

THE LOFT/KI TE TIHI

ANNUAL REPORT

YEAR ENDING
30 JUNE 2021



A close-up photograph of a woman and a young girl. The woman, on the left, has dark hair and is smiling warmly at the girl. The girl, on the right, has dark hair with bangs and is smiling back. They are outdoors, with green foliage in the background. The woman is wearing a white top, and the girl is wearing a white top with blue floral patterns.

**"The Loft is perfect.
That's all I can say.
They should have The
Loft in every city in
the country. They
genuinely care."**

Loft client

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BUSINESS DIRECTORY

as at 30 June 2021

Address

PO Box 24161
Christchurch 8141

Telephone

0800 865 638

Registered Office

Eastgate Shopping Centre
Christchurch 8062

Board Members

Monica Davis
Don Elder
Charles Knibb
Jane O'Malley
Carla Martin
Abby Lee Suszko
Bridgitte Thornley

Secretary

Sophie Bearpark

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 Haumaru



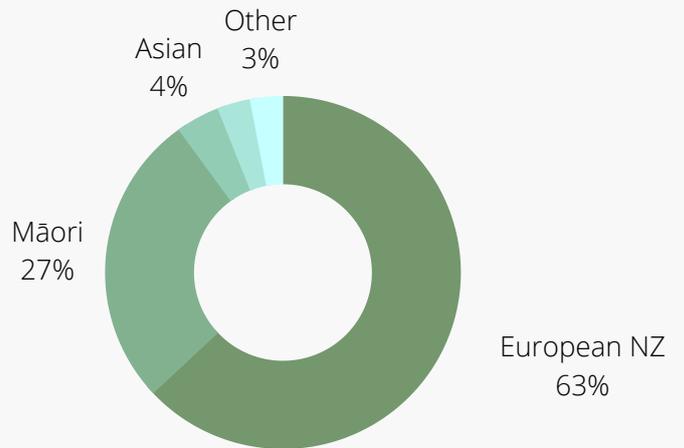
OUR SOCIAL EMERGENCY RESPONSE SERVICE (SERS) DATA

01 JULY 2020 - 30 JUNE 2021

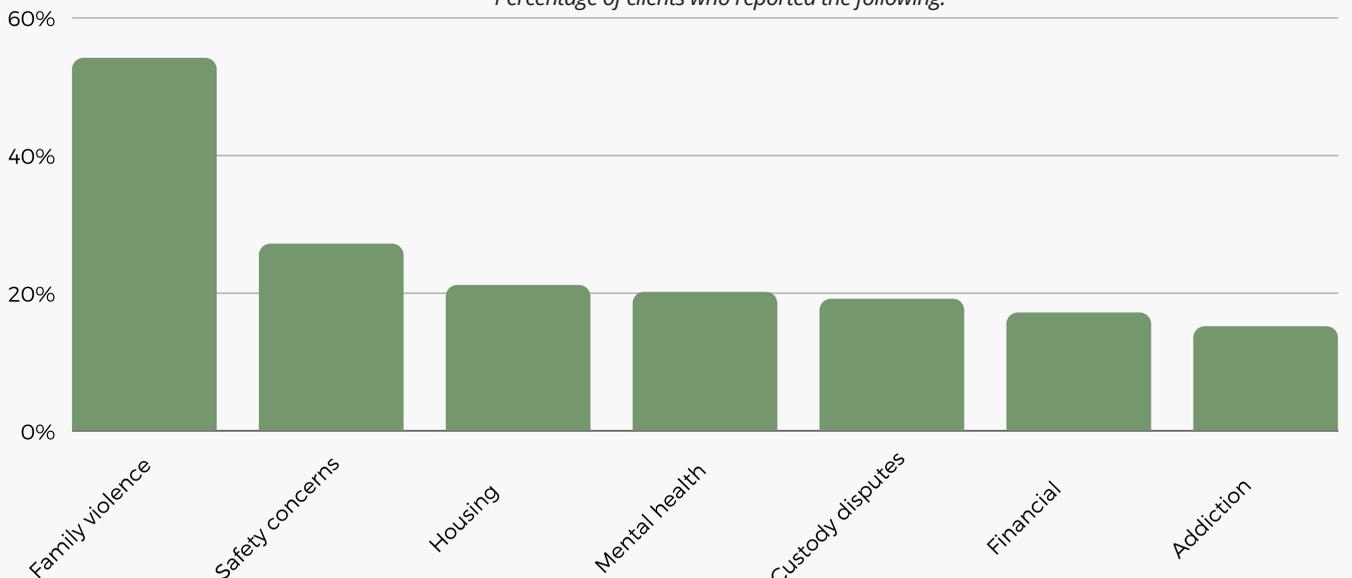
This year, we supported 617 individuals and their whānau; this represented a 78% increase on the prior year.

78% of tāngata whaiora were women, and 57% had children. While the client base remains overwhelmingly female, we saw double the number of male clients as the year before.

Family violence remains the biggest referral reason and because of the huge 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, demonstrating The Loft's growing reputation for supporting people with a range of needs.



Percentage of clients who reported the following:



HEAMANA/ CHAIR'S REPORT

*"Itiiti rearea, teitei kahikatea
ka taea."*

*"Although the rearea is small it
can ascend the lofty heights of
the Kahikatea tree."**

The Loft/Ki Te Tihi has come a long way since we first 'opened our doors' in August 2016 and the year 2020-2021 was a year of successful transition and growth.

By the close of this year, we assumed full responsibility of the lease with the Assignment from Aviva; this was a final step towards full independence and responsibility for Ki Te Tihi, and we established all the requisite policies and procedures required to operate independently.

The Loft space is now fully tenanted, with a range of Health and Social Services which complement Ki Te Tihi's purpose, to enhance outcomes for children, young people, families and communities by achieving the optimum added value that co-located community wellbeing services have to offer.

We successfully secured our first MSD contract, ensuring longer term sustainability for our Social Emergency Response Service (SERS), and recruited our two Kaitūhono Hapori. Kim and Hannah quickly established themselves and commenced their work in reaching out to our community and other providers, educating them about the work of Ki Te Tihi and our tenant partners. This led to the number of people who 'walk through our doors' more than doubling, from an average of 30 per month, to an average of ~80.



Monica Davis

During the year we also established our strategic plan for the next 3 years and developed a business plan to deliver on the objectives for the first year. In the 12 months of this Annual Report, while so much of the world was in lockdown, we were lucky to be able to keep our doors open (at times virtually) as Covid-19 stayed mercifully out of our community. However, with lockdowns a reality of our times, it is vitally important to our mahi that we remain adaptable and accessible to our community. At the times Ki Te Tihi has had to shut its doors, the team has demonstrated their remarkable versatility, continuing to operate virtually and ensure they were there for tāngata whaiora who needed support through lockdown.

**The rearea would fly upwards and hover for a moment, sometimes floating down a bit then fly upwards again continuing this process until it reached the top of the kahikatea tree where it fed off the fruit. Our journey has taken longer than rearea and while we have made progress we have still not arrived at the top.*

Another way in which Ki Te Tihi has supported the wellbeing of our hapori through the pandemic, is in the establishment of the Eastgate Vaccination Centre/Ki te Tihi Hapori Hauora, which opened in June, in partnership with Linwood Medical Centre and Life Pharmacy. It is this adaptability to meeting community needs through changing times, that means our service remains relevant, essential and accessible to those who need it most.

From a governance perspective, we have been pleased to welcome David Meates and Carla Martin to our Board. As former CEO of the CDHB, David brings a wealth of experience and expertise to complement the Board. And as a Chartered Accountant, previously working at BDO, Carla is a welcome addition, taking on the role of Treasurer. We've also welcomed Dame Aroha-Reriti-Cross as our Kaumātua

and Tane Keepa as our Māori adviser. Ki Te Tihi is committed to the cultural development of our staff and our practice and to upholding the principles of Tiriti O Waitangi, and we are thankful for their expertise, input and the mana that they bring.

I would like to end on a note of gratitude to everyone involved in the successful year we have had: to Kate, for her expert management and guidance of the Ki Te Tihi team; to every member of that team, Becky, Kim, Hannah and Sophie; to every member of the Board for their commitment and knowledge; to our funders, our partners and to the 664 people who came to us this year for the unique āwhi that Ki Te Tihi offers. Thank you for putting your faith in us.

*"Ahakoa iti, he pounamu."
"Although small we are precious."*



Pink Shirt Day 2021 at The Loft

KAI WHAKAHAERE/ MANAGER'S REPORT

While the year 2020/2021 was not without its challenges, we end it with a feeling of celebration and pride. As the world and our community learned to live and work in a “new normal” society, we adapted and expanded our services to support more whaiora with a range of complex and interconnected needs.

On the 2nd November 2020, just over four years after we first opened our doors, The Loft/Ki Te Tihi became an independent entity and Charitable Trust. When we were founded in 2016, there was a vision of co-locating organisations to deliver quality wellbeing services for local vulnerable communities by removing barriers to accessibility. An external evaluation, undertaken in 2018, evidenced the Loft’s early success noting, ‘more and more people in need in Christchurch East, and across the city recognise The Loft as a safe place where they can easily obtain the support they need.’ (The Loft Evaluation, Wylie & Morton, 2019).

In the two and a half years since this evaluation was conducted, we have grown and adapted our services even further. We will continue to do this while ensuring that Ki Te Tihi remains as relevant and essential to our hapori as it was when we were founded. Becoming a fully independent entity was a vital step in our continued growth and development.

We also secured our first MSD contract and in the process became a level 3 accredited provider – this is a testament to the quality and value of the unique, but essential, mahi we provide to our community. The funding we received was COVID-related, and our current contract expires in June 2022. However, the needs that Ki Te Tihi meets were clearly



Kate O'Grady

demonstrated prior to the pandemic and have only increased in the last year. It is vital that the financial support of The Loft continues, as our community continues to face the long-term wellbeing impacts of this pandemic.

This year, with the help of our MSD funding, our Navigator Service transformed into our Community Connector/Kaitūhono Hapori Service. While maintaining our essential mahi of being a welcoming space where people can bring their stories and seek help to uncover what supports they need, our Kaitūhono Hapori also network with other agencies and our community to increase knowledge and understanding of The Loft as a safe space for tāngata whaiora. As a result, this year we supported 617 individuals through our Social Emergency Response Service – a huge increase on the last year of 78%!

Our collaborations with other agencies, in particular our partners at The Loft, have further enhanced the support services we

offer to the community. We have always worked closely with Linwood Medical Centre for the safety and wellbeing of each of our whaiora. This year, we built on this partnership, working with the Medical Centre and Unichem Pharmacy to establish Ki te Tihi Hapori Hauora / Eastgate Vaccination Centre to support the COVID vaccination programme. The centre continues to see hundreds of people each week. We partnered also with Linwood Library and Recycle a Device on a laptop recycling and digital education project, meaning we've been able to provide access to technology to people who face digital exclusion, benefitting not only our whaiora, but those of our tenant partners.

As well as strengthening our existing partnerships, Ki Te Tihi welcomed new agencies. The arrival of Enabling Good Lives means that we are now fully tenanted, and Tenants Protection Association now runs a clinic from the Loft. Both agencies' unique and important mahi, alongside that of our other tenants, fully complement our purpose.

However, while I'm incredibly proud of everything Ki Te Tihi has achieved this year, none of it would have been possible without our small but amazing team of kaimahi. Thank you to Becky, our Tautāwhi Manuhiri – she ensures that those visiting The Loft are met with manaakitanga and aroha. Thank you to our Tautāwhi Sophie – for her patience and brilliant organisation skills as she provides help and support not only to myself and the team, but to our Board and all of our tenant partners. And thank you to Kim and Hannah, our Kaitūhono Hapori. Hannah is the newest member of our team – we were thankful to welcome her this year, and Kim transitioned with us from her previous role of Te Ara Atea/Family Violence Wayfinder. Their unique skills at inviting people to tell their stories enables whaiora to explore and uncover the relationship between their experiences and needs. Finally, this year, we said goodbye to Linda, our original



Prime Minister Jacinda Ardern visits the Loft (2019)

Navigator who was with The Loft from the very beginning. In her four years working here, she supported hundreds of people on their journey. Nga mihi, Linda. We wish you a happy retirement.

I would also like to thank the Board for their oversight and support in guiding Ki Te Tihi's Strategic Goals. Monica, Don, Charles, Jane, Carla, Abby and Bridgitte – thank you for your time, your expertise and your dedication. Thank you also to Tane, our cultural adviser, for your unique guidance and invaluable training sessions, and Dame Aroha, our Kaumātua, for the insight that you bring.

Thank you to all of our tenant partners for the wonderful mahi that you complete in the community. Without you, there would be no Loft. Thank you to our neighbours - Eastgate Mall, to Poto Williams, to Linwood Library and Linwood Medical Centre. Thank you to our founding partners for their support over the last five years. Thank you to our funders, for putting your faith in us, and in doing so, supporting hundreds of people you'll never know. But most of all, thank you to the thousands of whaiora who have walked through our doors since we opened – thank you for taking that step for yourselves and for trusting us with your stories.

Ngā mihi nui.

KAITŪHONO HAPORI/ COMMUNITY CONNECTORS' REPORT

We had a busy and instructive year ushering in the new role of Community Connector/Kaitūhono Hapori. We networked with over 100 agencies both on site and off, including regular attendance at community meetings and six formal presentations to local schools, government bodies, and social service agencies. Through these conversations, we built strong relationships with other organisations who feel comfortable sending their tāngata whaiora to The Loft for support. One organisation also held a successful fundraiser for The Loft.

Some special upcoming projects arising from our networking include: a fresh produce delivery scheme, local Kaitūhono clinics, and a schedule of events for Mental Health Awareness week that was well received.

Always looking for ways to improve our mahi, we have hosted and attended workshops and trainings throughout the year, including Gender Diversity, Mental Health 101, LifeKeepers Suicide Prevention, Disability Awareness, and many others. With backgrounds in teaching (Kim) and criminology (Hannah), we have further enhanced our skills by pursuing the New Zealand Certificate in Health and Wellbeing (Social and Community Services) with a focus on mental health and addiction.

Most importantly, we have supported a record number of tāngata whaiora through our Social Emergency Response Service with a variety of concerns, the most common being family violence,



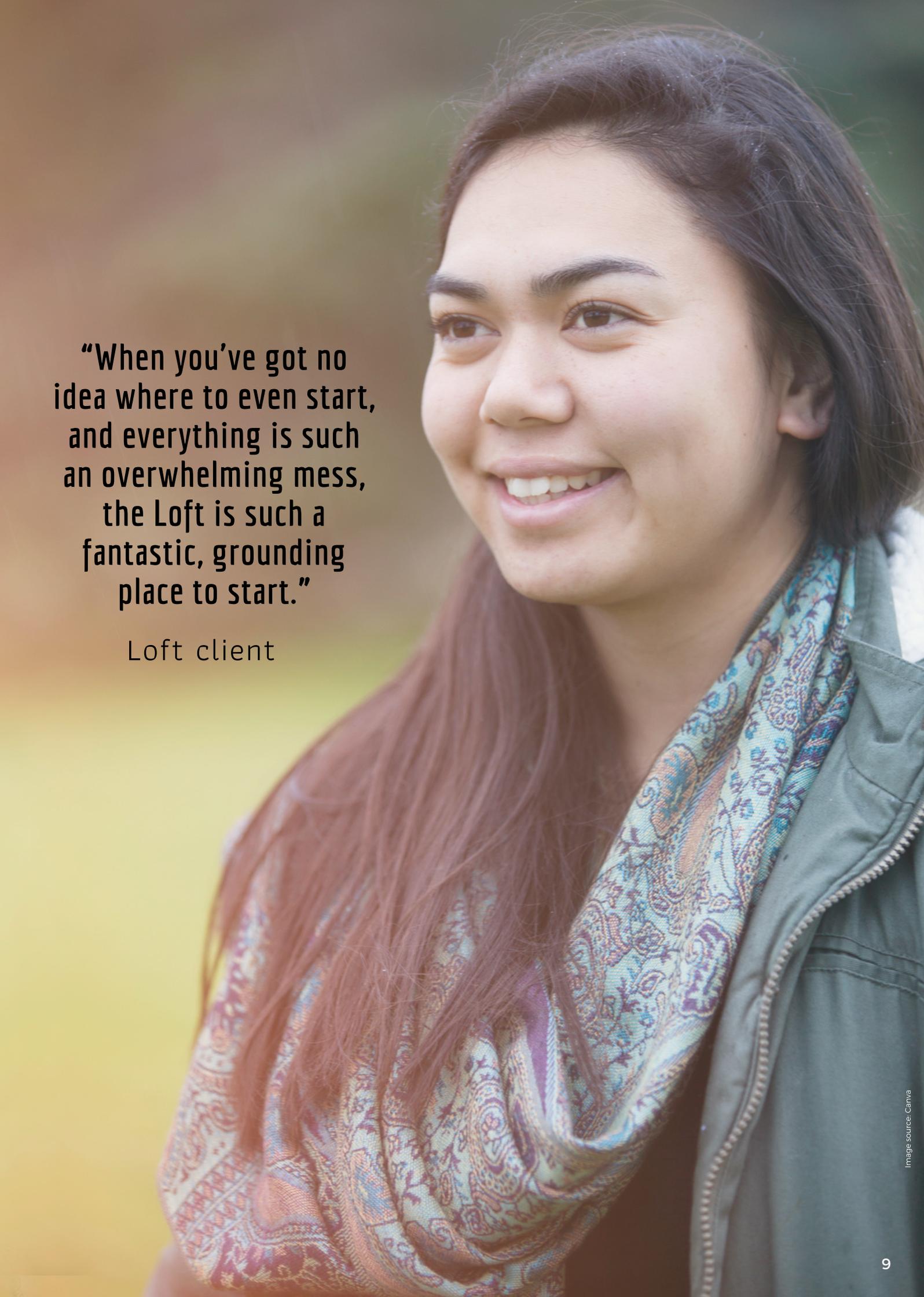
Kim & Hannah

housing insecurity, mental distress, and addiction. With two Kaitūhono available, we have been able to take on bookings to complement our walk-in service, thereby expanding our capacity to offer immediate, high-quality support. We have made it our mission to learn about the referral pathways available to our whaiora, even creating an in-house directory of services and how to access them.

It is an honour to meet with members of our hapori to listen to their stories and see through the goal promised in our whakataukī:

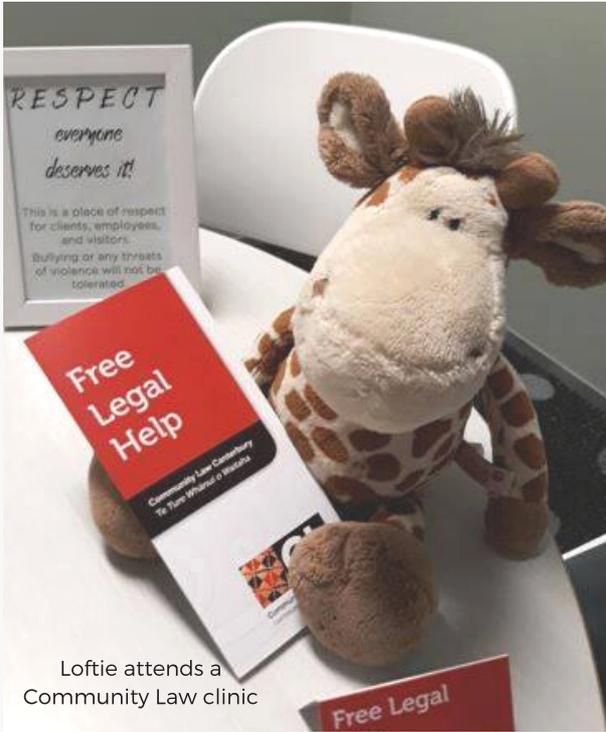
*“Poipoia, tautokotia kia eke te
tahi o Oranga.”*

*“Through nurture and support you
will reach the summit of
wellbeing.”*



“When you’ve got no idea where to even start, and everything is such an overwhelming mess, the Loft is such a fantastic, grounding place to start.”

Loft client



Loftie attends a Community Law clinic



The Loft/Ki Te Tihi SERS



NZ Sign Language Week 2021



Halloween at The Loft!



The Loft Team



Burwood High Students & Prime Minister John Key at The Loft opening (2016)

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

OUR NEIGHBOURS:

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

COMMUNITY AND SOCIAL SERVICES:

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



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 2021.

The June 2021 financial year has been transitional for Ki Te Tihi who are now a fully functioning independent charity, wholly responsible for the ongoing management of The Loft. Employees' and operational contracts transitioned as of November 2020 and as of 1st July 2021 they became directly responsible for the headlease of the premises. For the first time in the Trust's history the accounts represent a full twelve months' of operations. Aviva transferred the net operating funds, managed on behalf of The Loft during the reporting period. They also transferred ownership of the building fit out and office furniture by way of a donation of assets. The transfer has been recorded at the book values of the assets held in Aviva's financial statements, and recognised as a reserve in the balance sheet of approximately \$920k.

Aviva continues to provide financial accounting and reporting processes for Ki Te Tihi and the Board wish to thank the team for their diligence and ongoing support. This is the first year that the financial statements have been audited. We would like to thank our auditors Smith & Jack for their service and support.

The revenue obtained in FY2021 demonstrates a viable and sustainable operating model, with three sources of cash and resources. Firstly, operating as landlords and managers of the premises at Eastgate Mall, from which 36% of revenue was generated in FY2021. Secondly, being contracted by the Ministry of Social Development to provide a Community Connector service to operate within the facility. This contract



Carla Martin

has been signed until June 2022 and is currently under renegotiation. The success and value of this programme is tangible. Thirdly, we acknowledge the support received from funders in the form of grants and donations. These three methods of funding combined have delivered a strong result and an operating surplus for the year of nearly \$200k, enabling Ki Te Tihi to start its journey to meeting its strategic goal of financial stability by starting to build cash reserve.

Having joined the Board in May 2021, I am beginning to understand the tremendous mahi undertaken by Ki Te Tihi for the community. I have witnessed the team's dedication, hard work and passion that enables them to meet the immediate and changing requirements of their tenants, funders, clients and the wider community. Their quick response to the need for Covid vaccinations in communities was brought about through collaboration and perfectly reflected the Trust's values of Kotahitanga (Partnership), Mana (Respect), Whakaurunga (Inclusion) and Whakautu (Responsiveness). Their work is inspirational and I congratulate them for what they have achieved this year.

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
- Ministry of Social Development
- The Rātā Foundation
- The Simplicity Charitable Trust
- The Tindall Foundation



STATEMENT OF COMPREHENSIVE REVENUE & EXPENSES

FOR THE YEAR ENDING 30 JUNE 2021

	2021	2020
Revenue	\$	\$
Donations, fundraising and other similar revenue	11,883	-
Revenue from providing goods and services	416,754	11,783
Interest and other investment revenue	7,219	-
Other revenue	240,235	-
Total Revenue	676,041	11,783
Expenses		
Expenses relating to public fundraising	-	-
Volunteer and employee related costs	286,542	11,773
Other expenses	192,615	-
Total Expenses	479,157	11,773
Operating Surplus/(Deficit) for the Year	196,844	10
Donation of Fixed Assets	919,856*	-
Surplus/(Deficit) for the Year	1,116,740	10

*Aviva transfer of net operating funds and ownership of fit out and office furniture by way of a donation of assets.
See Treasurer's Report on page 12 for more detail.

STATEMENT OF CHANGES IN NET ASSETS/EQUITY

FOR THE YEAR ENDING 30 JUNE 2021

This 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

Last Year			
Description	Accumulated surpluses or defecits	Reserves	Total
		\$	\$
Opening Balance	-	-	-
Total Surplus/ (Deficit)	10	-	10
Transfer to Reserves	-	-	-
Transfer from Reserves	-	-	-
Closing Balance	-	-	10

HEATHER'S STORY

After leaving her partner, Heather* decided to move to Christchurch, bringing her three children with her.

"I left with nothing, and when I came here I had nothing," says Heather. "I had been told that The Loft were awesome people that could help out with all sorts of things, so I came in. The Loft were wonderful – so kind and caring, happy to help and informative. I was a little bit nervous, but they definitely make it easy. The whole environment is warm and not scary."

Heather spoke to Kim, one of our Community Connectors.

"She was amazing – super easy to talk to. I'd gone through a messy, abusive situation before coming here. She helped with everything – connecting me to good doctors, and a counsellor, all that stuff."

Through The Loft, Heather was also supported to get clothes for her children, and furniture for her house, from The Christchurch Aunties. We connected her with one of our partner agencies, Aviva Goodloans, so she could buy a car. When Heather decided to go back to college, The Loft helped her to get a laptop through Salvation Army.

Unfortunately, Heather has continued to face challenges with her ex-partner.

"My ex came down, broke into my house, smashed things and stole my car. They [The Loft] helped me file a Police report. And after I got out of hospital, they had this little pamper pack for me. It made me feel really good and cared for."

Things are going better for Heather now.

"Moving here was the best thing I did. I've had medical issues for a long time, and the care I've received, and my kids have received down here has been so good.



Everything is going well – I'm happy, the kids are happy. I don't think we'll ever leave.

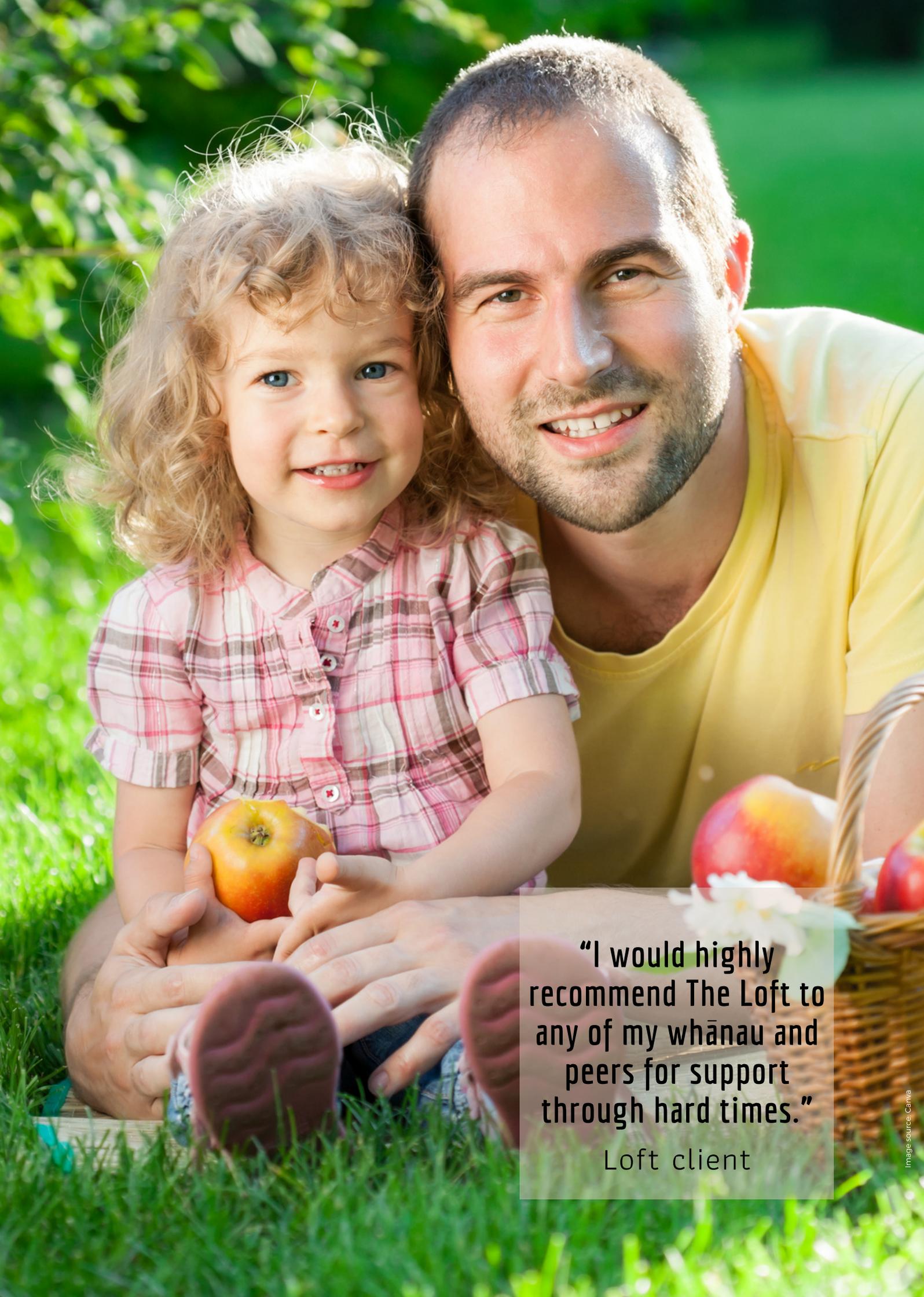
"Lockdown was actually really nice too – I enjoy nothing more than sitting at home with my children, just hanging out with them and getting to know them as they grow and change. We're on [school] holidays now and having a wonderful time – we go to the museum a lot, and we love walking round the gardens."

If Heather had to give some advice to somebody about The Loft, it would be:

"Don't hesitate. Just go in. Whatever situation you're in, there's no way they won't be able to help. 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. If they had a Loft in other places, it might be easier for people to get out of the wrong situation, and into a way better place."

***name changed, stock photo used**



“I would highly recommend The Loft to any of my whānau and peers for support through hard times.”

Loft client

Contact us

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the loft

Ki te Tihi
Community
Wellbeing
Services
