



# **Te Rīpoata-a-Tau | Annual Report 2022 - 2023**

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**Your Way | Kia Roha Charitable Trust**





# Your Way | Kia Roha

## Your Way | Kia Roha Charitable Trust

### FOR THE YEAR ENDED 30 JUNE 2023

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| <b>NATURE OF BUSINESS:</b>                           | Disability Services Provider   |
| <b>CHARITIES COMMISSION<br/>REGISTRATION NUMBER:</b> | CC26090  |
| <b>TRUSTEES:</b>                                     | Michelle Bentham (appointed Chair November 2022)<br>Stuart Campbell (appointed July 2022)<br>Mary Cave-Palmer (resigned September 2023)<br>Vaughan Mikkelson<br>Gary Williams<br>Peter Williams (appointed January 2023)<br>Karen Coutts (fixed term interim Chair, resigned<br>November 2022) |
| <b>REGISTERED OFFICE:</b>                            | 20 Palmerston Street, Hamilton 3204  |
| <b>INDEPENDENT AUDITORS:</b>                         | PricewaterhouseCoopers<br>Chartered Accountants, Hamilton  |
| <b>SOLICITORS:</b>                                   | Gurnell Harrison Lawyers, Hamilton   |

# Ko Ngā Ihirangi | Contents

---

4

Te Kupu ā Ngā Kaihautu  
A Word from Our Leaders

---

8

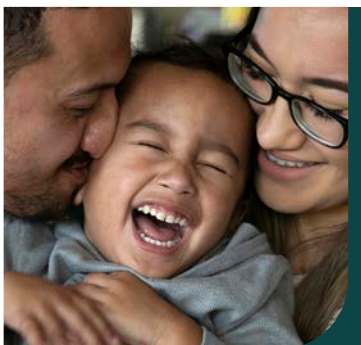
Ngā Kōrero e Pa Ana Ki a  
Your Way | Kia Roha  
About Us

---

12

Ko Ngā Wehenga Pakiwaitara  
Team Stories

---



Te Pūrongo ā-Tau | Annual Report  
2022 - 2023

Your Way | Kia Roha Charitable Trust

**Cover image:** Laughing child being embraced by a woman and man.

14

Whakatipuranga haua o  
Ngā Tētēkura  
Growing Disability Leadership

---

16

Te Ara Whanaungatanga,  
Te Pūtea Toiora  
Connections & Funding

---

20

Rukuhia Te Puna Mātauranga  
Learning & Information

---

24

Ratonga  
Services

---

28

Mobility Centre

---

32

Ko Ngā Whakaritenga a Putea  
Financials

---

56

Ko Ngā Mihi Whakamānawa  
Thank you

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## Te Kupu ā Ngā Kaihautu | A Word from our Leaders

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Michelle Bentham and Megan Thomas.

### Kia ora koutou

Two years ago, we began the journey of creating a new organisation with a fresh identity. In December 2022, we proudly unveiled our new name, Your Way | Kia Roha.

While still acknowledging the legacy of long-standing brands and their histories, adopting a new name required courage and belief in everything our new organisation stands for. The hui | gathering in Wellington in November 2022 played a key role in uniting our team and solidifying our values as we set our sights on the future. The dedication, resilience, and commitment of our team have facilitated growth and development of our organisation into its new identity.

Throughout this period of change, we remained steadfast in delivering on our core responsibilities. Over the past year, Your Way | Kia Roha personally interacted with over 23,000 people, catering to various needs such as information requests, disability funding and supports, helping people to live the life they choose, and engaging in a range of learning activities. More than 24,000 people relied on us for mobility equipment through our



**He kai kei aku ringa  
There is food at the end  
of my hands.**

Mobility Centre stores, and our websites saw over 600,000 engagements. We are proud of our team in delivering their best during these interactions, along with the exceptional support from our behind-the-scenes champions.

Our organisation is anchored around four Tuāpapa | Foundations:

- The people and communities we serve
- Te Tiriti o Waitangi
- United Nation Convention on the Rights of Disabled Persons (UNCRDP)
- Enabling Good Lives (EGL) vision and principles

Our work over the past year has focused on growing our understanding and commitment to these Tuāpapa | Foundations: while ensuring that our Mātāpono | Values are reflected in everything we do.



Central to bringing our Tuāpapa | Foundations to life has been the development of disabled leaders throughout our organisation. In the last year we have welcomed two new Board members, Stuart Campbell and Peter Williams, and expanded our Disability Leadership Groups to seven, in addition to having an active Autism Advisory Group.

Our Disability Leadership Groups play an important role in leading the direction of Your Way | Kia Roha. They hold us accountable in our delivery and advocating for broader community change, following the EGL vision and principles and UNCRDP. In April, these groups gathered to learn from one another and welcomed inspirational speakers, such as Paula Tesoriero, Chief Executive of Whaikaha | Ministry of Disabled People, and Kris Faafoi, who shared insights into advocacy training.

We were pleased to engage Dr Pouroto Ngaropo, Senior Māori Cultural Advisor. Our understanding of the crucial partnership with mana whenua and our commitment to Te Tiriti o Waitangi is being shaped through the progression of our Māori Strategic Framework.

As we established our new name, it was important for us to honour our Environmental, Social, and Governance (ESG) obligations. In March, the Board approved an ESG policy that will guide Your Way | Kia Roha towards sustainable, inclusive, and transparent operations while upholding our vision of

disabled people thriving, living the lives they choose in their communities.

Rebranding an organisation with diverse services and multiple locations across the country was no small feat. However, our entire team played an integral role in bringing the brand to fruition. The launch of a new website featuring the Your Way | Kia Roha identity provided a wonderful platform to showcase the various aspects of our organisation and reflect our current work. This was especially beneficial for our Connections & Funding team and our new Learning & Information Centre.

Connections & Funding brings together our Needs Assessment and Service Coordination (NASC) and Local Area Coordination (LAC) teams, and our work throughout the year focused on redesigning our approach to align with the principles of EGL. Our website now offers a simple introduction to what we do, enabling people to start the process for themselves online.

The Learning & Information Centre, established in October 2022, brings together all our information services and professional development into one hub, including Altogether Autism and Imagine Better. Our website showcases a comprehensive range of professional development opportunities available through this centre.

All these achievements have been made possible by the determination, resilience, and



efforts of our team, who continuously strive for better outcomes. In an external environment rife with uncertainty and change, we faced challenges with our contracting and pricing, experienced high team turnover, and grappled with growing costs in line with cost-of-living pressures.

We welcomed the introduction of Whaikaha | Ministry of Disabled People at the beginning of the year and look forward to the Ministry fulfilling its promises.

One of our values is Manawatoa | Courage, embodying innovation, aspiration, and boldness in our actions. Our team exemplified this value throughout the year, particularly in responding to catastrophic weather events and flooding. Thanks to their efforts, we were able to locate and support our clients during these exceptionally difficult circumstances.

Looking ahead, we anticipate more stability and growth on the solid foundation we have

established. The Board has recently approved a five-year staged strategic plan, providing a clear pathway ahead for Your Way | Kia Roha. The past year demanded much effort from the entire team. Learning new ways of working, developing new services, welcoming new people, extending ourselves, and delivering daily required dedication and commitment. We extend heartfelt gratitude to the Board, our Disability Leadership Groups, and the team for their valuable contributions, which have positioned us well for the future.

Noho ora mai,

Michelle Bentham  
Chair

Megan Thomas  
Chief Executive



Adult and child hands building a sand mound together.



**All the hard work sets us up well for the future ahead.**

Michelle Bentham





## Tribute to Barbara Tane and Bruce Tocker

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In memory of Barbara Tane, on 3 June 2023, we were deeply saddened by her sudden passing.

Barbara joined Your Way | Kia Roha 23 years ago in our Hamilton office. She was involved in setting up Nga Mara Ātea | Seeds that Grow, which continues today at Kirikiriroa Marae. More recently, Barbara led Māori Disability Information and Advisory Services (DIAS) and conducted Māori needs assessments for Disability Support Links. We loved having Barb on our team and we miss her deeply.



A photo of Barbara Tane.



**I love what I do. I love supporting the people. I'm part of an awesome organisation and that's what gets me up in the morning.**

Barbara Tane

Our beloved founding trustee Bruce Tocker was unwavering in his vision to see New Zealand's disabled community supported, advocated for, and represented to live the life they choose. Bruce passed peacefully on 26 January.



A photo of Bruce Tocker.



# Ngā Kōrero e Pa Ana Ki a Your Way | Kia Roha | About Us

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## Our Roots

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### 40 Years of Impact

Your Way | Kia Roha has been creating opportunities for disabled people to make and be in control of their own life choices for over 40 years.

We began in 1979 as the Disabled Living Centre (Waikato) Trust Inc. and changed our operating name in 1997 to Life Unlimited to reflect the wider scope of services provided. "Life" means "Living Independence for Everyone."

In June 2021, Life Unlimited merged with the charitable trust, AccessAbility, which provided NASC service in Otago, Southland, Whanganui, Taranaki, and LAC service in Otago and Southland.

Imagine Better (advocacy, research, and training) and Journey Together (delivering Local Area Coordination in Bay of Plenty) were wholly owned subsidiaries of AccessAbility and became part of the whole organisation.

In recognition of the significance of Life Unlimited and AccessAbility merging, in late 2022 we changed our name to Your Way | Kia Roha – a new name to take us forward.



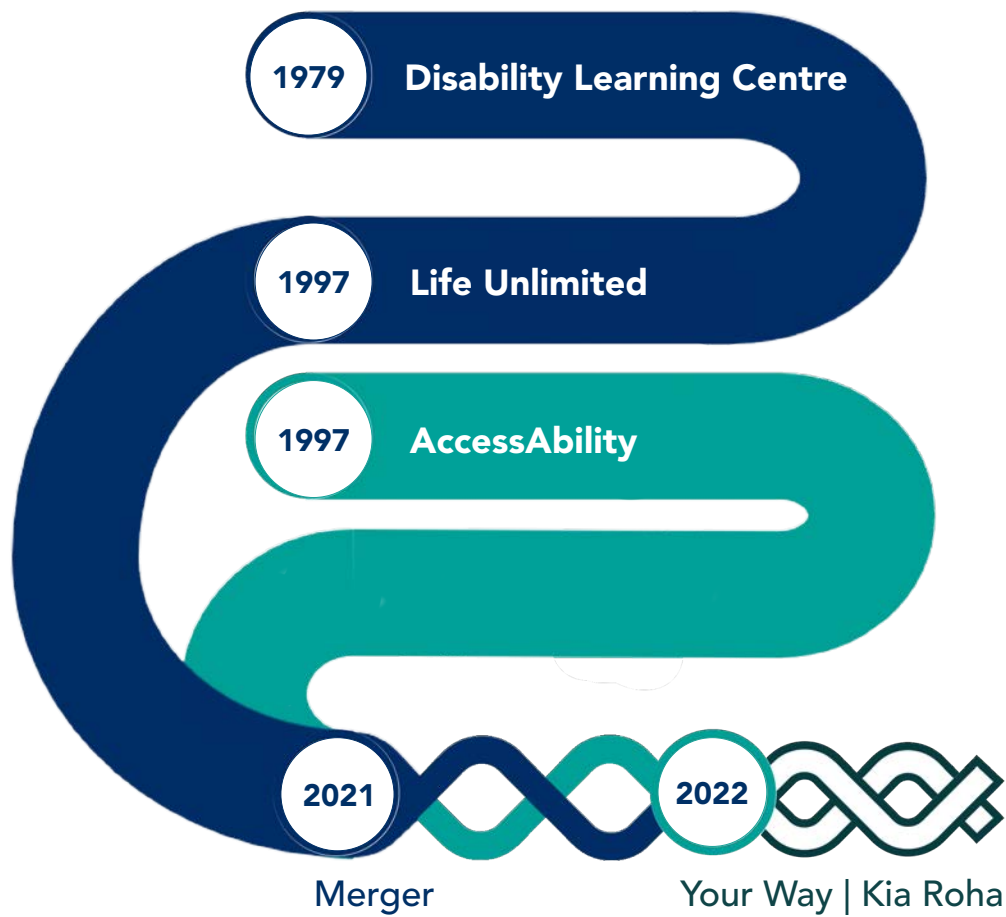
**Disabled people deserve and need the ability to decide what's important and helpful to them.**

Gary Williams

Left: Barry Hutchinson and friend by lake. Right: Jack Lovett-Hurst on tricycle.



## Our Journey



Graphic showing our journey to becoming Your Way | Kia Roha.

## Our Name

Our new name, Your Way | Kia Roha, was selected to honour the past of the two strong organisations – Life Unlimited and AccessAbility – that have joined together to create meaningful impact in the lives of disabled people.

We aspire to everyone having choice and control in their life and reaching their aspirations. Each person's connection with us is unique. What is certain is we will respond in the way that works and matters for each individual.

"Your Way" refers to the fact that each person is unique, with their own goals. It is an expression of choice and control that captures both the aspirations and the importance of the process. It speaks to self-determination.

"Kia Roha" means to spread your wings and fly. This means that we want to support each person in achieving their dreams and aspirations, in whatever fashion they choose.

# Rautaki | Strategy

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## Moemoeā | Vision

Disabled people thriving, living the lives they choose in their communities.

## Kaupapa | Purpose

Enabling innovative community solutions by and with disabled people.

## Mātāpono | Values



### Rangatiratanga | Self-leadership

Choice and control over decisions builds on the mana of every individual.



### Manawatoa | Courageous

Innovative, aspirational, and bold in our actions.



### Kotahitanga | Inclusion

Everyone is included and respected for who they are.



### Whanaungatanga | Connection

Relationships matter, we work together with whānau and others.



### Kaitiakitanga | Guardianship

Sustain and respect the mauri | life force of those we work with.

## Tuāpapa | Foundations

We acknowledge and are committed to understanding and implementing these in our work:

- The people and communities we serve
- Te Tiriti o Waitangi
- United Nations Convention on the Rights of Disabled Persons
- EGL vision and principles

## Whāinga | Goals



**Be leaders in the new disability system**

We focus on helping disabled people and their families in a way that works for them so that they thrive, making their own choices and living the lives they choose in their communities.



**Acknowledge and support people to express their identity**

By promoting diversity and inclusivity, we create a supportive space for people to be their authentic selves, particularly Māori and Pasifika.



**Respond to unmet need**

When we see gaps we work with our partners to see how these gaps can be resolved or look to see if we can fill the need.



**Advocate to improve the rights of disabled people**

Through the establishment of Disability Leadership Groups we are strengthening the voices of disabled people to both hold us to account and advocating for the rights of disabled people to be upheld.



**Be an exemplar in the sector for the health of our organisation and our people**

We recognise that to be effective in our work, we must prioritise the health and wellbeing of our organisation and our people. By focusing on sustainability, professional development, and fostering workplace culture, we ensure that our team remains motivated and passionate about our collective mission.

Father sitting on trampoline with young twins.



## Ko Ngā Wehenga Pakiwaitara | Team Stories

In the pursuit of our mission, our kaimahi | team members play a pivotal role in bringing our vision to life.

Your Way | Kia Roha is made up of a group of devoted professionals who are committed to enhancing the lives of disabled people and their families across Aotearoa New Zealand.

We are continually inspired by the stories our team share about their work and the

communities they serve. These anecdotes exemplify what we deeply understand: the core of our organisation is built upon compassionate and dedicated individuals.

We present a glimpse into the experiences of some of our people.

### Hearing Therapist – Sharon Webber Services

As a Hearing Therapist who has personally dealt with hearing loss, I find immense joy in listening to the stories of the people we serve. It's truly heartwarming to hear how our efforts have restored their confidence and sense of belonging. Witnessing them reconnect with everyday life and feel included brings me great satisfaction.

I've discovered my true passion in this field, and being a part of a dedicated team all striving for the same goal is incredibly fulfilling. Knowing that I'm contributing to positive change is the driving force that makes me excited to come to work every single day.



### Community Facilitator – Harriet Toa Connections & Funding

I do what I do because of people and our community. I believe that good relationships can guide people in discovering their strengths and that's what they need to achieve their goals. Everyone matters and has something valuable to give. My purpose is to create these connections every day, whether it's with tāngata whaikaha | disabled people or our team. Seeing people understand who they want to be and how to reach their goals makes me happy.





## Programme Coordinator – Helena Van Berkel Services

This mahi | work is important to me because it makes a difference to those who need awhina | support. It is inspiring to be part of a team that fosters whanaungatanga | connection and supports others to achieve their goals.

Our marae-based day service Ngā Mara Ātea is a positive space. Everyone feels welcomed and leaves feeling connected. It incorporates tikanga | Māori practices into daily life, enabling people to connect and be part of the Māori world.

Seeing people take part in our programmes and gaining confidence in themselves is what motivates me.



## Mobile Sales Manager – Gary Darkes Mobility Centre

My motivation stems from creating positive changes in my customers' lives, finding satisfaction in problem-solving and offering solutions. I find great fulfilment in enabling people to embrace greater independence and witnessing their smiles brings me joy and brightens my day.



## Online Creation and Engagement – Jamie-Leigh Timoti Learning & Information

I want to contribute toward creating equity in our health system. I believe that a person-centred approach is necessary to achieve this. It is important that people are informed of their rights and receive guidance in a way that respects their mana | spiritual essence.

What truly drives me is the opportunity to help people recognise the inherent value of their unique abilities and the contributions each of us can make to our world.

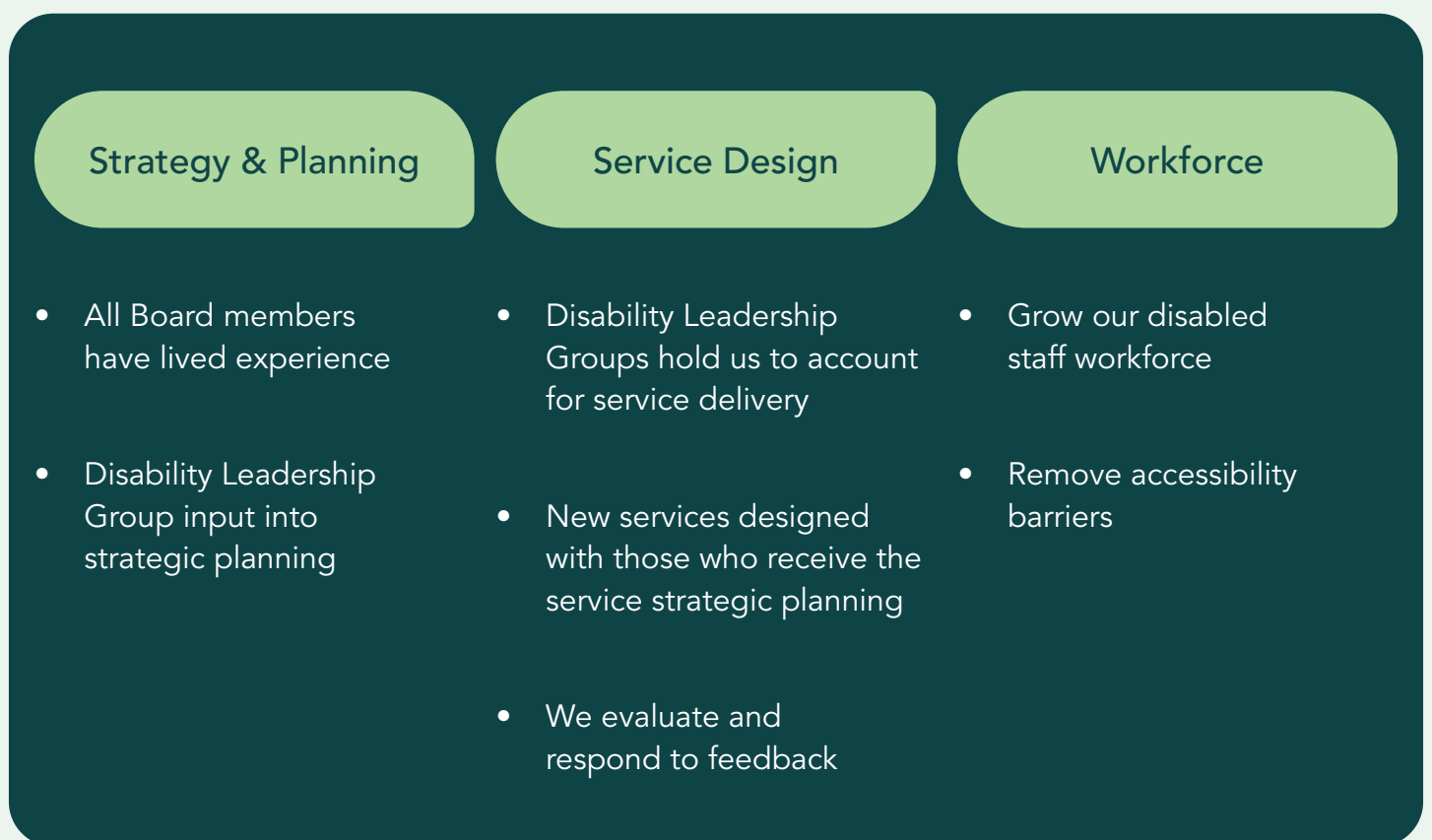
He aha te mea nui o te ao? He tāngata, he tāngata, he tāngata!  
What is the most important thing in the world? It is people, it is people, it is people!

## Whakatipuranga haua o Ngā Tētēkura | Growing Disability Leadership

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Guided by disabled people and their whānau | family, we take deliberate steps to uphold our commitment to grow disability leadership across our organisation and the sector. Our Disability Leadership Framework serves as a foundation to foster this growth.

### Disability Leadership Framework



### Local Disability Leadership Groups

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This year we grew our disability leadership initiatives through the introduction and development of six local Disability Leadership Groups in the regions of Taranaki, Whanganui, Tairāwhiti, Hutt Valley, Otago, and Southland. These groups play a significant role in ensuring

that local disabled people and whānau | family members receive services that align with the principles of EGL and to advocate for positive change in the community, with a particular focus on our Connections & Funding services.





Members of the Disability Leadership Group sharing their views at the hui.

## National Disability Leadership Group

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In addition to the local groups, we also continued to grow and develop our National Disability Leadership Group. The national group contributes to our strategy development with the Board, ensuring effective implementation of the Disability Leadership Framework, and advocating for systemic change to improve the lives of disabled people. Notably, the group actively participated in the Accessibility Bill submission, advocating for legislation that aligns with the United Nations Convention on the Rights of Disabled Persons.

## Autism Advisory Group

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Within our Altogether Autism service, we have an advisory group made up of Autistic people, parents, and professionals. This advisory group plays a crucial role in responding to complex information requests and providing valuable recommendations to guide the strategic direction of Altogether Autism.



**As a proud Deaf woman, I love promoting awareness of support services to help people thrive in their lives.**

Madison, LDLG Taranaki



Woman and young man working in a garden centre.



# Connections & Funding

Te Ara Whanaungatanga, Te Pūtea Toiora

Before 2022, Needs Assessment & Service Coordination (NASC) and Local Area Coordination (LAC) services were separately handled by Life Unlimited, AccessAbility, and Journey Together. Now unified under Your Way | Kia Roha, our Connections & Funding team supports disabled individuals, offering personalised Tō Oranga Pai | Living Well plans and connections to resources, support, and information for a better life. Responsible for NASC in five regions and LAC in select areas, our services include the Health of Older Persons programme in Whanganui, ADHD support in Taranaki and Manaaki Tairāwhiti in Tairāwhiti.



**7,854**

People registered for NASC and LAC services



**11,786**

People supported across six regions

Your Way | Kia Roha received almost 500 new service referrals in 2022/23. More than a third of the individuals supported had an intellectual disability as their primary diagnosis, and over a quarter were Autistic.

There has been a noticeable rise in referrals for Autistic children and young people. In certain areas, there has been an increase in the involvement of disabled Māori in our services.



Tyler relaxing at home with his colourful fidget ball.

## A Journey of Planning and Support

Transitioning to the next phase of life can be challenging for anyone. Tyler and his family met with us to set goals and plan for the future using our Tō Oranga Pai | Living Well Plan. They prioritised communication and safety, aiming to integrate him into the community.

Tyler's family envisioned routines and safety measures, laying the groundwork for future connections. With support from TalkLink Trust and a communication device, they sought to enhance Tyler's communication abilities.

Securing a dedicated living space on their property, his parents combined Individualised Funding with CCS Disability Action support, fostering flexibility.

Tyler's transition, guided by familiar caregivers, emphasises the significance of personalised planning and strong family networks. The family encourages others on similar journeys to seek help, prioritise their child's needs, and embrace reliable support.

## Highlights

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- **Enhanced Accessibility**  
We are continuously developing accessible and self-directed resources that empower disabled people and their whānau | families, providing them with greater control over their lives.
- **Embracing Enabling Good Lives Principles**  
Our organisation is committed to integrating the EGL principles into our daily operations, allowing us to better support disabled people and their whānau | families.
- **Strengthened Team**  
We have expanded our team to ensure we can effectively serve the diverse needs of disabled people.



**You've been so understanding, and I appreciate it immensely! Now getting to take this step towards independence and assistance through Your Way | Kia Roha. I hope that with this support, each day should get just that little bit easier. I feel so grateful that this service exists.**

Young man and three women smiling and planning in an office.





Group of adults having a discussion in a meeting.



# Learning & Information

Rukuhia Te Puna Mātauranga

Your Way | Kia Roha Learning & Information Centre provides learning opportunities to Autistic and disabled people, their whānau | family and professionals. We partner with Parent to Parent to deliver disability information and advisory services under Altogether Autism. Through workshops, courses and reliable information, we aim to improve understanding of autism and disabilities so that the people we support live the life they choose within their communities.

**90%**

Rated information as useful



**3,267**

People attended events (in-person and online)



**489,549**

Website views

**78,952**

Engagements with our top website post: "Strengths and abilities in autism"

Information Hub resources accessed

**28,754** times



**5,346**

Information requests for support

These numbers highlight a growing demand for our services. Information requests surged by 20%, double the previous year's growth, while Live Chat requests rose by 11%.

The complexity of requests continues to increase annually. Free network meetings more than doubled, from 65 to 120, expanding both onsite and online.



Youth and woman in a home, smiling and talking over an open laptop.

## Supporting Autistic Adult Through Easy-to-Use Information and Peer-to-Peer Understanding

### In Aaron's words:

"I have found Altogether Autism really helpful. Having Autistic people to communicate with removes a barrier for me personally and means I am not treated like a child.

It is rare for me to access resources about autism without running into misleading and judgemental language. I was pleasantly surprised knowing that the person writing this

was Autistic. I didn't feel like the information was cold, dismissive, or vague. When asking about a potentially divisive or loaded topic that involves stigma, I usually encounter sources that are more concerned with neutral sounding articulate language and does not answer my questions or help me manage my safety and gauge threats. This was balanced so beautifully; it didn't condemn, alienate, or stigmatise anyone, it also didn't dismiss the safety issues I have encountered."



## Highlights

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- **Published six guides for Tertiary Educators**

Commissioned by Te Amorangi Mātauaranga Matua | Tertiary Education Commission. These guides help staff at tertiary education organisations to support Autistic learners in their educational journey.

- **We launched 'vĀsifika: Our Autism Journeys**

We introduced this book with Mila's Books, sharing stories of Autistic Pasifika people and their families.

- **International Initiative of Disability Leadership**

Imagine Better played a key role in the planning and delivery of New Zealand's international host match on employment known as Equally Working.

- **Social Role Valorisation (SRV) Online International Conference**

Imagine Better played a significant role in the inaugural conference. Tony McLean and Gary Williams presented a paper on "SRV and Culture in Aotearoa New Zealand".

- **World Autism Awareness month**

We launched the #AutismAppreciation social media campaign. This featured the "He Karu, He Taringa" roadshow, supporting Autistic film director Tahuaroa Ohia with free community screenings in Hamilton, Wellington, and an online screening.

- **Collaborated with KidzFirst**

This resulted in an autism-friendly hospital at Middlemore, with comprehensive online training provided to medical, surgical, and outpatient staff.

- **Diploma of Employment Support**

Continuing to lead New Zealand's formal training for Employment Support professionals, Imagine Better successfully engaged and progressed the fourth cohort.

- **Developed an Online Autism workshop**

This workshop was tailored for clinicians and Needs Assessment Coordinators in the mental health sector.

**ALTOGETHER  
AUTISM  
TAKIWĀTANGA**



**This workshop broadened my understanding of what needs to be improved in my workplace and with our staff.**



Girl and man greeting each other.



# Services

## Ratonga

Our portfolio of work includes a range of supports designed to enrich lives through community engagement and support with hearing loss across New Zealand.

Our Community programmes like Positive Action Courses, Transition Programme, Life Fit, and Ngā Mara Ātea empower people to embark on a journey of personal growth and development, taking positive strides towards a fulfilling life.

Our free hearing services ensure that people can live well with hearing loss.



**4,257**

Individual Hearing  
Therapy consultations

**1,355**

People engaged with our  
Community programmes

**98%**

People felt comfortable  
with our hearing services



**97%**

Of clients said our services  
helped them participate in  
the community

Through 4,257 individual consultations and 183 workshops / community gatherings, the hearing service made a substantial effort to engage with the community. The overwhelming positive feedback is a testament to its quality, with 98.2% feeling the service is unbiased and 98% expressing comfort with it.

1,355 people actively engaged with the service. With 459 information requests fulfilled and 72 EGL Waikato people supported, the services influence is growing.



Two women sharing laughter and stories.

## How Hearing Therapy Helped Helen

Helen's hearing journey started when she was six years old. A playground accident led to her needing a hearing aid for her right ear. Over the years, her left ear also faced challenges, and by age 11, she experienced a sudden loss in hearing. Despite these obstacles, Helen managed mainstream schooling, ballet, sports, and various jobs in customer service.

At age 56, Helen faced a sudden and severe loss of hearing, leading to a diagnosis of hyperacusis. Researching her options, she connected with Your Way | Kia Roha Hearing Therapy.

Facing communication challenges during the COVID-19 pandemic, Helen persevered with support from her daughter, Sarah, and her hearing dog, Meg. Recently having qualified for a cochlear implant, Helen underwent surgery, and began the journey of retraining her brain to interpret sounds. Despite the challenges, Helen embraces her cochlear implant, seeing it as a positive step in her evolving hearing experience.

## Highlights

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- **Celebrating Culture**

Our Māori Services are making a positive impact. We're proud to see disabled people actively participating on the marae and our team supporting families at all stages of life.

- **Sensory Adventures**

The multi-sensory room is becoming more popular. It's an important space for families in the Waikato and beyond, offering enriching sensory experiences.

- **Empowering Accessibility**

Our dedication to accessibility remains unwavering. To cater to diverse needs, we introduced open clinic days in Central Otago, a move that has yielded positive outcomes and strengthened our connection with the community. Our ongoing Teleclinic services continue to bridge the gap for those who are unable to attend in-person appointments.

- **Expanding Service Reach**

In our commitment to reach more individuals in need, we expanded our service by opening new clinics in remote areas. This strategic initiative aims to ensure that our services are accessible to those living in regions with limited healthcare resources.

- **Community Support**

Families and friends in the Waikato have come together to help EGL participants become more independent. We're thrilled to see people accessing their community in their own way.

- **Smooth Transitions**

Many school-leavers have successfully taken their next steps with Your Way | Kia Roha. We're proud of our reputation for guiding them into the next chapter of their lives.

- **Life-Saving Partnerships**

Your Way | Kia Roha Hearing Service partnered with Fire and Emergency New Zealand to provide safety equipment for homes of those with hearing impairment.



**YOU'RE AMAZING and I am thankful for you.  
Thank you for all your support and recommendations.  
Cochlear is going great.**



Mobility Centre staff showing two woman how to use a Lift Chair.



Through the provision of assistive devices and mobility aids, we understand the need for independence, helping people to actively engage in their communities.

Our stores in Hamilton, Papamoa, Hastings and Lower Hutt serve as hubs of accessibility housing a range of mobility equipment and daily living aids. Mobility Centre remains committed to supporting people to live the lives they choose in their communities.



**27,168**

e-Newsletter subscribers



**23,714**

Stores and  
online transactions



**1,180,562**

Website views

Mobility Centre has experienced significant growth and engagement in various online platforms. The number of e-News subscribers who tune in for mobility tips and product highlights increased to 27,168, an increase from the previous year's 18,643. Similarly, website views saw a remarkable surge, reaching 1,180,562 compared to the

prior year's 455,624. This surge in online engagement indicates a substantial increase in our digital reach. 24,013 people connected with Mobility Centre to purchase a mobility aid underlined the service's ability to effectively connect with a diverse audience through various channels.



Mobility Centre staff showing a couple some products.

## Discovering Genuine Care: Brad's Positive Experience with Mobility Centre

When Brad stumbled upon Mobility Centre during an online search for mobility aids, little did he know he was about to experience genuine empathy and care. After a failed attempt to reach another company, he connected with Bev, a compassionate representative from the Mobility Centre Papamoa store, who listened attentively to his mother's needs.

Understanding the challenges caused by his mother's injuries, Bev assured Brad, "I might have just the thing for you." She presented him with two options, and Brad decided to get both electric wheelchairs. From that moment on, Mobility Centre's commitment to exceptional service became evident.

Bev effortlessly organised the delivery and trial period, ensuring a smooth and stress-free experience for Brad and his family. Her communication and follow-up were outstanding, leaving Brad impressed and grateful for her genuine care.

The impact of Mobility Centre's support extended beyond the transaction. Brad's mother found joy and increased independence in the wheelchair provided, enhancing her daily life. This outcome exemplified the empathetic approach that Mobility Centre embodies.



## Highlights

- **Empowering customers with online guides**

We take pride in empowering our customers, and to further support their needs, we introduced comprehensive online guides. These resources are specifically designed to assist customers with product selection and offer valuable guidance on products that cater to different abilities. Our commitment to ensuring choice and control for our community is reflected in these guides, allowing everyone to make informed decisions that best suit their requirements.

- **Expanded reach with new premises**

We successfully opened two new premises in Lower Hutt and Papamoa.

- **Enhanced sales service in Auckland**

In response to the evolving demands of the market, we launched a dynamic van-based sales service in Auckland.



**We had wonderful service from the mobile sales van in Auckland when they demonstrated the walkers to us at our retirement village. The advice and help offered was exceptional! Friendly and knowledgeable staff and top-quality product made the experience worth paying a bit more money.**

Jane and Arthur Charlton

A Mobility Centre staff servicing a mobility scooter.



# Ko Ngā Whakaritenga a Putea | Financials

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# Ko Ngā Mihi Whakamānawa | Thank you

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The majority of our income is from government funding. We would like to acknowledge and thank those who have supported us.



We extend our heartfelt gratitude to all our funders, contributors, and partners. We are grateful for your support and for joining us on this journey towards a more equitable future.

# Enabling innovative community solutions by and with disabled people.

A person in a wheelchair watching the sunrise with a bird flying in the sky.





Child on her dad's shoulders happily high-fiving a woman.

Waiho i te toipoto, kua i te toiroa.

Let us keep close together, not wide apart.

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 **Your Way  
Kia Roha**