



# 2020

Annual Report



# ANNUAL REPORT 2020

Following 2019 we have shifted our focus from operational review onto our governance. This year we have increased our trustee base and have benefited from the skills they bring.

With a formal agreement between the New Zealand Police and Tūtaki, we advertised for a new manager. My time in this role ended with Nelson Pūlotu becoming the successful applicant.

With a strengthened board and new management we set out to create a new strategic plan for our future. This started with our strategic partnership development.

With the challenge of Covid-19 came our response. Our trustee Marcia Millard was called in early to look after us during this time and become our Chair. This was my opportunity to remain as a trustee and support Nelson in operations and Marcia in governance.

Finally this year we have seen our gym continue to provide a membership service and we have increased the community aspect through partnered programmes and new initiatives.



**Simon Howard**  
Chairperson

Simon passed the baton of Chair at the start of March 2020.

My first meeting in the Chair was during level 4 lock down on Zoom. Our management and social work team pulled out all the stops during Covid-19 to maintain the service for their clients. Additionally our Lions Den Gym team were working behind the scenes developing their plans ready for the post lock down re-opening of the gym.

In June we were able to meet face to face again and this was an ideal time to start the refresh of our strategic plan. Through the determination and energy of the operational and governance team Tūtaki is strong. We have plans to build on the unique experience of the last 12 months enabling us to contribute to rebuilding an empowered healthy community.



**Marcia Millard**  
Chair



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## OUR HISTORY

**Established in 2012, Tūtaki Youth Inc. is a charitable trust that is focused on creating positive life outcomes for young people and their families.**

Its creation was the culmination of work completed by the Stratford District Youth Council as they sought to understand the needs of young people in our area.

They identified the need for a safe place where young people could go, spend time with their peers and access the services they need.

Youth Forums were held in 2008 by Stratford District Council and Mayors Taskforce for Jobs.

At these forums the three most important needs identified by young people, for young people, were having a place to go, education, training and employment opportunities, and health services.

The outcome of the forums was The Focus On Youth Project undertaken by the Stratford District Youth Council in 2009-2010 in partnership with the New Zealand Police. This project was funded by the Mayors Taskforce for Jobs and the Ministry of Youth Development. The project was staged in two parts – a feasibility study to determine the need for a youth space and a Project Plan for its development.

The Project Plan was then picked up by the founding organisations of Tūtaki Youth Inc.

Tūtaki is a charitable trust. We are governed by a board of trustees who set the strategic direction for the organisation. Our Trustee volunteers help us ensure we are the best we can be for the people who need our services.

Our operational leadership and administration comes from the partnership with the New Zealand Police and income generated by the Lions Den Gym & Fitness Centre. Senior Constable Nelson Pulotu and Kimberley Marsh take the direction from our Trustees and implement this into our day-to-day operations.





Our service provision works with children that are vulnerable, young people at risk and families suffering harm. We employ three qualified social workers who work as a team and are passionate and caring. Gemma Walker, Sam Haggart and Paloma Aston are our current team members.

We operate a social enterprise known as the Lions Den Gym & Fitness Centre. This unique 24/7 gym with fitness services creates proceeds that we use to remain a sustainable organisation.

The gym currently operates with two innovative and creative team members, Dane Carr and Zachery Hanham.

Our team are based in a friendly and inviting multifunctional facility in Stratford. We have a youth space available to our team, partners and the community.

Joining us in the facility are Ngāti Ruanui Health, Big Brothers Big Sisters, The Kai Kitchen Trust and Hadley Amaru who utilise rooms here to deliver their services.

Tūtaki celebrated its 7<sup>th</sup> year of operation and proudly continues its service to our community.



# STRATEGIC PLAN 2016-2019

Hurihia to aroaro ki te ra tukuna to atarangi kia taka ki muri i a koe

## Vision

Creating positive life outcomes for young people and their families

## Values

**Whanaungatanga:** Community and family

**Manaakitanga:** Generosity, kindness and empathy

**Whakapono:** Professionalism, honesty, respect

**Arahanga:** Leadership and employment

**Whakaahu whakamua:** Progressiveness

**Te Tiriti O Waitangi:** Commitment to the Treaty of Waitangi



### Healthy Futures

#### Objective

We will offer services and support to create healthy futures

#### Outcomes

- There is an increase in young peoples' connection to their community
- Young people are engaged in education training or employment
- Young people will successfully transition to independence



### Wellbeing

#### Objective

We will provide choices and opportunities for improved wellbeing

#### Outcomes

- There is improved mental, physical, social and cultural wellbeing among young people
- Through early intervention young people live a life free of offending and victimisation



### Leadership

#### Objective

We will show pathways for individual potential to be recognised and realised

#### Outcomes

- Through improved self-esteem and self-belief young people will be empowered to achieve their potential





## Safety

### Objective

We will ensure that young people and their whānau are safe

### Outcomes

- There is a reduction in the cycle of family harm
- There is an increase in preventative family harm reporting



## Collaboration

### Objective

We will endeavour to collaborate for collective impact

### Outcomes

- Tūtaki builds and strengthens partnerships to achieve our visions
- Tūtaki remains relevant to the needs of the community



## Purposeful

### Objective

We will be purposeful in the community

### Outcomes

- Tūtaki advocates for positive change in the community
- Successes are celebrated



# WHAT WE DO



## Social Work – Children and Youth

Children and Youth social work is integral to Tūtaki Youth Inc.'s service delivery. We want young people to be happy, engaged in their community and recognise and realise their potential.

Work to empower and support young people with identity and self-esteem, social and family relationships, life skills, career pathways, education support, mental and physical health, advocate and build resilience.



## Social Work – Prevention/ Intervention

Tūtaki Youth Inc. works with the New Zealand Police to prevent family harm. We follow up with every police attended incident in the Stratford-Eltham-Kaponga areas.

Complete home visits and offer support, advice, information about services available to them as well as ongoing support to victims, offenders, and any young people within the home affected by family harm.



## Lions Den Gym & Fitness

The gym facilities, membership and associated fitness services we deliver provide a revenue stream to fund Tūtaki Youth Inc.'s facilities and services.

Work to build and grow our gym, its atmosphere, membership and associated fitness services for the wider community. This is completed by way of a social enterprise model which produces revenue in order to deliver Tūtaki services and its facility to the community.





## Other Services

### Health Clinics

With the support of Ngāti Ruanui Healthcare, we are able to deliver free health clinics once a week to youth aged 12-24 from our facility. By removing some of the barriers our young people may be facing, it enables them to have access to services they may not have otherwise had.

### School Programmes

Through collaboration with Central Taranaki Blue Light we worked with secondary school students both at Taranaki Diocesan and Stratford High School to educate them on health, fitness and wellness throughout the year.

### Group Programmes

Our team runs a number of group programmes throughout the year. These programmes are designed to meet the need of those referred to our agency and include building self confidence, understanding and managing their emotions, learning communication skills and knowing how to express themselves, understanding what a healthy and positive relationship is, just to name a few.





# OUR TEAM



**Nelson Pulotu**  
General Manager



**Kim Marsh**  
Operations Manager



**Gemma Walker**  
Youth/ Preventions  
Social Worker



**Sam Haggart**  
Childrens Social Worker



**Dane Carr**  
Lions Den Gym & Fitness



**Zac Hanham**  
Lions Den Gym & Fitness



**Paloma Aston**  
Student Social Worker

Note – Staff as at 30 June 2020



# OUR TRUSTEES



**Marcia Millard**  
Chair (1 Mar 20 – 30 Jun 20)



**Simon Howard**  
Chair (1 Jul 19 – 29 Feb 20)



**Ilona Hanne**



**Peter Dalziel**



**Jenn Branson**



**Min McKay**



**Amelia Abbott**

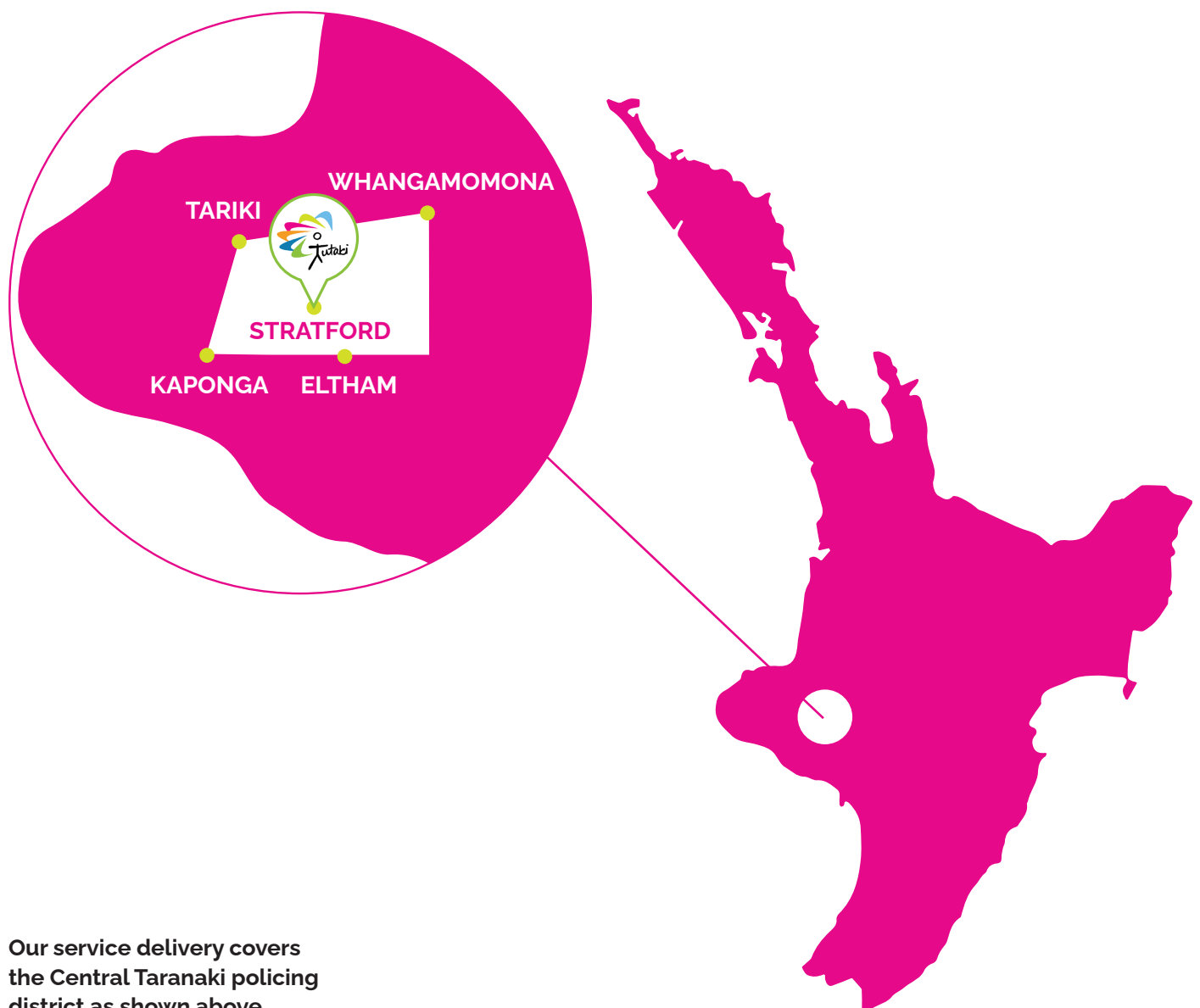


**Bradley Chubb**



**Fiona Perrett**

# OUR LANDSCAPE



Our service delivery covers the Central Taranaki policing district as shown above.



# HIGHLIGHTS

## Nigel Latta visit

We hosted an afternoon tea with Nigel and key stakeholders on October 10th 2019 before he delivered a presentation to a packed out venue later in the evening. We were privileged enough to have Nigel visit us here at Tūtaki and to learn about the services we provide in the community.

## Vantage Black Sticks Mens Hockey Team

We were honoured to host the Vantage Black Sticks Mens Hockey Team, along with the Korean Mens Hockey team in the Lions Den for their trainings throughout the month of October and November. The Black Sticks also enjoyed spending some time with our young people in the youth space during the school holidays.

## General Manager

We welcomed Nelson Pulotu to the team in November 2019 as our new General Manager. Nelson brings with him a raft of experience both in the Police and community sector.

## Taranaki Masters Games 2020

For the second year running, we held the Weight Lifting (push/pull) event at the Lions Den. Competitors aged 40-80+ years showcased their strength at the gym proving that age is no barrier.

## Blue Santa Christmas Hampers

In collaboration with NZ Police, Roderique Hope Emergency Housing Trust and Tu Tama Wahine o Taranaki, we delivered over 70 Blue Santa hampers to local families in need over the Christmas break.

## Community Support

With the support of TSB Community Trust and Te Karaka Foundation we were able to provide over 175 food parcels, back to school and winter warmth packs to those in need post Covid-19.



# OPERATIONAL REPORT

## 2019/2020 YEAR



Thanks to the support of funders, community and partnerships we have with others, more than 700 people received support from Tūtaki throughout the 2019/20 year.

Community/Grant funding made up 50% of our overall revenue for the year. The Taranaki Electricity Trust (TET) continue to be a significant supporter of Tūtaki and we value the strategic partnership we have formed together. Additional support was also provided by TSB Community Trust, The Trusts Community Foundation, Department of Internal Affairs, NZCT and the Te Karaka Foundation.

Contracts and the government wage subsidy made up 14% of revenue through the Ministry of Social Development.

Given the impact of Covid-19 on the nation's economy, the Lions Den Gym & Fitness Centre impressively still contributed 33% towards our total annual income. That paired with facility hire and rent brought our self funding to 36%.

Our staff are our biggest asset and this year we saw the team continue to add value and utilise their strengths and passions to make Tūtaki an even better organisation. We had a number of additions to the greater team but also said goodbye to a number of staff along the way.

Hadley Amaru joined our wider team in August 2019 as a facility tenant. Hadley has a vast repertoire of skills and expertise that he is able to offer to his clients including social work, counselling, behavioural therapy and art therapy.

Emily Keenan joined us in August for her 12 week social work placement. In her time here she shadowed Steph in the Preventions role along with co-facilitating children's groups and one on one client work. She was a great support to the team and we wish her all the best for the future.

Simon Howard left his role as the Interim General Manager in September to pursue a new role within Police as the Supported Resolution Coordinator for Taranaki. In his time here, his mission was to support the team, continue to grow our service to the community and to provide the governance team with options for the future to which he achieved all three. Simon has worn almost every hat possible here over the years and we would be lost without his expertise and guidance along the way.

Our administration superstar, Lieke Dreaver joined our team in October for three months. This was a fixed term role to assist with the day to day operations until our new General Manager commenced. Lieke brought with her many strengths, including social media, marketing and customer service.



November saw our new General Manager, Nelson Pulotu join the Tūtaki team. Nelson brings with him great experience in the community sector spending several years working as a Community Constable along with developing the Marfell Youth Academy. His passion for supporting youth and seeing them succeed, along with engaging and building relationships in the community are just a few of his many attributes.

Hayden Mattock left us in January to pursue his own venture in the IT world. We would like to acknowledge Hayden's contribution to the organisation for the past 7 years. His input into the development of the Lions Den has resulted in the success it is today. Hayden is a man of many talents and we wish him the best for his new venture.

Zachery Hanham then came on board in February as our new

Membership Consultant/Personal Trainer. Zac brings with him the personality and motivation to lift any spirit and has formed a great partnership with Dane. He has a great passion for fitness and we look forward to supporting him through his personal training studies over the next twelve months.

We welcomed our Children's Social Worker Sam Haggart back from maternity leave in March after having baby Jimmy. Sam returned with great motivation, and transitioned well back into her role. She has a great ability to build such wonderful relationships with clients and parents alike, and is an absolute pleasure to have back on site.

In May our longest serving Social Worker Steph Vaitapu left Tūtaki. She, along with Simon, worked with New Zealand Police over the years to develop the partnership approach to family harm incidents


which included offering advice, information and ongoing support to victims. We wish her well for the future.

Claudia Munro was employed as our Children's Social Worker in 2019 to cover Sam's maternity leave. Claudia did a wonderful job building relationships with our tamariki and supporting them through many of life's challenges. Claudia moved onto another social work role soon after Sam's return.

June saw Paloma Aston begin her final social work placement with Tūtaki. Paloma has volunteered with Tūtaki in the past and was very excited for the opportunity to return and work alongside our young people. She has been a great support to our team and we look forward to seeing what the future holds for her.

Sharing our story while showcasing our facility gives visitors a real understanding of our journey,





the work we are doing and how we are doing it. We welcomed a number of visitors and groups throughout the year.

We had the privilege of hosting an afternoon tea here at Tūtaki with Nigel Latta and friends in October 2019. It was a fantastic day and he took great interest in learning about Tūtaki along with the services we provide within our community. A big thank-you to the Central Taranaki Safe Community Trust for arranging his visit, along with his presentation to the community later that evening.

We enjoyed the company of the Vantage Black Sticks and the Korean Mens Hockey Teams in the Lions Den on several occasions throughout October/November. They also spent some time interacting with our youth during the school holidays which was a wonderful surprise for all.

Our facility's roof was moss and rust treated along with re-painted in October. This project was well overdue and has freshened up the overall appearance of the facility.

We held several networking events throughout the year. This is not only important in ensuring we keep up to date with the services offered within our community, but also allows us and other organisations to provide the best possible support to those in need.

We were fortunate to have received 3 new carseats from the

Central Taranaki Safe Community Trust in November to use with our clients when required. These have been utilised on several occasions since and we are incredibly grateful for their kind gesture.

Our Ministry of Social Development Level 2 bi-annual review was completed in December. This process involves our organisation's policies, procedures and files all to be audited to ensure we maintain our level 2 accreditation along with ensuring we are an organisation worthy of MSD funding. Feedback received from our reviewer was very positive which is reassuring to know we are on the right track.

A collaboration between Roderique Hope Emergency Housing Trust, the Police Family Harm team, Tūtaki and Tu Tama Wahine o Taranaki saw 70 Blue Santa hampers delivered to families throughout our community in December.

The Lions Den hosted the Push/Pull events (Squat, Deadlift and Overhead Press) as part of the Taranaki Masters Games. Our eldest competitor, an 82yr old gentleman from New Plymouth successfully performed a 110kg deadlift with his wife alongside him for support. What a huge achievement!

March also saw us sign an agreement with the Stratford Eltham Rugby & Sports Club for the next twelve months offering

all members (including netball) a discount for all 24/7 memberships. The up coming season was still uncertain at that time due to Covid-19 beginning to reach our borders.

A special mention needs to be made to the organisations in our community that went above and beyond throughout lockdown. Their staff and volunteers worked tirelessly to ensure families and vulnerable members of our community were kept safe, warm and fed. A huge thank-you to our local Police, Central Taranaki Safe Community Trust, Team Hope, Taranaki Civil Defence Emergency Management, Rapid Relief Team and the Stratford Foodbank just to name a few.

With winter fast approaching and families requiring essential supplies, we teamed up with the Te Karaka Foundation and the TSB Community Trust to provide food parcels, winter warmth and back to school packs. Our relationship with local schools ensured these were distributed to those most in need.

This year was like no other. To those who supported us throughout the last 12 months and beyond, thank-you. To our board, staff, tenants, partners and champions of our organisation, thank-you. Your support has enabled us to make a positive impact on so many lives, and for that we are truly grateful.







# FACILITY

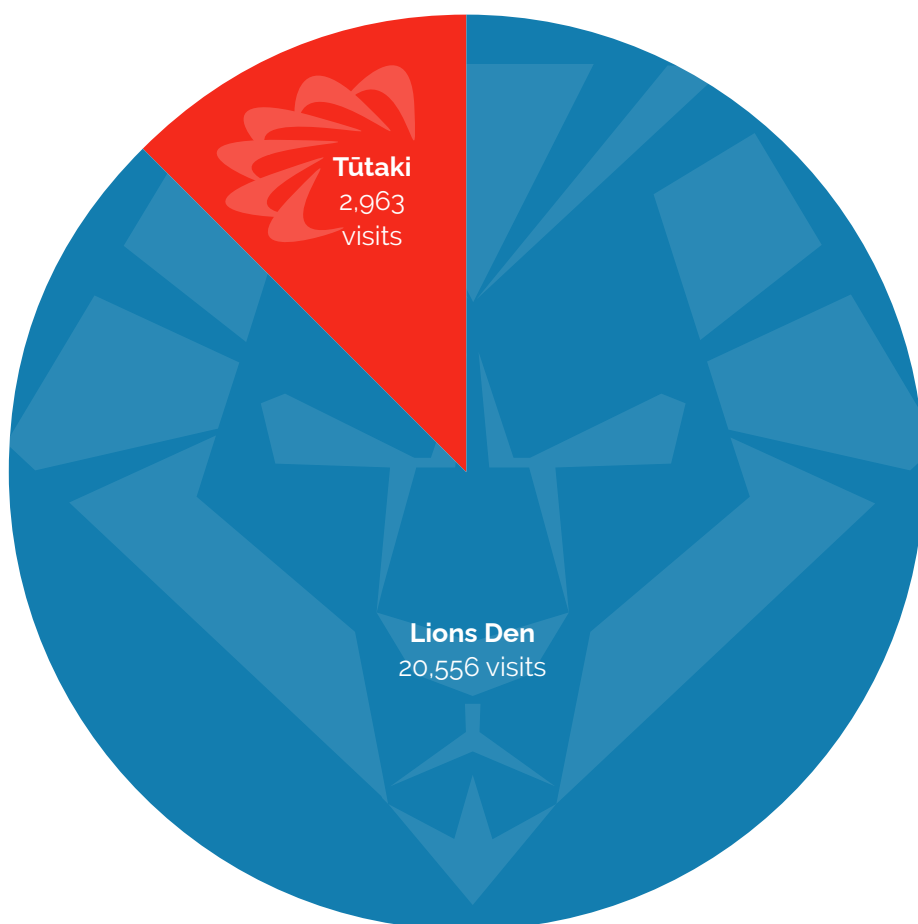
## Tūtaki means to meet, encounter.

The facility was created to be that for young people – a place where they could meet peers, be surrounded by positive role models and encounter new experiences, opportunities and pathways. It is a connecting point and an access point to services. It was developed to provide a safe place for young people and it is the catalyst for Tūtaki's establishment, contributing to all six of the organisation's strategic priorities.

Our facility was a busy place, with 23,519 visits through the year. We had a variety of people including youth space users, clients of all ages, gym members and workshop participants, other service providers and partner businesses/organisations hiring our offices.

The Kai Kitchen continued to use our facility every Monday-Thursday preparing lunches for children at schools who would otherwise go without.

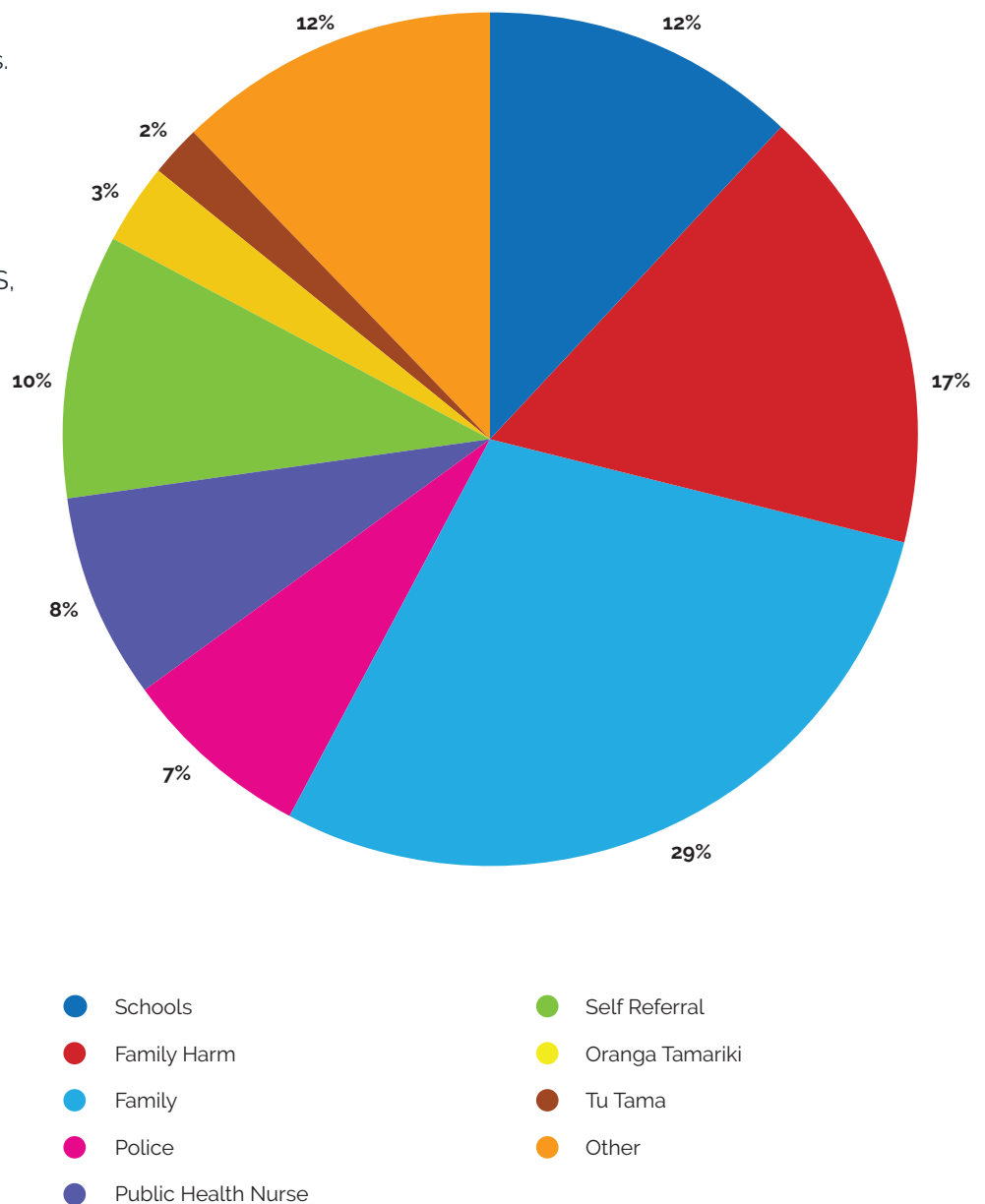
Despite our gym being closed for 7 weeks due to Covid-19, there were still 1,250 more visits than last year (2019 – 19,257, 2020 – 20,556.)





# REFERRAL SOURCES

As with every year, referrals were received from a variety of sources. As a group the majority were received from families and family harm follow ups. This was closely followed by self referrals and "other" sources this year. This group includes a variety of other service providers eg CAMHS, Department of Corrections, Pregnancy Help and Wellstop. This wide referrer base is reflective of our strengthened relationships, increased awareness of our services and excellent reputation of quality service delivery.



# FACILITY TENANTS

## Big Brothers Big Sisters

Big Brothers Big Sisters is a long term mentoring programme for young people in our community. Brenda Buchanan, Case Manager for Central and South Taranaki is based at Tūtaki and is considered an integral part of our team.

Not only are we able to provide a safe and fun filled place for mentors and mentees to spend time together, it also provides us both with the ability to liaise over mutual clients.

## Hadley Amaru

Hadley came on as a tenant of the facility in August 2019 and is a great asset to our team often working collaboratively with Tūtaki supporting clients with complex needs. He is a counsellor, behaviour therapist, art therapist and registered social worker. Hadley brings with him 23 years experience working within the disability, mental health and addiction sector specialising in OCD, behaviour, trauma and sexual harm. Hadley works with clients both internationally and locally from his office at Tūtaki.

## Kai Kitchen

This wonderful organisation provides school lunches to children across 17 schools throughout Central and South Taranaki who would have otherwise gone without. Lunches for our local area are prepared in our kitchen throughout the school term by a team of Kai Kitchen volunteers.





# PARTNERS/COLLABORATIONS

## New Zealand Police

As a key partner Tūtaki has a strong working relationship with New Zealand Police, in particular the central Taranaki Family Harm Team. Our team work collaboratively with Police to reduce family harm, harm to children and at-risk young people. This joint approach has had a positive effect on vulnerable families in the Eltham, Kaponga and Stratford communities, with supports being put in place in a timely manner for those wishing to make change.

## Central Taranaki Blue Light

Tūtaki, Taranaki Diocesan and the NZ Police supported the Blue Light Edge Programme. Working with 40 young women over the year and led by Blue Light Coordinator Saskia Mills and Sergeant Simon Howard, later followed by Nelson Pulotu. Weekly a group of students boxed in our gym for an hour, had lunch then met for a discussion session with specialised guests. One of the highlight sessions was the smoothie making, which quickly became a staple of the programme.

## Stratford District Youth Council

Tūtaki continued to strengthen its relationship with Stratford District Youth Council (SYDC) over the year. Gemma Walker is an advisor to the SYDC; attending meetings, providing information about what is happening at Tūtaki and advising on social issues and trends youth are facing.

Tūtaki provides a space for the Youth Council to hold their project meetings each month, along with assisting in the Colour Run in the park earlier in the year.

## Central Taranaki Safe Community Trust

As one of Tūtaki's original partners, the Central Taranaki Safe Community Trust has played a critical role within our community since 2009. From home safety projects, to Nigel Latta, carseat safety to Neighbourhood Support and Community Patrol, this organisation continuously lives to its vision of Central Taranaki being a safe welcoming place to live, work and play.



# OUR PROGRAMMES



## Reflections

Participants learn about who they are, what their strengths are and how to manage their emotions. They learn about the four spheres of wellbeing – physical, emotional, spiritual and social. Participants develop goal setting skills and resilience to overcome challenges.

### Outcomes achieved

- Gained self-confidence through learning about who they are and what value they contribute to the world.
- Understand how to interact better with others
- Increased ability to identify what they can and cannot control
- Improvement in managing and expressing emotions



## Self Esteem

Participants learn how to increase positive self worth, confidence and knowledge to support change. They learn about the meaning of self esteem, identifying positive qualities and how good/bad communication impacts their perception of themselves and others around them.

### Outcomes achieved:

- Increased understanding of what self esteem means
- Increased positive self worth
- Increased positive well being
- Learning communication skills and knowing how to express yourself



## Healthy Relationships

Participants learn about what makes a healthy relationship and what role they play in forming and nurturing these. They learn how to interact well with others and be safe online. Participants also learn how to identify bullying, develop strategies to intervene and stop it, and gain understanding of what motivates someone to bully and how they can support bullies to change.

### Outcomes achieved

- Gained understanding of what a healthy and positive relationship is
- Increased ability to identify negative behaviours in a relationship and have learnt strategies to address these
- Better understanding of how to interact safely online





## Anger Management

### Adults

Participants learn about anger, how it affects us (physically, emotionally, mentally) and what lies beneath it. Participants gain an understanding around how their upbringing influences the way they act, as well as the link between substance abuse and anger.

### Children

Participants learn how to understand feelings and emotions. They learn about anger and how to recognise it, along with strategies to deal with it. Participants also gain an understanding of how their anger affects themselves and those around them.

### Outcomes achieved

- Understanding the difference between the emotion and action
- Learning how to communicate your feelings effectively
- Learning how to reflect on your actions and adjust your future behaviours





# A SNAPSHOT



## Service Provision

Our service delivery is a significant part of the 'what' we do to achieve the 'why' of our strategic priorities.

Through our social work services and programmes we support young people to increase their connection to community, engage in education, training or employment and successfully transition to independence, thus creating healthy futures. These services and programmes also provide choices and opportunities to improve young peoples wellbeing and empower them to achieve their potential.

Through our family harm crisis response, intervention and ongoing support we assist to reduce the cycle of family harm and increase preventative reporting, ensuring that young people and their whānau are safe.

## Lions Den

Lions Den Gym & Fitness Centre is not only the 'what' we do to achieve the 'why' of our strategic priorities, but also the 'how', as it contributed to approximately 33% of our total revenue.

It is a professionally operated community gym offering fitness services and 24/7 access to a well-resourced, unique facility in Stratford. With a motto of 'Work. Sweat. Achieve', the gym provides services and support to create healthy futures, and collaborates for collective impact, all while being purposeful in the community.





# IMPACTS AND CHALLENGES

It goes without saying that Covid-19 left a trail of destruction throughout the world and the emotional and financial effects will be felt for years to come.

As news spread across the world of this terrible virus, initial steps were taken to increase hygiene protocol both in the Lions Den and at Tūtaki from mid March. Keeping clients, gym members, staff and tenants safe and updated on our actions were our top priority. These were very uncertain times for all as we waited for the daily updates from the government.

On March 23rd 2020 the announcement was made for New Zealand to go into level 4 lockdown two days later. The Lions Den and Tūtaki doors were closed that afternoon.

Pandemic plans were put into action, resources were provided to staff to enable them to work from home, a Covid Policy was created along with new signage and daily communications with our team. Processes were then created in preparation for our return, (whenever that would be), followed by regular updates to the community via social media.

Our team provided food parcels, winter warmth packs and social work support to those who required it. They planned for the year ahead, upskilled by way of online development opportunities and worked alongside other local services to provide support throughout this time.

Our social enterprise, the Lions Den was closed for 7 weeks during lockdown to which no income was

generated during this time. Our social service, Tūtaki continued to support our client base from home as an essential service. The doors re-opened with restricted hours on May 14th 2020. The financial impact on our organisation was tough but with the support of the team and governance group during the previous 12 months along with the wage subsidy provided by the government, we were able to survive.

This year has been like no other, and is certainly one for the history books. We could not be more proud of our team for their adaptability throughout the last few months and their passion and dedication for all that we stand for here at Tūtaki. They work tirelessly to deliver a service, one that the wider Stratford community can be very proud of.

# COVID-19

# OUR FINANCIALS

## Key revenue streams

**\$200,000**

received from TET

**\$192,000**

generated by LDGFC

**\$49,000**

government support  
through COVID-19

**\$27,000**

received through  
government contracts

**\$19,000**

self generated income

## Breakdown of outgoings

**74%**

human resources

**22%**

organisation expenses

**3%**

capital

**1%**

collaborations + Other

## Our funding breakdown

**50%**

community/grant funding

**36%**

self-funding

**14%**

government  
(wage subsidy and contracts)



# OUR SUPPORTERS



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TSB  
COMMUNITY  
TRUST

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