

Coromandel Independent Living Trust

2014

Annual Report



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Coromandel Independent Living Trust

Values

Whakawhanaungatanga

Kaitiakitanga

Manaakitanga

respectful relationships

our obligations

care for all people

Vision

To enhance the well being of all people in the upper Coromandel Peninsula

Mission

To respond to need by working collectively with others to strengthen our community.

Strategic Objectives

To make a positive difference to people's lives

To strengthen relationships with stakeholders

To seek opportunities that benefit our communities

To be sustainable

To be innovative

To be a leading provider

Strategic Priorities

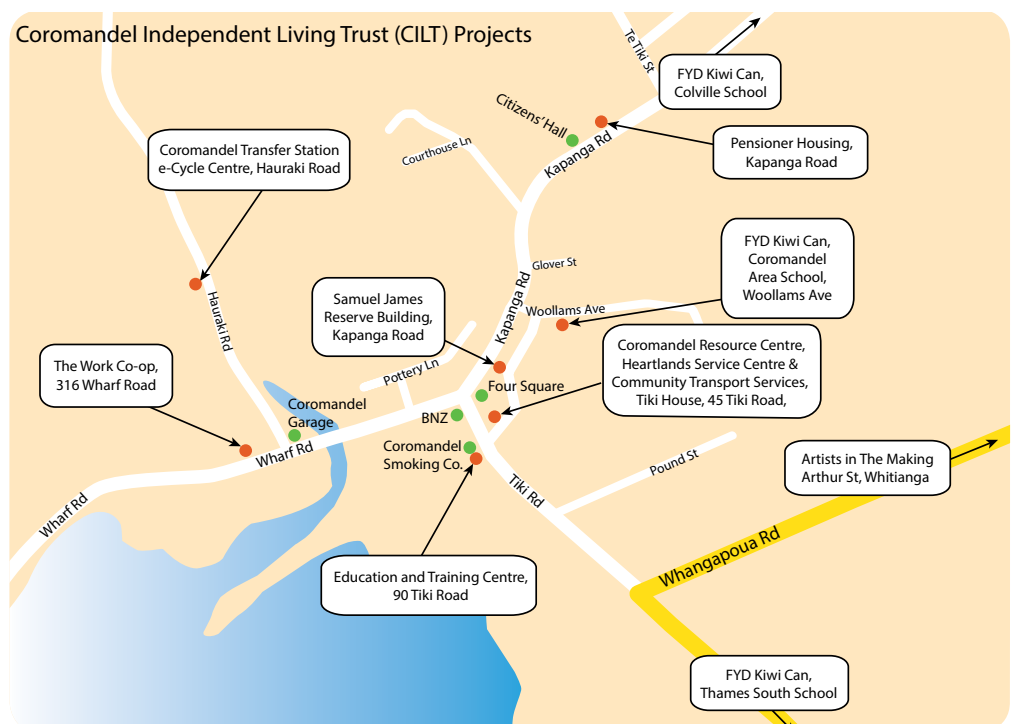
Adult Literacy

Training for Employment

Expansion to Whitianga

Opportunities with other organisations

Housing



CHAIR OF THE TRUSTEES

AIRINI TUKERANGI

E nga mana, e nga reo, e nga Karangatanga maha o te motu. Tena Koutou, Tena Koutou, Tena Koutou Katoa.

In June 2014 Mike Noonan, our Executive officer, was successful in securing a prestigious Winston Churchill Fellowship in Washington State, United States for a six-week research project. This research will assist CILT and Mike's ongoing commitment to developing and advancing services to people with disabilities.

During this period of absence we were able to maximize our strategic relationship with The Supported Lifestyle Hauraki Trust by securing a secondment of Nigel Sparrow to a six-month internship. During this period, I am reminded of how CILT has grown as a provider, capable of releasing Mike for a period of time whilst at the same time ensuring continuity of core business and service provision.

The innovation and leadership during this year has ensured securing new contracts, successfully completing an audit regime with Ministry of Social Development and leading out large scale policy initiatives locally, regionally, nationally and internationally.

Such progress highlights that CILT has invested wisely in:

- building a strong team;
- expanding community engagement;
- increasing communication channels;
- ensuring representation in local policy development, especially in regards to disabled persons' organisations, particularly in the areas of employment;
- quality monitoring systems and controls; and
- securing new contracts opportunities.

Te Puni Kokiri contracted CILT to provide Whanau ora services to our high need population. We are pleased to report an eagerness to provide an integrated approach to our community

health, social, education and housing services by supporting Whanau/families to achieve successful immediate and long-term outcomes based on Whanau need.

In order to achieve this model of care, our Executive Team will be working hard to build sustainable funding opportunities to support programmes aimed at meeting whanau ora outcomes. CILT Governance focus is the continual strategic relationships and alliances with local and regional organisations with similar aspirations for their communities.

CILT continues to achieve great things for our community due to the forward innovative thinking of my Board colleagues, coupled with the dedicated commitment of our Management and Operational Team. 2014 has been a rewarding year as we look forward to yet another challenging year of opportunities.

Noho ora mai

Na Airini Tukerangi
Chair Coromandel Independent Living Trust



CILT Trustees

*Left to right: Vicky Sephton, Margaret Harrison,
Airini Tukerangi, Mike Noonan, Andy Reid*

EXECUTIVE TRUSTEE

MIKE NOONAN



2014 was an exciting and innovative year for all of us at CILT, much of which will obviously be covered in the individual's reports that follow. For me it was especially exciting as I was privileged to take up a Winston Churchill Fellowship and travel to Washington State, USA, in June for six weeks of research.



Speaking with a group of blind and low vision people working at the Microsoft Campus at Redmond who assess software for access ability

In preparation for my absence on study leave we were delighted to welcome on board Nigel Sparrow on secondment from The Supported Life Style Hauraki Trust on a six-month Internship Programme, through the Department of Internal Affairs. He was able to provide invaluable support to Jo Scott as Acting Chief Executive

for the months June to September. My trip was also made possible with support from the SPAN Trust.

My time away allowed me to appreciate at close hand how Washington State has been able to achieve such a high increase in people with a disability participating in the workforce. On my return I was able to, and continue to, share these experiences with colleagues in various community organisations, and disabled persons' organisations, especially people interested in employment.

Before I left for Washington CILT went through a very successful SAMS (Standard and Monitoring Service) audit for the Ministry for Social Development. CILT scored exceptionally well in most areas and I was gratified that our Continual Development was rated as 'pioneering best practice and reviewing effectiveness'.

During my absence CILT continued to operate as a smoothly oiled machine in safe hands. For its second year, Kiwi Can provided a programme at Thames South School and the Incredible Years Programme was delivered in the second half of the year in Coromandel. The Tautoko Tamariki programme continues to develop and our Whanau Ora Navigator contract was renewed to take us through to June 2015. CAPS Hauraki and the Hauraki Maori Trust Board both appointed workers into the area and we have ensured that we made them feel welcome and introduced them to the community as they both re-located to our area.

We signed a five year agreement with the Harray family to provide for the continuation of the popular Harray Track, that also has longer term agreements with the Coromandel Golf Club and the Department of Conservation.

The Coromandel Business Association continues to use our building in the Samuel James Reserve for its Information Centre. Our

5 plus 5-year Management Contract with Smart Environmental Ltd. at the Refuse Transfer Station commenced in July. As we entered the second full year of occupancy of the new Kapanga Flats, April marked the introduction of the Income Related Rent Subsidy and, as CILT is a Registered Community Housing Provider, many new tenants will be eligible. This relates closely to the research which CILT has commissioned from WINTEC on Social Housing and may ultimately influence where CILT will go in this sector.

Jean Ashby's recognition by the Department of Corrections in 2013 continues to bear fruit with the strong link formed with that agency to support offenders. It was an extra pleasure to hear that the Work Co-op had won a prize in Coromandel's Illume Festival in July.

Due to the demand for space in Tiki House from the external agencies using our facilities, we have been obliged to take on an extra room for the foreseeable future, which is being well used.

Another initiative has been the agreement with St. John's to supply our First Aid courses, through our Education Training Centre.

On the personnel front, we farewelled Ischelle Stevenson as Kiwi Can leader in December and welcomed Marlene Johnson in her place. Patricia Mikaere came on board as Education Activities Manager while Hiria Tukerangi moved from her role at ACE to become Community Transport Services Coordinator at the Resource Centre in January 2015. Abby Morgan's contract finished in June and we all appreciate her time and work with us.

Although we missed out on Lotteries funding this year we were very encouraged by the positive response to our hosting of a Community Networking Meeting with approximately 30 attendees from the locality.

Our year ended on a positive note with a Strategic Planning Day held at the Mana Retreat Centre in November. The CILT Christmas Party, was held this year at the Coromandel Bowling Club as we

were keen to support another local group, in this case the New Zealand Bowling Club of the Year, 2014.

Involvement with other groups is paramount to CILT's continued success and future. We saw in Nigel Sparrow's secondment a collaboration with The Supported Life Style Hauraki Trust which we hope to continue and develop, and we are interested in having more collaboration with other organisations which may result in Memoranda of Understanding.

I can only end by acknowledging the wonderful team we have at CILT: trustees, staff and volunteers that allows us to continue to provide an increasingly varied service to the community. A special thanks to our Financial Controller, Jo Scott, for acting as Chief Executive so ably in my absence and in particular, huge thanks to my wife, Alison Carter, who not only supported me in my journey to Washington State, but continues to give me a ton of back up on a daily basis.



Signature



COROMANDEL RESOURCE CENTRE

PROJECT COORDINATOR REBECCA TOON

Resource Centre

CILT is a full member of the New Zealand Federation of Disability Information Centres and the Māori Disability Group, Te Roopu Tikai Hunga Hauaa. Specialist knowledge on health and disability services is provided at a number of CILT sites by several project coordinators. In 2014 the Resource Centre provided 3656 support contacts to people with a disability through face to face enquires, phone calls, emails, letters and faxes. Daily queries ranged from health care options for the elderly, services available for people experiencing mental health issues and products to increase physical mobility.

To empower residents to access their own information on services, the centre has two free computers which were used 1541 times over the year. Fundraising website Fundview is available on the computers.



Community Transport Services

The Community Transport Service is a vital service that enables patients (who have a Community Services Card), from the isolated rural Upper Coromandel to access to health care at Thames Hospital and Waikato Hospital. A dedicated team of volunteer drivers are available to transport patients who are unable to drive themselves. CILT receive funding from the Waikato District Health Board to provide this great service.

In May 2014 CILT conducted a survey in order to obtain patients feedback. Some of the comments from patients included:

"We are so lucky to have this assistance, I don't know how we would get on without it."

"We would not be able to live here without this service."

The Coromandel Resource Centre is a busy 'one stop shop' for residents in the heart of Coromandel Town, providing information on health and disability services, funding to enable people to attend hospital appointments in Thames and Hamilton and rooms for agencies not located in the area to hold regular clinics.

Coromandel Heartland Service Centre

Heartlands is a government funded interagency initiative that enables people in rural areas to access government services. The Centre is based at Tiki House in Coromandel Town and is accessed by local residents and those living in the isolated communities of Colville, Port Charles, Papa Aroha, Koputauaki, Kennedy Bay, Whangapoua and Manaia. In addition to government agencies, other social services providers regularly book the rooms to see clients.

Between June 30th 2013 and July 1 2014, there were 1984 face to face appointments with a government or non-government representative at the centre. This is a substantial number considering the population of Coromandel Town is only 1500. There were also 655 support calls, emails, faxes and internet enquires related to seeing visiting agencies.

Agencies accessing the rooms included; Probation Services, Māori Land Court, a lawyer, medical herbalist, psychologists, IRD, Community Mental Health, ACC, Workwise, counsellors, computer tutors, speech and language therapists, an osteopath and a masseuse.

From May an additional room was rented at the Heartland Service Centre, to allow a bigger space for whanau hui, which has been very popular.



Mobility Van

In 2014 the Coromandel Community Services Trust (CCST) van completed 43 trips with 274 passengers from Coromandel Town to Thames for shopping. This fantastic service collects locals from their homes and drops them back at the end of the day. CILT organise all of the bookings for the weekly trips and the drivers are volunteers.



2014 Inspiring Conferences

Over the year I went to a number of inspiring conferences around Aotearoa. In May Financial Controller Jo Scott and I attended the New Zealand Federation for Disability Centres Conference in Queenstown. This was a great opportunity to learn more about how other disability information centres around the country operate and dress up as pirates for a pirate themed dinner! In September I attended Festival for the Future in Auckland and a Heartlands Conference in Rotorua, where I gained innovative new ideas about how CILT can support our community. My last event for the year was in October in Auckland with the Fundraising Institute of New Zealand, that was full of great fundraising and marketing tips.

Thanks!

We would like to acknowledge the ongoing support of **SPAN Trust, Waikato District Health Board, the Ministry of Social Development, Trust Waikato, COG's and the Lottery Grants Board** for funding the great services we provide.

ACE - EDUCATION TRAINING CENTRE

ETC COORDINATOR - PATRICIA MIKAERE

ETC ADMINISTRATOR - HIRIA TUKERANGI



CILT's Adult and Community Education Training Centre delivered a total of 42 courses including other education based activities to adult learners of the Upper Coromandel Peninsula. A total of 579 participants enrolled.

Courses were delivered at many venues including CILT's Education and Training Centre at 90 Tiki Road, St John's Ambulance Hall, Hauraki House, Thames Coromandel District Council chambers and an added venue - Koputauaki Community Centre. Local tutors and other providers/tutors from Thames, Hamilton and Auckland provided high quality learning opportunities for the community.

Te Reo Maori, Driver Licences and First Aid courses were well supported by locals and others who travelled from Colville and Whitianga. We also hosted a Network Meeting and a Community Waikato workshop with attendees from Colville, Whitianga, Thames, Paeroa and Waihi.

Below are all who took part in our Network meeting. 34 people representing over 35 organisations came this day to share their successes, identify their needs and network with each other to address these needs.

Adult Learners' Week

Our 2014 Adult Learners' Week (ALW) saw great participation from adult learners in our community. A total of 158 participants took part. We ran the very popular Business House and Street scrabble competitions which involved 83 participants. Two more activities were added to the ALW such as the Historical Amazing Race and Random Puzzle Drop that involved 75 participants. The week focused on raising an awareness of Adult Learner needs throughout New Zealand. It also focused on encouraging adults to not only engage in learning, but also to become long life learners.

2014 Courses

Learner feedback from courses taken in 2014 was positive and there are many registrations of interest for 2015 courses.

A total of 39 participants either refreshed or gained their full certificate in first aid training which was delivered by Meditrain and St. John. To recruit more volunteers to join their organisation, St. John delivered two very large workshops to over 30 participants.





Felix O'Carroll showing St. John equipment

The Website Design course became increasingly popular providing participants with the tools needed to build their own business or organisation websites.



Website Design tutor Steve Hutton with participant

Digital Photography and Photo-editing had a class of enthusiastic learners who all took advantage of learning the many skills of this trade as well.

ACE delivered 4 new courses this year including: Maori Weaving, Xero Online Accounting, Quad Bike Safety Training and Chainsaw Safety Operations.

The Quad Bike and Chainsaw Safety training courses were popular. Local farmers, grounds keepers and other outdoor workers took advantage of this opportunity to learn to use quad bikes and chainsaws safely.



Tutor Gerry Shaw with quad bike participants



Xero Accounting participants

The Xero Online Accounting course generated a very high level of participation. These learners acquired the skills and confidence needed to manage their businesses or organisation finances more effectively.

Advertising and marketing through fliers, the blackboard outside the Education Training Centre, radio, the BNZ electronic notice board, and word-of-mouth has meant that people who do not receive the Coromandel Chronicle or who are from outside Coromandel were better informed. In 2015 we will focus on setting up an email list of past students who can then be sent notifications each term of up coming courses.

The Education Training Centre also has Video Conference Facilities, video cameras, and a data projector screen available for hire.

In 2015 we plan to continue reaching out into the community to both inform people of the courses available here and to encourage them to carry on "learning for life".

KIWI CAN

COORDINATOR SHELLEY STEVENSON

KIWI CAN is a life-skills and values programme designed as part of a range of programmes founded in 1995 by mountaineer Graeme Dingle and lawyer Jo-anne Wilkinson, in response to New Zealand's negative youth statistics. It is a whole-school programme with all students in years 1-8 attending one session a week, each week of the school year. Its focus is 'Growing Great Kiwi Kids'. Kiwi Can also runs school/community projects in their participating schools every year.

In 2014, we delivered high-energy, interactive and challenging lessons to over 200 students aged 5-12 years around our four themes - Positive Relationships, Respect, Integrity and Resilience. This year, Kiwi Can delivered our programme to the tamariki at the Coromandel Area School (CAS), Colville School and Thames South School.

The schools enjoy having Kiwi Can there and feel that we compliment their school culture and the values they promote to the children.

Our Kiwi Can leaders during 2014 were Shelley Stevenson, Kelly Grice, Marlene Johnson, Cody Richardson and our fantastic relievers Natalie Munns, Jamie-Rose Leckie and Nadia Burrell. We have formed a really awesome team with diverse strengths and interests. We are all great role models, involved in the community and have built positive relationships with students

and schools, while leading action-packed and professional Kiwi Can lessons.

Each year our leaders attend a professional development camp at National Training in January. This is where all the FYD Kiwi Can leaders from around the country get together to attend workshops and swap ideas. At the end of this training camp, our leaders come back excited and ready to practice their new skills in the class room.

During 2014 this programme was coordinated by Shelley Stevenson. Shelley has a background in health and education.



2014 Kiwi Can Programmes

| Term | Theme | Module | Catchphrases |
|------|--|---|---|
| 1 | Positive Relationships Whakawhanautanga | Fairness and Fairplay Leadership Conflict Resolution | Working and Playing in safe and thoughtful ways with others. |
| 2 | Integrity Pono | Making good choices Being a role model Accountability | When you make the better choice you honour your mana and your voice. |
| 3 | Respect Manaakitanga | For our School For our Community For our Environment | What we say and do today will affect all our tomorrows. |
| 4 | Resilience Taikaha | Goal Setting Problem Solving Perseverance | Keeping calm and in control helps us all to reach our goals. Kia Kaha! |

KIWI CAN DISCOS & MOVIE NIGHTS

At the end of each term our awesome leaders volunteer their valuable time and organise a Kiwi Can disco for the students. In 2014 we decided try something a little different and held Movie nights. This was a great success and ended up having a lot of parents staying to watch the movies also. We have students from Manaia Kura, Te Rerenga, Colville and Coromandel Schools, even some of our home-schooled children attend these events.

It's so nice to see the children from around the community come together and interact with each other. The proceeds from our discos and movie nights go towards purchasing resources for the students such as paper, pens, balls etc for the students to use.



Coromandel Area School

The Kiwi Can Leaders align their lesson planning closely with the school programmes, delivering quality, professional sessions with links to the schools values initiative, the National Curriculum and Key Competencies in particular.

In 2014 our Kiwi Can leaders Cody and Marlene were asked by the teachers and students to attend their school camp. Room 4 & 5 had a day trip to The Waterworks and Room 8 had an overnight trip to Waitawheta Camp.

Alex Sowerby (age 12 years) from Coromandel Area School says:

"In Kiwi Can we learnt how to work as a team even if we didn't get along with someone in our team."



Colville School

Again the leaders have continued to develop excellent professional relationships with staff and aligned their planning wherever opportunities presented themselves.

A highlight for the leaders and the community each year is the 'Student-led Conferencing' Day. This year the students, supported by their Kiwi Can Leaders, hosted an energiser from one of our Kiwi Can lessons for the parents and pre-schoolers.

Colville School students have particularly embraced theatrical and role-playing opportunities as a method of embedding their themes and concepts and of portraying their learning to others.

The Kiwi Can team appreciate the support the staff at Colville School and the Community have given to the programme. It really is a team effort.



Thames South School

Leaders have a great relationship with students and teachers at Thames South School.

The team absolutely love going to Thames South.

In 2014 leaders Cody and Marlene were invited to go to the Matai Whetu Marae with the students, to listen to stories and legends from the local area.

The children and the school culture they have

developed is heart warming.

The below is a comment from Whaea Joan Room 6 (Thames South School).

"The tamariki love coming to Kiwi Can, they love to play the energizers and games in class."

Kiwi Can's positive messages fit well into our school learning community. Lessons are balanced with high energy and quiet time. Kiwi Can caters for all learning styles and includes challenges and problem solving; we integrate many ideas from Kiwi Can into other curriculum areas.

Great modelling by adults then putting kids in 'role'.



Thanks to our supporters

Thanks to our supporters, who enable the continued successful running of FYD Kiwi Can Coromandel in our local schools:

- Sanford Ltd
- The Lion Foundation
- Coromandel Area School
- Colville School
- Thames South School
- FYD – Foundation for Youth Development
- Ministry of Education
- Driving Creek Railway Ltd.
- Grassroots Trust
- Sky City Community Trust Hamilton
- Thames Community Board
- ANZ Staff Foundation

SAMUEL JAMES RESERVE BUILDING

PROJECT COORDINATOR LOU RUST

CILT owns and administers the public amenities building in the Samuel James Reserve in the centre of Coromandel Town. The office in this building is leased by CILT to The Coromandel Town Information Centre (under the umbrella of the Coromandel Town Business Association). What a perfect location for our town's very important facility; it's so pleasing to see locals and tourists alike enjoying the beautiful 'heart' of the town, taking advantage of the buzzing Information Centre, and having easy access to our well-kept public toilets within the building.

During 2014 we maintained the building with a small roof to shelter the doorway to the CTIC office, and also installed non-slip mesh on the ramps. We were also pleased to make the facility available during the Business Association's very successful Illume Festival in the winter.

The building is maintained and cleaned by CILT staff under a sub-contract to Smart Environmental Limited (SEL) who in turn are

contracted by the TCDC to provide this service. CILT wishes to say a big thankyou to Rhys and the people from the Work Co-op who clean there on a daily basis. And thanks to Sam who opens promptly each morning seven days a week.

CILT appreciates this mutually beneficial collaboration with SEL and TCDC, and looks forward to continuing this arrangement into the future, which also involves a variety of Coromandel groups and organisations, to the benefit of all parties concerned.





WELL-HOUSED COROMANDEL

KAPANGA FLATS

CILT currently has 14 pensioner flats located in the centre of the town, 200 metres from shops and healthcare and social services. Seven of the flats are bedsits that were purchased from the Thames Coromandel District Council in 2008 through the use of the Housing Innovation Fund from Housing New Zealand Corporation. The other seven are one bedroom purpose built dwellings completed by CILT in 2012. The flats are provided for people aged over 60 years with limited assets and low incomes who are able to live independently.

Through 2014 the flats continued to be fully tenanted with very little turn over and a long waiting list, reflecting the high demand for quality affordable social housing in the Upper Coromandel Peninsula.

Six monthly meetings are held with tenants and CILT staff over morning tea to update tenants on developments at the flats and discuss any issues. These are well attended with everyone enjoying fresh baking provided by the Work Co-op. The grounds have been improved with tenant input and volunteer support. CILT continues to provide parking for the Coromandel Community Services Trust and RSA mobility van which tenants regularly use for weekly shopping trips to Thames.

CILT, the only registered provider of social housing on the peninsula, is actively working towards supplying additional affordable accommodation throughout the peninsula for people aged over 60, with a disability or on low incomes. These groups have been identified as having the highest need for housing in the area in a draft report by WINTEC, who conducted research into social housing need in Coromandel in 2013 and 2014.

In 2013 CILT achieved Pre-Qualification status as a Community Housing Provider from the Government Social Housing Unit, which has enabled CILT to support new tenants to access the Income Related Rent Subsidy providing reduced rates of rent. CILT is encouraging all potential tenants to contact Work and Income and see if they are eligible for this helpful subsidy. In 2015 CILT will apply for full registration to support future developments for existing and new tenants.

In 2014 CILT had several meetings with the Ministry of Social Development and the Ministry of Business, Innovation and Employment, who are responsible for social housing, to discuss housing needs in the area and support for CILT's housing projects. CILT also has a long-

term strategy to partner with the Thames Coromandel District Council (TCDC), to identify surplus council land that could be suitable for the development of social housing.



CILT is a member of two relevant associations: the AHI (Australasian Housing Institute) and CHA (Community Housing Aotearoa) and has regular contact with stakeholders on a local and national level regarding housing issues and opportunities.

CILT gratefully acknowledges the ongoing support of the New Zealand Housing Foundation with the development of our social housing strategy.

Beautiful tenant gardens



WORK CO-OP

PROJECT COORDINATOR JEAN ASHBY



The Work Co-op participants have been busy making craft this year, which culminated in an exhibition of their work held at Success Café, Coromandel Town, in September-October. Some of the most appreciated work was patchwork table runners and flax flowers made into button hole brooches.



Other craft items have been created with others in mind: wheat bags made for Thames Hospital, cushions made for Te Kura Kaupapa Maori o Harataunga and 15 dresses for African children (via dressagirlaroundtheworld.com).

Other projects reflected special occasions closer to home. The birth of Russell Kingi's first child was celebrated with the making of a patchwork blanket.

Another patchwork was made to be sent to the UK for a wedding. This was a group project including the guys and girls. Some of the design elements were created by Ngamahi (with the concept of two nations coming together) and Raymond designed several other sections.





Occasions can be celebrations of the living or those who have passed on. One of CILT's long-term Work Co-op participants, Thelma Alger, died in 2014 and everyone at the Work Co-op was affected.

Grief, as part of life's rich pattern of experiences, brought the group closer together. The Work Co-op was proud to cater for Thelma's tangi and then later in the year, that of Kerry (the husband of a long-term Work Co-op tutor).

The year ended with the Christmas Work Co-op break up which was enjoyed immensely at the Pepper Tree (money raised by participants from lawn-mowing and other work was put towards this outing). Another new experience: most participants had never been to a restaurant before.

Plans are already underway for some of the group to visit a craft exhibition in Hamilton in 2015.

The Work Co-op van (generously sponsored by the NZCT in 2013) has been well used during 2014 assisting participants to attend from outlying areas and on various outings. Many participants really enjoyed travelling to Thames to attend a screening of The Supported Lifestyle Hauraki Trust movie, 'Life Stylers' in December.



We continue to work closely with the Department of Corrections and appreciate the petrol vouchers they provide CILT to assist with van running costs.

Nigel Sparrow and Jo Scott with Work Co-op participants





ARTISTS IN THE MAKING

COORDINATOR ANNE BOWDEN

In 2014 we had 16 people attending our group, with 2 new people starting at the end of the year. Tiana also joined us for her final year as a Gateway student from Coromandel gaining work experience.

This year we have continued our activities with mosaic, china painting, and painting with acrylics.

At Easter Pat and Lorraine organised a stall at the local market displaying everyone's work. Nicole assisted on the day and there were many positive comments about the high standard of the work. Tania, Bev and Chris had work chosen for the Waikato Disability Expo. Their mosaics were purchased and presented as prizes at the Expo.

Tania received a commission from a Hamilton kindergarten for a mosaic. She made a lovely piece with 3 tikis representing Whanau. Three people gained new part time employment involving motel cleaning, retail work and home support with Enliven.

I attended three staff development events during the year: Addiction 101 training in Whitianga, learning about basic addiction problems and working with people with addictions, Community Waikato's 'Awesome Organisations' seminar concerning running your organisation, which was great for the networking with other groups in

the community and Te Reo training at our CILT staff meetings throughout the year.

We finished the year with a fun Xmas lunch at Chang Thai with Mike and Rebecca joining us from Coromandel.

Audrey Hepburn said 'As you grow older you will discover that you have two hands. One for helping yourself, the other for helping others.' Throughout the year one of my tasks has been to help others, through my work with CILT. It is great seeing how people can respond and the work that they are able to achieve with a little encouragement.



WHANAU ORA

NAVIGATOR JEAN ASHBY



This service, new in 2013, continued to grow in 2014 with the support of Te Puni Kōkiri. The Navigator has used existing networks and established new ones ranging across local iwi, kura, health services, budget advisory services, probation and local providers to provide facilitation, mentoring and referrals to other services for local whānau members using the principles of manaakitanga and role modelling. The programme presents an opportunity for whānau to be proactive in setting and achieving goals rather than have them determined by statutory agencies.

Over the last 18 months, 36 Māori whānau involving 178 members have learnt vital life skills and made positive changes through their participation in the programme. Estranged whānau have reconnected, better quality housing has been accessed, significant health improvements have been made, parenting courses have been completed, whānau members have taken control of their mental

health and addiction issues and connections with local marae have been strengthened.

The programme has provided the chance to explore alternative options to prison. In the last year, the Navigator has attended court with members from three different whānau to advocate for them to not serve time in prison. By explaining to judges the Whānau Ora process and inter-agency collaboration that can keep whānau members safely within their communities, ensure they make the necessary changes and face the consequences of their actions, these members have avoided prison sentences, kept to their plans and made significant progress.

Evaluations of the effectiveness of the programme have been completed by whānau involved and other organisations working in the area. Some of the comments from local organisations include: "In a community such as this there is a need for respectful relationship building. I believe the knowledge of the Tikanga of the region is the key to the success of the Navigator Programme."

Jean Ashby is the Navigator and brings with her 18 years of experience working with whānau with a wide range of needs in the Coromandel area. In 2014 her extensive networks with local and regional providers were extended through contact with various government agencies to identify areas of need, such as housing, and possible solutions.



Te Puni Kōkiri
REALISING MĀORI POTENTIAL

INCREDIBLE YEARS PARENTING PROGRAMME

FACILITATORS KATE DONOGHUE & BRONWYN BLAIR

CILT has secured a four-year contract for the Ministry of Education to deliver The Incredible Years Parenting Programme in the northern part of the Coromandel Peninsula.

Since being awarded the contract last year, CILT has delivered a programme twice in Whitianga and twice in Coromandel. Bronwyn Blair and Kate Donoghue are currently facilitating a third programme in Whitianga. There are eighteen parents enrolled in this programme. Incredible Years has benefited over a hundred parents, and many more children, in the area.

The efficacy of the programme is undisputed. It is heartening for the facilitators to see the positive change that this programme can give to families.

The success of the programme in our area, northern Coromandel, is such that the programme has been over-subscribed. We have a waiting list of parents who want to do the programme. Often, initially reluctant participants are the strongest advocates and a percentage of parents ask to do the course again, which is applauded and facilitated.

Both Kate and Bronwyn are in the process of gaining Incredible Years accreditation.

"I feel quite armed now... a lot of the stuff I really stressed about I know I don't need to now... It's totally changed my thought patterns... I'm much more relaxed now... so much more equipped."

a recent Incredible Years participant



Developed by Dr Carolyn Webster-Stratton



Participants from a Coromandel course

STRENGTHENING FAMILIES WHAKAPIRIPRI NGĀ WHĀANAU

COROMANDEL NORTH REGION FACILITATOR KATE DONOGHUE

The Strengthening Families process is a positive community resource. The core funding for this initiative is shared between the Ministries of Education, Health, and Social Development. Strengthening Families particularly supports families where more than one agency is involved and follows a prescribed format for ensuring that the agencies are well-coordinated and working together for the benefit of the families. It is a strength based model that has the family at the centre of the process.

Since CILT gained this contract in 2013, the Strengthening Families service has provided this support to nine families in the Coromandel/ Colville area.

This service has been particularly valuable in the Coromandel and Colville communities, where other social services, including government departments, are difficult to access. WINZ no longer offers any direct service to the upper Coromandel and this has disadvantaged many in the area.

CILT has received a steady stream of referrals from various organisations and agencies and the need for this service is evident in the positively changed circumstances for many children.

TAUTOKO TAMARIKI

FACILITATOR KATE DONOGHUE

This new programme was written by Bronwyn Blair and offers support to individual families who, for a variety of reasons, are unable to attend an Incredible Years Programme.

The basic content of the programme is closely aligned to The Incredible Years' philosophy.

CILT has had six families accessing this support and currently Anne Zeeland and Kate Donoghue have four active referrals and one new referral. These families have benefited from this additional support to positively parent with worthwhile outcomes for the children involved.

This service enables facilitators to individualise support for families and with the geographical isolation of the Coromandel community and lack of coordinated social services, Tautoko Tamariki

has been valuable in supporting vulnerable families.

The referral process and criteria are available on the CILT website.

COROMANDEL REFUSE TRANSFER STATION

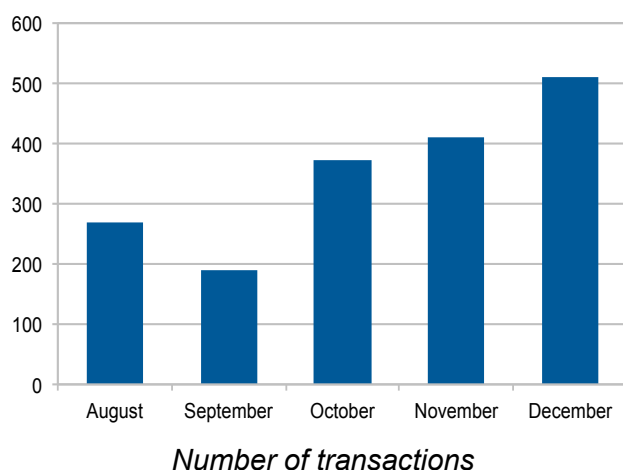
ANDRE BARLOW SITE SUPERVISOR

Opening hours:

Off Peak: 1 March – 21 Dec, Tue & Thur 1.30-5.30pm, Sat 10.30-5.30pm, Sun 10.30-7.30pm

Peak: 22 Dec - 28 Feb, Mon – Fri 12.30-5.30pm, Sat 10.30-5.30pm, Sun 10.30-7.30pm

In July 2014 the Coromandel Independent Living Trust entered into a contract with Smart Environmental Limited (SEL) to manage the Coromandel Refuse Transfer Station. Since then we have had the following number of transactions through the station during 2014:



It will be interesting to compare this next year.

Several changes have been made by both CILT staff and SEL to improve the site, systems and safety, and to educate the public:

- there are no longer open top bins for cardboard and plastic. Two cages are on site for cardboard with signage advising that all boxes are to be flattened;
- plastic, tin, and aluminium cans are to be put into bags provided to increase the amount recycled;
- the Site Operator directs the public to the appropriate drop off area and ensures that appropriate footwear is worn in the hazard areas. The public are slowly becoming aware

that they are not allowed onto the hazard area without appropriate footwear;

- the glass area is monitored at all times to ensure that glass and rubbish is not mixed and so rubbish bags are not left unpaid for in the glass bays;
- increased signage is available to provide direction for the public and increase the safety on site;
- education to ensure green waste is sorted before arriving on site and so the public knows that flax, phoenix palms, ginger plant toxic weeds have to go into the compactor;
- steel and whiteware are free to drop off, however they must be separated or broken down into their own components, ie: wood must be removed from BBQs & trailers, material from steel chairs, umbrellas etc. Tyres need to be removed from wheel barrows and trailers;
- paint is free to recycle, but must be in liquid form. This must be sorted and hard paint goes into the compactor;
- cones are placed at the top of the site to slow traffic down and to get the public to report to the office for direction; and
- wood or anything long going into the compactor needs to be less than 1.2m long, anything longer needs to be first cut off site.

New procedures have been developed as everything needs to be recorded including the number of free blue bags, amount of cardboard and bottles.

Since July, the Operators have attended the following training:

- chainsaw use
- wheels, tracks & rollers

- first aid
- te reo

We also have an e-Cycle (electronic recycling) station on site. There is a fee to have this equipment recycled.

Some frustrations are the long and confusing opening times for the public which can result in rubbish being left at the gate. We thank our neighbours for keeping an eye on traffic outside the opening hours. The installation of security cameras by TCDC during 2015 should help alleviate this problem.

There is a good relationship being developed between CILT and SEL staff and we are enjoying working together to ensure less waste goes to landfill and more product is recycled and making further improvements on site.



CILT staff Tuinga Heke and Andre Barlow on site

COROMANDEL COMMUNITY RE-USE CENTRE PROJECT

PROJECT MANAGER: GUY MACINDOE, SUSTAINZ LTD

Since successfully running the Coromandel Computer Recycling Centre between 2007 and 2010, under a 3 way partnering arrangement with the solid waste contractor Smart Environmental Ltd and Council (TCDC), CILT has been working towards the implementation of a Resource Recovery facility to minimise the amount of waste generated in the upper Coromandel.

Council -----Community -----Contractor

The first stage of this project was the establishment of an electronic waste recycling (e-Cycle) centre in October 2012. Electronic Waste is dropped off for recycling on a user pays basis. CILT took part in the national TV Take-Back Scheme during 2013/2014. The Coromandel, Whitianga, Whangamatā & Tairua Refuse Transfer Stations were the collection points managed by CILT, and the Seagull Centre in Thames also took part. A quota of 1200 TV's were collected on the peninsula, saving them from being disposed into landfill.

In July 2014 CILT signed a 5 year contract for the site management of the Hauraki Road Refuse Transfer Station (RTS) in Coromandel and, with financial support approved in 2014 from the Waste Minimisation Fund, which is administered by the Ministry for the Environment, CILT intends to open a Coromandel Community Re-Use Centre (CCRC) on the same site.

The CCRC facility will intercept recoverable and reusable resources from general waste for repair & on-sale to the local community. The project is aimed to benefit the whole community and hopes to access the practical skills of volunteers from the community for the development of a mentoring programme. It is also intended to benefit the other community organisations who already provide recycling activities in Coromandel Town such as "The Bizarre" and the community gardens.

CILT is developing the CCRC in partnership with TCDC & Smart Environmental Ltd and has the support of Trust Waikato, the Waikato Regional Council and the Thames Seagull Centre Trust.

The main objectives of the Environmental Initiatives which are being developed by CILT are:

- Waste Minimisation;
- Community Education & Awareness;
- Employment Opportunities; and
- Environmental Benefits.

The intention is that the CCRC will prove to be cost effective and will serve as a model for the other RTS on the Peninsula, adjoining Districts, as well as nationally.

Improvement of the existing RTS site in Hauraki Road in Coromandel together with the proposed new CCRC intends to provide the following benefits for the community:

- Continued management of electronic waste;
- Recycled and upcycled household waste;
- Improvements in Green Waste processing;
- Recycled building waste;
- Improved facilities for the safe handling and disposal of hazardous substances such as paint, chemicals & batteries;
- the establishment a community educational facility utilising CILT's existing educational facility located in Coromandel Town and CILT's existing school based "Kiwi Can" programme and working with other local environmental groups to increase awareness of waste minimisation within local communities and foster waste minimisation initiatives. The educational facility will inspire, promote, organise and manage waste minimisation and awareness programmes within the wider community utilising existing

waste education programmes;

- the development of a “Men’s Shed” concept to access the practical skills of volunteers from the community and the development of a mentoring programme. This will enable underemployed individuals to learn skills in trades and arts (such as upholstery, carpentry, electrical, sewing, crafts etc) in a supportive environment. In turn these micro enterprises will be able to transfer to home and marae environments;
- local people will be employed and educational opportunities available;
- local schools & artists will have access to materials for art projects;
- CCRC will be used as a venue for meetings and displays and workshops delivered by and for local environmental groups, school visits, iwi and community groups;
- the community will be educated about local environmental issues such as threatened species and pest management and control and other threats such as Kauri dieback disease;
- revenue generation for other CILT community projects; and

- The revenue from community reuse activities will remain within the town and surrounding areas. Community buy-in is important along with skilled volunteers and staff being well trained and supported.

Site plans for the development of the site have been developed, building plans almost completed and issues regarding the ownership of the land ironed out. It is anticipated that the CCRC will be operational by mid 2016.

The CCRC is going to be a fantastic asset for the Upper Coromandel community.



CILT staff with the TV Takeback Scheme container



FINANCIAL REPORT

FINANCIAL CONTROLLER JOANNE SCOTT CA
FINANCE & HR ADMINISTRATOR LOU RUST

I was fortunate to step into Mike Noonan's role for 6 months during 2014 when Mike went to the USA on study leave. I had great support from CILT staff and Nigel Sparrow from The Supported Life Style Hauraki Trust who worked with us while Mike was away funded by a Department of Internal Affairs Internship. This resulted in a significant transfer of skills between our organisations.

The funding received from MSD's Capability Investment Resource Fund during 2013/2014 improved CILT's organisational capability in many ways, from planning & budgeting to monitoring & evaluation, upskilling staff and improving procedures. The funding also enabled the organisation to save time by improving technology. Staff have also made significant improvements in reporting, ensuring the continuity of funding.

Governance has strengthened with a comprehensive Risk Focus Review workshop facilitated by Marsh Insurance and CILT now has a risk register which is able to be tailored by CILT programmes and is regularly reviewed, especially when new projects are considered to be undertaken.

Hardware & software has been updated, including the installation of a MAC server and VDSL broadband and bridging between locations allowing central management of data, faster communication & reduced cost. A new website platform has also been implemented enhancing CILT's world wide image.

The following programmes commenced or were renewed during 2014:

- renewal of Te Puni Korkiri Whanau Ora Navigator Programme contract for another 14 months;

- a variation in contract to run an extra Incredible Years Parenting Programme in Whitianga in 2015;
- funding approved by the Ministry for the Environment towards the development of a Community ReUse Centre which is to be built at the local refuse transfer station;
- participation in the TV Takeback scheme at four refuse transfer stations across the Peninsula;
- a 5 year contract with the local waste contractor to allow CILT to manage the local refuse transfer station;



CILT staff at the Refuse Transfer Station

- our Executive Trustee received a Winston Churchill Fellowship to travel to the USA to study work for people with a disability;
- a grant was received from the DIA to allow an intern to assist with operations during the Executive Trustee's absence; and
- we have also recently had funding approved from the *Making A Difference* fund to run workshops around the Coromandel Peninsula to promote awareness of people with a disability.

All of CILT programmes have the aim of reducing long-term welfare dependencies, boosting skills and employment, supporting vulnerable children and reducing crime. Implementing CILT's organisational capability development plan has been instrumental in improving the outcomes of our clients.

CILT employs over 30 staff part time. We are proud of our human resource management processes and aspire to best practice. Staff take part in 6 monthly appraisals to encourage reflection and goal setting and we are fortunate to take part in lots of staff development. During 2014 this included:

- Te Reo with Peg Harrison after our monthly staff meetings
- FYD KiwiCan conference (2) Staff & Leader training (4)
- NFDIC Conference in Queenstown (2)
- Workplace First Aid – all staff have 2 yearly refreshers
- AUT Project Management
- Sir Mason Durie – Maori in the 21st Century (2)
- Addiction 101 – Whitianga Community Services Trust (1)
- Incredible Years Parenting Programme accreditation (2)
- Fundraising Institute (3)
- Awesome Organisations – Community Waikato (1)
- Techsoup Technology Academy (3)
- Wheels Tracks & Rollers (1)
- Chainsaw (2)
- Connecting Up “Unleash the power of your not for profit” (1)
- Inspiring Stories Trust – Festival For the Future (1)
- Site Safety Course (2)
- Drivers Licence (1)

CILT's income increased by 4% to \$818,270 for the year ended 31 December 2014, and after capital funding of \$37,602 (for the Community Reuse Centre which is in development) we ended the year with a small surplus of \$7,762. CILT held assets of \$1.6M at 31 December with accumulated funds of \$365,454.



Staff and trustees at Strategic Planning workshop

Continuous staff development, improvements in operations, planning, budgeting, enhanced management of our funds and the support of various stakeholders allow our services to continue for the benefit of the community.

ACKNOWLEDGMENTS

CILT regularly works with organisations and agencies locally, regionally and nationally. In 2014 these included:

LOCAL

Ngati Porou ki Harataunga ki Mataora
Ngati Pukenga ki Waiau Ngati Tamatera
Ngati Whanaunga Ngati Hei
Coromandel Area School
Colville School
Colville Social Services Collective Charitable Trust
Mercury Bay Area School
Driving Creek Railway Ltd.
SeniorNet
Coromandel Colville Community Board
Te Ahi Kaa Social Services
Colville Community Health Services Trust
Spirit of Coromandel Trust
Te Kura Kaupapa Maori O Harataunga
Coromandel Budget Advisory Services
Te Wharekura O Manaia
Thames South School
Thames Community Board
Coromandel Senior Settlement Trust
Seagull Centre Trust

REGIONAL

Community Waikato
Support Providers Allied Network Trust (SPAN)
Poverty Action Waikato
Thames Coromandel District Council
Trust Waikato
Waikato Institute of Technology (WINTERC)
Waikato District Health Board
Waikato Regional Council
The Supported Life Style Hauraki Trust
CAPS Hauraki
Sky City Hamilton Community Trust

NATIONAL

Alternative Education National Body
ANZ Staff Foundation
BA Lewis Trust
New Zealand Housing Foundation
Child, Youth, & Family
The Blind Foundation
Ngati Kapo
Te Roopu Tiaki Hunga Hauaa
Department of Corrections
Workbridge
Family and Community Services
Ministry of Education
Housing New Zealand Corporation
Ministry of Youth Development
Ministry of Social Development
RCN Group
New Zealand Lottery Grants Board
Sanford Limited
Tertiary Education Commission
Guardian Trust
Community Organisation Grants Online
Smart Environmental Ltd.
NZ Community Trust
Department of Conservation
The Lion Foundation
Foundation of Youth Development (FYD)
Ministry of Health
Making a Difference Fund
Grassroots Trust
Te Puni Kokiri
Z Energy: Good in the Hood
Ministry for the Environment
British Petroleum (BP)

INTERNATIONAL

Australasian Housing Institute

Developmental Disabilities Administration (DDA),
State and District levels

Division of Vocational Rehabilitation Community
Businesses, Organisations and Counties.

Chelan-Douglas DD

Division of Developmental Disabilities (DDD)

Indiana Institute on Disability and Community (at
Indiana University)

Dept. of Vocational Rehabilitation, Washington
State

Dept. of Vocational Rehabilitation Services for the
Blind

Washington Initiative for Supported Employment
(WISE)

ARC Washington

Dept. of Developmental Disability

Dept. of Vocational Research

Highline Community College

Community Alliance

Bellevue Dunn Lumber

AT WORK

Skills Inc.

Provail

Vadis

Trillium

North West Centre

CBRE

Washington State Developmental Disabilities
Council Community Supports and Services Group

CILT is a member of or affiliated to the following organisations:

Adult and Community Education Aotearoa

Community Housing Aotearoa

NZ Federation of Disability Information Centres

New Zealand Council of Social Services

Inclusive New Zealand

Social Service Providers Aotearoa Inc.

Social Development Partners

ANGOA

NZ Trustees Association

The MoreAble Network

Volunteering Waikato

Coromandel Community Library

Waste Management Institute NZ

Community Recycling Network

Coromandel Town Business Association

Disabled Persons Assembly (NZ)

NZ Disability Support Network

Thanks also to the many volunteers who assist
CILT in our various projects.

Coromandel Independent Living Trust

