



TUATAHI
CENTRE

Tuatahi Centre - First Community Trust

ANNUAL REPORT

For the year ended 31 March 2020



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Foreword

First of all, I would like to extend my sincere and heartfelt condolences to the families of the victims of COVID-19, and to express my warmest sympathy to all those who have found themselves in difficult circumstances because of this pandemic.

I am pleased to present to you the 2019-2020 First Community Trust – Tuatahi Centre Annual Report. This is my second annual report as CEO. The year 2020 has been somewhat a challenging year given the COVID-19 pandemic. However, we as an organisation rose above the challenges of 2020. I would like to acknowledge our incredible team; their compassion, empathy, commitment and sheer focus on why we exist. Over the course of this year, we have successfully performed above expectations. Much of our robust success is due to our team. A special mention of our Executive Management and Leadership Team is warranted too. The EMT with their passion and perceptiveness led with excellence. Our strong brand also, continues to add value to a collective solution in tackling our housing crisis.

In my previous annual report (2018/19), I stated that Tuatahi Centre is under no illusion of what our focus and priorities are. It is our people, families and whanau, our most vulnerable within our communities – the most in need.

The impact of COVID-19 will most likely reverberate beyond 2020, reshaping behaviours of individuals, families and communities. Tuatahi will need to continue adapting to the new realities presented in our families and communities. Afterall, we are here for our people and whanau. To that end, we position 2020 as a year of “Rapid Quality Response and Meeting the needs.” Going forward, we will concentrate efforts on ensuring that lessons learnt in 2020 is reflected in our ongoing supporting and assisting of our families and our people. This of course is done in light of the increasing housing crisis and more importantly the significant impact it has on our people. The consequences means that our people and families are forced to make hard choices as to how they use what limited resources that they have, further affecting their lives and well-being. It is important to note that it includes working families - we have working families who have found themselves in this crisis. Tuatahi is a counter response to these impacts.

Aiming to “Provide our families and communities the best service quality in housing provision,” we will continue to develop processes and innovative ways that will increase our ability that in return will make a positive difference in the lives of our people, families and community. With this in mind, we will continue to make steadfast progress.



KIA KAHA, KIA MAIA, KIA MANAWANUI
Be Strong, Be Steadfast, Be Willing

Andrew Perez
Chief Executive Officer – Tuatahi Centre

TUATAHI CENTRE

ABOUT
**TUATAHI
CENTRE**





OBJECTIVE

The scope and objectives for this audit are determined through discussions with Tuatahi Centre – First Community Trust (FCT) management and governance team. While each audit is unique, there are some general or common objectives applied to this audit. Important to note that this publication focuses on audits of financial statements of the organisation being Tuatahi – First Community Trust. It addresses questions regarding internal controls, accounting, and the propriety of financial transactions.

Audit objectives as agreed

Review activities for the period ending March 2020. These activities specific to financial transactions and exchanges.

Review discretionary account expenditures and determine if they are valid, reasonable and in compliance with Tuatahi – FCT policy and guidelines – more importantly that they are aligned to contractual arrangements with funders.

Supply and evidence key Policy and Guideline documents that underpin the activities of Tuatahi – FCT.

Review the effectiveness of internal controls over payroll processing.

Determine if gifts are deposited into appropriate accounts, properly restricted and managed.

In summary, the audit scope and objective are to obtain reasonable assurance about whether the performance report are free from misstatements of any sort.



WHO WE ARE

Tuatahi Centre is a Non-Government Organization that provide services for whanau/families, children, young people and aiga, in the areas of housing and food assistance. Our dedicated and passionate teamwork across Wellington and in the Central region assisting clients daily in finding a home and reaching their goals. At our core, we envision all children, families and individuals in New Zealand having a safe, secure and warm home with the services and support necessary to achieve a fulfilling, self-reliant life.

Referrals come to us through the Ministry of Social Development and other community organisations, and we continue to work in partnership with Non-Government Organisations while a person is in our service. While being in one of our community homes, each person is encouraged to engage in personal up skilling. This may include parenting classes, budgeting, counselling, anger management, numeracy and literacy, computer classes, training and finding employment. Once they are placed into sustainable housing, our dedicated support workers will continue to work alongside them to ensure the success of that whanau or individual.

We envision all children, families and individuals in New Zealand having a safe, secure and warm home with the services and support necessary to achieve a fulfilling, self-reliant life.

OUR PEOPLE OUR PRIORITY

Our priority is meeting the needs of our people. This means that our operational excellence in delivery is accessible and relevant.

OUR PURPOSE

To ensure that families and whanau have a safe and warm place that they call home.”

OUR VISION

Our vision is that all children, families and individuals in Wellington and Central Regions have a safe, secure and warm home with the services and supports necessary to achieve a fulfilling, self-reliant life.

OUR SERVICES

Transitional Housing
Food Bank
Navigation
Sustainable Tenancies



OUR VALUES

People
Family
Community
Integrity
Communication
Respect



OUR LOCATIONS

CENTRAL

Our Central Region team is based at our office,
located in Palmerston North



WELLINGTON

Our Wellington Region team is based at our office,
located in Wainuiomata



Melanie is originally from Rotorua and moved to Wellington for a fresh start with her five year old son.

In Rotorua, she had been living with family since 2018 in a 3 bedroom home. Unfortunately due to overcrowding and the house being sold, she had to leave and found herself staying in Wellington after coming down for a holiday.

Melanie came into our service in August 2018, and engaged with a local work-readiness program to help her find employment, while also working alongside our Tuatahi support workers to find a home. Within the two months of being in our service, she was able to secure part-time employment and a private rental for her and her son.



MELANIE BENNET



LORENZA WILSON

Lorenza came from Christchurch and lived there for two years. When the company she was working for went into liquidation, she was unable to afford living in Christchurch and moved to Wellington.

In Wellington, she lived with family for a year before moving out and living in motels for 7 months.

Lorenza came into our service in July 2019. She was actively engaged with budgeting and weekly counselling services to help support her, had temporary work and was actively viewing homes with the help of our Tuatahi support workers.

In October 2019, she secured a private rental. Her daughter and son were also able to move in with her in December.



**Our priority is
meeting the
needs of our
people.**

OUR PEOPLE - OUR PRIORITY

OTHER INFORMATION

BANK	Kiwi Bank	94 Lambton Quay, Wellington Central, Wellington
LAWYER	Jim Meates	Level 1, 240 Jackson Street, Petone, Lower Hutt
AUDITOR	MOORE Markhams	Level 11, 34-42 Manners Street, Wellington
TRUST SERVICES ADDRESS	Wainuiomata Office Palmerston North Office	15 Queen Street, Wainuiomata 109 Princess Street, Pamerston North



OUR ORGANISATION STRUCTURE



Board of Trustees
Jordan Vailima



Board of Trustees
Mark Payne



Board of Trustees
Kevin Alder



Chief Executive Officer
Andrew Perez



Maintenance & Fleet Manager
Sene Vailima

Maintenance Team



General Manager - Operations & Service Delivery
Awhina Vailima



Human Resource/ Finance Manager
Iuni Perez

Finance
Communications Advisor
I.T Support



Housing Team Leader
Marcus Mareko

Wellington Team
- Support Workers
- Housing Navigators
- Facility Managers
- Cleaner

Central Team
- Support Workers
- Housing Navigators
- Facility Managers