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The Loft/Ki Te Tihi
**ANNUAL
REPORT**

Year ending
30 June 2022

"The experience was exceptional, I got bounced between the courts, OT & Police and The Loft gave me assistance and knowledge which was very helpful. "

Loft client



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BUSINESS DIRECTORY

as at 30 June 2022

Address

PO Box 24161
Christchurch 8140

Telephone

0800 865 638

Registered Office

Eastgate Shopping Centre
Christchurch 8062

Board Members

Monica Davis
Don Elder
Carla Martin
David Meates
Jane O'Malley
Abby Lee Suszko
Bridgitte Thornley

Secretary

Kahzandra Eckhold

Auditor

Smith & Jack
Chartered Accountants
34 Birmingham Drive
Middleton
Christchurch 8024

ABOUT US

OUR PURPOSE

Our purpose is to enhance outcomes for children, young people, families and communities by achieving the optimum added value that co-located community wellbeing services has to offer.

OUR VALUES

- Partnership- Kotahitanga
- Respect and integrity-Mana
- Inclusion-Whakaurunga
- Responsive-Whakautu

OUR PRINCIPLES

- Culturally Responsive - Ātanga Ahurea
- Client centric - Te Mahi Tangata
- Commitment to social justice and sustainable communities - Toitu nga Hapori ora I runga I te Tika
- Recognising success - Whakanui
- A culture of learning and Innovation - Ahurea Takiura
- Efficiency and effectiveness - totika whaihua
- A safe working environment - Whare Haumarū



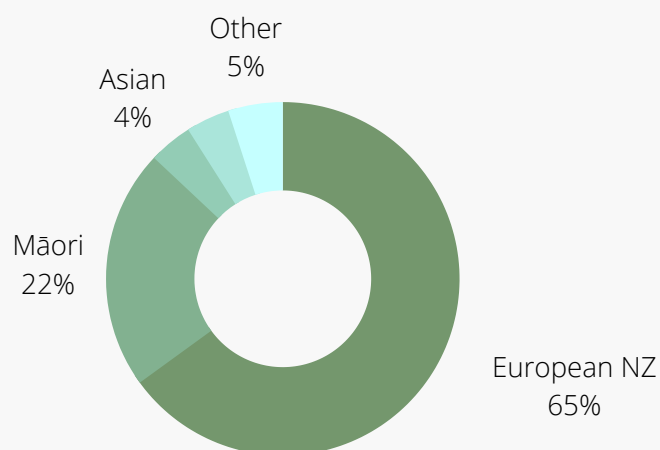
OUR SOCIAL EMERGENCY RESPONSE SERVICE (SERS) DATA

01 JULY 2021 - 30 JUNE 2022

This year, we supported 948 individuals and their whānau; this represented a 50% increase on the prior year.

83% of tāngata whaiora were women, and 50% had children. This represents a slight increase in the proportion of female clients, but a slight decrease in the proportion who had children.

Family violence is still the biggest referral reason and, like last year, because of the increase in client numbers, we saw more people experiencing violence than ever before. However, percentage wise, we saw a more even spread of referral reasons, in particular a huge increase in people facing financial and economic hardship.



HEAMANA/ CHAIR & KAI WHAKAHAERE/ MANAGER'S REPORT

When Ki Te Tihi opened its doors in 2016, it was because its founders had identified a need in our community for a space which would welcome people with manaakitanga, and remove barriers to wellbeing for people in our community.

Fast forward six years, and we can truly say that through our mahi, thousands of tāngata whaiora have been welcomed, heard and connected to the supports they need to overcome hardship and transform their lives for the better.

For us, though the year 2021-2022 brought new challenges, it was also an opportunity for us to adapt and develop – not only the services we offered, but also the way in which we provide them.

In the first half of the year, Aotearoa went into its second nationwide lockdown; thankfully this time around, Ki Te Tihi had systems in place ready to support our community remotely.

We remained accessible to new clients and made sure to check in with previous and existing clients to ensure they were safe, supported (if needed) and equipped to thrive in lockdown.

*“It’s just the little things with The Loft too. During lockdown, they got in touch to see if I wanted fresh fruit and veggies delivered. When you’re struggling financially, it makes all the difference. I wish they had this service everywhere.” – Heather**

*name changed



Monica Davis - Chair

However, it wasn’t just lockdown that impacted our mahi and our hāpori ā-rohe. Traffic light measures were put in place, and the country introduced a vaccine and mask mandate. Staff at Ki Te Tihi (and its partner agencies) adapted to every change, while continuing to put the safety of our community first, but without creating barriers to accessing support.

At the start of the financial year, Ki Te Tihi worked in collaboration with our partners at Linwood Medical Centre and Unichem Pharmacy to set up Ki te Tihi Hapori Hauora, the Eastgate vaccination clinic; this provided a vital health service in East Christchurch, offering walk-in appointments and removing barriers to access. We took part in Super Saturday, which smashed vaccination records across the country, providing protection for thousands of people against COVID-19. Following the Omicron outbreak, Ki Te Tihi was contracted to support people who were isolating, and we were pleased

to welcome back our former Navigator, Linda on a temporary basis to support us with this mahi.

Aotearoa may have fared comparatively well in the pandemic, yet its impact has still been felt at every level of our society. This can be seen in Ki Te Tihi's client numbers, which continue to steadily increase. While family violence remains our biggest reason for self-referral, we have seen a huge rise in people identifying financial and economic hardship as a challenge, as the effects of inflation are felt across households. Our growing range of referral reasons demonstrates our mounting reputation for our ability to support people with a range of needs. Further, in recognition of our reputation as an accessible hub within the community, we were approached to distribute the Bromley Grant to people in households that were affected by the wastewater fire. This year too, we branched out to support the broader Canterbury community – opening a weekly clinic in Selwyn, which is operated by our extremely capable Kaitūhono Hapori, Kim. It is wonderful to be able to make our connector service more accessible to communities further afield and help more people reach "the summit of wellbeing".

"The Loft is perfect. That's all I can say. They should have The Loft in every city in the country." – former client

All of these changes, staff on the frontline at Ki Te Tihi managed while continuing to support record numbers of tāngata whaiora. On behalf of Management and The Board, a huge thank you to all of them. In particular, this year, thank you to Becky, who was with us for almost five years and Hannah, the impact of whose work can be clearly felt in the client story in this report. Both of them provided vital support, welcome and aroha to people who "walked through our doors" at their



Kate O'Grady - Manager

most vulnerable. They have both now moved on to careers in criminal justice, where their skills, passion and dedication will no doubt make a huge and positive impact. Thank you also to the wonderful Kahzandra, who has provided administrative maternity cover for Sophie. Her bright nature, capability and cultural competency has been hugely appreciated for the last year. And (on that note) we are delighted to announce Ki Te Tihi's youngest family member – this year Sophie welcomed the gorgeous Theo! Congratulations to Sophie and her whānau.

This year, our collaborative welcomed new partners to our fold, with Presbyterian Support's Enliven Services for elderly in our community, and Asian Family Services. Both agencies have diversified the range of services that we are able to offer, thereby enhancing the mahi of Ki Te Tihi and all its partners.

This year was our first full financial year operating as an independent entity and strategically, Ki Te Tihi is in a strong position. We are now in the final year of a three strategy and set to meet our strategic goals ahead of time. Strategic planning will be a core focus of Board and Management in the new financial year, and we're excited to be looking at the next steps for Ki te Tihi and The Loft.

As part of this process, we will also be completing an external evaluation of our Social Emergency Response Service to give us insight on what we've achieved, and what opportunities we can now lean into.

As Manager, I (Kate) would like to pause to thank all the members of our Board for all their insight and support. However, in particular, I would like to thank Charles, who left the Board this year, for all his years of service, and it is with a heavy heart that we say farewell to our Chair, Monica. Monica's calm oversight, dedication and determination was absolutely invaluable when we were transitioning to becoming an independent entity. We are sorry to see her go, but so grateful for the work that she did to set us on the right track and her constant support over the years. Nga mihi nui Monica.

It is also with a very heavy heart this year that we reflect on the passing of our our beloved Kaumatua Dame Aroha Reriti-Cross. Dame Aroha was a tireless advocate for change, seeking a better way of life for

the people of Aotearoa in many ways. She supported the mahi of the Lofts since we were established in 2016. We are eternally grateful for the wisdom, support and mahi Dame Aroha offered us over the years and continue to miss her dearly. We thank her for her mahi and our thoughts are with her loved ones.

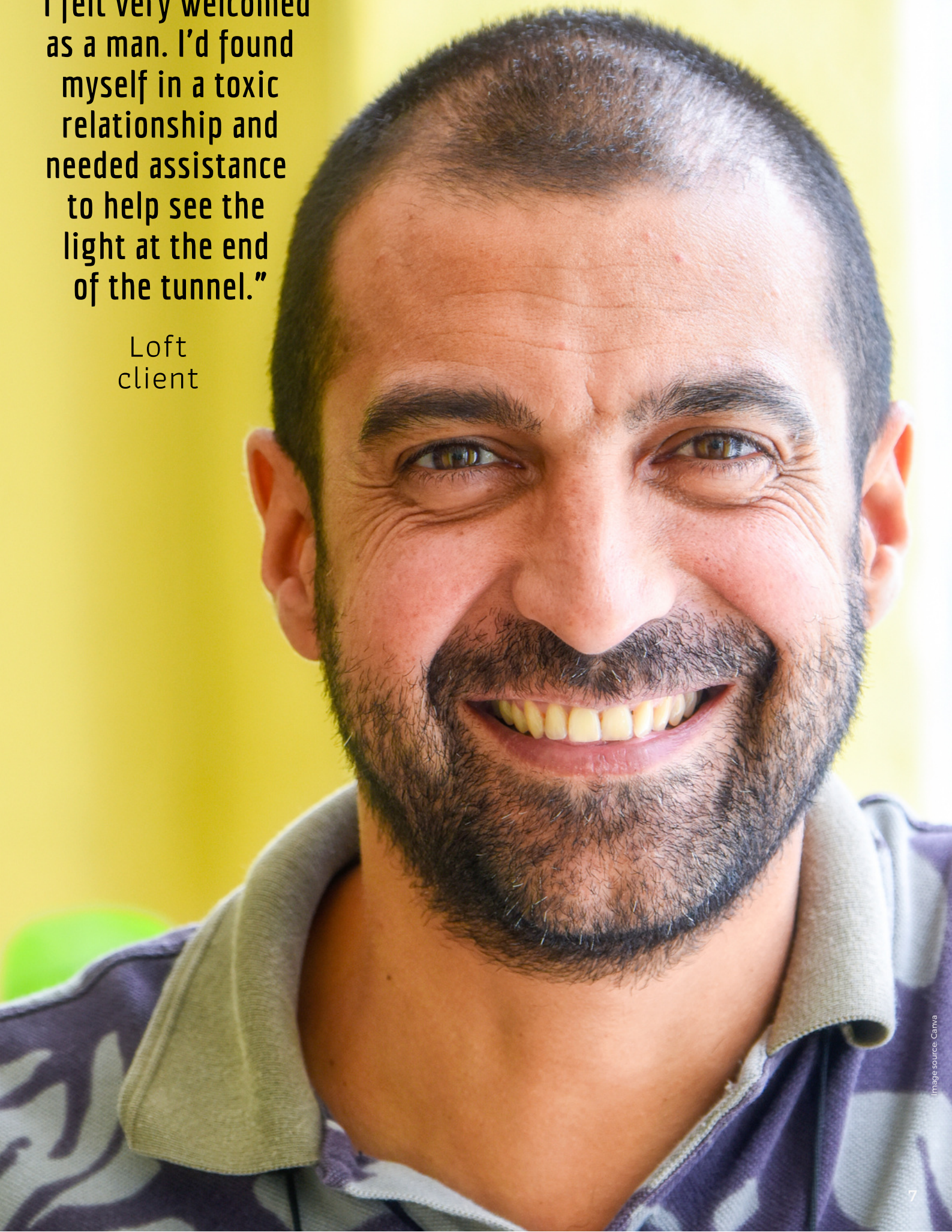
Lastly, thank you to all our tenant partners – new and 'old'. You all do essential mahi in the community and without you, there would be no Loft. Thank you to our neighbours – to Eastgate Mall, to Poto Williams, to Linwood Library and Linwood Medical Centre. Thank you to our funders – your generosity means we are able to support hundreds of people and the ripple effects of that support are untold. Thank you to our cultural adviser, Tane – your insight and fabulous training enhances the mahi of us and all our partners. But mostly, thank you to each and every one of the brave, vulnerable people who walk through our doors, or pick up the phone and trust us with your stories. It is our pleasure and our privilege to be of service.



This year we said goodbye to our beloved kaumatua Dame Aroha Reriti-Crofts

**"I felt very welcomed
as a man. I'd found
myself in a toxic
relationship and
needed assistance
to help see the
light at the end
of the tunnel."**

Loft
client



KAITŪHONO HAPORI/ COMMUNITY CONNECTORS' REPORT

The Loft's Social Emergency Response Service (SERS) has continued to flourish over the financial year July 2021 to June 2022, with our Community Connectors/Kaitūhono Hapori Kim Taylor and Hannah Storey supporting 50% more tāngata whaiora than last year.

While family violence is still the primary reason whaiora come to The Loft, financial difficulties were a recurring issue for the hapori. Some of that trend is due to our support of those in Covid-19 isolation, as we assisted about 60 individuals, family, and whānau in Supported Isolation Quarantine (SIQ). Our casual Connector Linda Laycock was so helpful in attending to whaiora needs during weekends and holidays. She actioned not just food parcels but also other practical items, as well as providing a friendly voice.

Like the rest of Aotearoa New Zealand, The Loft team was affected by Covid, with staff working from home during the 2021 lockdown from 18 August to 14 September. Unfortunately, we had to cancel a lot of community-based events we had planned, but we still supported any and all whaiora who were open to phone or Zoom assessments and engaged in many video-based networking and training events. Our Loft mahi didn't slow down during lockdown. Rather, we just found new ways to support our whaiora, even drafting Protection Orders by phone.

The Loft team has remained focused on bettering our cultural competency by engaging in ongoing Māori-led cultural development and weekly team te reo practice, fine-tuning our mihi and pepeha, learning new waiata, and expanding our



Kim & Hannah

use of everyday Māori phrases and vocabulary.

As Hannah nears the end of her New Zealand Certificate in Health and Wellbeing, Kim completed hers and began a Graduate Diploma in Mental Health Sector Leadership. The Kaitūhono also completed various trainings throughout the year, with topics including complex debt solutions, understanding psychosis, building boundaries for an ethical practice, privacy laws, and de-escalation techniques. The Loft was happy to host those final two training opportunities and offer them to all kaimahi from partnering agencies.

The financial year saw Kim and Hannah attend approximately 120 networking events throughout Ōtautahi and beyond. We also gave eight formal presentations on our SER service to organisations such as BestStart Educare's regional managers hui, Oxford Baptist Church, the CDHB Te Ao Marama hui, and St. Vincent de Paul.

In last year's Kaitūhono report, we were looking ahead to special projects that we were proud to see come to fruition. First, Toha Kai – a local food equity provider of organic fruits and vegetables – raised money to donate 170 boxes of produce to tāngata whaiora of any Loft agency. Even better, they were able to action most of the deliveries. We were especially excited to organise this programme during the holidays so that individuals, families, and whānau had access to fresh food during a time in which bank accounts are stretched thin.

Next, we moved our Mental Health Awareness Week plans (27 September to 3 October 2021) online, once again due to Covid. We offered two presentations to professionals and hapori alike. Dr. Olivia Currie of Real Healthy Me volunteered her time to present "Improving Mental Health with Lifestyle Medicine." Kim's offering was "Mapping Mental Health," a crash course in the mental health supports available in Ōtautahi. We were pleased with the number of participants and excited to have attendees from as far away as Auckland.

Kaitūhono have begun to hold community clinics to make accessing support even easier for our whaiora. Hannah maintained a presence at Pregnancy Infancy and Parenting Support (PIPS) Christchurch, and Kim held

multiple clinics at Kimihia Early Learning Centre and Parents College. We also began establishing a presence in Selwyn district with a presentation at the Selwyn Wellbeing Forum, meetings with a representative from Selwyn District council, and an ongoing weekly clinic at Te Ara Ātea library in Rolleston, where we have partnered with Birthright. Both New Beginnings Early Learning Centre (Linwood) and Renew Brighton (New Brighton) have expressed interest in having regular clinics at their locations in the coming year.

In 2023, the Kaitūhono are hoping to return to our pre-Covid plan of extending our community engagement by being present at local events and offering our own events that bring the hapori into our space in novel ways. While we want The Loft to continue to be a place where tāngata whaiora come when they are in crisis, we also want it to be a place they visit when things are going well but there's an interesting presentation or helpful event to attend. Only then can we be a wellbeing centre for the whole community, for therein lies our strength.

*Ēhara tāku toa i te toa takitahi,
ēngari he toa takitini.
Success is not the work of an
individual but the work of many.*



Pink shirt day at The Loft!

KAITIAKI MONI/ TREASURER'S REPORT

The Loft/Ki Te Tihi Board of Governance is pleased to present the financial statements for the year ending 30 June 2022.

The June 2022 financial year has been a settling period for Ki Te Tihi, which has been operating as a fully independent charity for the full financial year. As of 1st July 2021, they became directly responsible for the headlease of the premises.

Aviva continues to provide financial accounting and reporting processes for Ki Te Tihi and the Board. We appreciate Aviva having helped us to get all the systems up and running and will transition to a new financial provider in early 2023. We wish to thank Aviva for their diligence and ongoing support. We would also like to thank our external auditors Smith & Jack for their service and support.

"You have been a huge motivation and friendly comforting voice and face in this horrible scary time."
- Loft client

The revenue obtained in FY2022 demonstrates a viable and sustainable operating model, with three ongoing sources of cash and resources.

- Firstly, operating as landlords and managers of the premises at Eastgate Mall, from which 40% of revenue was generated this year. This service is managed on a breakeven model. While The Loft have incurred a full CPI increase to the headlease agreement, because of the high and consistent occupancy of tenants maintained over the last 12 months, the Board was in a



Carla Martin

position to not pass on the full increase to our partners and tenants. We will continue to monitor this and support our tenants in these economically challenging times.

- Secondly, being contracted by the Ministry of Social Development (MSD) to provide a Community Connector service to operate within the facility. This contract has been signed until June 2023 and we're awaiting an update from MSD on the funding plans for after this time. The success and value of this programme is tangible.
- Thirdly, we acknowledge the support received from funders in the form of grants and donations. Their continued support allows the team to pass on benefits throughout the community.

One of the Loft's strengths is the ability to adapt and respond quickly to the needs of the community. In this financial year this has included the delivery of COVID vaccinations in communities brought about through collaboration, and the administration of the Christchurch City Council Bromley Project Grants.

All these have been delivered with a margin and this has contributed to our positive financial result for the year.

These three methods of funding combined have delivered a strong result and an operating surplus for the year of over \$200k. Our cash reserves have been positively impacted by this profit for a sustainable future. Our strong cash position is also bolstered through the payments received in advance of delivering services.

With the Loft now owning the building fit out and office furniture by way of the transfer from Aviva, the organisation now has a non-cash depreciation expense of nearly \$60k per annum. In this financial year, we have changed the financial policy to use the Straight-Line

method of depreciation, to more appropriately reflect the use and value of the assets. This creates a consistent annual expense that can be budgeted for in a more consistent way.

“The kindest and friendliest staff, gave me confidence and support.” - Loft client

It is a privilege to serve the Loft as Kaitiaki Moni and to work with the dedicated Board to support this inspirational work. I take this opportunity to congratulate the team for another year of hard work and for rising to the challenges to continue to serve the community.



Ki te Tihi was visited by The Honourable Minister Kelvin Davis



OUR PARTNERS AT THE LOFT

With 20 different partner agencies and tenants, collaboration is at the heart of how we work. We operate a shared work space and reception, so that people need only walk through one front door to access all of the support they need. This approach reduces the barriers that commonly restrict access to multiple services and thereby sustain wellbeing inequalities

- Active Hand Rehab
- Bubs4U Midwifery Care
- Linwood Library
- Linwood Medical Centre
- Physio South
- Poto Williams, MP

COMMUNITY AND SOCIAL SERVICES:

- Asian Family Services
- Aviva
- Christchurch Resettlement Services
- Citizens Advice Bureau
- Community Law Canterbury
- Enabling Good Lives
- Enliven Presbyterian Support
- Goodloans
- Kingdom Resources
- LinkPeople
- Mapu Maia
- Pathways
- Problem Gambling Foundation (PGF) Services
- The Tenants Protection Association (TPA)
- Whānau Āwhina Plunket

OUR FRIENDS & SUPPORTERS

We are enormously grateful to all the supporters who make our mahi possible. From monetary donors, to the generous community who keep our food cupboard stocked, each and every one of you makes a difference to our hapori.

This year, for the first time, our Kaitūhono Hapori roles have been supported by the Ministry of Social Development. This funding has been imperative for the delivery and continuity of our services. Yet without the generosity of philanthropic donors over the last five years, we wouldn't be where we are today. Ngā mihi.

OUR FOUNDING FUNDERS:

- Christchurch City Council
- Lottery Grants Board
- Ministry of Social Development
- New Zealand Red Cross
- The Rātā Foundation
- The Sutherland Self Help Trust
- The Working Together More Fund
- Wayne Francis Charitable Trust

DONORS WHO HAVE SUPPORTED OUR SERVICES IN THE LAST YEAR:

- Christchurch City Council - Community Grants
- Lottery Community Grants Board
- Ministry of Social Development
- The Rātā Foundation



STATEMENT OF CASH FLOWS

FOR THE YEAR ENDING 30 JUNE 2022

| | 2022 | 2021 |
|--|------------------|----------------|
| Cash was received from: | \$ | \$ |
| Donations, fundraising and other similar revenue | 1,211 | 11,833 |
| Revenue from providing goods and services | 1,290,874 | 504,594 |
| Interest, dividends, and other investment receipts | 3,308 | 6,998 |
| Other revenue | 102,174 | 290,194 |
| GST received | 171,032 | 64,221 |
| Total | 1,568,599 | 827,840 |
| | | |
| Cash was applied to: | | |
| Donations | 99,433 | - |
| Payments to suppliers | 411,084 | 184,060 |
| GST paid | 167,102 | 68,308 |
| Payments to employees | 417,075 | 182,214 |
| Total | 1,904,694 | 434,582 |
| Net cash from operating activities | 473,905 | 393,258 |
| | | |
| Cash flows from investing activities | | |
| Cash was received from: | | |
| Receipts from the sale of property, plant, and equipment | - | - |
| Cash was applied to: | | |
| Payments to acquire property, plant, and equipment | 3,327 | 632 |
| Net cash flows from investing activities | 3,327 | 632 |
| | | |
| Net increase in cash held | 470,578 | 392,626 |
| Add opening balance of cash held | 392,636 | 10 |
| | | |
| Closing Cash | 863,214 | 392,636 |

STATEMENT OF CHANGES IN NET ASSETS/EQUITY

FOR THE YEAR ENDING 30 JUNE 2022

| This Year | | | |
|--------------------------|---|----------|-----------|
| Description | Accumulated surpluses or defecits | Reserves | Total |
| | | \$ | \$ |
| Opening Balance | 196,894 | 919,856 | 1,116,750 |
| Total Surplus/ (Deficit) | 206,946 | - | 206,946 |
| Transfer to Reserves | - | - | - |
| Transfer from Reserves | - | - | - |
| Closing Balance | 403,840 | 919,856 | 1,323,696 |

| Last Year | | | |
|--------------------------|---|----------|-----------|
| Description | Accumulated surpluses or defecits | Reserves | Total |
| | | \$ | \$ |
| Opening Balance | 10 | - | 10 |
| Total Surplus/ (Deficit) | 1,116,740 | - | 1,116,740 |
| Transfer to Reserves | (919,856) | 919,856 | - |
| Transfer from Reserves | - | - | - |
| Closing Balance | 196,894 | 919,856 | 1,116,750 |

RUTH'S STORY

After many years in an abusive marriage, Ruth* needed some support. Her husband had started spying on her and recording her conversations with other people.

"I was at my lowest point, and I just didn't know what to do," says Ruth. "A friend of mine told me that we could either come to the Loft and ask to speak to someone, or contact the Police, because things had become so unsafe. I didn't want to involve the Police, so I came here."

For Ruth, asking for help was a huge step. "I really struggled to get through the door... I spoke to Hannah [one of the Loft's Community Connectors]. I think if she could just tell that if I wasn't doing it there and then, I wouldn't have come back. She was amazing... Just the way she listened and she believed me; I felt validated. She made it easy for me to keep talking."

The Loft connected Ruth with Aviva, who worked with her to help her leave the relationship safely. Her support worker Chelsea linked Ruth with a lawyer; helped with writing an affidavit; organised for her home security to be upgraded and gave her a Safelet (a kind of personal alarm). "Everyone has looked after us so well. Even the contractor that she organised - he didn't just change the locks and fix my window, he brought hot chocolate for my daughter and me. She was so thrilled. "Having the security is huge - it makes me feel safe, and like this is my space, this is for me and my daughter. I'm not panicking at every sound."

Ruth's daughter Jessica also started having support with a tamariki worker.

"She absolutely loves Kaitlin and looks forward to seeing her every week... I wanted her to have as much support as possible and to feel heard by someone else and she's so comfortable with Kaitlin."

Ruth's journey is ongoing. Aviva connected her with a counselling service, and she'll be joining a group programme soon.



Image source: Canva

"Looking back, I don't know how I used to pick myself up each day and put a smile on my face with everything that was happening, but I did somehow... Now that I've left, I'm having very physical reactions to things. I'm still working through the trauma."

But coming into the Loft, telling her story and being believed was a turning point for Ruth.

"I realised that since that day, I've slowly started looking people in the eye again. Before I was always hiding..."

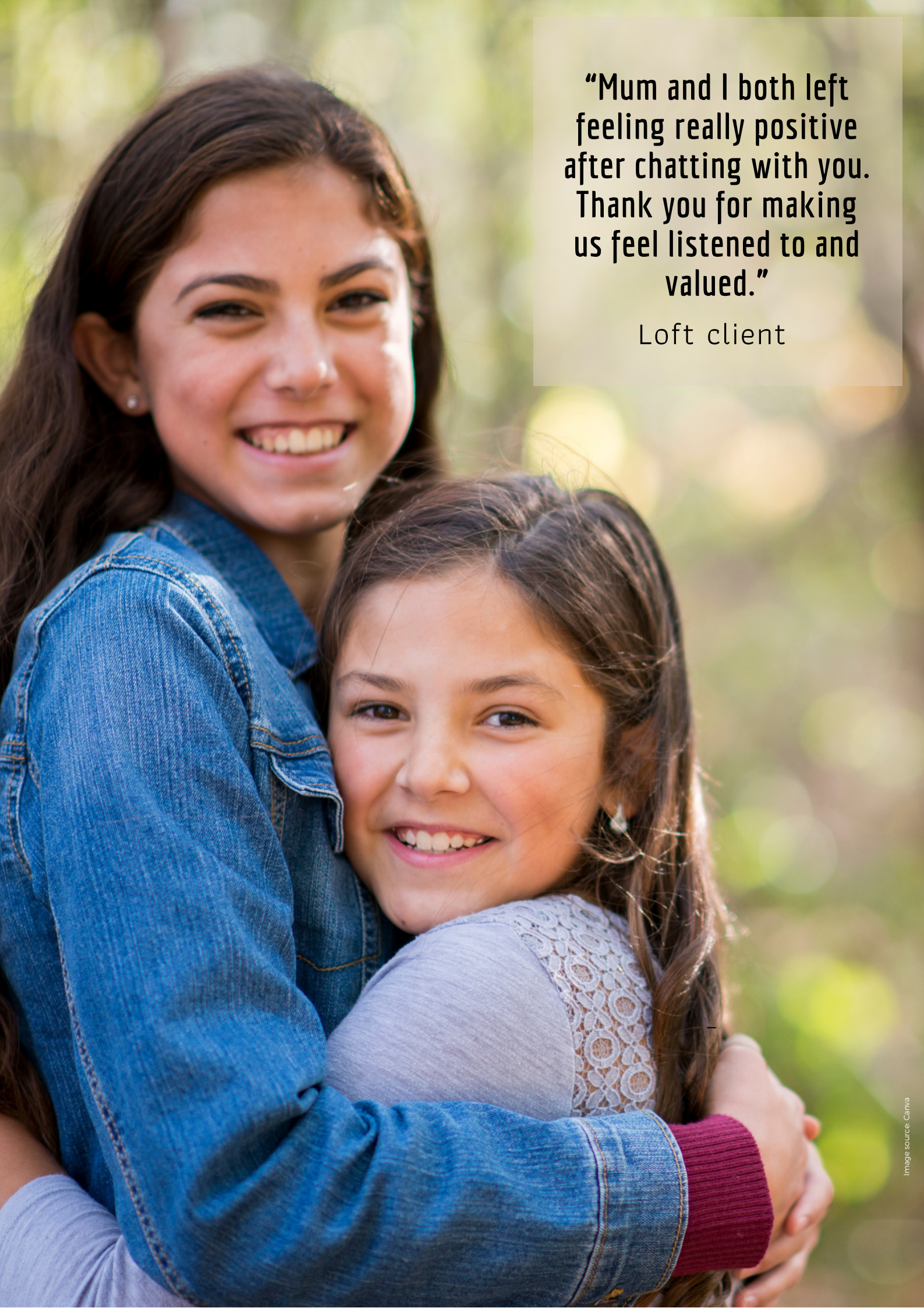
"It was like taking control back, so I could actually leave. I told myself, I only want to do this once and so I want to do it right. Chelsea was with me every step I needed to take, all in my own time, always encouraging and supporting me."

If Ruth could offer some advice to anyone in a similar situation it would be this:

"Just ask for help... I went through life never asking for help, and as soon as I asked, the help was there, just so much. And you're not made to do anything, you're always in control."

"The other thing I'd say to people is something that's helped me: you did the best you could with the tools you had. And there's nothing wrong with you, it's the situation you were in."

name changed.

A photograph of a woman with long dark hair, wearing a blue denim jacket, hugging a young girl with long dark hair from behind. Both are smiling warmly at the camera. The background is a soft-focus outdoor setting with green foliage and sunlight filtering through the trees.

**“Mum and I both left
feeling really positive
after chatting with you.
Thank you for making
us feel listened to and
valued.”**

Loft client

Contact us

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Ki te Tihi
Community
Wellbeing
Services
