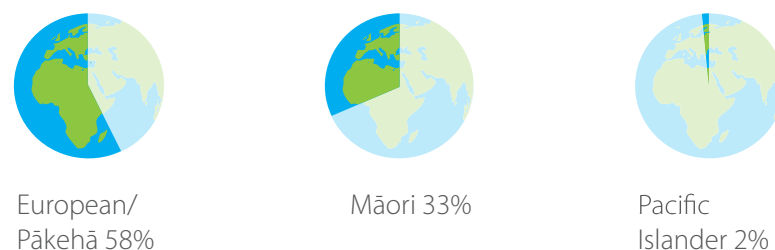
GOVERNMENT CONTRACTS INCOME 2013 - 2018



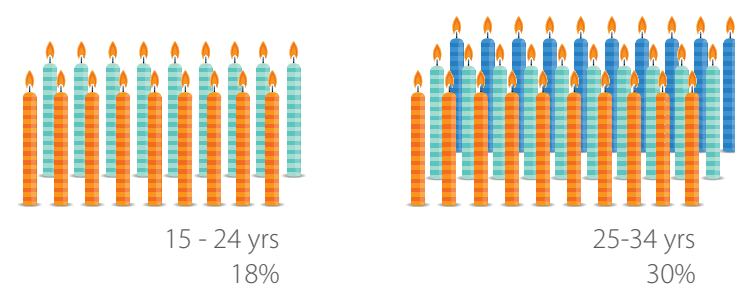
CLIENT DEMOGRAPHICS AGE GROUPS



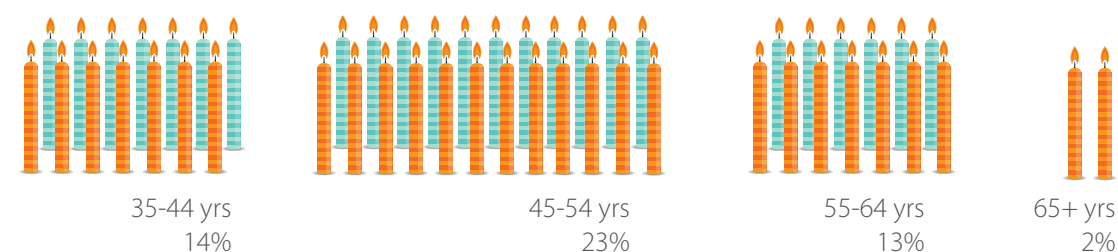
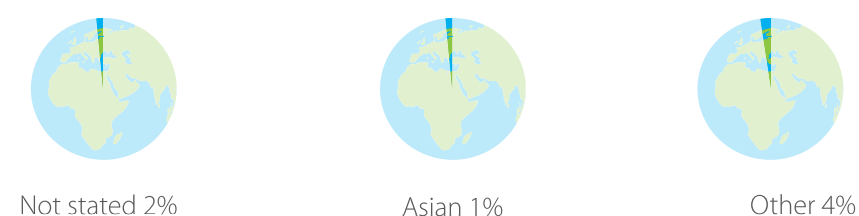
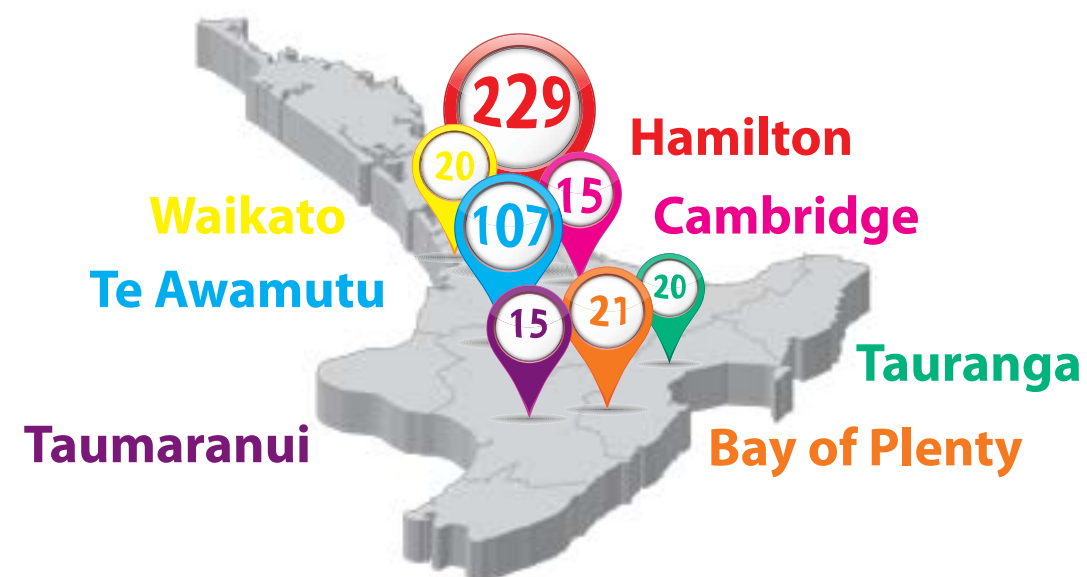
CLIENT DEMOGRAPHICS ETHNICITIES



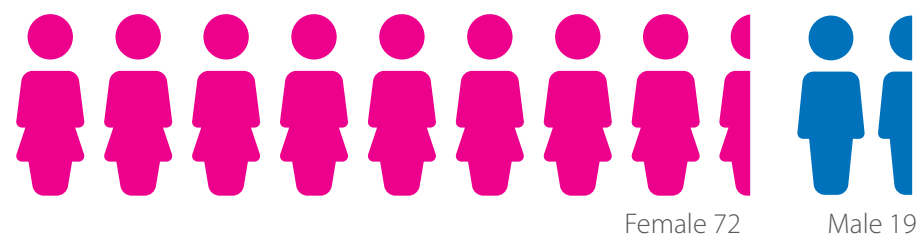
CLIENT DEMOGRAPHICS AGE GROUPS



CLIENT DEMOGRAPHICS LOCATION



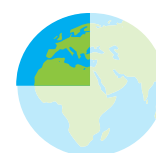
EMPLOYEE DEMOGRAPHICS GENDER



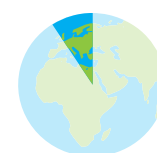
EMPLOYEE DEMOGRAPHICS ETHNICITIES



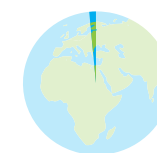
European/
Pākehā 59%



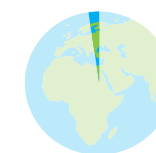
Māori 27%



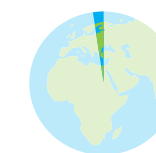
European
Māori 8%



Pacific
Islander 1%



Asian 3%



Other 2%

EMPLOYEE DEMOGRAPHICS AGE GROUPS



20 - 24 yrs
7%



25 - 34 yrs
16%



35 - 44 yrs
19%



45 - 54 yrs
31%



55 - 64 yrs
20%

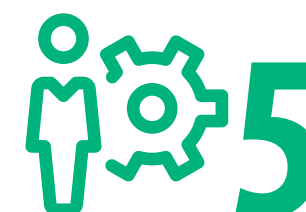


65+ yrs
7%

EMPLOYEE DEMOGRAPHICS SERVICE AREAS



Executive team



Business management



People & Projects



Services

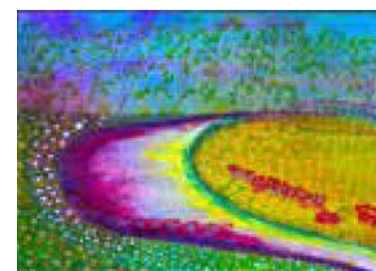
calendar2019



January						
M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			



February						
M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			



March						
M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31



July						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				



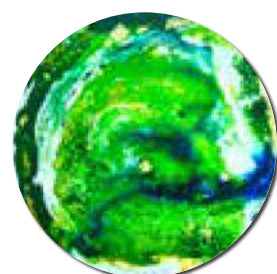
August						
M	T	W	T	F	S	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	



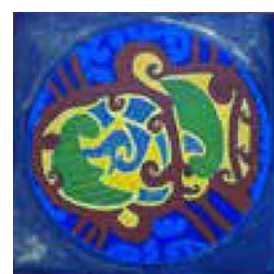
September						
M	T	W	T	F	S	S
30						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29



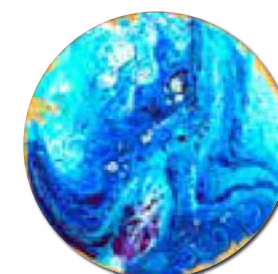
April						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					



May						
M	T	W	T	F	S	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		



June						
M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30



October						
M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			



November						
M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	



December						
M	T	W	T	F	S	S
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

Contributors



Te Kaporeihana Āwhina Hunga Whara



Sir John Logan Campbell
Residuary Estate



Trust Waikato
TE PUNA O WAIKATO



perpetual
guardian

annual
report 2018

