



Chairs Report 2020

I'll start this Chairs report by saying how immensely proud I am to be a small part of this amazing organisation. We have been purposeful in the development of the board, our strategic relationships, community profile and have recently undertaken a review of our strategic plan.

Our team responded to the challenge of Covid-19 and maintained a presence for those who needed them whilst adapting to home working and zoom meetings.

50% of our overall revenue was met by grant funding with grants from: Taranaki Electricity Trust, TSB Community Trust, The Trusts Foundation, Lotteries, COGS and Te Karaka Foundation. Through the gym revenue and other income we generated another 36% of our need. We had hoped this percentage would increase to over 40% this year and without the enforced closure of the gym space we are sure this would have been the case. The final 14% was made of a couple of small contracts from government agencies and the Covid-19 wage subsidy. With the support of the wage subsidy we have been able to reduce the impact of the loss of revenue whilst the gym was closed during levels 4 and 3. Since reopening our membership numbers have remained at the same level as they did before lock down demonstrating we are providing a facility and service valued by the community.

Creating and maintaining key stakeholder relationships was identified as a "Must Do" for our continued growth and survival. Our main stakeholder, NZ Police, have now entered into a formal agreement with us. This was brokered by Sgt Simon Howard, previous Police Project Officer, Interim General Manager, Board Member and Chair. This agreement means that NZ Police commit to providing Tūtaki with a full time Police Project Officer to act as Manager for Tūtaki. Simon held this role in the interim whilst the role was advertised and Nelson Pulotu was recruited. Simon, myself and the head boy from Stratford High School formed part of the interview panel. Nelson brings with him heaps of community experience, a calming manner, a great aptitude for building key relationships and a list of useful contact as long as two arms. Together with our Operations Manager, Kim Marsh, we have an incredibly strong management team.

From October 2019 to February 2020 we employed Lieke Dreaver on a temporary basis to assist with general admin and customer service.

In January this year, after 7 years with Tūtaki, Hayden Mattock left the team to pursue his own ventures. He was key in developing the Lion's Den Gym over those years leaving us with a strong revenue base to build upon.

In February we welcomed Zachery Hanman to the gym with a focus on membership development and personal training. He and Dane work incredibly well together and have been instrumental in maintaining the loyalty of the membership during this difficult year and developing new community programmes.

In March it was great to welcome back Sam into the team from her parental leave after she and her husband welcomed the adorable Jimmy into their family. She was back just in time to re-establish a client base before we headed into level 4 lockdown.

Just as we came out of lockdown our longest serving Social Worker Steph Viatapu left us. She, along with Simon and NZ Police developed the partnership approach to family harm incidents which included offering advice, information and ongoing support to victims.

Claudia joined us last year to cover Sam's parental leave so not long after Sam's return Claudia left us to take up another social worker role.

In June, as part of our on-going commitment to supporting trainee social workers, Paloma Aston, or P as she is known, joined us for her final social work degree placement.

Our service delivery team are busy with bulging caseloads. Our referral sources came from a variety of sources which range from individuals and families to agencies such as corrections, CAMHS, Oranga Tamariki, Pregnancy Help and other NGO's

Again we have had great tenants in the facility this year all of whom are aligned to our vision and purpose. Big Brothers Big Sisters, Kai Kitchen and Hadley Amaru. We also have regular visit from the Ngati Ruanui Health Nurse Practitioner.

We have strong collaboration partners with NZ Police, Central Taranaki Blue Light, Stratford District Youth Council, Central Taranaki Safe Community Trust to name but 4. Commonality being recognised with the will to work together for better outcomes.

This year we welcomed a new member to the board – Julie Lumsden-Pritchard – Julie is a retired medical professional who has been active in the social justice movements for many years. Adding yet another dimension to our collective.

Through the determination and energy of the operational and governance teams Tūtaki is strong and is looking forward to a future of continued service to our community.

We have a new strategic plan and the desire to provide fit for purpose services for our community is stronger than ever.

In conclusion a huge shout out to my fellow board members and all the operational team, Nelson, Kim, Gemma, Sam, Paloma, Dane and Zac – This has been a year like no other and thank you to you for everything you do.

Our [annual report](#) once again provides a great overview of the last 12 months.



Marcia Millard
Chair