



Te Rīpoata-a-Tau | Annual Report 2023 - 2024

Your Way | Kia Roha Charitable Trust

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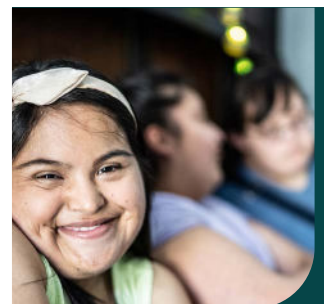
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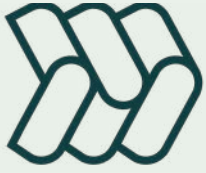


Te Rīpoata-a-Tau | Annual Report
2023 - 2024

Your Way | Kia Roha Charitable Trust

Front cover:

Fostering inclusive spaces where people with diverse needs can thrive, form meaningful relationships, and enjoy a good life.



Your Way | Kia Roha

Your Way | Kia Roha Charitable Trust

FOR THE YEAR ENDED 30 JUNE 2024

NATURE OF BUSINESS:	Disability Services Provider
CHARITIES COMMISSION REGISTRATION NUMBER:	CC26090
TRUSTEES:	Michelle Bentham Stuart Campbell Vaughan Mikkelson Gary Williams Peter Williams Martine Abel-Williamson Renata Kotua
REGISTERED OFFICE:	20 Palmerston Street, Hamilton 3204
INDEPENDENT AUDITORS:	PricewaterhouseCoopers Chartered Accountants, Hamilton
SOLICITORS:	Gurnell Harrison Stanley Law, Hamilton

Te Kupu ā Ngā Kaihautu | A Word from our Leaders



“ Mā te mahi tahi, ka puta
He iti te mokoroa, nāna i
kati te kahikatea.
The mokoroa (grub) may
be small, but it cuts
through the kahikatea. ”

Michelle Bentham and Megan Thomas.

It is with great pride that we reflect on the past year and recognise the outstanding efforts of our team. The Board has witnessed many examples of dedication and cohesion across the organisation, all working towards our vision: Disabled people thriving, living the lives they choose in their communities. This commitment has been evident in the successful implementation and continual monitoring of our strategy.

We remain committed to our vision and the journey ahead, while staying true to our mātāpono | values and tuāpapa | foundations. Our team's determination, resilience and dedication have ensured Your Way | Kia Roha continues striving for better outcomes for disabled people. This steadfast approach has enabled us to navigate challenges and realise opportunities for sustainable growth in the years ahead.

We'd like to share with you the highlights of our achievements within each of our strategic goals.

Leaders in the new disability system

We measure our leadership through community feedback, gathering voices through surveys, evaluations, and our disability leadership groups. Our team's focus on quality and continuous improvement has seen excellent results, as reported in this annual report.

Your Way | Kia Roha has taken a leadership role in shaping a more robust and stable disability support system. This has included engaging with the Minister, representation on the sector CE panel, and chairing the New Zealand Needs Assessment and Service Coordination Association (NZNASCA).

Meeting unmet need and building responsiveness to Māori and Pasifika

We've made significant strides in addressing unmet needs and growing our responsiveness to Māori and Pasifika communities. Our outreach efforts on marae and in Pasifika spaces have resulted in increased engagement and positive feedback on our culturally appropriate services.

Thanks to our Senior Cultural Advisors, Dr. Pouroto Ngaropo and Dr. Taima Fagaloa, our team has deepened their understanding and connection with mātauranga Māori and Pasifika cultures.

Growth in disability leadership

Our commitment to ensuring the disabled voice guides us throughout our organisation continues to strengthen. As a disabled-led organisation, our Board members all have personal lived experience of disability, with the majority identifying as disabled people.

We also have a national disability leadership group, six local disability leadership groups, autism advisory group and a team members' disability group. These groups play a crucial role in guiding Your Way | Kia Roha, holding us to account, and advocating for change in the community.

Health of our organisation

We've prioritised developing fit-for-purpose policies, processes, and systems to provide a solid platform for future growth. Our Business Support and People & Culture teams have implemented best practices, focusing on team wellbeing, safety, and maintaining strong community visibility.

The growth in engagement and team wellbeing, benchmarking with top-performing organisations, affirms we are headed in the right direction.

We have achieved all of this while remaining sustainable as an organisation.

Responding to change

Our values and strong foundations are crucial as we navigate a changing environment. The Board acknowledges the impact of recent government changes on our team and the community we support. With our strong foundations, Your Way | Kia Roha is well-equipped to adapt to these changes in a value-aligned manner.

The Board is actively monitoring and responding to these changes and will make any necessary adjustments to our direction. We are confident in our ability to navigate change.

As we look ahead, we are excited about the opportunities and the potential for change. We aim to continue making a positive difference in the lives of disabled people, helping them thrive and live the lives they choose in their communities. We look forward to the year ahead and sharing our success in next year's report. Thank you for your ongoing commitment and dedication to our purpose.

Ngā mihi

Michelle Bentham
Chair

Megan Thomas
Chief Executive



Rautaki | Strategy

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.



Whanaungatanga | Connection

Relationships matter, we work together with whānau and others.



Kotahitanga | Inclusion

Everyone is included and respected for who they are.



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.

Te Tirohanga Whānui Mo Te Tau | Overall Snapshots

Reach and Engagement



- 23,703 people directly supported
- 643 community sessions conducted (training / information / networking)
- 581,303 website interactions
- 14,187 social media engagements

We Made Positive Difference



- 98% Hearing Service
- 97% Community Service
- 97% LAIC
- 94% Altogether Autism
- 83% Connections & Funding
- 98% Mobility Centre

Team Dynamics



- 150 team members
- 89% team connection to organisation's vision and purpose
- 84% overall team engagement (17% above industry benchmark)

Cultural Competence



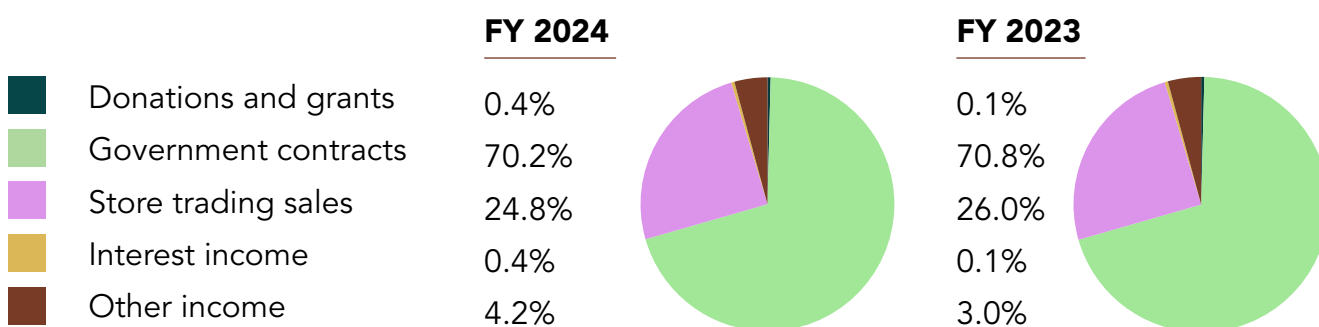
- 90% of team comfortable working with Māori
- 82% of team comfortable working with Pasifika

Financials

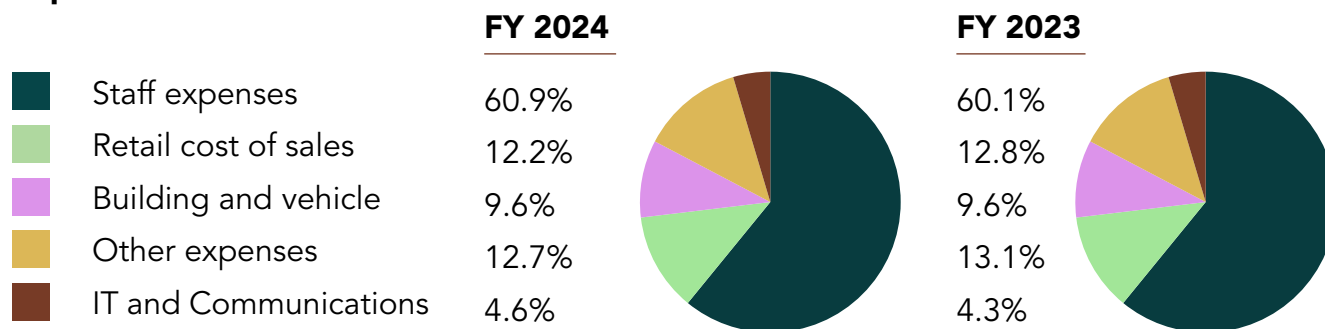
Summary Statement Comprehensive Revenue and Expenses

	FY 2024 (\$)	FY 2023 (\$)
Revenue from activities	17,018,571	16,059,902
Total expenses	17,259,226	16,112,798
Deficit from operations	(240,655)	(52,896)
Other revenue	392,933	333,230
Overall surplus	152,278	280,334

Revenue from activities



Expenditure



Financial position

	FY 2024 (\$)	FY 2023 (\$)
Total assets	12,183,199	11,701,954
Total liabilities	2,604,839	2,275,872
Total net assets	9,578,360	9,426,082

Refer to our website for a full set of audited financial statements or the Charities Register, Charity Number CC26090



Connections & Funding

Te Ara Whanaungatanga, Te Pūtea Toiora

Connections & Funding: Goals in Action

In 2023-24, our Connections & Funding portfolio supported people across six regions through various government-contracted services. Our core offerings include Needs Assessment and Service Coordination (NASC) and Local Area Coordination (LAC), complemented by specialised programmes tailored to specific community needs.

Key Achievements



- Reached 13,570 people across six regions, a 4% increase from 2023
- Registered 8,492 individuals for NASC and LAC services, up by 8% from 2023
- Continued our impact through contracts such as Carer Support Coordination, Total Mobility Assessments, and Health of Older Persons services

Community Satisfaction Highlights



- 87% appreciated our collaborative approach
- 83% reported a positive impact on their lives
- 89% felt understood by our team
- 81% found our services easily accessible

Inclusive connections: Creating a supportive community for everyone.





Services

Ratonga

Services: Enhancing Lives Through Hearing Support and Community Engagement

Our Services portfolio improved the quality of life for people across New Zealand, focusing on support with hearing loss, and community support programmes in the Waikato.

Hearing Service Highlights



- Delivered 4,627 hearing therapy appointments across 34 locations nationwide a 8.7% increase from 2023
- Provided personalised support and community education programmes
- Increased engagement with Māori and Pasifika communities for hearing needs

Waikato Disability Support



- Engaged 1,499 participants in community programmes, a 10.6% increase from 2023
- Supported disabled people and their families in navigating support systems
- Empowered people to live full, active lives as community participants

Community Satisfaction



Hearing Service:

- 98% reported a positive impact
- 89% felt understood by our team
- 87% received easy-to-understand information
- 88% said we delivered on our commitments

Community Programmes:

- 97% reported a positive impact
- 91% enjoyed their engagement



Learning & Information

Rukuhia Te Puna Mātauranga

ALTOGETHER
AUTISM
TAKIWĀTANGA

Learning and Information Centre: Empowering Through Knowledge

By providing up-to-date information and fostering open discussions through our Learning & Information Centre (LAIC) and Altogether Autism service, we increased understanding, promoted acceptance, and improved support for disabled people.

Key Achievements



- Delivered 287 workshops and events, reaching 4,821 people nationally (47.6% increase in participants from 2023)
- Responded to 3,818 Altogether Autism information requests
- Attracted 270,608 visits to the Altogether Autism website
- Successfully implemented online workshops, establishing ourselves as a trusted brand in digital learning
- Secured a second Whaikaha Facilitation Service contract, affirming our expertise and impact

Community Satisfaction



- 97% of LAIC workshop participants found the training useful
- 94% of autism information recipients reported the information was valuable

A safe space to learn new skills to support disabled people.





Dignity, independence, and the simple joys of daily life.



Mobility Centre: Empowering Independence Through Mobility Solutions

The Mobility Centre played a crucial role in supporting people to live independently and remain mobile. By providing expert advice and a wide range of mobility equipment and daily living aids, we're improving the quality of life for our community.

Key Achievements



- Completed 17,757 transactions across 4 physical stores and 2 mobile vans
- Processed 4,610 transactions through our online store
- Attracted 310,822 website visits, a 5% increase from 2023

Community Satisfaction



Based on 807 survey respondents:

- 98% rated the quality of advice and products as excellent, very good, or satisfactory
- 98% were satisfied with our product range
- Achieved a Net Promoter Score (NPS) of 56, a significant improvement from 15 in 2023

Te Punaha Mana Tangata Me Te Tuākiritanga | Advocacy & Identity

Advocacy & Identity: Empowering Voices, Embracing Diversity

Our team works to strengthen communities and make sure disabled people from all backgrounds can become leaders. We focus on giving people the tools to speak up for themselves and create leadership opportunities for everyone. Our efforts are guided by three key strategic frameworks: the Disability Leadership Framework, Te Māhere Ata Poutama Māori Strategic Framework, and Nga Vaka o Tagata Pasifika | Pasifika Strategic Framework.

Key Achievements



Disability Leadership:

- Maintained 6 local disability leadership groups and 1 national group
- Facilitated 35 meetings throughout the year
- Hosted annual joint hui in Wellington, bringing all groups together
- Cultural Responsiveness:
 - Conducted 10 cultural responsiveness trainings, attended by 181 staff
 - 90% of team members now feel comfortable working with Māori (up from 84% in 2023)
 - 82% of team members feel comfortable working with Pasifika (up from 79% in 2023)

Exploring their potential, supported by inclusive leadership.



Inclusive Recovery: How Disability Leaders Reshaped Community Support Post-Cyclone

The Tairāwhiti Local Disability Leadership Group faced significant operational challenges following a cyclone in the region. With regular meetings disrupted, the group adapted its approach to continue supporting the community. Chairperson Heidi participated in the cyclone recovery group, alongside Joy, National Manager Connections & Funding.

This involvement allowed for disability perspectives to be included in recovery planning, aligning with the Enabling Good Lives principles. By integrating disability considerations into mainstream recovery efforts, the group promoted inclusive community support.

The experience highlighted the importance of flexibility and community connections in times of difficulty. While the group continued to face challenges in maintaining regular meetings, their involvement in recovery efforts reinforced the value of their work. This period demonstrated how the Disability Leadership Framework could be applied in practical, community-focused ways, even under trying circumstances.

The group's efforts contributed to a more inclusive recovery process, emphasising the importance of diverse voices in community planning and response.

He tāngata, he tāngata, he tāngata.





Celebrating creativity and self-expression, Shelley explores her talents and passions, fostering a sense of accomplishment and pride.

Shelley's Story: A Positive Change

Shelley is happy with her life now, and she's showing us that change can be good, writes her sister, Margot. Looking back, it's clear how much she has improved with the right support.

In the past, Shelley's days were rigid and didn't suit her needs. Now, she enjoys activities she loves, like meeting surfers, going to music events, and watching movies. This change has made her more confident and expanded her circle of friends, including a mix of new people and a close friend of 23 years.

Shelley also enjoys painting and drawing, and she's gained the freedom to choose her activities. She's more independent, often telling me how happy she is, which brings me great joy. Individualised Funding has been the best decision for her care, giving us peace of mind. Shelley now lives the life she chooses, with more strength, options, and happiness.

Lucian's Story: A Journey of Hope

A year ago, Lucian struggled to get to school and wouldn't go out alone. But with help from Your Way | Kia Roha, a mentor, and a supportive school, Lucian's life has changed in amazing ways. His family now sees a future full of possibilities.

Lucian's mum, Christine, says their journey wasn't easy. It was a long, hard road with wrong diagnoses, lack of support, and worries about Lucian's future. But things began to change when Lucian was diagnosed with a mild intellectual disability and legal blindness. This diagnosis finally helped his school understand and support his needs.

Afterward, Lucian was referred to Your Way | Kia Roha. Together with his Community Facilitator, Penny, they made a plan to help Lucian engage in activities he enjoys and improve his school attendance. Lucian now goes out regularly with his mentor to places like the library, park, and swimming pool. His confidence has grown, and he's also made friends at the skate park.

Lucian loves animals and volunteers at the SPCA. He now looks forward to school and comes home smiling, which means the world to Christine. She also gets some rest when Lucian visits his auntie, and counselling has helped her process the challenges they've faced.

Lucian is excited to start college next year, moving up with his classmates—a milestone the family once thought would be delayed. Christine is grateful for the support they've received and wants other parents to know that with the right help, a better life is possible.

Self-discovery and personal growth, building connections and confidence.



Ko Ngā Wehenga Pakiwaitara | Team Stories

Whakapapa and Whenua: Cultivating Connection

At Ngā Mara Ātea, our marae-centred programme, we embrace te ao Māori | a Māori worldview, fostering an environment where our whānau can fully express their identities and live according to their values. This year has been a testament to our commitment to tino rangatiratanga | self-determination and kaitiakitanga | guardianship within our community.

Our whānau had a great day out to deepen their connection to their whakapapa | genealogy and whenua | land. Through a community-driven planting initiative, they've taken active steps to shape their living environment in ways that reflect their cultural identities and values.

Some of the highlights were:

- Planting native trees and harakeke
- Using traditional knowledge in our gardening practices
- Creating spaces for cultural expression and storytelling

This mahi goes beyond beautification; it's a powerful expression of our whānau's identities and their role as kaitiaki of the land.

Participants of various abilities come together to cultivate native plants, fostering both environmental stewardship and social connections.





Celebrating the collective effort that makes milestones possible.

Path to Becoming a Hearing Therapist

Rachel and Tadhgh are two of our graduates from the hearing therapy training programme that we offer at Your Way | Kia Roha. Their story shows the great opportunities at Your Way | Kia Roha, where we hire and train people to become professional hearing therapists across Aotearoa New Zealand. When Rachel and Tadhgh joined us, they were excited to get on-the-job training without student debt.

From the start, they knew they were beginning a two-year journey to earn their New Zealand Diploma in Hearing Therapy Level 6. This was a chance to gain a professional qualification while working full-time.

Rachel and Tadhgh spent their days supporting people with their hearing loss and studying in their free time. It was challenging, but when the going got tough, the tough got going. They were determined to succeed.

What made their experience special was the support from Your Way | Kia Roha and our partner, Careerforce. This ensured high-quality training relevant to their career.

Rachel and Tadhgh's hard work paid off. After two years of balancing work and study, they graduated with their diploma. Now, Rachel and Tadhgh are qualified hearing therapists. Their journeys show the success of the training programme at Your Way | Kia Roha.

Tadhgh said, "The organisation believes in you and is willing you to succeed! It's so fulfilling qualifying, more so than I would have imagined! Stick at it, ask questions, and you'll reap the rewards."

Ko Ngā Mihi Whakamānawa | Thank you

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.

Friends enjoying nature's beauty.





Waiho i te toipoto, kua i te toiroa.

Let us keep close together, not wide apart.

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 **Your Way
Kia Roha**