

ANNUAL OPERATING FUND

2019-20

TRANCHE 1

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AOF Application Form

“Looking ahead”

The purpose of this form is to look ahead over the next grant year, to see how you plan to use your annual operating grant for the benefit of the community.

Summary information	
Organisation name	Citizens Advice Bureau Whangarei Inc
Contact Person Name, email and phone number of person completing this form	Moea Armstrong whangarei@cab.org.nz 09 438 8046
New postal address? Please provide if it has changed	
Incorporated Societies/ Charitable Trusts Registers Number	Number: CC20751 Please ensure your register is up to date.

Organisation information		
Resourcing	Number	FTE*
How many paid workers does your organisation employ?	3	1.4
How many volunteer workers does your organisation have?	40	5

* FTE is Full Time Equivalent. This is based on approximately 37.5 – 40 hours per week. Approximates are fine. Example: a person who works 20 hours a week is 0.5 FTE.

Area of work	
Please select which one of the following relate most closely to your organisation:	
<input type="checkbox"/>	Arts and Culture – Projects and activities that facilitate education and enjoyment of the arts and of culture for the people of our District.
<input type="checkbox"/>	Heritage and Environment – Projects and activities that preserve and promote the heritage of our District and that protect and enhance the environment in which we live.
<input type="checkbox"/>	Recreation and Sport – Projects and activities that enable participation and engagement in recreation and sport for people in our district of all abilities, ages and life stages.
<input checked="" type="checkbox"/>	Community Connectedness and Wellbeing – Projects and activities that strengthen community cohesion and connectedness in ways that cultivate healthy, happy and positive relationships across our District.

Data on your customers/visitors

Please tell us who your customers/visitors are, using estimated percentages where possible. *This information helps us to build a picture of which communities our funding supports. It is for statistical purposes only and has no bearing on your application.*

How many customers/visitors did you have 'last year'? (Please state what period your data covers)	1 July 2017-30 June 2018 6,578 enquiries
% Whangarei residents, Northland-wide residents, visitors (national/international)?	96% Whangarei 2% Northland 2% Out of area
% Age ranges?	20s 13%; 30s 21%; 40s 19%; 50s 20%; 60s 15%; 70s 9%; 80s 3%
Ethnicities?	NZer 1402; NZ Euro 891; Maori 723; UK 113; Indian 68; Chinese 48; Asian other 35; Filipino 35; Australian 33; South African 26; Nth American 25; Fijian 15; Sth American 14; Samoan 13; Japanese 11; Korean 7.
Anything else you'd like to add?	153 referred from government departments 26 referred from local government 150 referred from businesses 39 referred from community groups

The year ahead

Tell us about your organisation and what you plan to do in the year ahead with the below questions.

The Idea – Briefly explain your organisation's *kaupapa* (purpose):

1. Citizens Advice Bureaux New Zealand Inc support the principle of partnership reflected in the Treaty of Waitangi.
2. To ensure that individuals do not suffer through ignorance of their rights and responsibilities or of the services available; or through an inability to express their needs effectively.
3. To exert a responsible influence on the development of social policies and services, both locally and nationally.
4. Our strategic aims are to:
 - Increase the awareness, usage and accessibility of CAB services in the Whangarei area.
 - Continually improve the quality and effectiveness of CAB services
 - Increase fairness and social justice in the Whangarei district.
 - Ensure that our staff have the resources and infrastructure to support the achievement of these strategic objectives

Alignment – Tell us how your organisation's *kaupapa* aligns with Council's Vision and Community Outcomes?

We share your core values: we aim to provide **an efficient and resilient core service** (demonstrated by 45 years of continuous operation in Whangarei); we are **positive about the future** (our online services and website page views are increasing, as is the online chat enquiries, and our Facebook page shares), and we are **proud to be local** (we also have a diverse group of experienced volunteers who call Whangarei home).

Our service aligns with your **Community Development goals** in the Long Term Plan (p. 60); you aim to support *services that enhance and strengthen our communities to ensure people feel safe and can participate in a range of events and opportunities.*

LTP, p. 55: *Community facilities and services are a key contributor to an attractive, vibrant and thriving District. This activity includes our parks and recreation spaces, as well as our community buildings. It also includes our services that support our communities through community development and libraries.*

We also provide an **accessible service** – by phone, in person, and online (*across rural and urban parts of the district*).

The **Local Government (Community Well-being) Amendment Act** last year restated the promotion of *social, economic, environmental and cultural well-being of communities* to the statutory purpose of local government. An emphasis on the four well-beings engages the council and citizens alike on an intergenerational approach to improving quality of life outcomes in our district. We consider that the work of CAB Whangarei is also centred on that aim.

An **independent review of CAB** in Wellington (PwC) stated that their '*accessible, accurate, confidential and independent advice empowers Wellingtonians to solve problems, understand their rights, access services, and enhance their personal and community well-being*'. We believe we deliver the same standard of service as the Wellington bureaux to the people of Whangarei district.

As lead tenant in your Municipal building we also **care for the environment** by promoting waste minimisation, recycling of paper, containers, and encourage use of efficient lighting and heating. We also participate in Whangarei's food rescue programme.

The Need – What need is there for your organisation? What indicators do you use?

As detailed above the need for our services is clear, based on the **6578 enquiries** last year alone. Furthermore, the annual number of **enquiries increased** during the 2017-2018 year, by about 300, and our website page views (both general information and about CAB Whangarei specifically - <https://new.cab.org.nz/location/cab-whangarei>) are surging.

Literacy Whangarei estimates that 30 per cent of our people are *functionally illiterate*. Our statistics show that we are spending **more time with each client** on average, which reflects our experience of assisting more high-need clients who are **functionally illiterate** (i.e. have trouble filling out forms or writing letters), and/or those who are **“digital outsiders”** (little or no access to the internet), and/or those who present with **multiple issues** (eg, core benefit deficits, debt, credit contract issues).

The Impact – What difference will your organisation make to the community over the next year?

We are an iconic institution in a stable home (thank you) in the city centre. Our Maori name comes from the whakatauki **“Taku pou whakawhirinaki i nga wa o te porotaika”**, which translates as “My source of strength in moments of adversity”.

There is still much **adversity, distress and deprivation** in the district, particularly as government departments shut down and/or move online, and as social welfare policies of the past decade manifest themselves in peoples’ lives. We will continue spending more time with people helping to fill in online forms than ever before, addressing **intergenerational economic stress**, and **unscrupulous commercial activity** which exploits our vulnerable and poor, both citizens and migrants.

Our highest category of enquiries last year was focused on **relationship problems**, which is where economic distress often accumulates and gets expressed. We will continue to help people understand relationship property law and write initial letters where they cannot afford a lawyer, and show them the paralegal process regarding child custody via establishing Parenting Plans and Orders.

We will also continue to provide a venue and coordinate fortnightly clinics to assist those requiring **free legal aid**, and provide **advocacy** to assist beneficiaries to gain their full entitlements and/or seek emergency accommodation.

Collaboration – What other organisations, community groups and individuals will you collaborate with to make a difference to the community?

We will continue to work constructively with all the **25 organisations, individuals and networks** listed in our “Looking Back” report for the previous year.

We are particularly pleased with the collaboration that resulted in a very well attended **Race Relations Day** public meeting at Forum North on March 21, and we have decided as the four frontline migrant settlement agencies, to continue to use the template for future years’ commemorations.

We also continue to hope our relationship with the **Regional Office of MSD** bears fruit in terms of systemic changes for our beneficiary clients.

With other **tenants in the Municipal Building**, we have established and maintain an accessible **community noticeboard** in the foyer, which is now also a casual distribution point for **Food Rescue Northland**.

Your Approach – How will you demonstrate the impact of your work?

Client **feedback surveys**, an independent **Immigration NZ**-commissioned client survey, and our **annual report** are the means by which we demonstrate the impact of our work.

We have a brand new national database which includes **reporting software** that from this year will enable us to produce trend analyses and instantly present the results of our work in easily usable and understandable formats. The upgrade was introduced in February this year and we have successfully trained for and transitioned to the new website which includes the new reporting function.

Funding

The Annual Operating Fund grant is an exceptional level of support for organisations that provide ongoing, valuable services, programmes and amenities to the community.

Generally, indicative levels of funding remain consistent from year to year, subject to satisfying the performance measures and need/benefit assessment for this Fund.

If exceptional circumstances mean you would like to request a change in funding, please state your request and rationale below.

We are requesting an **increase of at least \$5,000**, half of the extra funds we know we will need. This year a new Board has undertaken an extensive **review of salaries** of the three (1.4 FTE) paid staff. Our staff have previously been limited to the minimum wage, and in the past few years the “Living Wage” rate. A decision has recently been made to move to **equivalent relevant market rates** that now recognise experience, qualifications and expertise necessary for the particular CAB tasks performed. This decision also has implications for additional **kiwisaver** and meeting staff **supervision** entitlements - so improving their safety and service quality.

The other significant movements in expenditure relate to the costs of audit/review faced by charitable entities. It is no longer easy to recruit volunteers to **honorary positions** such as Audit, Treasury and Governance honorary roles, so provision has been made in the budget to meet these not insignificant costs. Consequently, as can be seen in our (attached) Proposed 2019-20 Budget, there will be an **annual increase of approximately \$10,000** to our existing expenses.

We aim to also apply to other funders to help support this increase, but are asking that you also **actively contribute** to those who support our volunteers to provide a free service for the people of Whangarei. As an ‘umbrella’ referral agency, our service does not easily fit into funding criteria specifically attuned to either health, education, or other specific government social services.

We note that: *The council also **acknowledges the importance of increasing funding for community-led projects, which enable our communities to deliver improvements to benefit everyone.***(Ref: WDC LTP)

AOF Report

Attach your AOF report along with your business plan.

AOF Impact Report Form

“Looking back”

The purpose of this form is to look back over the last grant year, to see what impact your annual operating grant has had on the community.

Organisation name	Citizens Advice Bureau Whangarei Inc
Contact name	Moea Armstrong
Position in group	Coordinator
Email	whangarei@cab.org.nz
Daytime phone number(s)	09 4388046

Performance measures

In July 2018, we provided you with a set of performance measures (attached again for your reference). Please refer to these when answering the below questions on your impact over the last year.

(If you were given specific, additional measures, please report against those as well).

For the reporting period, tell us how your organisation went with the following questions.

Did your organisation meet the expectations of your board, the people who use your services, and the wider community? Why/why not?

We have met these expectations. We have performed as expected and as directed by our **2018-2019 Annual Plan** and the **2018-2021 Strategic Plan**, and have kept within our **2017-2018 Budget** (all attached).

We are encouraged by the number of clients who return to use our service, and the positive feedback and gratitude that we receive almost daily. Our bureau scored highly for client satisfaction in the annual **Immigration NZ survey** of migrant clients.

We maintain healthy relationships with the **wider community** of social service providers, tertiary education institutions, the legal profession, government departments, and **provide services universally** - to tourists, migrants, workers, employers, beneficiaries, tenants, landlords, consumers, retailers, families and students.

We are open 9am-4.30pm on all working days of the year, and **maximise accessibility** by giving information and advice via personal contact (no appointment needed), telephone including free cell phone number, email enquiry, and live online chat. We maintain current database entries for more than **1,000 groups and organisations in the Whangarei District** (excluding commercial enterprises) that are accessible to all with internet access through our website cab.org.nz.

We also maintain 14 different categories of community lists of these organisations for clients wanting to know what is available in particular interest areas.

CAB Whangarei aims to improve the impact and importance of our **social statistics** to inform the planning of local government decision-making through detailed and relevant submissions. In future this will be enhanced using the **improved website reporting tools** now available to us following a website refresh.

What difference did your organisation make?

We provide pathways to problem-resolution for people who are lost in or confused by bureaucracy, processes and problems. We assist in **dispute resolution** of all descriptions by providing legal frameworks and processes for complaints and appeals, and advice on how to work with all available processes and agencies, including seeking justice for those who feel they have been wronged. We write letters for the illiterate and demystify website forms for the digitally challenged. We **empower clients** to make their own choices and fight their own battles using the information we can provide.

Because we are **free, independent and confidential**, we are in a unique position to provide a universal service.

What worked well?

We anticipated and trained for using a **new national website** to search for information and record client enquiry details. We successfully transitioned to the new site in February this year and look forward to enjoying and exploiting the improved efficiencies in all aspects of the new software.

We continue to provide an excellent **beneficiary advocacy** service through a part time worker dedicated to the role, who supports the training of volunteers, volunteer advocates, and NorthTec social work students while on placement with us.

CABNZ again successfully tendered for the **Immigration NZ settlement support** service. Whangarei is one of 30 bureaux in the country providing personal support to migrants.

Whangarei is one of four bureaux with volunteers answering web-based **online live enquiries**.

We continue to host fortnightly **free legal advice clinics**, and the bimonthly **Community Networkers** meetings, and act as the **lead tenant** for the district council and community agencies in the Municipal Building. Our premises are used as a daily drop-off point for household items which are collected by **Women's Refuge**, and we allow free use of our lounge for other building tenants' use for workshops and meetings.

There is a prominent public current events and learning opportunities noticeboard in the foyer of the building, which we manage; we supply only **Fair Trade** refreshments for our volunteers, and engage in **recycling and reuse** toward a sustainable Whangarei environment.

We are represented on the Board of **Food Rescue Northland** and provide an outlet for food in the building which is used by clients of all the tenant organisations.

What didn't work so well?

There were resignations from the Board at the end of 2018 that necessitated a special general meeting to elect the minimum number of members as specified in our constitution. This SGM in January elected Board members of good standing who have added strength and experience to the

remaining members, and we now have seven on the Board including a new Treasurer. We intend to institute a Board **process** to avoid the risk of a repeat.

Resourcing – In your last application, you provided indicative numbers of volunteer and paid staff, and their expected total hours for the year. Were the actual numbers the same as expected/indicated? If not, please provide some comment.

Yes the numbers are as expected. The Board last year set a new **target of 40** trained and available volunteer interviewers. We have just taken on five new recruits to help meet this target, as previous volunteers either find paid work or take on family care commitments.

There is always change and churn in volunteer-based agencies and ours is no exception. The nature of volunteering appears to be changing as a different cohort of retirees tends to have **different expectations** of volunteering than previous generations. They seek more flexibility and longer periods away from the role to travel and care for grandchildren and children. They tend to be less likely to take on the responsibility of governance roles that also add to the commitment of time already generously given for a half day each week answering enquiries.

However the **quality of experience** of many new recruits is considerable as more professional people retire to Northland. We have benefitted from the work of Volunteering Northland who direct people to us, meaning we have less need to actively recruit ourselves.

We have managed staff illness and pregnancy leave over the year with **temporary staff** and volunteer input which has provided a seamless operation. Overall three part time staff total 1.4 fulltime equivalent hours. **Foundation North** gave us a grant to increase the hours of our beneficiary advocate from 10 to 15.

Who and how many people were involved with or received services from your organisation? How did they benefit?

Our client statistics are provided in our 2018 annual report attached. The year shows an increase in client enquiries for the first time in several years, of 255, to bring the total to 6,578.

- Number of enquiries 2017-2018: 6,578 (up 255 from previous year)
- CAB website pages accessed within Whangarei District: 22,000 this year
- Total time spent with clients: 1,862 hours (average 17 minutes)
- Volunteers: 48 (fulltime equivalent: 30 staff)
- Staff: 3 part-time (fulltime equivalent: 1.4)
- Local service providers' records updated annually: 1,067
- Advocate worked with 216 beneficiaries
- Fortnightly Free Legal Advice clinics
- Drop-off point for donations to Women's Refuge
- Access facility for Food Rescue Northland
- Six Community Networkers meetings hosted
- Four new migrant settlement seminars provided

We believe our **clients benefited** from our operation, namely meeting our primary aim of ensuring that individuals do not suffer through ignorance of their rights and responsibilities or of the services available; or through an inability to express their needs effectively.

Who did you work with to deliver your project, programme or service?

We worked with the other three settlement support agencies (**Multicultural Whangarei, WINGS, English Language Partners**) to organise the Race Relations Day public event at Forum North. We also liaised with **WDC community development** workers, the **Immigration NZ** Relationship Manager, a community education group, and **Manaia PHO** staff in this project. We consider the format will prove robust and act as a template for future commemorations.

We have worked with **NorthTec** to give work experience to their social work students which benefits both organisations. This relationship has been active for five years, and includes direct feedback to the **Social Workers Registration Board**, and tutors, on programme effectiveness. We are now exploring a relationship with **Te Wananga o Aotearoa**.

We work with local **lawyers** to provide our Free Legal Advice fortnightly clinics; and **Food Rescue Northland** to prevent food wastage and alleviate food insecurity by redistributing food locally. We support **Women's Refuge** as a collection point for household items for re-housing their clients. We share clients and training opportunities with **155 Community House** and **Taitokerau Community Law**.

We host the **Whangarei Advocates Network** quarterly meetings and maintain the email group communications for this network, which meets quarterly with senior **Ministry of Social Development** staff to remove barriers to their service and ensure correct entitlements for beneficiaries.

As part of a national organisation we are continually interacting with research, training, technical and administrative staff of **CABNZ** in Wellington, to improve our service delivery and the efficiency and effectiveness of our core business of advice and information delivery.

Locally as lead tenant in the **Municipal Building**, we work with the other agencies here to maintain a lively, safe, comfortable community hub in central Whangarei in our historic building, and also attend the **Bank St development group** meetings. We are members of **Volunteering Northland** and attend their subsidised training opportunities.

We deliver regular talks on our service to the **Salvation Army** and **Odyssey House** drug and alcohol programme attendees, **Corrections** community work participants, and NorthTec **international students**, as well as to local social and service groups on request.

Which of the following areas would you like to strengthen? (please tick or highlight)

<input type="checkbox"/> Leadership	<input checked="" type="checkbox"/> Marketing/publicity	<input type="checkbox"/> Facilities
<input type="checkbox"/> Fundraising	<input checked="" type="checkbox"/> Financial management	<input type="checkbox"/> Planning and organisation
<input type="checkbox"/> Equipment and resources	<input checked="" type="checkbox"/> Volunteers/time	<input type="checkbox"/> General skills/expertise
<input type="checkbox"/> Other:		

Is there anything else you'd like to tell us?

The District Council's Annual Operating Fund is our essential lifeline and provides enough security and confidence in a relatively predictable future to allow us to continue in our strategic community service, be innovative in our thinking, test ideas and relationships, and strive to adapt to better meet the needs of **changing client and volunteer realities**. The fund provides certainty for paid part-time staff and basic expenses to support the bureau to be led and run by volunteers, who are the **heart and soul** of the bureau.

We add value to the Whangarei district in ways that are not always measurable. Sometimes we are the last resort for callers, at times we are a lifeline for the broken, lonely, angry or frustrated, and always our role is to provide **information on legal rights** – whether it be as tenants, consumers, workers, landlords, retailers or employers, children and parents, grandparents, beneficiaries, migrants... the list is as endless and diverse as the enquiries we receive every day.

It is this diversity that makes us eminently suitable as an ongoing AOF recipient, as our unique service umbrellas health, welfare, education, legal and moral fields, while not always easily fitting the funding criteria each discipline requires. We are a **community triage** centre, and need your continuing support for our enquirers and clients.

This year we celebrate **45 years of service** to the people of Whangarei, and hope you will endorse us by attendance at our celebrations!

Attach:

- Your business plan for the year(s) ahead.

Submit:

Your completed report with your application for next year to funding@wdc.govt.nz.

You can also post it to:

Community Funding
Whangarei District Council
Private Bag 9023
Whangarei 0148

Or drop it in to one of our customer service centres.

*Thank you for contributing to your community and
helping Whangarei to be a vibrant, attractive and thriving district.*

CAB Whangarei Budget 2019 - 2020

	Budget 2020 Financial Year	Budget 2019 Financial Year
Income		
Donations Members	125	200
Donations Other	75	100
Grant - COGS	5,000	5,000
Grant - Foundation North	19,200	17,500
Grant - Lottery Board	5,000	5,000
Grant - Migrant Connect Contract	10,000	10,000
Grant - Northland Volunteer Welfare Trust	0	0
Grant - Pub Charity	0	0
Grant - Whangarei District Council	55,000	55,000
Interest	800	800
Migrant Training Income	2,000	2,800
NZACAB Reimbursements	300	500
Photocopying Income	50	50
Room Hire Income	1,500	1,500
Sundry Income	50	500
Total Income	99,100	98,950
Less Expense		
A.C.C. expenses	200	180
AGM - National	1,000	400
Accounting	590	550
Advertising	1,200	1,200
Advocacy	500	700
Audit/Review	1,200	0
Bank charges ASB	20	0
Building R&M	100	175
Catering	1,000	950
Charities Commission	50	44
Computers & Related Equipment	2,000	2,000
Furn & Equip	600	500
Honoraria	1,000	0
Insurance	515	453
Kiwi Saver Expenses	2,148	1,602
Migrants Workshops	2,000	3,500
Parking Fees	1,830	1,812
Petrol Vchr Donation	2,000	1,500
Photocopier Reading	600	600
Postage & courier	100	50
Presentations	400	100
Professional Supervision	1,920	0
Recruitment Costs	400	400
Rent Expense	4,000	4,300
Room Hire Mth Mtg	0	30
Stationery & office supplies	1,200	1,000
Subscription, Fees	500	500
Sundry expenses	600	600
Telephone & Internet	3,500	3,000
Training	400	400
Travel	400	1,400
Volunteer Expenses	1,000	0
Wages	71,583	60,884
Total Expense	104,556	88,830
Net Profit (Loss)	-5,456	10,120



Whangarei

Proposed Annual Plan

1/7/2019 - 30/6/2020

Administration

☐ *Accessibility*

Co-ordinate other building users to maintain tenancy of Municipal Building to high standard.

Apply to funders for increases in staff wages to reflect length of service and experience.

☐ *Accountability*

Contribute to district council planning: submit on social equity issues based on client enquiry data.

☐ *Effective Governance and Management*

Ensure that a copy of our charitable status, constitution, annual and strategic plans, and annual and projected budgets, are available to all members.

Review specific Whangarei bureau policies.

Minimise waste and maximise recycling.

Maintain Fair Trade Organisation status.

Provide monthly report to Board referenced to Annual Plan.

Maintain register of members.

☐ *Effective Service Provision*

Ensure new volunteers are fully orientated and trained and volunteers are kept up to date with information and processes through newsletters, notice boards, emails, ongoing L & D sessions, web messages and message book.

Undertake one client satisfaction survey.

Ensure online chat and email enquiries are responded to on every shift.

Check all outgoing correspondence by volunteers.

☐ *Learning and Development*

Conduct annual appraisal of every volunteer and identify their learning needs, and ensure individual learning plans are included in bureau records.

Give constructive feedback on interviewers' reports through Day Book comments.

☐ *Valuing and Supporting our People*

Maintain emergency contact list.

Encourage volunteers to be familiar with Health and Safety policy.

Conduct regular fire drills.

Support social team to build and maintain team ethos.

Client Support

☐ *Effective Service Provision*

Provide funded L & D opportunities for bureau advocates.

Maintain professional relationship with relevant organisations.

Maintain paid and unpaid advocacy roles.

Maintain relationship with other community advocates, and with them liaise with government departments.

Free Legal Advice

☐ *Effective Service Provision*

Maintain roster for regular FLA clinics, and ensure lawyers and clients are contacted before and supported during the clinics.

Address any opportunities for improvement that may arise.

Funding

☐ *Accessibility*

Ensure enough funding to continue to deliver a free, quality service.

☐ *Effective Governance and Management*

Identify and procure equipment and services needed.

Ensure all equipment is maintained at a high standard.

Report to Board with recommendations for funding applications. Contribute to budget estimates for following year and identify any special needs.

Board members given governance training

☐ *Independence*

Statement of independence to be included with all funding applications.

Health & Safety

☐ *Valuing and Supporting our People*

Continue to maintain and improve office environment by reducing risk.

Ensure compliance with relevant legislation.

Identify and provide for supervision and material needs of staff and volunteers

Information

☐ *Accessibility*

Ensure up to date information on database for public use.

Maintain local community lists.

☐ *Valuing and Supporting Our People*

Ensure search terms are relevant to interviewers' needs.

Learning and Development

☐ *Effective Service Provision*

Focus of all L & D topics is maximising all possible assistance to clients, and therefore to reduce unnecessary advocacy and free legal advice referrals.

☐ *Learning and Development*

Support and mentor new recruits through induction, probation and Year 1 stages of the Road Map.

Provide Ongoing L & D opportunities for all volunteers in line with CAB policy and in response to individual and bureau needs identified through peer review and appraisal process.

Provide learning on need for, and foster acceptance and enthusiasm for, collection of demographic data.

Encourage a culture of peer feedback.

Provide L & D for specific roles such as mentors, Board, advocacy as required.

☐ *Confidentiality and privacy*

Provide training on the principles of the Privacy Act and how to apply them in CAB.

☐ *Effective Governance and Management*

Develop a draft bureau OLD programme for 2020 by January.

Use OLD sessions to discuss bureau business.

☐ *Client empowerment*

Ensure interviewers are aware of the fundamental importance of client empowerment.

☐ *Universal service*

Encourage implementation of Mauri Manaia policy.

Networking

☐ *Effective Governance and Management*

Make contact with local runanga, and Maori social service organisations during the year.

Attend community, youth, newcomers and advocates network meetings, liaise with other service providers.

Work with networks to identify community needs; host bimonthly Community Networkers meetings.

Depending on the review of the merits, provide social work student placement for tertiary education institutions and submit feedback through their local accountability committees, and to the Social Workers Registration Board.

Personnel

☐ *Effective Governance and Management*

Maintain adequate numbers of trained volunteers in line with bureau recruitment policy.

Conduct annual appraisal of paid staff.

☐ *Learning and Development*

Identify professional development opportunities for paid staff, and provide monthly professional supervision and other support needs for appropriate roles.

Privacy

☐ *Confidentiality and privacy*

Ensure advocacy case notes are destroyed regularly; outgoing emails on all computers deleted weekly; advocacy book details and Free Legal Advice appointment information are secure until deleted.

Promotion

☐ *Accessibility*

Ensure public spaces, eg doctors' rooms, schools, bus depots and tourist centres etc have our publicity material.

Ensure our signs and posters are in English and Te Reo Maori.

Plan specific activity for CAB national Awareness Week in April.

Investigate outreach and clinic opportunities to widen service.

Participate in community events to promote our service.

Maintain stocks of publicity materials including pens, flyers, posters, business cards.

Maintain high quality media profile:
cab.org.nz/ Whangarei web pages, Whangarei Facebook page, plus local print media, radio, Channel North, etc

Initiate public meetings on current topics.

Target a specific group identified in Strategic Plan and inform them of our service.

Investigate and create opportunities to promote CAB within the wider community, including giving talks to groups on request.

Universal Service

Refresh internet profile through web pages.

Settlement

☐ *Effective service provision*

Provide four workshops for migrants.

Give information talks to international students at NorthTec as required.

Work with other settlement agencies to organise Race Relations Day, and other anti-racism forums.

Social

☐ *Valuing and Supporting our People*

Create opportunities to value and acknowledge the contribution of our volunteers and paid staff.

Generate local media publicity on bureau and individual strengths, and events.

Programme social events throughout year.

Acknowledge significant life events of volunteers.



Citizens Advice Bureau Whangarei Proposed Strategic Plan 2019-2022

Vision

A socially responsible New Zealand where every person has the information and ability to make sound personal decisions.

He Aotearoa e takohanga ana mo te oranga o te iwi, a, he wahi kei ia tangata nga parongo me te mohiotanga ki te whakarite i ana ake whakataunga pono.

Aims

Citizens Advice Bureaux New Zealand Inc support the principle of partnership reflected in the Treaty of Waitangi.

Nga Pou Whakawhirinaki o Aotearoa, i te matapono nohotahi (hononga), e whakaatahia ana i roto i te Tiriti o Waitangi.

To ensure that individuals do not suffer through ignorance of their rights and responsibilities, or of the services available, or through an inability to express their needs effectively

Me noho matāra kia kaua te tangata e mate i tāna kore mōhio ki ngā āhuatanga e āhei atu ana ia, ki ngā mahi rānei e tika ana kia mahia e ia, ki ngā ratonga rānei e āhei atu ana ia; i te kore rānei ana e āhei ki te whakaputu i āna hiahia kia mārama mai ai te tangata.

To exert a responsible influence on the development of social policies and services, both locally and nationally

Kia tino whawāhi atu ki te auahatanga o ngā kaupapa-ā-iwi me ngā ratonga-ā-rohe, puta noa hoki i te motu.

Objectives

CABNZ

- ☐ Increase the awareness, usage and accessibility of CAB services across New Zealand
- ☐ Continually improve the quality and effectiveness of CAB services
- ☐ Increase fairness and social justice in New Zealand's public policy
- ☐ Ensure the association has the resources and infrastructure to support the achievement of its strategic objectives

In line with CABNZ objectives, Citizens Advice Bureau Whangarei commits to

- ☐ Increase the awareness, usage and accessibility of CAB services in the Whangarei area.
- ☐ Continually improve the quality and effectiveness of CAB services
- ☐ Increase fairness and social justice in the Whangarei district.
- ☐ Ensure that our staff have the resources and infrastructure to support the achievement of these strategic objectives

Strategic Plan 2019-2021

Goals

1. To maintain a quality service

- ☐ Volunteer needs identified and learning and development provided
- ☐ Ensure all volunteers receive learning and development on basic advocacy
- ☐ Identify needs and provide professional development for paid staff
- ☐ Maintain quality information and web presence
- ☐ Identify and procure equipment needed to deliver quality service and ensure all equipment is maintained at a high standard
- ☐ Ensure all staff and volunteers are kept up to date with all forms of information and procedures
- ☐ Participate in regional and national CAB forums and training

2. To reach a wider sector of the Whangarei district

- ☐ Target specific groups in the community and inform them of our service
- ☐ Maintain and extend networking
- ☐ Actively recruit volunteers representing the community, including Maori, new migrants, and people living with disabilities
- ☐ Identify and participate in community events to promote the bureau
- ☐ Initiate public meetings on topics of general interest
- ☐ Enhance our profile by distributing publicity material and press releases regularly
- ☐ Investigate and provide where appropriate outreach services in satellite communities

3. Maintain a comfortable and supportive environment for clients and staff

- ☐ Create opportunities to value and acknowledge the contribution of our volunteers and paid staff
- ☐ Provide professional supervision and material needs for paid staff and volunteers
- ☐ Maintain the long-term lease of premises
- ☐ Implement office health and safety plans

4. Maintain and initiate specialist bureau services

- ☐ Maintain an advocacy service for beneficiaries, consumers, and parties to motor vehicle disputes
- ☐ Support additional advocates from volunteers and secure specialist training
- ☐ Scope additional clinics

5. Secure reliable funding

- ☐ Maintain and increase Annual Operational Grant funding from Whangarei District Council
- ☐ Obtain funding from other sources for the balance of funding needs

6. Participate in new technology ventures

- ☐ Maintain participation in Virtual Bureau online chat service delivery nationally
- ☐ Embrace new technologies as they become available

7. Increase fairness and social justice in the Whangarei district

- ☐ Make information available to local bodies on social equity issues based on client enquiry data
- ☐ Work with established networks to identify and alleviate unmet community needs

1. Accessibility

Principle - bureaux are accessible to all and free of charge.

	Year 1 2019	Year 2 2020	Year 3 2021
Ensure a long-term lease of the premises	Record time spent on building lead tenant role	Review lease terms	Renegotiate lease
Ensure enough funding to continue to deliver a free service.	Funding Officer and Board to identify needs; take up three-year COGS application offer	►	►
Approach new migrants at all times and target specific groups in the community about our service	Senior citizens	Youth and low income	Maori
Increase profile by ensuring paper-based publicity material is widespread, and scale up electronic marketing	Ensure public spaces, eg doctors' rooms, schools, bus depots and tourist centres etc have current access to our publicity material	Produce promotional local video with help of Channel North for social media marketing	Target iwi radio for regular slot
Investigate need for increase in hours and wages of paid staff, or pay for other roles	Research market pay rates and monitor use of existing hours	Investigate funding options for any shortfall identified	Funding will be available for increases in hours, pay rates, or for different roles, as identified
Investigate how to continue providing our service in the event of emergency	Continue to monitor and maintain contact with Civil Defence and relevant agencies	►	►

2. Accountability

Principle - bureaux are accountable to the community they serve, to their members, and to the association.			
	Year 1	Year 2	Year 3
Present report of our service to CABNZ, Community Networkers, Youth Network, Settlement Interagency group and Whangarei Advocates Network, and to iwi social services including Whanau Ora collectives	Attend community meetings regularly and CABNZ AGMs.	►	►
Present annual report to funders	►	►	►

3. Client empowerment			
Principle - bureaux services are provided in such a way that clients are encouraged to consider options, make decisions, and wherever possible take action on their own behalf.			
	Year 1	Year 2	Year 3
Reduce advocacy referrals by ensuring all volunteers receive training on progressing client issues themselves, and when to refer clients to the Specialist Client Support worker or other advocates	Ensure that advocacy is a reference point in all ongoing learning opportunities	Ensure interviewers are aware of the fundamental importance of this principle.	Focus on letter-writing to progress client issues
Recruit additional specialist advocates from volunteers and train them.	Train other volunteers to specialise in beneficiary advocacy	Provide a motor vehicle disputes specialist advocate	Provide a consumer rights specialist advocate
Continue to provide paid and unpaid opportunities for advocacy roles. Depending on the outcome of the current review - possibly continue subject to conditions, placement opportunities for local social work students	Discuss results with educational institutions	►	►

4. Confidentiality and privacy

Principle - bureaux preserve the privacy of clients' contact with the bureau and their personal details are kept confidential at all times.

	Year 1	Year 2	Year 3
Maintain regular awareness for volunteers on the principles of the Privacy Act and how to apply them in the context of CAB	Annual learning and development session	Review options for privacy of spaces used for interviews; office layout	►
Each advocate to take responsibility for destroying their own case notes; outgoing emails on all computers deleted weekly; advocacy book details and Free Legal Advice appointments deleted regularly	Ensure responsibility for implementation is clear	Institute random privacy audit of client and volunteer details	►

5. Effective governance & management

Principle - bureaux operate in such a manner as to make best use of all resources available to support bureau members to provide effective services to clients.

	Year 1	Year 2	Year 3
Maintain regular funding from WDC and other funders	Apply/reapply for identified new/additional costs	►	►

Identify and procure equipment needed and ensure all equipment is maintained at a high standard.	Needs identified and applications to funders.	►	►
Ensure governance and induction learning and development offered after every AGM to new Board.	Schedule training prior to AGM	Schedule Chair, Board and Manager (joint) training	►
Ensure financial records and accountability to funders for expenditure is robust and thorough	Investigate reviewer options and honorarium for Treasurer	Review accounting software for suitability	Review financial information formats for clarity of understanding for Board

6. Effective service provision

Principle - bureaux offer information, advice and support service to individuals. The service is designed so that clients are listened to with respect and equipped with the information and options that fit their individual need. Bureaux contribute to positive social change at a local and national level as a result of the issues identified.

	Year 1	Year 2	Year 3
Ensure all volunteers maintain a level of skill that enables them to offer effective information and options to all clients	Maintain diverse Learning and Development monthly programme	Six-monthly review of individual learning goals set at annual appraisal	►
Ensure all staff and volunteers are regularly kept up to date with all forms of information and procedures.	Maintain newsletters, notice boards, group emails, web-based messages and message book	Review effectiveness of each delivery mechanism	Ensure coordinator has time to personally interact with volunteers
Participate in community events to promote our service.	Identify and maintain promotions calendar of events	Target selected groups proactively	►

Maintain pamphlet stands for all hard copy core resources	►	Review use and need for hard copy display	Refresh resource presentation
Ensure all volunteers are aware of CABNZ policy on dealing with complaints and the complaints procedure	Include in training programme and permanently display processes	►	►
Liaise with local organisations when our client enquiry statistics identify social trends in our community	Inform district council planners and community development staff; inform community, Maori, disability and youth leaders; liaise with other service providers, and CABNZ researchers	Prepare local version of CABNZ research findings, track over several years	Review effectiveness of information and action

7. Independence

Principle - bureaux actively establish and ensure their status and public perception of them as independent organisations.

	Year 1	Year 2	Year 3
Ensure our principle of independence is clearly reflected in funding agreements	Send principle with all funding applications	Investigate local sponsorship options	►

8. Learning & development

Principle - bureaux are committed to a continuous process of learning and development.

	Year 1	Year 2	Year 3
Volunteer L & D needs identified and L & D provided	Ongoing	▶	▶
Individual learning and development plans set and followed	Ongoing	▶	▶
Identify needs and provide training opportunities for paid staff	Personnel team, Board, and annual appraisals	▶	▶
Ensure we record a summary of all L & D undertaken	L & D attendance book maintained, individual records maintained by and of volunteers electronically	▶	▶
Continue mentor system for new volunteers and mentor training	Ongoing	▶	▶
In line with National Office policy the bureau supports a culture of feedback	Maintain collaborative culture	▶	▶

9. Universal service

Principle - bureaux provide a service where all people are able to receive assistance on any topic, with respect.

	Year 1	Year 2	Year 3
Maintain high quality media profile: cab.org.nz/ Whangarei web pages, Whangarei Facebook pages plus local print	Regularly check our entries for relevance	▶	▶

media, radio, Channel North, etc			
Maintain networking	Community, Youth, Settlement Interagency, Whangarei Advocates, NorthTec BASW Local Accountability Committee, TWOA social workers	Survey student numbers staying at bureau or actively promoting bureau in other work	►
Train volunteers in online chat, email service delivery, and online forms	Ensure chat and email service capability of volunteers	Focus on letter-writing as advocacy tool	Ensure all interviewers can complete online forms for clients
Implement Mauri Manaia policy	Create Mauri Manaia team; review practice and needs; provide learning and development opportunities	Seek independent audit of progress	Implement recommendations from audit
Prioritise recruitment of Maori, new migrants, men, young people, and those living with a disability as volunteers	Survey diversity of workforce	Increase diversity	Monitor diversity

10. Valuing and supporting our people

Principle - bureaux recognise and support the valuable and essential contribution of their volunteers and staff to the delivery of their service.

	Year 1	Year 2	Year 3
Ensure volunteers are acknowledged and rewarded for their commitment in a variety of ways Initiate Exit interviews and create data	Commemorate 45 th anniversary with special events; acknowledge gift of time	Social events and local media publicity	Survey volunteers for feedback on their needs and aspirations
Continue to improve safe, efficient working environments	Improve individual desk environment and information	Review computing devices	Review office layout for client use

	display		
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AOF Application Form

“Looking ahead”

The purpose of this form is to look ahead over the next grant year, to see how you plan to use your annual operating grant for the benefit of the community.

Summary information	
Organisation name	Creative Northland
Contact Person Name, email and phone number of person completing this form	Hinurewa te Hau
New postal address? Please provide if it has changed	PO Box 959, Whangarei 0140
Incorporated Societies/ Charitable Trusts Registers Number	Number: Please ensure your register is up to date.

Organisation information		
Resourcing	Number	FTE*
How many paid workers does your organisation employ?	6	3.5
How many volunteer workers does your organisation have?	12	3

* FTE is Full Time Equivalent. This is based on approximately 37.5 – 40 hours per week. Approximates are fine. Example: a person who works 20 hours a week is 0.5 FTE.

Area of work	
Please select which one of the following relate most closely to your organisation:	
<input checked="" type="checkbox"/>	Arts and Culture – Projects and activities that facilitate education and enjoyment of the arts and of culture for the people of our District.
<input type="checkbox"/>	Heritage and Environment – Projects and activities that preserve and promote the heritage of our District and that protect and enhance the environment in which we live.
<input type="checkbox"/>	Recreation and Sport – Projects and activities that enable participation and engagement in recreation and sport for people in our district of all abilities, ages and life stages.
<input type="checkbox"/>	Community Connectedness and Wellbeing – Projects and activities that strengthen community cohesion and connectedness in ways that cultivate healthy, happy and positive relationships across our District.

Data on your customers/visitors Please tell us who your customers/visitors are, using estimated percentages where possible. <i>This information helps us to build a picture of which communities our funding supports. It is for statistical purposes only and has no bearing on your application.</i>	
How many customers/visitors did you have 'last year'? (Please state what period your data covers)	From 1 July to 30th March 2019 - <u>Newsletter Subscribers - Weekly Newsletter</u> - 1,676 subscribers in the list, "Universal List No. 2" <u>Instagram followers</u> - 653 followers <u>Facebook followers</u> -7096 followers <u>Local Community Events</u> - 180 supported <u>Poster Distribution to carousels</u> - 98 <u>Community Event ArtBeat</u> - tagged @ 7,000 visits
% Whangarei residents, Northland-wide residents, visitors (national/international)?	This is based upon social media analytics and ArtBeat audience numbers 42% Whangarei wide 27% Northland 20% Domestic NZ 11% international
% Age ranges?	<u>Gender</u> - 73 % Women, 27% Men <u>Age Range</u> 13-17 - 1% 18-24 - 9% 25-34 - 25% 35-44 - 29% 45-54 - 25% 55-64 - 7% 65+ - 4%
% Ethnicities?	4.4% Australian 1.2% Europe (Italy, France, Spain, Netherlands, Ukraine) 0.72% North America (includes Canada and Mexico) 0.75% UK (Ireland, Scotland, England) 0.66% Asia (India, Bhutan, Korean, Chinese) 0.08% Middle East/Africa 0.05% South America
Anything else you'd like to add?	Our Annual Sector survey this year had 151 responses. The majority of respondents identified as NZ Pakeha (55.8%) with Maori and Pasifika making up 23.3% of the responses. It is interesting to note that 75% of respondents who said they worked in the Whangarei creative sector, most identified with the visual arts or craft. 16.9%

	<p>were involved in Music/Creativing writing, 15% in Film/Moving image and 12% in Digital new Media as their specialty artform.</p> <p>61% answered that there job role was as an Arts Practitioner teaching, creating, curation and exhibiting.</p> <p>Of the 35.1% of respondents who said that arts is their sole income, the majority earn no more than \$49,999 per annum.</p> <p>Over 64.9% who said arts was not their only income had to supplement their income either has full employment or other contract work.</p> <p>Most respondents had been supplementing their income for up to 15 year from other industries such as; hospitality and tourism followed by education.</p> <p>Products and Services:</p> <p>From 1 July 2018 and 1 April 2019 there have been approximately 180 projects, events, opportunities, workshops in Whangarei which we have assisted, supported, sponsored in some way.</p> <p>Arts and Disability</p> <p>A number of the respondents were unaware of the specific opportunities for disabled artists in the community. However it was felt CN could bridge the gap between disabled artists and social services and take a more conscious effort to involve this group and actively collaborate on projects. Raise awareness of disabled artists in the community through special exhibitions, events and have them running the workshops. Make physical access a priority for venues and have this information displayed clearly for the community.</p>
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The year ahead

Tell us about your organisation and what you plan to do in the year ahead with the below questions.

The Idea – Briefly explain your organisation's *kaupapa* (purpose):

Creative Northland is the leadership organisation that enables the arts, culture sector in the Whangarei district to flourish. We supports arts, culture and heritage both directly and indirectly, including forging partnerships with artists, arts organisations, educational institutions, other agencies, community groups, historical and heritage organisations.

Creative Northland takes a leadership role in preparing policy, advocating for arts and culture, engaging with creative networks, communicating with the public and providing information about arts and culture, fostering and developing relationships with tiers of government and the private sector, and helping to build the profile and reputation of Whangarei as an arts community provincially, nationally and internationally.

As a thought leader we endeavour to present a clearer vision of what a creative community looks like as we have an ongoing commitment to making sure that the arts and cultural sector in Northland is thriving, influential and productive.

Alignment – Tell us how your organisation's *kaupapa* aligns with Council's Vision and Community Outcomes?

Last year, Creative Northland went through a consultation process to develop The Arts, Culture and Heritage Strategy for the Whangarei District in collaboration and partnership with WDC and our Whangarei creative communities. What we have learned, through our community engagement is that people want Whangarei to be a connected and vibrant arts and cultural hub, and arts and culture to be a sustainable and supported activity.

The goals of the strategy aims to deliver on these ambitions, in clear alignment with WDCs Vision and community outcomes to have a resilient, positive, vibrant, sustainable city and district; a lifestyle that includes outstanding places to play and a public domain that supports cultural and community activities including public art.

Creative Northland's business plan is about 'Realising Community Creativity' over the next 10 years the outcomes of the strategy is to see a constantly innovative, creative community, based on our unique cultural heritage and landscape, that makes Whangārei a vibrant, attractive and thriving district.

Whangarei District Council plays a key role as an enabler and in the planning, development and support of arts, culture and heritage throughout the district and as a custodian of community assets (Efficient and Resilient services).

Creative Northland provides a critical role in providing arts leadership on WDC's behalf and taking a leadership role in building the profile and reputation of Whangarei as an arts community provincially, nationally and internationally (Proud to be Local)

The Need – What need is there for your organisation? What indicators do you use?

The development of an Arts, Culture, Heritage strategy process has allowed us to take kaleidoscope view of our districts/region and its creative people to understand the impact cultural development will have on our communities for the future.

As a non-for-profit organisation our business is grassroots community development - we empower communities by strengthening their grassroots capacity to manage their development process from the bottom up, so that it coincides with the culture, values, visions and aspirations of the community. By developing community ownership of the process – we enable residents to have the skills and confidence to bring their plans to fruition – so that long-term sustainability is more attainable.

<p>We know through our annual sector survey there is a call for us to provide Leadership and Advocacy for the arts a call for more workshops to build professional development skills, more networking events to bring artist's together more media stories on culture rather than entertainment, more programmes and projects that reach and expand audiences and being involved in the delivery of more music, performance art and Toi Maori in Whangarei and wider.</p> <p>We are developing as an agency that provide artists for publications, exhibitions, performances and promotions, while building relationships with venues, producers, presenters and curators of Maori arts. Increasingly new artist groups have been established through shared art practice, regions and Iwi. Creative Northland is now looking to such groups for partnerships and joint ventures.</p> <p>Our organisational framework values both the intrinsic and instrumental benefits of art, culture and creativity. Our framework cannot be solely economic as there is no 'creative economy' without creative humans. Our focus is on nurturing creative humans, and the economic benefits will follow. At the community level our cultural and creative indicators are -</p> <ol style="list-style-type: none"> 1. Creatively engaged youth and families 2. Creative workforce and work opportunities for creative professionals 3. Positive social norms around creativity 4. Local support for artists and arts organisations 5. Public policies that foster creativity and community engagement 6. Visible signs of creativity in the community
<p>The Impact – What difference will your organisation make to the community over the next year?</p> <p>Culture and entertainment are important to people's" quality of life and it is essential that a district of Whangarei"s size offers a level of cultural amenities and entertainment facilities that meets the needs of its growing population, and the wider needs of the sub-region.</p> <p>Our remit is to enrich the cultural lives of our catchment which we do in a number of ways across many art forms. Perhaps the greatest testament to this is our nomination and being a finalist for a National Award for our multi-facet event 'ArtBeat' which has become an iconic calendar event. Over the coming year our organisation will continue to consolidate our existing programmes. Our goal therefore is to embellish and improve these existing programmes as well as finding new ways and means of facilitating the arts in our community. Our organisation proposes to do this by</p> <ul style="list-style-type: none"> • strengthening the capacity of the creative tech sector • supporting our local communities to access high quality arts and deliver local culture experiences • making sure our youth are engaged and participating in youth lead art projects • assisting art organisations to build audiences for performance, theatre, music and film • advocacy and promotion of the arts • support the development of arts infrastructure with Council
<p>Collaboration – What other organisations, community groups and individuals will you collaborate with to make a difference to the community?</p> <p>NorthTec we have a Statement of Shared Objectives (SoSo) based on a creative industry career path and educational pathways into high schools that can support engagement with youth and whanau. Together we have established an Internship programme promoting the workforce and work opportunities for management and creative professionals.</p> <p>The Northland Youth Summit Arts Festival becomes a pathway for recruitment, and a platform for tracking and evaluating youth who have attended the summit in previous years and championing there career path</p> <p>An outcome of the NYSAF we take on an Yr13 school leaver who is wanting a career in Film/Media studies for 12 weeks. To qualify they need to be going onto further tertiary education in the creative sector.</p>

The management internship is for 16 weeks, where we take on a Y3 graduate who has done a degree in management, marketing/communications and is wanting a career the creative industries or event management. This is a shared internship between NorthTec and CN where they work on refining cultural frameworks, media and communications delivery. This internship also has the opportunity to have further work experience with the Ministry of Foreign Affairs in Vienna for 2 months with the intention to pathway them into a career working for the Hundertwasser or anyone of our cultural facilities.

Creative New Zealand is a key champion and a funder of projects and strategic development, we are part of a Regional arts organisation collective we come together monthly to discuss leadership and advocacy for the sector and how we collaborate with local government

Foundation North is a key funder for the organisation, we work with them to implement programmes that can bring awareness, increase the participation and engagement of our underserved communities and build social cohesion through the arts. We are working towards a partnership agreement with them

Whangarei Youth Space, we work with them as mentors/volunteers, Youth Week, Techweek and Northland Youth Summit .

Northland Chambers of Commerce we work with them and sponsor of the Creative Industries Award, we are part of the judging panel external for this award. Jointly we support each other's work programmes especially in providing opportunity for Y3 Graduates from NorthTec wanting work experience placement as part of there course curriculum

We have a great relationship with Resene who sponsor all our events and have a family of sponsors we can call upon; Ray White, Plus Accounting, Vital Signs, Fast Signs, FaceBox and Level

We support assist a number of community groups and umbrella applications such a Northland Youth Theatre, OneOneSix, Camera Obscura, InnoNative markets, Te Puna o Marama Trust, Reconnecting Northland, Takahiwa Regentification project, One Tree Point Arts & Crafts

We have new partnerships with Track Zero (national) using the creative process to inform climate change

Working with MBIE to find new pathways through the PGF for creative initiatives

Working with Rotary and Lions who are our volunteers for our events

Strengthening our associations and networks with Te Parawhau, Te Puni Kokiria and Toi Ngapuhi

Your Approach – How will you demonstrate the impact of your work?

We will demonstrate the impact of our work through Annual Sector Survey to determine the effectiveness of our programmes, workshops and delivery. This is a consistent useful tool in quantifying the effect we think we are having within local wider community, not just our art community.

We will measure the delivery of our core events such as ArtBeat (community), Whangarei Sculpture Symposium (arts community and wider) Northland Youth Summit Arts Festival (Youth) based upon our cultural indicators referred in the question above. Bearing in mind that this is an iterative process that we are constantly adapting, for example the feedback we get on a day to day basis is invaluable and imperative to our constant need to refine what we offer to the community and how we improve our services. We know that the number of people attending the events we currently organise is growing year on year and the requests for us to event manage community events is becoming more frequent.

We will know by the implementation of our Arts programme and attendance(numbers) and survey feedback forms what participants think of the workshops we will offer in the 2019 year onwards. The demand is growing for professional development and with sufficient funding we will be able to expand and grow those workshops.

We will further demonstrate our impact by the number of new projects and requests we will receive to umbrella projects for funding and by the process and support we give an initiative to get a positive outcome i.e. funded. This is a potential revenue stream for the organisation and has a tangible effect on our budget each year.

The evidence we have gathered demonstrates the impact we are having a cross a wide range of art forms. We are collecting data on marketing who uses our services, what support we provide, how much in-kind/cash contribution is given to an initiative, input into event planning, social media activity internal and external. All

this data is accessible and available to funders and community as it shows our community reach and the growth of the Whangarei sector.

Funding

The Annual Operating Fund grant is an exceptional level of support for organisations that provide ongoing, valuable services, programmes and amenities to the community.

Generally, indicative levels of funding remain consistent from year to year, subject to satisfying the performance measures and need/benefit assessment for this Fund.

If exceptional circumstances mean you would like to request a change in funding, please state your request and rationale below.

WDC Annual Operating Fund: (please refer to CN Financial Plan)

We are assuming we will receive the same level of funding from WDC of \$193k for the 2019/2020 financial year.

How we tag the funds?

- Standard operating costs and operational areas of development including wages \$149,000. As a guide we apportion operating costs between Whangarei and the wider region on a 60/40 basis reflecting our general overall focus.
- Rental fee for a WDC commercial property \$24,000
- Tagged funds of \$20,000 split 50/50 for community projects including project sponsorship and those managed directly.

However we have a few anomalies with WDC annual funding for 2019/2020 and beyond...

- We deliver on behalf of Council two events - ArtBeat and Whangarei Sculpture Symposium (WSS) - biennial
- ArtBeat is no longer fully funded by WDC, however any shortfall for this event will come out of tagged funds for community projects, otherwise it is fully funded through sponsorships, grants, and stall-holder fees.
- WSS is delivered every two years, it costs \$60,000 to deliver this event, and we are looking for a further investment from council of 50-60% of the total delivery costs.
- We have made the assumption that the level of annual operating grant needs to increase in a Symposium year or it needs to be fully funded by other means rather than Council,
- If WSS is not funded/supported by council due to CN resourcing the event may have reached its end date for now.

This is the 3 year funding scenario for Annual grant funding plus Symposium delivery

- Year 1: \$193k plus \$30k to deliver Whangarei Sculpture Symposium
- Year 2: \$193k
- Year 3: \$193k plus \$30k to deliver Whangarei Sculpture Symposium

Whangarei Arts, Culture & Heritage Partnership funding options

We are assuming that the 'Whangarei Arts, Culture and Heritage Strategy' to be adopted by Council in May will be presented as a 'Partnership' document opening the door to discuss the like-hood of multi-year funding approach to deliver a 10 year Strategy to be reviewed every 3 years.

Financial Assumption

Based on current costs, increase to minimum wage and financial forecasting, annual grant funding will need to increase over a 3 year period by 3% CPI to 5% to reflect inflation and growth.

AOF Impact Report Form

“Looking back”

The purpose of this form is to look back over the last grant year, to see what impact your annual operating grant has had on the community.

Organisation name	Creative Northland
Contact name	Hinurewa te Hau (Hinū)
Position in group	General Manager
Email	hinurewa@creativenorthland.com
Daytime phone number(s)	+64 9 430 0710

Performance measures

In July 2018, we provided you with a set of performance measures (attached again for your reference). Please refer to these when answering the below questions on your impact over the last year.

(If you were given specific, additional measures, please report against those as well).

For the reporting period, tell us how your organisation went with the following questions.

Did your organisation meet the expectations of your board, the people who use your services, and the wider community? Why/why not?

The Board is very happy with the wide scope and number of events and consultations conducted by Creative Northland over the 2018/19 period. With all staff being part-time, meeting these commitments requires much dedication, however, the feedback from the public, attendance at events and feedback from artists and organisations assisted with support and advice, has been very positive. Our big focus is on seeking funding to allow Creative Northland to do things even better and in greater volume.

The Annual Sector Survey also suggests we have met the expectations of the community and the people who use our services. Most people consider Creative Northland a thought leader and advocate for the arts sector. Creative Northland excels in 4 main areas according to survey respondents; PR/Marketing, Event Management, Programme and Workshops and Relationship Management in the latter there is always room for improvement.

Sponsorship, social media, PR support are the most wanted assistance for the community when it comes to delivering local events. Writing effective funding applications, and digital realm are the top two workshops people are most interested in.

To further enhance Creative Northland's position as a leader and advocate for the arts there is a growing awareness of the organisation outside of Whangarei. Therefore engaging with artists and organisations in the

wider Northland region, bringing more professional workshops to the districts and more opportunities for networking.

What difference did your organisation make?

The artistic field is fraught with difficulty in quantifying how an individual's life is enriched by the arts, however our organisation is confident that in this financial year we have been able to collect data that quantifies our activity and relationships and how we are building connections between the artistic community and wider community.

Community Reach

Our Community Reach is growing from year to year, we can see this with our social media analytics for example 79% of respondents are aware that CN deliver local events and over 90% agreed that the events we deliver add value to the community because they are; family friendly, fun, inclusive, diverse and local.

The Annual Sector Survey enabled us to connect with the creative and non creative community and helped us understand the demographics and perception of CN. How best to engage with our audiences and respond to their creative needs. In general the feedback obtained has increased CNs knowledge and opinion as to how we should and can be working with the Whangarei community at large.

Resources

We provide resources across the spectrum from the tangible items like providing valuable promotion of events through social media, PR, placement of articles in newspapers such as the Northland Advocates Savvy Magazine a regular monthly column and business magazines such as the Chambers News and My Voice (NorthTec).

Local Activities

We support local community events and activities by subsidising venue/rental costs, lending the community PA system we administer including event equipment such as; tents, chairs and tables. In this financial year our research shows CN has made a difference supporting 180 community activities and events.

Learning and development

We invest in professional development, strategy development, audience development to enable arts organisations to refine their creative thinking. For example this year we tagged funds to support OneOneSix, Company of Giants refine their thinking as to the purpose of the space and how they programme for audiences, not just venue for hire. Te Kowhai Print we tagged funds for professional development and working with mental health. We know we have made a difference when we get a report from the arts practitioner highlighting the learning and qualifying the return on investment not in \$\$ but human capital (ideas) and creative capital (knowledge). To continue making a difference we have refined the CN Strategy programme whereby we identify an organisation who needs to refine their proposition and build audience. This will be offered once a year and one organisation per year for PD.

Business

We broker opportunities for our arts community to partner with non creative sector for example MD Gallery approached us seeking support for a Graduate Programme and asked us to broker the concept with NorthTec. We know we have made a difference when we can lead a conversation and influence a decision with a key partner to invest in an business industry partnership.

Workshops

We deliver workshops to build the skills and resources of the artist or art organisation such as one on one mentoring, funding workshops, creative after 5 networking sessions. For example partnering with CNZ to host funding talks. In this financial year we have delivered

- 2 funding workshops with CNZ December 2018/February 2019.
- 2 creative after 5 networking sessions Nov 2018/Dec 2018 to bring people together to just talk and network.
- Facilitated 3 workshops for Music - hosting TRAC Wales who are responsible for the Traditions, language and Folk Music of Wales. Theatre (spaces) and Events with WD event managers
- 52 one on one funding mentoring sessions between 1-2hrs; discussing the project, potential funders, reviewing proposal (if they have one), setting tasks, plus critiquing applications.

Internship Programme:

Summer and Winter Internship programme. This programme has made a difference with how we work with NorthTec, the applied arts tutors and creative businesses. We offer advice, prepare submissions, writing, technical support, and placement of Yr3 applied arts and Maori arts graduates into a creative business as part of their curriculum programme. We know we are making a difference by the number of queries we receive from NorthTec for assistance, the support they give us to find more secure funding and through our Statement of Shared Objectives and work schedule.

All of these are examples of tangible ways we facilitate arts in our community as we are committed to helping to support the accessibility of work and community activity.

What worked well?

Leadership and Advocacy

Creative New Zealand is a key champion and a funder of projects and strategic development. At a National level we are part of a Regional arts organisation collective who come together monthly to discuss leadership and advocacy for the sector and how we collaborate, partner with local government. Advocating for the arts on a regular basis gives us voice to talk share with senior officials the needs of a community, to discuss new funding pools and how ROAs can facilitate a process to be better funded long term so we can support arts development. This has worked very well in our favour, especially in the area of Strategy Development and the support CNZ have provided in the final stage of presenting and Arts, Culture and Heritage Strategy to Council.

Creating an arts and culture strategy for the district

There are many key challenges faced by public consultation and engagement, this can range from not having sufficient budget to conduct quality consultation, lack of time to complete consultation properly and lack of interest from the target market. In saying that, once the draft strategy was shared with WDC council officers we received constructive feedback then enabled further improvements to present to Councillors. The workshop with Councillors was fair and meaningful assessment. This has enabled us to work with CNZ, finalise the strategy framework and action plan for presentation and adoption in May.

Customer Relationship Strategy

The customer relationship strategy which we began to implement in this financial year is providing the guidance of how we interact with our community. Each team member is responsible for an artform and building the relationships within that artform. We have followed a CNZ format for engagement and reporting on whom we are cultivating and nurturing. Our reach is improving and growing and we have loyal clients such as Resenes as a key sponsor for events, Lions and Rotary who support ArtBeat and Sculpture Symposium and new creatives who feel supported in their creative endeavours such as Plunge studios (comic), Itchy Trigger Finger (Gaming), One Tree Point Arts & Craft (Bream Bay), Takihiwai Beautification Project, MD Galleries (Graduate programme), Joji Gallery (mixed tape use) to name a few.

Newsletter Distribution:

We use a MailChimp database for regular electronic mailing of newsletters to over 1676 subscribers. We have strong networks which we support and which support us, including NZME, Media Works, Northland Advocate, Ngāti Hine FM, Beagle Radio and Channel North.

Workshops

People enjoy attending the workshops, having the opportunity to learn, share and be brought up to date with latest information. Our biggest challenge is ensuring we can find the resources to deliver more.

What didn't work so well?

Sector Survey:

The annual sector survey identified we have an aging population our audience is 45+ and are our toughest critics. The research conducted was a mixed method and mostly qualitative approach, we needed to go wider with the survey to get responses from 18-25, 26-40 age group.

We selected a series of online facebook polls for their simplicity and ease targeted at under 18 and up to 25 posted to Northland Youth Summit FB we had poor responses. as facebook may not be the forum to gauge youth opinion other platforms such as snapchat, instagram, messenger maybe more suited to this demographic.

The survey highlighted the need to communicate more effectively and better timing of information and as such we were not able to complete the semi-structured one on one interviews with non creative sector partners due to this fact. In regards to key art organisations, it was disappointing to see only 8/18 took the survey and completed by 26th March.

Products & Services

The sector survey identified there is a need for more awareness around CNs technical, creative and professional support services. Putting these services on the Creative Northland website and occasional reminders via social media and email newsletter will help to get the word out this service is available and being clear on criteria of use. Also how to access these services should be explained. According to one respondent CN supports a lot of the same people, organisation and projects. Providing more opportunities for networking will encourage fresh ideas and innovative projects. Widening support to people in rural communities and facilitate workshops in different parts of the district.

Website

The Creative Northland website (www.creativenorthland.com) has traction and support, however we need to invest in a digital automation strategy making it clearer and easier to engage with. The new site needs to clearly communicates up and coming events, products and services as well as how to get involved with us.

Resourcing – In your last application, you provided indicative numbers of volunteer and paid staff, and their expected total hours for the year. Were the actual numbers the same as expected/indicated? If not, please provide some comment.

CN volunteer numbers have increased in this financial year, due to the number of events we delivered last year. ArtBeat19 saw the highest number of volunteers participate ever.

Total volunteers: 12 - Volunteer hours: 240

Paid staff, numbers remain the same.

Paid staff: 6 - People FT:1 - Part time: 5 - Averaged paid hours per week: 153 (a 11% drop)

Who and how many people were involved with or received services from your organisation? How did they benefit?

Community Activities:

Since 1 July 2018 to 1 April 2019 we have supported 180 local community events and distributed approx 128 posters into the town basin carousels which we administer. We collect data through social media activity, people visiting our office, emails to marketing which are added into a centralised google doc, which we can track and monitor who we help, both in-kind and cash contributions made if any.

We have a number of services we provide, however the key support our community wants from us is PR/marketing, poster distribution into our carousels, this includes social media activity;event scheduling and placement in the weekly e newsletter and funding advice. The events we receive are not always Arts activity, they can be social wellbeing initiatives using the creative process to raise awareness i.e. mental health, sports and professional development.

These organisations provide regular information about there programmes, classes, courses and exhibition shows such as; Quarry Arts, Reyburn House, Whangarei Dance Academy, Northern Jazz Society, Whangarei Arts Museum, Kiwi North, Northland Youth Theatre, Whangarei Art Museum, Whangarei Youth Music, Whangarei, Quarry Gardens, Opera North, Whangarei Theatre Company, Whangarei Choral Music, The Film Society, OneOneSix and more (refer fyi to Marketing Spreadsheet)

We also receive event information from groups like Multicultural Whangarei, Community Network Forum, Rotary South, Chambers, Northland Inc and a number of health organisations who ask for our assistance to promote their event to a wider audience.

Here is an example of the types of events that came into us in September 2018. In this month we received 15 notifications. Each event is scheduled for FB, Instagram and Twitter, loaded to our weekly E Newsletter, posters printed and distributed to the carousels and sandwich boards. In some cases the art practitioner has asked for in-kind contribution towards their event which we can provide *see below for e.g MD galleries we print up to 100 A4 double sided exhibition catalogue.

- A fundraiser for OneOneSix organised by Improv Mob - Mike Botur
- A publicising of Maui's Hook organised by Event Cinemas
- A exhibition 'Forget Me Knot' organised by Reyburn House
- A calendar competition Exhibition by Reyburn House
- A workshop for Kingfisher painting for beginners organised by Reyburn House
- A music recital 'The Kugels Entertain' by Old Library Music Centre
- A music jam Sunday Jazz organised by Northern Jazz Society
- A exhibition 'Into the Sunshine' organised by Quarry Arts Centre
- A exhibition "Plume" MD Galleries organised by Megan Dickinson
- A exhibition 'TrailBlazing' organised by Megan Dickinson
- Two exhibitions 'Toothe & Nail, From the Edge of Spaces' organised by WAM
- 3 events organised by Multicultural Whangarei Tatai Hono/Connection, Intercultural awareness and communication skills workshop, ethnic football tournament

Projects - sponsored

In this financial year we tagged \$10k to projects and tagged \$10k of in-kind support as per the services listed below. Artists, art groups and organisations could receive financial support, by submitting a proposal explaining the need, the outcome and what return on investment they expect if we contributed. In return we ask for brand recognition in any marketing material, joint PR, tickets to the event and a report.

We were able to support 21 projects and allocate \$6500 in funds and an in-kind contribution of \$6300

There were two key projects we championed to build awareness and support youth engagement

- Arts & Climate
- Itchy Titchy Trigger Finger Esport (Gaming)

The Arts + Climate Innovation Roadshow was a free public event, organised by Track Zero in partnership with the Royal Society Te Apārangi, travelling to 10 locations around NZ. Creative Northland co-hosted this evening with Reconnecting Northland to make it a uniquely Tai Tokerau experience. The aim to inform community about the very latest climate science, be inspired by creative art projects and explore ways more creative projects and collaborations can happen, at scale, with support, working with the power of the arts to inspire climate action and innovation. Location: Quarry Gardens, Opened by Te Parawhau Kaumatua, Digital Exhibition by Remote Design, Soundscapes by AwhiWorld, Lighting: Belltech - Speakers: Two of NZ's top climate scientists Prof James Renwick (Victoria University) and Dr Craig Stevens (NIWA) will join Sarah Meads, Founder of Track Zero, and prominent local Tai Tokerau artists: painter and sculptor, BJ Natanahira (Te Aupouri, Te Rarawa); graphic designer Emma McLean; award winning artist and director Dan Mace (Ngaiterangi, Ngati Maru ki Hauraki), and artist and textile designer Rona Ngahuia Osborne – to discuss the role of the arts as a powerful agent to inspire climate action. Audience attendance: 100, CN contribution \$1000. All participants that night went home with a Kauri tree supplied by RN.



The Itchy Trigger Finger was Whangarei's first ever pop culture Expo! CN sponsored and delivered the Speakers series in the Capitaine Bougainville Theatre, over 3 days at Forum North Whangarei. Attendance was low, however we were able to live stream speakers and capture the digital video which is currently being edited for CN YouTube channel. Topics: Creative Technologies, Art Panel, Cosplay, Gaming & Esports Panel and Education & Careers Panel. Number of speakers:20

New initiatives: Both of these projects will occur in the 2019/2020 year, the team are in discussions with organisers to determine what the on-going programme will be for both these initiatives as it can't be about putting on an event. Art + Climate may have a new partner every year. The Gaming Esport we have been asked to deliver it, however we will create a one day speaker series lead by youth.

Media:

Creative Northland stories have profiled in 24 articles/publication between July 2018 and March 2019. Majority of our articles are in the Northland Advocate. We place articles in Savvy Magazine where we have a regular monthly column. Articles for Northland Youth Summit appeared in the Advocate, Gekkan NZ Magazine (Korea), Articles for Armistice and 3D projections were in the Whangarei Leader and Advocate. 32 Press releases were written for specific projects and our events, this is an area that needs to be improved and press packs created and a media workshop held to understand how to get better access to radio time, media placement and free media.

Services:

There were 151 responses from our Whangarei sector survey 80% of respondents had experienced CN products or services. What was familiar to them was the part we play in event promotion and networking and they felt we excelled in 4 main areas PR/Marketing, Event Management, Workshops and Relationship Management. 94% found our customer service and interaction very helpful.

CN supports a number of community events through a wide variety of channels as listed below:

- Printing (posters, flyers, exhibition catalogues etc)
- Posters in 3 carousels in Whangarei CBD
- Digital Marketing
 - Facebook posts
 - Website event listings
 - Newsletter listings
- Lending of Equipment
 - P.A. System + speakers
 - Tables
 - Chairs
 - Gazebos
 - Other miscellaneous equipment
- 300-word Article in the Savvy Magazine (monthly)
- Advice and mentorship (some examples below)
 - Funding
 - Curation
 - Marketing
 - Event Management
- Financial sponsorship (examples below)
 - Venue costs (touring of shows)
 - Workshop fees includes travel/accom
 - Professional development
 - Audience Development
 - Strategy Development

Who did you work with to deliver your project, programme or service?

Capacity Development: Creative Northland actively supports the sector by identifying and addressing the sectors development needs (Seed, Scale, System). This year we have put together these workshops to bring our art practitioners together to discuss talk about their needs.

Workshop 1 - Creative After 5

Coordinator - Creative Northland Team

Workshop / Networking Evening at Creative Northland 15th November 2018

Purpose: Networking opportunity for the Creative Northland's creative sector groups to meet each other and discuss their projects and events.

Outcomes: Creative's from different sectors were able to meet new people and make connections to use for their future projects and events. The Creative Northland team were able to secure sponsorship for upcoming events and strengthen relationships with the creative community.

Event Description

In Creative Northland's 2018 regional consultation hui, and subsequently in the genre meetups (Theatre, Film, Music, Events & Creative Technologies), you told us that Networking opportunities were important events we could assist in fostering.

So to mark the coming of Summer, we are inviting you all to come and network on Thursday 15th November 2018 starting 5pm at Creative Northland, The Pavilion, 9 Rust Ave, Whangarei.

This is a chance for us all to update on what's happening with each other and in our creative communities. There will be some speakers on the night so keep your eyes out for who they will be.

Workshop 2 - Creative New Zealand funding sessions

Coordinator - Hinurewa Te Hau

Workshops at Creative Northland 6th December 2018

Purpose: The purpose of these workshops was to provide the community the chance to meet the Creative New Zealand team and learn more about their funding streams. This was also an opportunity for the public to ask questions about funding from Creative New Zealand for their specific projects and events.

Outcomes:

Event Description

2 sessions:

1. Network meeting at 12pm - 2pm (RSVP's essential)
2. Walkins 2.30pm - 5pm (just pop in for a chat!)

This is your chance to have all your funding questions answered from the experts - hope to see you then at the Creative Northland office!

Workshop 3 - Creative New Zealand funding session for the Toi Rangatahi Funds

Coordinator - Lenny Murupaenga

Workshops at Creative Northland 7th February 2019

Purpose: Inform the community about the Toi Rangatahi Funds available to apply for and provide the opportunity for discussion and questions.

Outcomes: Participants were able to determine which funds were the most suitable for their projects and ask questions to maximise the effectiveness of their applications.

Event Description

2 sessions:

1. Network meeting at 12pm - 2pm (RSVP's essential)
2. Walkins 2.30pm - 5pm (just pop in for a chat!)

This is your chance to have all your funding questions answered from the experts - hope to see you then at the Creative Northland office!

Workshop 4 - Tai Tokerau IndigiFolk Exchange

Coordinator - Ngariki Ngatae - ngariki@creativenorthland.com

Workshops at Joji Gallery 20th March - Session 1: 9:30am to 12:30pm

Purpose: The purpose of this event was around exchange of knowledge and ideas from another culture (Welsh) and providing the opportunity for community members to collaborate.

Outcomes: This event strengthened the relationship with Danny Kilbride and Trac Wales which will lead to future collaborations.

Event Description

The day session will have a strong focus on kōrero, exchange and collaboration, with the key themes for discussion being:

- Trac: Folk Development for Wales - background and journey of founding Trac

- About Danny's music
- Folk music and global indigenous music in general
- Welsh Language and Traditions
- Indigenous language revitalisation
- Indigenous exchange - the Wales/Aotearoa connection: kōrero and exchange for participants to share languages, stories, art, histories, lessons and learnings together
- Music showcase by Danny, with scope for jam if enough musicians with instruments turn up and are keen. This session is about all participants sharing and learning together in more of a wānanga style.

Workshop 5 - Tai Tokerau IndigiFolk Jam Session

Group Coordinator - Ngariki Ngatae - ngariki@creativenorthland.com

Workshops at Joji Gallery 20th March - Session 2: 5:00pm to 9:00pm

Purpose: Writing, composition, and jamming with an indigenous person from outside of New Zealand.

Outcomes: Shared experiences and musical compositions.

Event Description

The IndigiFolk Jam Session will begin with Danny revisiting and recapping the themes of the day session, but in a more concise way. From there we will hold a brief showcase from Danny and move quickly into a jam session with local Indigenous musicians and Folk musicians. Bring your instruments and we will begin setup from 4pm to kick off by 5pm! The aim of the evening session is writing, composition, and jamming! Sowing seeds for more collaborative music projects both locally and with Wales.

Workshop 6 - Northland Event Group Workshop

Coordinator - Briar Fabian - briar@creativenorthland.com

Workshop at Creative Northland - 21st March 2019 at 3.30pm

Purpose: Future planning of events across the Whangarei/Northland region and enabling the chance to discuss collaboration and sharing of ideas.

Outcomes: A list of the key upcoming events in the community and a strong network to contact for assistance or enquiries.

Event Description

This group brings together anyone involved in the management and coordination of events within the Northland region. We will be discussing current and upcoming events in the region as well as Creative Northlands sector survey and services we can offer. This is a closed group but if you would like to join and attend the meeting please RSVP to Briar.

Workshop 7 - Theatrics Troupe Te Tai Tokerau Workshop

Coordinator - Lenny Murupaenga - lennie@creativenorthland.com

Workshop at Creative Northland - 26th March 2019 at 4.30pm, venue to be confirmed.

Purpose: To discuss current projects and events of group members, venues in Whangarei and reminder of the services Creative Northland can offer.

Outcomes: Development and strengthening of relationships with key community members in the theatre sector and collaboration opportunities.

Event Description

This is a networking group for all aspects in Theatre and Performing Arts within Te Tai Tokerau (Northland). We will be discussing current projects, venues and Creative Northland's sector survey.

Creative Enterprise:

Creative Northland supports and develops initiatives and programmes that will generate long term impact on the creative sector and the region's economy. In this our programmes and initiatives are being refined to

Internship Programme: NorthTec we have a Statement of Shared Objectives (SoSo) based on a creative industry career path and educational pathways into high schools that can support engagement with youth and whānau. Together we have established an Internship programme promoting the workforce and work opportunities for management and creative professionals.

- The Northland Youth Summit Arts Festival becomes a pathway for recruitment, and a platform for tracking and evaluating youth who have attended the summit in previous years and championing their career path. An outcome of the NYSAF we take on a Yr13 school leaver who is based in Whangarei who is wanting a career in Film/Media studies for 12 weeks. To qualify they need to be going onto further tertiary education in the creative sector.
- The Management internship is for 16 weeks, where we take on a Y3 graduate (regionally) who has completed her degree in management, marketing/communications and is wanting a career in the creative industries or event management. This is a shared internship between NorthTec and CN where they work on refining cultural frameworks, media and communications delivery. This internship also has the opportunity to have further work experience with the Ministry of Foreign Affairs in Vienna for 2 months with the intention to pathway them into a career working for the Hundertwasser or anyone of our cultural facilities.
- New Initiative - working with Northland Chambers of Commerce to establish an unpaid internship (work experience) with the journalism programme.

Programme - Strategy Development

It takes up to 12 months for an organisation to build strategy, this programme is targeted at Arts Organisations whom we have identified as requiring assistance to refine their creative process. Our budget enables us to support one organisation per year.

Creative Northland supported a weekend facilitated by Sam Snedden from the Basement Theatre to guide OneOneSix through creating a strategic plan for the ONEONESIX Trust

Programme - Audience Development

In association with OneOneSix and Company of Giants they have been able to attract and host an increasing number of shows that would not otherwise come to Whangārei due to the lack of an appropriate venue and sufficient support (and local knowledge) to guarantee an audience.

As such CN will support 3 times a year new contemporary pieces to showcase here in Whangarei. We will offer them, 50% of venue/rental costs, PA system and PR support in return we need to see youth workshops being undertaken or spaces being available for youth to attend shows or training in technical support. This year we have supported -

Indian Ink Theatre Company - presented Mrs Krishnan's Party in August. This is a four-day public season, including a schools show with four schools sending student to a matinee and forum. Indian Ink will also provide a community workshop in mask work and theatre making.

Red Leap brought Kororareka which they presented in September this year.

Massive Theatre Company - Auckland based Massive Theatre Company are launching in April directing master class programme for young people in Whangārei which will happen between the NYT space and ONEONESIX. CN is supporting the kaupapa.

This programme is open to other theatre spaces such as The Orchard, Riverside Theatre and any new developments where we can broker touring of shows through PAANZ and Tour Makers.

Programme - Youth

The Northland Youth Summit Arts Festival(NYSAF) is a catalyst for youth programmes. However this is a summit that gathers up to 80 youth from across the region, up to 52% come from Whangarei. They gather for 3 days, do some amazing stuff, get enthused and wait another year for the next summit. To improve our planning and delivery NYSAF will move to a biennial event and in the off year a series of workshops will be offered around the region.

Our youth programmes will be delivered twice a year, focused on Dance, Music and Creative Technologies. The programme will run during the Months of April through to May. These initiatives will take place during Dance Week, Music Month of May and TechWeek. Key partner is NorthTec and facilitators who participate in the NYSAF. Our objective is to get ages 10-14 participating in the arts 15-18 to be more engaged and through CNZ funding look to create a Leadership programme that is delivered by youth

aged 18-24 yrs. Theatre/Drama is well supported by OneOneSix, Northland Youth Theatre and Whangarei Theatre Company

Service - Umbrella Projects

We support and assist a number of community groups, some of them don't have a entity or structure. Depending on the project, objectives and outcomes of the initiative, CN will umbrella applications through to fund if they fit one of these measures

1. Creatively engaged youth and families
2. Creative workforce and work opportunities for creative professionals
3. Positive social norms around creativity
4. Local support for artists and arts organisations
5. Public policies that foster creativity and community engagement
6. Visible signs of creativity in the community

To-date we have supported these initiatives through to Creative Communities Scheme, Community Development, Provisional Growth Fund and Oxford Sports Trust

Ren Lunicke - Zee - Transgender theatre maker and comedian whose work we umbrella through CCS. Use of our space to work and promote Blood Relative and Zee, develop audiences with OneOneSix.

The Vagina Monologues / Becky Aud-Jennison - A highly successful local community presentation of The Vagina Monologues, presenting women's stories, performed by local women to packed out audiences in February. This producer we also supported her new works Death Dialogues marketing material and promotion.

Camera Obscura: Felicity Christian, Trish Clarke and Diane Stoppard umbrella the application to PGF.

Projects - Creative Industries Awards

Northland Chambers of Commerce we work with them and sponsor of the Creative Industries Award, we are part of the judging panel external for this award.

New Initiative: Creating a Statement of Shared objective as we have done with NorthTec to place up to 20 Y3 Graduates from NorthTec into work experience for 15 hrs (2 days) as part of the applied arts and Maori arts curriculum programme.

Projects - Creative Technologies Group -

A new group concentrating on projects that incorporate art and technology with a view to economic growth in the form of jobs. This group comprises artists, tech providers, practical "makers" and innovators and is working with organisations such as CCS Disability Action and CreateAbilities to provide pathways to employment for tech-able youth with disabilities.

New initiative - In this year we will invest budget into this group to investigate ways in which they can enhance the tech sector in Whangarei an objective of the Whangarei Arts, Culture, Heritage Strategy.

Project - ArtReach Workshops

New Initiative - To meet the needs of the community the sector survey has identified they want more workshops about how to write effective funding applications, about the digital realm (presence, communication, social media), marketing and PR, Crowdfunding. Working with our Regional Arts organisations across the country, we will adapt a series of ArtReach workshops that are interactive, practical and have designed so that participants work on their own project during the workshop and can immediately apply the learnings in the real world such as: Raising funds for the arts, Promoting your creative work, Project planning for art activities, Strategic Planning for Creative People, Developing Audiences

Which of the following areas would you like to strengthen? (please tick or highlight)		
<input checked="" type="checkbox"/> Leadership	<input type="checkbox"/> Marketing/publicity	<input type="checkbox"/> Facilities
<input type="checkbox"/> Fundraising	<input checked="" type="checkbox"/> Financial management	<input type="checkbox"/> Planning and organisation
<input type="checkbox"/> Equipment and resources	<input type="checkbox"/> Volunteers/time	<input type="checkbox"/> General skills/expertise
<input type="checkbox"/> Other:		
Is there anything else you'd like to tell us?		
<p>Financial:</p> <p>Creative Northland applies for Grants on a yearly basis. We have a schedule of development work that has been funded in the past by Northland Regional Council, Whangarei District Council, Far North District Council, Kaipara District Council, Foundation North, Creative New Zealand and other government funding bodies' project by project. These funds create programmes which deliver great outcomes for the artists and for their communities in developing their own programmes. This is measured by -</p> <ul style="list-style-type: none"> • Workshops held to inform, assist, up-skill arts organisations, artists and individuals • Stakeholders: partners feel engaged, connected and informed • Economic Impact: annual economic profile of the creative sector • Hosting of stakeholder functions • Applying for funding from other sources are successful • Regular governance meetings • Key festival events delivered • Community projects and activities supported building audience through social media <p>Over a 12 month period we do tag funds - a percentage of grant funding be it in-kind or cash contribution to support the professional development of individual artists, help community art groups and art organisations build their capacity so that they can grow their audiences and markets.</p> <p>We have the opportunity to develop new and review other revenue streams through tight control of all inventory services i.e. stakeholder, artist fees, artwork commissions, sponsorships and umbrella projects.</p> <p>The financial plan focus is to become sustainable by building our organisation's impact while building adequate cash reserves (surplus) for further developments.</p> <p>We have been through a tough time, however in analysing our cash flow to be financially viable we need to generate sufficient income to meet operating payments, debt commitments and where applicable, to allow growth while maintaining our service levels and commitments to local government and grant funders.</p> <p>If we don't receive the level of funding we are planning for it has an adverse effect on our future planning.</p> <p>Please refer to CN Financial Plan 2019-2022 for more indepth analysis</p>		

Attach:

- Your business plan for the year(s) ahead.

CREATIVE NORTHLAND

Annual Business Plan 2019- 2020

Creative Northland Synopsis

Creative Northland as a regional body aims to assist art funders, art advocates, and art organisations, make connections between arts programs, businesses and the civic agenda.

Change brings new efforts to develop better logic models and measurement systems for assessing the impact of investments in culture and creative industries.

Creative Northland continues to present a clearer vision of what a creative community looks like as we have an ongoing commitment to making sure that the arts and cultural sector in Northland is thriving, influential and productive.

The Business plan is a tool to build 'creative capital' across our region, districts and communities. Foremost in our mind is ensuring participants in the creative sector are asked to consider what conditions are optimal for creativity to flourish in a community like Tai Tokerau.

The Creative Northland organisational framework values both the intrinsic and instrumental benefits of art, culture and creativity. Our framework cannot be solely economic as there is no 'creative economy' without creative humans. Our focus is on nurturing creative humans, and the economic benefits will follow.

At the community level 'creative capital' for us is -

1. Creatively engaged youth and families
2. Creative workforce and work opportunities for creative professionals
3. Positive social norms around creativity
4. Local support for artists and arts organisations
5. Public policies that foster creativity and community engagement
6. Visible signs of creativity in the community

The Arts, Culture & Heritage Strategy for Whangarei District will have a significant impact on this document and its organisational objectives, as the Strategy once completed has an Action plan that will become the working document.

Creative Northland organizational statement of intent

A catalyst for advocating, connecting, empowering and supporting the creative community....starting with a cup of tea!

Creative Northland Strategic Overview

In February 2018 Creative Northland went through a consultation process to create 2 documents

- The Whangarei Arts, Culture and Heritage Strategy for Whangarei District
- A Regional Arts, Culture and Heritage Action Plan.

The process has allowed us to take kaleidoscope view of our districts/region and its creative people to understand the impact cultural development will have on our communities for the future. As a NFP organisation our business is grassroots community development - we empower communities by strengthening their grassroots capacity to manage their development process from the bottom up, so that it coincides with the culture, values, visions and aspirations of the community. By developing community ownership of the process – and enabling residents with the skills and confidence to bring their plans to fruition – long-term sustainability is more attainable.

The vision, mission and objectives reflect the recent strategy document and action plan, both have been reviewed by the board and management.

VISION: Realising community creativity

MISSION - To boost active participation in the arts

Objectives:

- Better Access to the arts – empower and enable the creative community
- Provide leadership and advocacy
- More robust and appropriate infrastructure for creation and presentation
- Greater understanding about the difference the arts, culture and heritage community's work makes
- More investment into developing our creative people and places
- Stronger links with the wider creative community and other sectors

OUR CORE VALUES that guide us is being 'Creative'

C = Collaboration

R = Resilience

E = Effective

A = Approachable

T = Timeliness

I = Innovation

V = Vibrant

E = Enjoyable

Organisational Objectives 1 July 2019 to 30th June 2020

OBJECTIVE	INITIATIVES / ACTIONS (WHAT/HOW)	OUTCOMES (WHY)	Who	DUE	MEASURE
Better Access to the Arts empower and enable the creative community	1. Run regular workshops, sharing expertise that will empower the creative sector	<ul style="list-style-type: none"> Practical hands-on workshops delivered to enhance, grow and support the creative sector 	GM / Funding / marketing	Ongoing	<ul style="list-style-type: none"> 6 workshops delivered in Whangarei district annually Regular sector training and development programs delivered to communities One on one mentoring, coaching and advice
	2. Development of definitive communication program to creative communities	<ul style="list-style-type: none"> Arts community, arts organisations and individuals feel engaged and informed through regular communication 	All	underway complete 2020	<ul style="list-style-type: none"> Arts Directory reviewed and updated CRM strategy implemented and updated Communications programme and data automation initiative underway Whangarei professional arts collective supported and Statement of Shared Objectives in place
	3. New Projects scoped to grow and contribute to our creative economy More robust and appropriate infrastructure for creation and presentation	<ul style="list-style-type: none"> Investigate the viability of a regional Film office to be based in Whangarei Investigate ways in which to enhance the creative technologies industry in Whangarei and wider Investigate the need for a Music strategy Investigate the types of cultural facilities required for all types of performances in Whangarei and wider 	GM/Creative Manager	2019/2020/20201	<ul style="list-style-type: none"> Film office is established in Whangarei by 2020 Business opportunities brokered for creative enterprise spaces Theatre strategy communicates interest and a draft plan on what the types of theatre spaces required for local communities Music programme, performance and development opportunities for local talent and partnership programmes are identified
Provide leadership and advocacy	1. Produce research that affirms the key role the creative sector has in our communities; and then disseminate that information to key stakeholders / partners	<ul style="list-style-type: none"> Presentation of creative research to industry partners Creative community feel connected and informed through debate Awareness raised through networking and ICT channels 	All	Ongoing	<ul style="list-style-type: none"> Information and research to support importance of the creative sector in economic development Regular information from regional and national creative sector gathered and disseminated to members Northland Art Guide updated and distributed Oct 2019
	2. Identify key roles in local and national government, local business and internationally	<ul style="list-style-type: none"> Positive relationships are maintained with key partners like CNZ, with a focus on aligning strategic objectives in areas like youth and Māori Key relationships with MBIE, CNZ, MCoH are acknowledged and programs finalised to support future creative and economic growth International connections are fully scoped with cultural exchange with Vienna, Wales 	GM	Ongoing	<ul style="list-style-type: none"> Key roles identified in local and national government, local business and internationally Communications strategy focused on relationship-building is implemented New programs and workshops scheduled and implemented with strategic partners Summer Internship Programme is implemented for 2020 Cultural exchange programme with Wales implemented 2020

	3. Identify key media partners and develop relationships, based on open sharing of information re. CN's strategic direction and the creative sector of Northland	<ul style="list-style-type: none"> Positive relationships are built with local media to provide advocacy and promotion for the creative sector 	Marketing	Ongoing	<ul style="list-style-type: none"> Engagement with media to communicate news, stories information to the public.
More robust and appropriate infrastructure for creation and presentation	1. Identify opportunities to engage with business community and other sectors; connect the creative sector with sponsorship opportunities; connect business with corporate citizenship and community engagement opportunities	<ul style="list-style-type: none"> Northland Business Awards Creative Industries Awards build business acumen and sponsored programmes Northland Art Guide printed and published as a Must use publication for the creative sector Quest Art Space is a fully functional 12 month community art space 	Events / Regional Marketing	2019/2020	<ul style="list-style-type: none"> Visitors are engaged with the arts and culture sector / twin coast discovery and creative occupations through the Northland Art Guide Exhibition programme for Quest and Geoff Wilson Gallery is done in partnership to include budget and identified revenue streams
Greater understanding about the difference the arts, culture and heritage community's work makes	2. Build strong brand presence and brand identity for CN that will in turn support Northland arts, culture and heritage communities	<ul style="list-style-type: none"> Creative sector is promoted through media and relationships with other sectors CN Brand and purpose is clearly communicated and understood Nga Toi Maori is promoted and supported 	Marketing	Ongoing	<p>Communications and event proposals/plans are developed for new and existing branded events eg</p> <ul style="list-style-type: none"> Art Beat held annually Northland Youth Summit arts Festival 2019, BOI Te Aue Marie Sestercentennial celebrations 2019 Whangarei Esports Gaming Festival (annually) 2019, 2020 Feasibility of Karanga a Matariki 2019, 2020 Feasibility Inflatable Festival 2019 partnership explored with Sea week for 2020 Whangarei Sculpture Symposium 2020 Feasibility of World Indigenous Music Jam Fest 2020
More investment into developing our creative people and places	1. Identify key agencies, organisations and partners for CN	<ul style="list-style-type: none"> CN has clearly defined partners and understands the key agencies and organisations to work with in order to achieve our strategic objectives As a key regional organisations 3-5 year funding is sourced for ongoing operational and project development 	GM / Operations	2019/2020	<ul style="list-style-type: none"> CNZ as a funding channel secured for NYSAF19 Foundation North as a funding channel secured 2020 NorthTec sponsorship of NYSAF secured for 36 months Government agencies MoCH, MBIE, are engaged with Creative sector projects for potential funding Crowdfunding as a funding channel is recognized as first point of fundraising for creative projects
Stronger links with th wider creative community and other sectors	2. Engage with other sectors and wider community groups to ensure sustainability of relationships	<ul style="list-style-type: none"> Relationships are strengthened with NRC, WDC, Northland Inc, Northland Chamber of Commerce, the Northland Foundation and identified potential corporate partners Community projects are umbrella by our organisation 	GM	ongoing	<p>Strong relationships are in place Economic development partners</p> <ul style="list-style-type: none"> NRC, Far North and Kaipara District Councils NInc, Northland Chamber of Commerce Northland Foundation NorthTec, TWA Corporate partnerships are identified for events and brokered; Resenes, Northpower, Barfoots, Ray White Funding is secured through mixed funding i.e. crowdfunding, donations, grants and local government

Organisational Objectives

OBJECTIVE	INITIATIVES / ACTIONS (WHAT/HOW)	OUTCOMES (WHY)	WHO	DUE	MEASURE
Operate as a best practice cultural organisation Stronger links with the wider creative community and other sectors	1. Delivery of quality and timely reporting to the Board and as well to funders as required	Board is well informed of operational activity and alignment of management activities with strategic plan Funders are well informed of operational activity and alignment of management activities with strategic plan	GM	Ongoing Ongoing (as agreed)	Full, professional and timely reporting from CN management to the Board Full, professional and timely reporting from CN management to funders, including WDC CRM management plan has buy-in from team and are seen to engage on a daily basis with our creative ecology in Northland
	2. To ensure compliance, deliver unqualified audit opinion of accounts 3. Ensure Charities status is maintained	Organisation is fully audited, with open and transparent accounting practices to ensure full trust of funders, partners and stakeholders Charities status is maintained	GM Operations	Ongoing	Delivery of unqualified audit
	4. Ensure organisation has adequate policies in place and these are updated at least every 12 months	Organisation has clear policies and procedures to guide staff on all operational matters Systems and processes are well maintained and effective for managing the business A clear policy and framework is developed for the use of tikanga Maori practices and lanugage	Operations	Ongoing	Full set of appropriate, relevant policies and procedures is developed Health and Safety policies are established and communicated to staff All organisational systems and processes are reviewed, with amendments annually Cultural framework is used regularly and encouraged
	5. Deliver best practice employment practices with support of skilled HR team member 6. Follow best practice employment processes at all times ie contracts, record keeping of leave / staffing matters, HR support etc. 7. Regular governance meetings held, as well as interaction between staff and Board	Staff feel well supported and received regular and construction feedback on performance Programs and policies are in place for recruitment, professional development, wellness and H&S Organisation is future-proofed by ensuring clear succession Existing skill sets are recognised and valued HR matters are dealt with in a timely and professional manner by the HR sub-committee Board meetings scheduled planned well in advance to achieve maximum attendance; minutes provided advance Most appropriate communication channels between management and Board identified, agreed, scheduled as needed Regular board meetings ensure strong leadership for organisation	Operations GM/Chair	ongoing	Schedule for staff appraisals is developed and regular reviews undertaken Succession plan is developed for staff and governance board Employment contracts are in place for all staff Dedicated HR sub-committee appointed to deal with all HR requirements, including identifying, interviewing and inducting new staff, assessing changes in staffing needs Thorough and professional employment processes and guidelines are established with external guidance Board meetings held regularly as per agreed schedule Staff and Board to spend more time together, with dedicated time scheduled



REGIONAL FINANCIAL PLAN 2019-2022

FOR AND ON BEHALF OF CREATIVE NORTHLAND INCORPORATED
TRUSTEES AND MANAGEMENT

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REGIONAL FINANCIAL PLAN 2019-2022

OUR JOURNEY	To foster contemporary and innovative regional cultural practice
OUR MISSION	To develop the arts and cultural sector within the Northland region, translating creative ideas into innovative products and services. And to be a contributing factor in the New Zealand economy
REGISTERED OFFICE	The Pavilion 9 Rust Avenue, Whangarei 0140
BUSINESS LOCATION	The Pavilion 9 Rust Avenue, Whangarei 0140
DATE OF FORMATION	4 May 2000
GENERAL MANAGER	Hinurewa te Hau – MPhil Economic Development
TRUSTEES	Benjamin Pitman – Chair Sharon Morgan – Trustee (WDC Representative) Hayley MacDonald – Trustee
BANKERS	ASB Bank
ACCOUNTANTS	BDO Northland (Auditors) Coastal Accounting (Accountants)

REGIONAL FINANCIAL PLAN 2019-2022

Executive Summary

Creative Northland is a regional non-for-profit arts organisation our key objective to improve the economic growth, business capability and capacity of the arts sector. We began operations as a regional entity 1st July 2015 and operate on government financial reporting year which begins 1st July and ends on 30th June in the following year.

The basis for financial planning has been to look forward with conservative estimates for revenue and expenses to determine the financial assistance we require from a funder for annual or multi-year funding. We have assessed our standard operational costs and key areas of development for the next 3 years (2019-2022) and have estimated the annual revenues required at \$551,600 for the year 2019/2020 increasing slightly to \$560,000 for the year 2020/2021 and reaching \$600,000 for 2021/2022.

At the end of fiscal year, 2018, Creative Northland's income for 12 months of operations was \$409,363 and expenses of \$599,722 resulting in a net deficit of (\$190,360) for the year. Delayed grant payments after 30 June would offset most of the deficit, and are anticipating a small surplus for year-end 2019.

In analysing our cash flow to be financially viable we need to generate sufficient income to meet operating payments, debt commitments and where applicable, to allow growth while maintaining our service levels and commitments to local government and grant funders.

In this financial year 2019, we were originally seeking multi-year funding of \$453k from Foundation North (FN) to move us from status quo to planning ahead. Due to budgetary timing constraints, we amended our application to apply for and were successful in receiving an annual grant from FN of \$230k for Operational and Capability building, leaving the door open for us to work towards Partnership funding (multi-year) for the 2020 year.

Creative Northland applies for Grants on a yearly basis. We have a schedule of development work that has been funded in the past by Northland Regional Council, Whangarei District Council, Far North District Council, Kaipara District Council, Foundation North, Creative New Zealand and other government funding bodies' project by project. These funds create programmes which deliver great outcomes for the artists and for their communities in developing their own programmes. This is measured by -

- Workshops held to inform, assist, up-skill arts organisations, artists and individuals
- Stakeholders: partners feel engaged, connected and informed
- Economic Impact: annual economic profile of the creative sector
- Hosting of stakeholder functions
- Applying for funding from other sources are successful
- Regular governance meetings
- Key festival events delivered
- Community projects and activities supported building audience through social media

Over a 12 month period we do tag funds - a percentage of grant funding be it in-kind or cash contribution to support the professional development of individual artists, help community art groups and art organisations build their capacity so that they can grow their audiences and markets.

We have the opportunity to develop new and review other revenue streams through tight control of all inventory services i.e. stakeholder, artist fees, artwork commissions, sponsorships and umbrella projects.

The financial plan focus is to become sustainable by building our organisation's impact while building adequate cash reserves (surplus) for further developments.

Important assumptions

The financial plan depends on important assumptions, most of which are shown in the following tables. The key underlying assumptions are:

REGIONAL FINANCIAL PLAN 2019-2022

- We assume that there will be no major changes in local government grant funding availability
- We assume that our direct costs will increase as a result of growth
- We assume the economic outlook is relatively stable over the 3 year forecast period with no significant inflationary pressures
- We assume Annual Funding from Whangarei District Council will arrive in two instalments in July and December after a six monthly report.
- We assume Foundation North grant funding will be at the same level as 2019.

For the year ended June 2019 we project a surplus of \$36,825. The major cause of this is the assumed timing and apportionment of grant/funds distributions in relation to our Financial Year. The forecast for the subsequent two years are surpluses of \$5,520 and \$24,500 respectively.

The Budget

The budget for 2019/2020 is based on monthly income and expenditure you will see that most months there is a deficit, however this is due to the way we receive funds, otherwise we are in a healthy position for the 2019/2020 year and our cash flow reflects this.

The Cashflow

The issues we have with cash flow is historic, prior to 2017/2018 we were operating in a deficit model not intentional is just the way the cookie crumble. We have taken measures to improve the situation, such as seeking alternative funding, reducing wages and expenditure costs.

General Risks

- Our funding assumptions could be incorrect if we are not successful or we only receive a portion of funding or deferred timing of a funding decisions impacts on cash flow
- There are no quick fix solutions for us at present, we are looking for alternative funding to build surplus to mitigate any risk to day to day operations because of funding
- The reports we have to provide are not necessarily related to how our funding arrives i.e. FN March to March
- Social enterprises, crowdfunding campaigns could be a new source of income to create revenue for programmes, the risk is adequate resources and timing

Towards Financial Sustainability

Creative Northland has a strong sense of being mission-driven, measuring impact and sharing results is what we do as leaders of a cultural non-profit organisation. We strive to embed into the consciousness of everyone involved in the organisation, this is how an organisation can shift the status quo from fretting over money to creating future plans.

In order to achieve financial sustainability, as a regional organisation these key points frame our intent when seeking funding from local government and grant funders;

- Form a purpose/goal/reason for existence
- Understanding Risk
- Conduct research
- Have ambition
- Understand and build capacity
- Focus on effective and efficient resource utilisation
- Have a budget and understand/maintain cash flow
- Implement proper governance and policy/structure

Over the next 3 years a Sustainable Financial Strategy needs to be developed to validate the financial viability of the organisation and its programmes. Currently we have a revenue plan with financial projections for 3 years in place which has been approved by the board. We have analysed our current income sources to see if we can diversify further to avoid reliance on a single or few streams - the plan needs to be balanced using a variety of fundraising techniques appropriate to programmes and the mission. For example, philanthropic gifts could be sought from individuals, trusts, foundations as well as tapping into corporate social investment as we do with government departments.

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Funding Bodies

Whangarei District Council Annual Funding

We are assuming we will receive the same level of funding from WDC of \$193k for the 2019/2020 financial year.

How we tag the funds?

- Standard operating costs and operational areas of development including wages \$149,000. As a guide we apportion operating costs between Whangarei and the wider region on a 60/40 basis reflecting our general overall focus.
- Rental fee for a WDC commercial property \$24,000
- Tagged funds of \$20,000 split 50/50 for community projects including project sponsorship and those managed directly.

However we have a few anomalies with WDC annual funding moving forward

- We deliver on behalf of Council two events - ArtBeat and Whangarei Sculpture Symposium (WSS) - biennial
- ArtBeat is no longer fully funded by WDC, however any shortfall for this event will come out of tagged funds for community projects, otherwise it is fully funded through sponsorships, grants, and stall holder fees.
- WSS is delivered every two years, it costs \$60,000 to deliver this event, and we are looking for a further investment from council of 50-60% of the total delivery costs. We have made the assumption that the level of annual operating grant needs to increase in a Symposium year or it is fully funded by other parties not Council, in which case the event may have reached its end date for now.

This is the 3 year funding scenario for Annual grant funding plus Symposium delivery;

- Year 1: \$193k plus \$30k to deliver Whangarei Sculpture Symposium
- Year 2: \$193k
- Year 3: \$193k plus \$30k to deliver Whangarei Sculpture Symposium

Whangarei Arts, Culture & Heritage Partnership funding options

- We are assuming that the 'Whangarei Arts, Culture and Heritage Strategy' to be adopted by Council in May will be presented as a 'Partnership' document opening the door to discuss multi-year funding and the 10 year Strategy reviewed every 3 years.

Financial Assumption

- Based on current costs, increase to minimum wage and financial forecasting, annual grant funding will need to increase over a 3 year period by 3% CPI to 5% to reflect inflation and growth.

Foundation North (FN)

Under FN Community Grants programme we received an annual grant of \$230k in March of this year. The grant was approved for \$180k Standard operations and key levels of development and \$50k for Capacity/Capability building paid in two instalments. We have received the first instalment, second payment due in August 2019.

Breakdown of Costs -

\$138,750 is tagged towards standard operational costs such as; rent, wages, utilities, accounting and auditing, sales and marketing costs, legal fees, office supply costs, repair and maintenance costs, entertainment/travel costs, telephones, plant and equipment, promotions, contractors.

\$41,250 is tagged towards key level operational areas of development costs to improve our effectiveness and community outreach which includes -

- \$9,600k - Learning and Development- bringing in the expertise to create a framework for helping the people in our team develop the skills they need to succeed in their workplace. ELearning tools, compliance training, ethics, soft skills.

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- \$15,000k - Digital Automation (organisation): Educating the community about what we do. Teaching our creative business and those we pollinate with (non-creatives) how to implement an automation strategy that enables us to advise on the best strategy/systems to use, educate art groups, artists through a series of workshops and video tutorials on how to use these systems. Sharing knowledge and learning in an engaging, creative way with the wider artist community.
- \$8,400 - Production Development: The Northland Art Guide is a free Creative Northland publication that is designed in house. For the 2019/2020 year 15,000 to be printed and distributed through Visitorpoint Auckland International and Domestic airports. Timeframe completed by 1 December 2019.
- \$8,250: Internship (ongoing). The programme gives Y13 school leavers and a NorthTec tertiary student the opportunity to gain valuable work experience with innovative Northland Creative sector businesses.

Capacity and Capability - \$50k

These funds are tagged towards building capability for; artists, art groups, cultural organisations. Funds are loosely allocated to each district; Whangarei - \$20k, Far North - \$17k Kaipara - \$12k and assigned to;

- \$24,000 - Regional Workshops (free). These are free workshops offered to the creative community to build talent and skills. "Specialists and experts in their field are invited to host 3 day or full day workshops, audience numbers of 10 minimum, 25 maximum. Summer Series: Funding and Development (Nov/Feb), mentoring and coaching (monthly), connecting arts + business (Feb), Winter Series - Youth Week, Dance week, Tech week, Matariki (April to August).
- \$24,000 - Regional Programmes (investment) - to build capacity we need partnerships with key groups in each district to create and deliver programmes that have long term impact to grow the engagement, participation of arts development within our districts

Creative New Zealand

We assume that each calendar year we apply for an Arts Grant up to \$65k to deliver the Northland Youth Summit Arts Festival (NYSAF).

- The NYSAF costs \$40k to deliver, this year we are requesting funds of \$48860, the increase is to grow our internship and youth programmes post event. Decision is June for projects starting from 1 July 2019.

Other funders

- MBIE (Provisional Growth Fund), Ministry of Youth Development we have completed our scoping, are now at a stage to put forward proposals to find other alternative funds to support and grow our sector.

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INCOME REPORT

Note - Statement Financial Performance [Profit and loss] is exclusive of GST

Income	Assumptions to Year Ending 30 June 2019	Actuals to March 2019 for YE 2019
Operational Income		
Artwork Commission	\$240	\$318
Stallholders Fees	\$3,200	\$3,635
WDC – Funding	\$193,000	\$193,000
Oxford Sports Trust	\$30,000	\$31,055
Southern Trust	\$6,000	\$6,000
Umbrella Funding Commission	\$0	\$100
Event Sponsorship	\$8,600	\$10,726
Interest Received	\$120	\$31
Grant Income		
Creative NZ	\$40,000	\$40,000
FN – Funding	\$180,000	\$180,000
Total Income	\$460,920	\$464,865

FUNDING FORECAST ASSUMPTIONS 2019/2020

a) Whangarei District Council [WDC]	\$193,000
b) Whangarei District Council (WDC sponsor)	\$30,000
c) Foundation North [FN]	\$230,000
d) Oxford Sports Trust	\$10,000
e) Southern Trust	\$6,000
f) Creative NZ	\$40,000
FUNDING Total	\$509,800
g) Projects & Events	\$42,600
h) Interest	\$1,200
Total Performance Revenue Assumptions	\$552,800

DETAILS FUNDING ASSUMPTIONS 2019

- Annual income from WDC estimated at \$193,000 which includes \$24,000 rental
- Foundation North, \$230,000, with \$180,000 received in March and the balance in August \$50,000.
- Estimated Project Income** for 2019/2020 totalling \$56,000
 - Creative NZ for Northland Youth Summit Arts Festival of \$40,000.
 - Various Sources of sponsorship, \$16,000, for festivals and events

Note: 2019/2020 period – not included in this budget

- Umbrella Projects; such as Camera Obscura estimated @\$500k. If successful CN are responsible for the administration, delivery and reporting of this project. We will take an admin fee up to 2.5% or a flat fee of \$5k depending on the various phases of funds required for each project. In this case, it's a flat fee of \$5k.
- Film Northland – A Provisional Growth Fund initiative to establish a Film office - estimated funds \$337k
- Ministry of Youth Development skills programmes costings yet to be developed.
- Te Puni Kokiri Matariki Fund \$30,800 a regional partnership initiative (awaiting outcome)

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DIRECT COST REPORT

Note – Direct costs are those costs that are easy to identify and measure as belonging to the event and relate to direct cost of revenue streams and for budgeting –

DETAILS	YEAR 2019
Marketing Expenses	\$19,950
Categories: Subscriptions, Advertising [print & online], Photocopying, Printing, Signage, Stationery	
Attributable	\$228,200
Categories: Direct Wages Salaries, Payroll Plus, Employer Superannuation Contribution Tax (as determined)	
Event Management	\$64,000
Categories: Venue, Hireage/ Equipment, Catering, Performers, Travel/ Accommodation, Security, Cleaning, Insurance, Volunteers, Trophies/Awards	

Fund provider Details for which costs may be allocated to:

- Whangarei District Council [WDC]
- Foundation North [FN]
- Projects [as above]

EXPENDITURE REPORT

DETAILS	YEAR 2019	NOTES
Administration	\$42,485	
Categories: Office, Telephone, Internet, Insurances, Water, Stationery, Postage, Legal, Accountancy, Audit, Wages for Office (less direct wages costs)		Telephone/Internet, combined, Mobile contract, Travel, Event /GM, Vehicle/Fuel, Accountants Auditors fees as applicable
Overheads	\$43,370	
Categories: Rent, Rates, Electricity, Lease Costs, Repairs/Maintenance, Security		3 year lease or Council Concession, electricity provider costs are associated with increases where they may apply and general fund for any R&M
Selling	\$25,530	
Categories: Advertising, Promotions, Projects at hand, Exhibition, Travel Accommodation		Regional marketing and local events, conferences and recognised activities inclusive
Financial	\$1,560	
Categories: Bank fees, Merchant, Interest Other non GST items		Facilitators/Specialists various, payroll outsourced, professional development ACC on wages
Total Expenditure	\$111,945	

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ASSETS REPORT

ASSET LIST

Note –assets as at closing book values 2018 and for the purposes of this report are categorised into Furniture and Fittings and Computer and Software, Hardware

DEPRECIATION

Note – detailing assets as recognised opening balances as at close of previous year. Depreciation rate as Inland Revenue allowable calculations using diminishing value method

Furniture and Fittings **\$4,333**

Items:

Air Conditioner, Air Conditioning Unit, Blinds, Boardroom Table, Bookshelves, Carpet, Chairs x 12, Desk x 2, Filing Cabinet, Mobile Drawer x3, Mobile Table, Office Chair, Office Wall, Screens, Shelving, Sofas x 2 - incl updated items. Includes Leasehold Improvements.

Computer & Software Hardware **\$4,820**

Items: 2 x Computers. 4x ASUS LED Monitors. 43% Samsung 3D Ready HD Plasma TV, Acerpower 1000 System, Canon SLR Digital Camera Computer, Conex Computer System, Data Projector, HP Laptop, Lapel Wireless Mic System, Laptop Dick Smith, Mack Book x2, Phone App Development, Recorders, Shared Network Drive, USB Power Computer & Software, Vitel Phone System – incl updated items

Total Assets **\$9,153**

THREE YEAR FORECAST REPORT 2019/2021

Forecast	Year Ended 2019	Year Ended 2020	Year Ended 2021	Notes
DETAILS REVENUE	460,920	552,800	560,000	
Whangarei District Council [WDC] Foundation North [FN] Creative New Zealand				Scope the potential of District Councils and CN 100% increase income administering. The growth percentages over these three years is 3%
DETAILS COSTS				
Marketing Attributable Events	312,150	425,650	410,000	
Categories: Subscriptions, Advertising [print & online], Photocopying, Printing, Signage, Stationery Direct Wages Salaries, Payroll Plus, Employer Superannuation Contribution Tax (as determined) Venue, Hireage/ Equipment, Catering, Performers, Travel/ Accommodation, Security, Cleaning, Insurance, Volunteers, Trophies/Awards				Steady expense increase generated to suit-fair rate between 2.5 - 5%
GROSS PROFIT	148,770	127,150	150,000	

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DETAILS EXPENDITURE				
Administration	42,485	35,230	36,000	Steady expense increase generated to suit-fair rate between 2.5 - 5%
Categories: Office, Telephone, Internet, Insurances, Cleaning, Water, Stationery, Printing, Postage, Legal Accountancy, Audit				
Overheads	42,370	39,170	44,000	
Categories: Rent, Rates, Electricity, Lease costs, Repairs/Maintenance				
Selling	25,530	45,150	47,000	
Categories: Categories: Advertising, Promotions, Projects at hand, Exhibition, Travel Accommodation				
Financial	1,560	480	500	
Categories: Bank fees, Merchant, Interest Other non GST items				
Total Expenditure	\$111,945	\$124,030	\$125,500	
NETT PROFIT CALCULATION	\$36,825	\$5,520	\$24,500	

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CASHFLOW FORECAST REPORT

CASHFLOW 2019/2020 Note – **Totals are Inclusive of GST** - Creative Northland currently is registered for GST, filing two-monthly, and on an CASH BASIS [payables and receivables cleared at bank]- GST at 15% is considered for cash flow assumptions where applicable, summary format -

CASHFLOW REPORT 2019												
Item	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Income Receipts	197,345	56,095	345	69,345	1,495	1,495	28,520	44,620	197,595	345	345	345
Expense Disbursements	56,378	86,801	67,051	45,815	32,551	36,281	54,879	56,379	94,879	43,629	24,879	34,879
Net Surplus / (Deficit)	140,967	(30,706)	(66,706)	23,530	(31,056)	(34,786)	(26,359)	(11,259)	102,716	(43,284)	(24,534)	(34,534)
GST	2,000	-	(15,000)	-	2,000	-	(10,000)	-	3,000	-	5,000	-
Opening Bank Balance	33,704	172,671	141,965	90,259	113,789	80,732	45,947	29,588	17,830	117,546	74,262	44,479
Closing Bank Balance	172,671	141,965	90,259	113,789	80,732	45,947	29,588	17,830	117,546	74,262	44,729	10,195

Note: Disbursement total includes the GST payment

Revenue cash receipts and Expenditure cash disbursements are indicated in Statement of Financial Performance for the purposes of this report there are no other variances that may appear separately in either report.

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Creative Northland 2019
The Pavilion, 9 Rust Avenue
P O Box 959, Whangarei 0140

Statement of Financial Performance (one year forecast)
July 2019 To June 2020

Account Name	July	August	September	October	November	December	January	February	March	April	May	June	Total
Income													
Grants													
Whangarei District Council	\$133,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$60,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$193,000.00
Foundation North Funding	\$0.00	\$0.00	\$50,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$180,000.00	\$0.00	\$0.00	\$0.00	\$230,000.00
Total Grants	\$133,000.00	\$0.00	\$50,000.00	\$0.00	\$0.00	\$60,000.00	\$0.00	\$0.00	\$180,000.00	\$0.00	\$0.00	\$0.00	\$423,000.00
Sponsorship													
Sculpture Symposium (WDC)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$30,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$30,000.00
Artbeat Sponsorship (various)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$16,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$16,000.00
Total Sponsorship	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$16,000.00	\$30,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$46,000.00
Government Grants													
CNZ (NYSAF19)	\$40,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$40,000.00
Total Government Grants	\$40,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$40,000.00
Operational and Revenue													
Artbeat Stallholders Fees	\$0.00	\$0.00	\$0.00	\$0.00	\$1,000.00	\$1,000.00	\$1,000.00	\$1,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$4,000.00
WSS Fees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$7,500.00	\$7,500.00	\$0.00	\$0.00	\$0.00	\$0.00	\$15,000.00
WSS Commission	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$15,000.00	\$0.00	\$0.00	\$0.00	\$15,000.00
Umbrella Commission	\$50.00	\$5,050.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$5,600.00
Quest Art Work Commission	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$3,000.00
Total Operational and Revenue	\$300.00	\$5,300.00	\$300.00	\$300.00	\$1,300.00	\$1,300.00	\$8,800.00	\$8,800.00	\$15,300.00	\$300.00	\$300.00	\$300.00	\$42,600.00
Total Income	\$173,300.00	\$5,300.00	\$50,300.00	\$300.00	\$1,300.00	\$61,300.00	\$24,800.00	\$38,800.00	\$195,300.00	\$300.00	\$300.00	\$300.00	\$551,600.00
Expenses													
Accounting/Audit/Legal													
Accounting Bookkeeping	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Audit Auditing Preparation	\$0.00	\$525.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5,000.00	\$5,525.00
Legal Consents Licences	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$250.00	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$2,450.00
Total Accounting/Audit/Legal	\$200.00	\$725.00	\$200.00	\$200.00	\$200.00	\$250.00	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$5,200.00	\$7,975.00
Financial Bank Charges													
Bank Fees	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$240.00
Credit Card Services Charge	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$120.00
Total Financial Bank Charges	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00	\$360.00
Office Overheads													
Rent - Commercial	\$1,911.67	\$1,911.67	\$1,911.67	\$1,911.67	\$1,911.67	\$1,911.67	\$1,911.67	\$1,911.67	\$1,911.67	\$1,911.67	\$1,911.67	\$1,911.67	\$22,940.04
Rates - Council	\$360.00	\$0.00	\$0.00	\$360.00	\$0.00	\$0.00	\$360.00	\$0.00	\$0.00	\$360.00	\$0.00	\$0.00	\$1,440.00
Electricity Gas Heating	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$3,600.00
Telephone Internet Host	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$3,600.00
Insurance	\$0.00	\$0.00	\$0.00	\$400.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3,500.00	\$3,100.00	\$0.00	\$7,000.00
Security Alarm Monitoring	\$40.00	\$105.00	\$105.00	\$105.00	\$105.00	\$110.00	\$40.00	\$110.00	\$40.00	\$110.00	\$110.00	\$110.00	\$1,090.00
ACC Levies	\$1,500.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,500.00
Total Office Overheads	\$4,411.67	\$2,616.67	\$2,616.67	\$3,376.67	\$2,616.67	\$2,621.67	\$2,911.67	\$2,621.67	\$2,551.67	\$6,481.67	\$5,721.67	\$2,621.67	\$41,170.04
Office General													
Stationery Post Printing	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$200.00	\$1,300.00
Courier Delivery Freight	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$60.00
Cleaning Wastecare Items	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$3,600.00
Water Hospitality - Office	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$600.00
General Misc Petty Cash	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$1,200.00
Repairs Maintenance	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$240.00
Equipment Small Goods < \$500	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$240.00
Contributions Donations	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$240.00
Total Office General	\$615.00	\$615.00	\$615.00	\$615.00	\$615.00	\$615.00	\$615.00	\$615.00	\$615.00	\$615.00	\$615.00	\$715.00	\$7,480.00

REGIONAL FINANCIAL PLAN 2019-2022

Promotions Development													
Marketing Meetings	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$3,000.00
Signage	\$0.00	\$400.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$400.00
Advertising Print & Online	\$500.00	\$500.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$4,000.00
Subscriptions	\$150.00	\$280.00	\$400.00	\$120.00	\$0.00	\$70.00	\$170.00	\$70.00	\$0.00	\$70.00	\$0.00	\$70.00	\$1,400.00
Promotional Products	\$0.00	\$0.00	\$2,200.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,200.00
Distribution (ArtGuide)	\$0.00	\$0.00	\$0.00	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$1,800.00
Printing (ArtGuide)	\$0.00	\$0.00	\$6,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$6,000.00
Quest ArtSpace	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$2,400.00
Total Promotions Development	\$1,100.00	\$1,630.00	\$9,350.00	\$1,070.00	\$950.00	\$1,020.00	\$1,120.00	\$1,020.00	\$950.00	\$1,020.00	\$950.00	\$1,020.00	\$21,200.00
iT Communications Lease													
Computer Expenses	\$224.00	\$224.00	\$224.00	\$224.00	\$224.00	\$224.00	\$224.00	\$224.00	\$224.00	\$224.00	\$224.00	\$224.00	\$2,688.00
Photocopier Print/Consumables	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$1,200.00
Photocopier Leasing	\$231.00	\$231.00	\$231.00	\$231.00	\$231.00	\$231.00	\$231.00	\$231.00	\$231.00	\$231.00	\$231.00	\$231.00	\$2,772.00
Software Online Subs Fee	\$640.00	\$225.00	\$225.00	\$225.00	\$225.00	\$225.00	\$225.00	\$225.00	\$225.00	\$225.00	\$225.00	\$225.00	\$3,115.00
Total iT Communications Lease	\$1,195.00	\$780.00	\$780.00	\$780.00	\$780.00	\$780.00	\$780.00	\$780.00	\$780.00	\$780.00	\$780.00	\$780.00	\$9,775.00
CN Organisational Expenses													
Consultants (HR, Strategy, H&S, QA, Accommodation Out of Town	\$1,250.00	\$1,250.00	\$1,250.00	\$1,250.00	\$1,250.00	\$1,250.00	\$1,250.00	\$1,250.00	\$1,250.00	\$1,250.00	\$1,250.00	\$1,250.00	\$15,000.00
Travel Mileage Transport	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$300.00	\$3,600.00
Mobile Phone	\$750.00	\$750.00	\$750.00	\$750.00	\$750.00	\$750.00	\$750.00	\$750.00	\$750.00	\$750.00	\$750.00	\$750.00	\$9,000.00
Learning & Development (Internal/Ext	\$800.00	\$800.00	\$800.00	\$800.00	\$800.00	\$800.00	\$800.00	\$800.00	\$800.00	\$800.00	\$800.00	\$800.00	\$9,600.00
Total CN-Contractor Board Costs	\$3,200.00	\$3,200.00	\$3,200.00	\$3,200.00	\$3,200.00	\$3,200.00	\$3,200.00	\$3,200.00	\$3,200.00	\$3,200.00	\$3,200.00	\$3,200.00	\$38,400.00
Payroll Expenses													
Employee Wages	\$17,500.00	\$17,500.00	\$26,225.00	\$17,500.00	\$17,500.00	\$17,500.00	\$17,500.00	\$17,500.00	\$17,500.00	\$26,225.00	\$17,500.00	\$17,500.00	\$227,450.00
Payroll Plus Expenses	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$1,200.00
Total Payroll Expenses	\$17,600.00	\$17,600.00	\$26,325.00	\$17,600.00	\$17,600.00	\$17,600.00	\$17,600.00	\$17,600.00	\$17,600.00	\$26,325.00	\$17,600.00	\$17,600.00	\$228,650.00
Depreciation Expenses													
Plant & Equipment Dpn	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$3,000.00
Total Depreciation Expenses	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$250.00	\$3,000.00
Capacity Building													
Regional Workshops (capability)	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$24,000.00
Regional programmes	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$24,000.00
WDC Community Projects	\$1,600.00	\$1,600.00	\$1,600.00	\$1,600.00	\$1,600.00	\$1,600.00	\$1,600.00	\$1,600.00	\$1,600.00	\$1,600.00	\$1,600.00	\$1,600.00	\$19,200.00
Total Capacity Expenses	\$5,600.00	\$5,600.00	\$5,600.00	\$5,600.00	\$5,600.00	\$5,600.00	\$5,600.00	\$5,600.00	\$5,600.00	\$5,600.00	\$5,600.00	\$5,600.00	\$67,200.00
Event/Production Costs													
Artbeat	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$20,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$20,000.00
Sculpture Symposium	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$80,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$80,000.00
Youth Summit	\$0.00	\$40,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$40,000.00
Total Event/Production Costs	\$0.00	\$40,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$20,000.00	\$80,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$120,000.00
Economic Growth Initiatives													
Public Relations Events	\$0.00	\$0.00	\$560.00	\$90.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$650.00
Regional Memberships Subs	\$0.00	\$0.00	\$1,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$300.00	\$0.00	\$1,300.00
Total Economic Growth Initiatives	\$0.00	\$0.00	\$1,560.00	\$90.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$300.00	\$0.00	\$1,950.00
Total Expenses	\$34,201.67	\$73,046.67	\$50,526.67	\$32,811.67	\$31,841.67	\$31,966.67	\$52,306.67	\$91,916.67	\$31,776.67	\$44,501.67	\$35,246.67	\$37,016.67	\$547,160.04
Operating Profit	\$139,098.33	(\$67,746.67)	(\$226.67)	(\$32,511.67)	(\$30,541.67)	\$29,333.33	(\$27,506.67)	(\$53,116.67)	\$163,523.33	(\$44,201.67)	(\$34,946.67)	(\$36,716.67)	\$4,439.96
Other Income													
Interest Income	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$1,200.00
Total Other Income	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$100.00	\$1,200.00
Other Expenses													
Interest WT Expense	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$120.00
Total Other Expenses	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$120.00
Net Profit/(Loss)	\$139,188.33	(\$67,656.67)	(\$136.67)	(\$32,421.67)	(\$30,451.67)	\$29,423.33	(\$27,416.67)	(\$53,026.67)	\$163,613.33	(\$44,111.67)	(\$34,856.67)	(\$36,626.67)	\$5,519.96

AOF Application Form

“Looking ahead”

The purpose of this form is to look ahead over the next grant year, to see how you plan to use your annual operating grant for the benefit of the community.

Summary information	
Organisation name	Mangakahia Sports Ground Society Inc.
Contact Person Name, email and phone number of person completing this form	Sylvia Tito mangakahiasportscomplex@gmail.com Mob 021 793073
New postal address? Please provide if it has changed	
Incorporated Societies/ Charitable Trusts Registers Number	Number: CC38545 Please ensure your register is up to date.

Organisation information		
Resourcing	Number	FTE*
How many paid workers does your organisation employ?	4	.45
How many volunteer workers does your organisation have?	50 + multiple adhoc as required	7

* FTE is Full Time Equivalent. This is based on approximately 37.5 – 40 hours per week. Approximates are fine. Example: a person who works 20 hours a week is 0.5 FTE.

Area of work	
Please select which one of the following relate most closely to your organisation:	
<input type="checkbox"/>	Arts and Culture – Projects and activities that facilitate education and enjoyment of the arts and of culture for the people of our District.
<input type="checkbox"/>	Heritage and Environment – Projects and activities that preserve and promote the heritage of our District and that protect and enhance the environment in which we live.
<input checked="" type="checkbox"/>	Recreation and Sport – Projects and activities that enable participation and engagement in recreation and sport for people in our district of all abilities, ages and life stages.
<input type="checkbox"/>	Community Connectedness and Wellbeing – Projects and activities that strengthen community cohesion and connectedness in ways that cultivate healthy, happy and positive relationships across our District.

Data on your customers/visitors Please tell us who your customers/visitors are, using estimated percentages where possible. <i>This information helps us to build a picture of which communities our funding supports. It is for statistical purposes only and has no bearing on your application.</i>	
How many customers/visitors did you have 'last year'? (Please state what period your data covers)	Period: 1 January 2018 - 31 December 2018 12402 visits
% Whangarei residents, Northland-wide residents, visitors (national/international)?	85% Whangarei residents 10% Northland-wide residents 5% non-Northland visitors
% Age ranges?	20% under 18 years 60% 18 - 40 years 20% over 40 years
% Ethnicities?	68% NZ caucasian 30% NZ Maori 2% non-NZ (Irish, British, Australian, South African, Indian, Pacific Islands, United States, Hungarian)
Anything else you'd like to add?	Visits are counted as each instance eg. one Touch Rugby member plays for 10 weeks counted as 10. Also, improved count applied for this return (previously missed prize-givings & school sports day counts).

The year ahead

Tell us about your organisation and what you plan to do in the year ahead with the below questions.

The Idea – Briefly explain your organisation's *kaupapa* (purpose):

To provide a modern facility and support services accessible for all members of our community.
 To encourage & promote community and sporting focused events and activities.

Alignment – Tell us how your organisation's *kaupapa* aligns with Council's Vision and Community Outcomes?

Communication - monthly stakeholder & affiliate meetings, regular catch-ups with all user groups, social media updates, website updates, quarterly newsletters

Customer First - ensuring customer requirements are understood and outcomes agreed

Innovation & Excellence - continuous improvement program including latest solutions in building upgrades and support services.

Valuing Employees & Partnerships - monthly meetings with employees and key partners, recognising achievements and reviewing all suggestions & concerns

Visionary Leadership - regular review of needs of the community and any planned impacts eg. Long Term Plan. Flexibility to adapt Business Plan to changing needs.

The Need – What need is there for your organisation? What indicators do you use?

Need - to provide community events

Indicator - number of community events held each year and attendance numbers

Need - to provide facilities and support for community & sporting groups

Indicator - membership numbers

Need - to provide a modern, attractive venue at competitive rates

Indicator - number of hire bookings

The Impact – What difference will your organisation make to the community over the next year?

- Major kitchen upgrade to improve meal options and efficiency of meal delivery
- Employment of paid Kitchen Co-ordinator to more effectively manage kitchen operations
- Provision of children's playground
- Establishment of new annual community event - Mangakahia Axemen's Carnival
- Upgrade of main entrance and internal stairwell to allow easier access
- Upgrade of upstairs heating & ventilation systems to provide improved environmental conditions
- Increased youth activities eg. movie nights

Collaboration – What other organisations, community groups and individuals will you collaborate with to make a difference to the community?

- WDC
- Affiliate groups - Mangakahia Rugby Club, Mangakahia Junior Soccer Club, Mangakahia Squash Club, Mangakahia Group Fitness Club, Mangakahia Gardening Club, Mangakahia Lions Club
- Non-Affiliate user groups - Yoga, Bootcamp, Plunket Fitness, Mangakahia Social Club, Titoki Playcentre, Cycling
- Local Schools - Poroti, Mangakahia Area, Kokopu, Maungatapere, Pakotai
- Local Marae - Maungarongo, Korokota, Parakao, Te Oruru
- Local artisans - to provide products and services for fundraiser events
- Local farmers - to provide calf rearing services for Livestock Revenue Scheme
- Sponsors - eg. Tyrepower, Norwood Farm Machinery, Maungatapere Transport
- Volunteers - multiple individuals providing support and services

Your Approach – How will you demonstrate the impact of your work?

- Level of participation and involvement by collaborators
- Utilisation of facility - hireage, membership numbers, number of events, attendance numbers
- Feedback from users
- Financial reporting

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Funding

The Annual Operating Fund grant is an exceptional level of support for organisations that provide ongoing, valuable services, programmes and amenities to the community.

Generally, indicative levels of funding remain consistent from year to year, subject to satisfying the performance measures and need/benefit assessment for this Fund.

If exceptional circumstances mean you would like to request a change in funding, please state your request and rationale below.

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AOF Report

Attach your AOF report along with your business plan.

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AOF Impact Report Form

“Looking back”

The purpose of this form is to look back over the last grant year, to see what impact your annual operating grant has had on the community.

Organisation name	Mangakahia Sports Ground Society Inc.
Contact name	Sylvia Tito
Position in group	Manager
Email	mangakahiasportscomplex@gmail.com
Daytime phone number(s)	021 793073

Performance measures

In July 2018, we provided you with a set of performance measures (attached again for your reference). Please refer to these when answering the below questions on your impact over the last year.

(If you were given specific, additional measures, please report against those as well).

For the reporting period, tell us how your organisation went with the following questions.

Did your organisation meet the expectations of your board, the people who use your services, and the wider community? Why/why not?

Yes - all objectives met or on target

- private hireage increased by 50%
- livestock scheme numbers increased
- Axemen's Carnival added to annual event calendar
- upgrade to upstairs kitchen in progress - due for completion by 1st June 2019
- upgrade of Squash toilets & showers - phase one planning and funding completed
- install children's playground in progress - due for completion by 1st July 2019

What difference did your organisation make?
<ul style="list-style-type: none">● increased awareness of activities and services available through improved marketing/advertising, which led to increased participation from the community● increased collaboration with other community groups which allowed implementation of joint ventures● continued upgrade of facilities which increased customer satisfaction and usage
What worked well?
<ul style="list-style-type: none">● collaboration with affiliate and non-affiliate groups in assisting to grow membership numbers● collaboration with local community groups to provide new events eg. Mangakahia Axemen's Carnival● improved social media communication and marketing● continuous facility upgrade program
What didn't work so well?
<ul style="list-style-type: none">● occasional conflicts for funding by competing projects● greater marketing assistance required for some community groups

<p>Resourcing – In your last application, you provided indicative numbers of volunteer and paid staff, and their expected total hours for the year. Were the actual numbers the same as expected/indicated? If not, please provide some comment.</p>
<p>Yes - resourcing targets met</p>
<p>Who and how many people were involved with or received services from your organisation? How did they benefit?</p>
<ul style="list-style-type: none"> • Private hire and guests - approx 3000 attendees - benefited from use of facilities and support services (eg. assistance setting up venue) • Affiliate groups/clubs (Mangakahia Rugby, Mangakahia Junior Soccer, Mangakahia Squash, Mangakahia Lions, Mangakahia Group Fitness, Mangakahia Gardening) - approx 700 members plus approx 1400 visiting teams & supporters - benefited from use of facilities and support services (eg. coordinating Recreational Services requirements) • Non-affiliate clubs (Yoga, Bootcamp, Plunket Fitness, Social Club) - approx 60 members - benefited from use of facilities and support services (eg. assistance with posters for marketing) • Local schools - approx 550 students plus approx 150 teachers/parent assistance - benefited from use of facilities and support services (eg. coordinating Recreational Services requirements) • Local marae - approx 150 members - benefited from use of facilities and support services (eg. coordinating joint ventures) • Monthly fundraiser country meals - approx 2000 attendees - benefited from use of facilities and support services (eg. purchasing stock for meals) • All community - benefited from regular updates on events and services available eg. facebook notifications, and newsletters delivered to 1500 households
<p>Who did you work with to deliver your project, programme or service?</p>
<ul style="list-style-type: none"> • Affiliate groups / clubs • Non-affiliate groups / clubs • Local schools • Local marae • Local farmers • Country meal hosts • Private function hirers • Sponsors • Tradesmen • Local volunteers • Whangarei District Council

Which of the following areas would you like to strengthen? (please tick or highlight)		
<input type="checkbox"/> Leadership	<input checked="" type="checkbox"/> Marketing/publicity	<input type="checkbox"/> Facilities
<input checked="" type="checkbox"/> Fundraising	<input type="checkbox"/> Financial management	<input type="checkbox"/> Planning and organisation
<input type="checkbox"/> Equipment and resources	<input type="checkbox"/> Volunteers/time	<input type="checkbox"/> General skills/expertise
<input type="checkbox"/> Other:		
Is there anything else you'd like to tell us?		
<p>A successful year completed and the continued support and valuable advice provided by WDC is always very much appreciated. Looking forward to strong partnerships and continued growth in the current year.</p>		

Attach:

- Your business plan for the year(s) ahead.

Submit:

Your completed report with your application for next year to funding@wdc.govt.nz.

You can also post it to:

Community Funding
 Whangarei District Council
 Private Bag 9023
 Whangarei 0148

Or drop it in to one of our customer service centres.

*Thank you for contributing to your community and
 helping Whangarei to be a vibrant, attractive and thriving district.*

Mangakahia Sports Ground Society Inc.

Business Plan 2018/2019

Key Priorities	Action	Responsibility	Time frame	Cost, completed
Funding and income	<u>Whangarei District Council</u> - Delegate Committee member to liaise with WDC Community development on KPI, mowing grant and any other issues	Manager/Community Relations	1 July 2019	
	<u>Bookings</u> – Manager to market complex as a function centre	Manager	1 July 2019	Ongoing
	<u>Livestock Scheme</u> – Two committee members to oversee procurement and rearing of calves for 2018/19 season Attempt to secure a minimum of eight calves per year.	Royce Kokich/Craig McMillan	1 July 2019	Ongoing
	<u>Fund-raising</u> - Sub Committee to organise Community fund-raising event(s)	Community Relations Committee & Manager	1 July 2019	Ongoing
Financial Budget	Formulate annual budget for Financial Year 2018/2019	Treasurer, Business Committee, Manager	1 July 2019	Completed
Capital Expenditure	Use the Repairs, Maintenance & Development Plan as a guide <ul style="list-style-type: none"> - upstairs kitchen upgrade - install natural playground - internal stairwell & ventilation upgrade 	Complex Committee & project manager	1 May 2019 1 July 2019 1 June 2019	Est \$60,000 Est \$65,000 Est \$30,000
	Affiliates- work in conjunction with the Committee <ul style="list-style-type: none"> - Squash Club toilets & showers upgrade (phase 1) 	Affiliates & Complex Committee	1 July 2019	Ongoing

Community Wellness	Collaborate, develop and implement initiatives for broader community participation <ul style="list-style-type: none"> - Mangakahia Axemen's Carnival - Movie nights 	Manager / Community Relations Committee	9 Feb 2019 1 July 2019	Completed On going
Repairs and Maintenance - Building	As required in the Repairs & Maintenance, Development Plan. In consultation with Affiliate clubs and user groups. Liaise for ongoing maintenance	Land & Buildings Committee, affiliate representatives, Manager & handyman	1 July 2019	On going ^\$2000/quarter
Repairs and Maintenance – Grounds	As required in the Repairs & Maintenance, Development Plan. In consultation with Affiliate clubs and user groups. Liaise for ongoing maintenance	Land & Buildings Committee, Manager & handyman	1 July 2019	On going



28/02/2019

Dear Whangarei District Council,

Multicultural Whangarei is a not for profit community based organization supporting migrants and newcomers to Whangarei with their settlement process. It also promotes positive race relations through community education, ensuring people of all ethnicities feel able to actively contribute to their community.

We are applying for ongoing operational costs in lieu of the Annual Events Fund grant. We have attached a budget for the coming year for your reference. We have also included support letters from other agencies in the community.

Our services are expanding rapidly to meet the needs of the community. At this time services include

- drop in centre
- Treaty of Waitangi workshop (2 day program that includes a bus trip to Waitangi)
- 11 week professional speaking for migrants course- students who pass the exam receive a Speech New Zealand qualification
- Monthly shared lunch
- Weekly Multicultural Morning Tea
- International student support
- Intercultural Awareness training
- Te Reo classes
- English Classes
- Spanish Classes
- Employment Support including a weekly job club
- Member gatherings (midwinter celebration & summer BBQ)
- Newcomers Network
- Multicultural Whangarei volunteers
- Guided volunteering program (in partnership with Volunteering Northland)
- Race Relations Day Event
- International Families Day Event
- Ethnic Football Tournament
- various workshops/trainings

We thank you for considering our application and we look forward to your response.

Sincerely,

Jessie Manney - Manager
Multicultural Whangarei

Community Funding Application Form

If you need help to complete this application form or would like to discuss your application, please contact the Community Funding Officer well before the closing date of the round you are applying to. Call 09 430 4200 or email funding@wdc.govt.nz to make an appointment.

Application summary

Organisation name	Multicultural Whangarei Incorporated
Amount requested	\$6000
Project name	we are seeking ongoing operational support in lieu of Annual Events Fund grant

Section 1: Applicant Details

Tell us about your organization/group

Group's postal address	Suite 12, 71 Bank Street
Postcode	0110
Group's bank account name:	ASB - Multicultural Whangarei Incorporated
Group's bank account number:	123099 086640501
Group's GST number	101-076-199

Describe your group's purpose (e.g. "to provide mobility aids for the disabled in Northland")

To support migrants and newcomers to Whangarei with their settlement process. We also promote positive race relations through community education, ensuring people of all ethnicities feel able to actively contribute to their Community.

Who are your group's main contact(s) for this funding application?

Primary contact's name	Jessie Manney
Position in group	Manager
Email	jessie@multiculturalwhangarei.co.nz
Daytime phone number(s)	09 430 0571
Second contact's name	Leah Peacock
Position in group	Chair
Email	peacock.elms@xtra.co.nz
Daytime phone number(s)	027 273 7301

Section 2: Eligibility

Have you received funding from Whangarei District Council in the last three years?

- No
- ✓ Yes – if yes, ensure you have completed your grant reports and have met your grant obligations.

Does your group have a legal status?

- ✓ Yes – please provide:
 - Your incorporated society or charitable trust registration number:
 - A copy of your latest statement of financial performance
 - Evidence of your bank account details.
- No* – you will need to either:
 - Gain legal status (see <http://www.societies.govt.nz/cms/customer-support/faqs>), or
 - Apply under the umbrella of a group that does (refer below).

*Umbrella Group Guarantee

Applicants that are not a registered charitable trust or incorporated society must apply under an umbrella group that is.

An umbrella group knows the applicant well and is willing to vouch for them and their project, and are prepared to accept legal liability and responsibility.

Grants are paid to the umbrella group for disbursement to the applicant in accordance with the grant agreement.

If the grant conditions are not met, Council may request the grant monies to be returned and/or may place restrictions on granting funds to the applicant and the umbrella organisation in future.

The following section is to be completed by an authorised officer of the umbrella group.

Umbrella group name	
Society or trust number:	
Contact person	
Email	
Daytime phone number(s)	
GST number (or n/a)	

I confirm that our organisation is willing to guarantee and receive any monies granted to:

Applicant organisation:

Project name:

Signature
Date

Please provide evidence of umbrella group's bank account details and a copy of the latest financial statements.

Tell us about your request in the following questions. Be succinct and clear.

The Idea – Briefly explain what it is that you want to do

We are seeking **ongoing** operational support **in lieu of** our Annual Events Fund grant.

We have been receiving the annual events fund grant each year and have used it to put on our annual International Day of Families event. We would like to use operational funds from Whangarei District Council to help with all the costs associated with providing our services.

The Need – How do you know there is a need for your project, programme or service?

We know there is a need for our services because people accessing our services has increased by 500% in the last 3 years.

The Impact – What difference will your project make?

The Whangarei area is developing into a multicultural community with an increasingly wider range of ethnicities.

Our programs build connections within and between the different ethnic communities, creating an environment in which people feel welcome, included and that they belong.

We are able to support newcomers to the area so that they feel valued and become positive contributing members of the community.

Our programs help to create better communication and cultural understanding across all ethnic groups who reside in Whangarei

Your Readiness – What controls and checks do you have in place to manage the funding?

We have a number of controls and checks in place to manage funding.

*We use xero which is a great tool for tracking all the expenses and grant usage.

*We have policies/procedures in place so that all funds that leave our account are checked by the manager as well as two board members.

*We have a skilled treasurer and board who keep track with regular meetings and checks.

*Each year we have our accounts audited.

Section 3: The Project

Tell us what you want to do – Who, What, When, Where, Why, How

Describe your project in terms of the following:

Name of project	Operational Expenses
Amount requested \$	6000.00
When will this take place?	Over the upcoming year
Where will this take place?	Whangarei
Who and how many people will benefit?	2500

Ethnicities of likely beneficiaries of this project – tick as appropriate and include a percentage estimate for each that you think will benefit from this project:

• NZ European	Estimate %: 5%
• Maori	Estimate %: 5%
• Pacific Peoples	Estimate %: 1%
• Other European	Estimate %: 10%
• Asian	Estimate %: 15%
• Middle Eastern/Latin American/African	Estimate %: 5%
• Other ethnicity	Please specify: undeclared on forms Estimate %: 59%

Area of work

To help us understand where support is being requested, please select which of the following relate most closely to your project.

- **Arts and Culture** – Projects and activities that facilitate education and enjoyment of the arts and of culture for the people of our District.
- **Heritage and Environment** – Projects and activities that preserve and promote the heritage of our District and that protect and enhance the environment in which we live.
- **Recreation and Sport** – Projects and activities that enable participation and engagement in recreation and sport for people in our district of all abilities, ages and life stages.
- ✓ **Community Connectedness and Wellbeing** – Projects and activities that strengthen community cohesion and connectedness in ways that cultivate healthy, happy and positive relationships across our District.

Your Readiness – How ready is your organisation to deliver the project, programme or service?

Our organization has been operating since 2009. We started as Whangarei Migrant Centre. In 2016 we became affiliated to Multicultural New Zealand. At the end of 2018 we legally changed our name to Multicultural Whangarei Incorporated.

We have been operating for a number of years and the organization is now beginning to grow and expand services.

Collaboration – Who will you work with to deliver your project, programme or service?

We collaborate with a number of organizations in the community. These include

- Tikipunga Football Club- ethnic football tournament
- New Zealand police- ethnic football tournament
- local ethnic association
- Multicultural New Zealand
- Volunteering Northland & Volunteering New Zealand- Migrant guided volunteering project
- Other Multicultural Centres throughout New Zealand
- Northland Chamber of Commerce & Auckland Chamber of Commerce- New Kiwi Success Program
- Citizens Advice Bureau, WINGS, English Language Partners- events & new migrant settlement committee
- Literacy Whangarei
- Northtec- international student support & we take business students to complete their work experience

We are always open to growing our network of organizations we work with and look forward to new collaborations over the upcoming years.

Your Approach – How will you demonstrate value for money and the impact of your work?

We keep records of all visitors and enter the data into our database so we can track centre usage.

We give evaluations to all those attending classes/programmes so we can access the programs to ensure they are meeting the needs of those attending.

We have a survey at events to get feedback on the event.

In January 2020 we will do a community survey to our members, mailing list and Facebook page to see how people feel about the services we are offering.

Your Approach – How does your project, programme or service meet best practice and is it evidence based?

Is clear about direction/ strategic plan

Has a strong board

Has the right people for activities

Always learning and improving

Sound & prudent

Accountable & transparent

Section 4: Project Budget

Provide a full list of your project income, fundraising and expenses. If your budget is detailed, provide a summary below and attach your budget separately.

Are you registered for GST?	<input type="radio"/> No – your budget figures must <u>include</u> GST where applicable
	<input checked="" type="radio"/> Yes – your budget figures must <u>exclude</u> GST where applicable
GST number	

Project income e.g. ticket sales 50 x \$10 = \$500.	Amount
Please see attached budget	\$
	\$
	\$
	\$
Total of other grants and donations	\$
Own contribution / fundraising	\$
(A) Total income expected	\$
In-kind support – please list e.g. volunteer numbers, estimated hours work, plus any donated materials, equipment	
Volunteer Numbers: 30 Estimated Hours Work: 2000 hours per year	
Total project costs Include <u>all</u> your project costs. e.g. materials, venue hire, promotion, equipment hire, personnel costs. If you have quotes, please attach them. You may be requested to provide quotes as evidence of some costs.	
	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$
	\$
(B) Total expenses expected	\$
(C) Income less expenses	\$

Section 6: Declaration

I undertake that I have obtained the consent of the group/organisation to make this application and provide these details.

I declare that the information supplied here is correct. If the application is successful, I/we agree to:


- provide a tax invoice to Whangarei District Council for the amount of the grant within one month of being advised of the grant for the event
- acknowledge Whangarei District Council in all publicity
- spend the grant on the purpose for which the application was made within 12 months of funding being approved
- return any unspent money to Whangarei District Council if the event is completed under budget
- meet any additional terms and conditions that may be set by the Community Funding Committee
- acknowledge that we will be liable to return any monies granted should any breach of the above conditions occur.

We will submit an Impact Report within two months of the completion of the project to Whangarei District Council attaching copies of all invoices and/or receipts accounting for the full amount of the grant. We understand that failure to do so will affect future funding applications.

We consent to the Whangarei District Council recording the personal contact details provided in this application, retaining and using this information to send us relevant Council information.

We understand that my name and/or the name of my group/organisation and brief details about the project/event may be released to the media or appear in publicity material.

We are aware that we have the right to have access to this information held by Council. This consent is given under the Privacy Act 1993.

Name	Jessie Manney
Signature *	
Position in Group	manager
Date	04/03/2019

* We prefer to receive applications by email (send to funding@wdc.govt.nz). To include your signature, print and sign this page then attach a scan or photo of it to your application email. Alternatively, you can post or deliver the printed form to us or pop in to sign it.

Final check – make sure you have:	
<input type="checkbox"/>	Checked that the budget balances and have accounted for GST
<input checked="" type="checkbox"/>	Attached quotes where available
<input type="checkbox"/>	Attached your group's (or the umbrella group's) bank account details e.g. Bank Deposit Slip
<input type="checkbox"/>	Attached your group's (and the umbrella group's) most recent set of financial accounts

Send your completed application with supporting documents to funding@wdc.govt.nz.



CERTIFICATE OF INCORPORATION

MULTICULTURAL WHANGAREI INCORPORATED

2146954

This is to certify that WHANGAREI MIGRANT CENTRE INCORPORATED was incorporated under the Incorporated Societies Act 1908 on the 25th day of June 2008 and changed its name to MULTICULTURAL WHANGAREI INCORPORATED on the 5th day of November 2018.

Registrar of Incorporated Societies
18th day of January 2019



For further details visit www.societies.govt.nz

Certificate printed 18 Jan 2019 12:46:42 NZT



womens international newcomers group social

5 December 2018

To whom it may concern:

This is a letter of support for the Whangarei Migrant Centre Incorporated (Multicultural Whangarei).

Over the years, the Women's International Newcomers Group Social (WINGS) has enjoyed a close working relationship with the Whangarei Migrant Centre (WMC).

From its inception, WINGS has been a stakeholder in WMC, sharing office space and information which has assisted many migrant families to settle here in Whangarei.

WINGS has worked closely and collaboratively with WMC on many events and information sessions to provide assistance and support to newcomers to Whangarei / New Zealand. WINGS and WMC also work together on social events to help connect people from many different cultures.

The WMC continues to provide a phenomenal service in welcoming, assisting and supporting the many new migrants to Whangarei. The WMC's great work helps to make Whangarei a more culturally rich and vibrant place for all its inhabitants and I wholeheartedly support their work and efforts.

Yours faithfully

Hannah Aziz
WINGS Coordinator

71 BANK ST. TOP FLOOR, RM 12, WHANGAREI
PHONE 09 430 3221, MOBILE 021 111 6711
email wingsnz@hotmail.com, website: www.wingsnz.org.nz



**Municipal Building, Suite 11
71 Bank Street, Whangarei, 0110
0800-865268 / 09-9454984
mgr@volunteeringnorthland.nz**

Whangarei December 2018

**Multicultural Whangarei
Attn. Jessie Manney
suite 12, 71 Bank Street
Whangarei**

RE: Letter of support

The Multicultural Whangarei office next door is always buzzing. Activities overlap, people with different backgrounds, from all over the world mix and mingle with each other and with locals exchanging stories, ideas and "kai".

The friendly and motivating staff arrange outings, organise workshops, support individuals, all focussed on helping newcomers feel safe and included while acknowledging their background at the same time.

Multicultural Whangarei stimulates and facilitates different ways of learning, sharing and socializing making sure everyone feels welcome and understood. We are fortunate to be the neighbour, collaborating where we can, resulting in many newcomers who choose to volunteer.

Any support that can be given to Multicultural Whangarei to enable them to grow in my view strengthens our colourful community as a whole. I therefore strongly endorse any application by this very worthwhile organisation for assistance, and hope it meets with favourable review.

Yours faithfully,

A handwritten signature in blue ink, appearing to read 'Bart van der Meer', is written over the 'Yours faithfully,' text.

**Bart van der Meer
Manager Volunteering Northland**

Budget
Multicultural Whangarei
April 2019 to March 2020

Account	Apr	May	June 19	July 19	Aug 19	sept	oct	nov	dec	Jan 2020	feb	mar	Total
Income													
Donations (110)	20	600	20	20	20	20	20	20	20	20	20	20	820
Event Income (120)	0	0	0	0	0	0	0	0	0	0	0	0	0
Event Income - Football (1202)	0	0	0	0	0	0	1,080	0	0	0	0	0	0
Grant income													
whangarei district council	6,000												6,000
other GRANT Income	100,000	4,000	7,200		3,000	6,820	1,500	1,800	11,000	5,400	1,000	6,820	148,540
Interest Received (140)	5	5	5	5	5	5	5	5	5	5	5	5	60
Other income (170)	0	0	0	0	0	0	0	0	0	0	0	0	0
Long term Sublet (180)	450	450	450	450	450	450	450	450	450	450	450	450	5,400
Room Rent (160)													0
Total Income	106,475	5,055	7,675	475	3,475	7,295	3,055	2,275	11,475	5,875	1,475	7,295	161,900
Less Expenses													
Operating/wages expenses	7,908	7,548	7,308	7,248	10,717	8,708	7,798	7,408	9,198	11,013	7,792	8,002	100,647
Event Expenses	0	4,000	0	0	0	430	1,500	0	0	0	500	500	6,930
Programme Expenses	2,983	3,993	2,983	3,483	3,993	9,803	2,983	3,993	3,483	3,243	3,733	9,733	54,409
Total Operating Expenses	10,891	15,541	10,291	10,731	14,710	18,941	12,281	11,401	12,681	14,256	12,026	18,236	161,986
Net Profit	95,584	-10,486	-2,616	-10,256	-11,235	-11,646	-9,226	-9,126	-1,206	-8,381	-10,551	-10,941	-86



Charity Summary

Registration Number: CC37124
Registration Date: 25/01/2009
Charity Name: Multicultural Whangarei Incorporated

Charity Details

Trading Name Multicultural Whangarei

Name Change History

Date of Change	Name
26/01/2009	Whangarei Migrant Centre Incorporated
25/09/2018	Multicultural Whangarei Incorporated

Registration Details

Registration Status:	Registered
Balance Date:	June 30
IRD Number:	Restricted
NZBN Number:	9429043166503

Address for Service:

Charity's Postal Address: SUITE 12
71 Bank Street
Whangarei 110

Charity's Street Address: SUITE 12
71 Bank Street
Whangarei 110

Charity's other details

Phone:	09 430 0571
Fax:	
Email:	whangareimc@gmail.com
Website:	whangareimigrantcentre.nz
Facebook:	
Twitter:	
Social Network Name:	

Areas of Operation

New Zealand:	Northland
Percentage spent overseas	0

Purpose & Structure

Purpose

We provide advice, information and advocacy for migrants and newcomers to Whangarei.

Entity Structure

The organisation is governed by a management committee, elected at the AGM. The Centre's business and goals are achieved through the partnership of the committee and co-ordinator, who is a paid employee. The co-ordinator also co-ordinates the Centre's day to day business for our migrants and newcomers.

Activities

Main Activity:	Acts as an umbrella / resource body
Activities:	Provides services, Provides advice / information / advocacy, Provides human resources, Acts as an umbrella / resource body, Provides buildings / facilities / open space

Sectors

Main Sector:	Community development
Sectors:	Community development, Social services, Employment, Arts / culture / heritage, Fund-raising, Other: Support to migrants

Beneficiaries

Main Beneficiary:	Migrants / refugees
Beneficiaries:	Children / young people, Older people, People of a certain ethnic / racial origin, General public, Family / whanau, Migrants / refugees

Annual Returns

Date Submitted	For Year Ended	Total Income	Total Expenditure	Reference
28/09/2018	30/06/2018	103,918	79,368	AR012
12/11/2017	30/06/2017	104,314	103,845	AR011
26/11/2016	30/06/2016	93,047	77,886	AR010
16/12/2015	30/06/2015	80,988	80,693	AR009
18/02/2015	30/06/2014	61,362	55,579	AR008
04/12/2013	30/06/2013	47,396	52,939	AR007
26/04/2013	30/06/2012	51,498	53,573	AR005
09/01/2012	30/06/2011	62,206	50,849	AR004
22/02/2011	30/06/2010	66,987	51,562	AR003
29/12/2009	30/06/2009	16,010	14,452	AR002

Officer Details

Current Officers

Name	Officer Type	Position	Position Appointment Date
Suzzette Monroe	Individual	Deputy chair	27/09/2016
Marion Kerepeti	Individual	Committee	26/09/2017
Eden Donald	Individual	committee	26/09/2016
Patrick French	Individual	Treasurer	25/09/2018
Shashi Kariyawasam	Individual	Committee Member	25/09/2018
Sun Kim	Individual	Committee member	25/09/2018
Swati Kapoor	Individual	Secretary	25/09/2018
Leah Peacock	Individual	Chair	21/03/2017
Sandeep Diwan	Individual	Committee	18/07/2017
Sharon Ho	Individual	Committee	15/08/2017

Past Officers

Name	Officer Type	Position	Last Date as an Officer
Leila Kay	Individual	Committee member	31/08/2011
Suman Rattan	Individual	Committee	30/12/2015
Vladislav Gorbachev	Individual	Committee	30/09/2016
Janelle Lowe	Individual	Committee	30/06/2016
Janelle Lowe	Individual	vice-chair	30/06/2016
Samantha Tracey	Individual	Committee	29/02/2016
Jennifer Huddleston	Individual	Secretary	28/05/2010
Petra Hupfeld	Individual	Vice-chair	26/09/2017
Pragna Nandra	Individual	Treasurer	26/09/2017
Astrid Kelly	Individual	Secretary	25/09/2018
Nitin Khurana	Individual	Treasurer	25/09/2018
Adriana Marchetto	Individual	Committee Member	21/09/2009
Byungkuoog Kim	Individual	Committee Member	21/09/2009
Dean Snow	Individual	Chairperson	21/09/2009
Humesh Prasad	Individual	Committee Member	21/09/2009
Wendy Naepflin	Individual	Vice Chairperson	21/09/2009
Jos Taylor-Colthurst	Individual	Chair	21/03/2017
Jesus Osmena	Individual	Committee member	20/05/2011
Jax Cullen	Individual	Officer	19/05/2015
Syed Jabbar	Individual	Committee	19/05/2015
Suresh Mathew	Individual	Committee member	19/05/2011
Monique Ansems	Individual	Committee member	18/09/2012
John Tobin	Individual	Committee Member	18/02/2015
Richard Eiger	Individual	Committee member	17/04/2014
Nancy Underwood	Individual	Secretary	16/09/2014
Sandeep Diwan	Individual	Committee Member	16/09/2014
Suman Rattan	Individual	Committee member	16/09/2014

Ellen Altshuler	Individual	Committee Member	15/05/2010
Alexandra Newlove	Individual	committee member	15/03/2016
Alexandra Newlove	Individual	Secretary	15/03/2016
Catherine Palmer	Individual	Committee member	12/09/2013
Marianne Egert	Individual	Secretary	12/09/2013
Penelope Kempton	Individual	Vice Chairman	12/09/2013
Penelope Kempton	Individual	Chairperson	12/09/2013
Victor Coda	Individual	Treasurer	12/09/2013
John Ivry	Individual	Treasurer	11/01/2016
Adriana Marchetto	Individual	Committee member	10/09/2013
David Clarke	Individual	Committee member	10/09/2013
Jenny Huddleston	Individual	Officer	10/09/2013
Henriette Politano	Individual	Vice Chair	03/07/2012

Whangarei Migrant Centre Incorporated

Performance Report

For the year ended:

30 June 2018

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Whangarei Migrant Centre Incorporated

Entity Information

"Who are we?", "Why do we exist?"

For the year ended:

30 June 2018

Legal Name of Entity:*	Whangarei Migrant Centre Incorporated
Other Name of Entity (if any):	Multicultural Whangarei
Type of Entity and Legal Basis (If any):*	Charitable Trust
Registration Number:	CC37124

Entity's Purpose or Mission: *

Our Mission

Creating a Community where everyone feels welcomed and supported

Our Vision

A safe, family focused place where migrants (and other people) feel supported and can help each other;
With a focus on "connecting people", building "bridges" across cultures - at the Centre and with visible public events and social activities;
Promoting an understanding of New Zealand culture; Inclusive of Maori and the Treaty of Waitangi;
Promoting cultural diversity and multi-culturalism to schools, businesses and media;
An organisation of well-functioning governance that people want to be part of;
Outward looking by building strong relationships in the community.

Our Values

Celebration of diversity
Acceptance of difference
People matter
Trust
Safety
Inclusiveness
People feel "This Centre is my place"
Connecting People

Entity Structure: *

The organisation is governed by a voluntary management committee, elected at the AGM. The Centre's business and goals are achieved through the partnership between the committee and the Centre Manager (along with a recently appointed Administration Assistant) who is a paid employee. The Centre Manager also manages the day to day business for our migrant and newcomers.

Whangarei Migrant Centre Incorporated

Entity Information

"Who are we?", "Why do we exist?"

For the year ended:
30 June 2018

Main Sources of the Entity's Cash and Resources:*

Grant income from charitable sources are our main form of income.
We also receive income from running events and from donations

Main Methods Used by the Entity to Raise Funds:*

Applications for grants, payments for running events and entrance monies from those events

Entity's Reliance on Volunteers and Donated Goods or Services: *

Our committee is made up of volunteers and our Centre relies upon volunteers to help the Centre Manager with the day to day running of our Centre. Our major events and social gatherings are run by volunteers.

Up to 20 volunteers help in all aspects of our organisation's services and community activities. We depend on donated services for our workshops and sponsorship for portable items required for our events.

Additional Information*

Grants are the lifeblood of our Centre for our various programmes for Migrants, for our events and for our operational costs. We apply for these throughout the year.

Contact details

Physical Address:	Suite 12 71 Bank Street Whangarei
Postal Address:	Suite 12 71 Bank Street Whangarei 0110
Phone/Fax:	09 430 0571
Email/Website:	whangareimc@gmail.co.nz multiculturalwhangarei.org.nz
	Multicultural Whangarei
	

Whangarei Migrant Centre Incorporated

INDEPENDENT AUDIT REPORT to readers of the financial statements
for the year ended 30 June 2018

REPORT ON THE FINANCIAL STATEMENTS ~ Page 1 of 2

I have audited the annual financial statements of the abovementioned entity as it is returned to the Charities Commission. Apart from non-financial information, this includes a Statement of Receipts & Payments, a Statement of Resources & Commitments and Notes thereon.

TRUSTEE'S RESPONSIBILITY FOR FINANCIAL STATEMENTS

The trustees are responsible for the preparation and fair presentation of these financial statements in accordance with Generally Accepted Accounting Practice (GAAP) in New Zealand and for such internal control the trustees consider necessary to enable the proper preparation of the financial statements that are free from material misstatement, whether due to fraud or error.

AUDITOR'S RESPONSIBILITY

My responsibility is to express an opinion on these financial statements based on my audit. I conducted my audit in accordance with New Zealand standards on auditing. These standards require that I comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain (audit) evidence about material amounts and disclosures. Procedures selected depend on judgement, that include the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting estimates, as well as evaluating the overall presentation of the financial statements.

Whangarei Migrant Centre Incorporated

INDEPENDENT AUDIT REPORT ~ CONTINUED

to readers of the financial statements
for the year ended 30 June 2018

REPORT ON THE FINANCIAL STATEMENTS ~ Page 2 of 2

In my opinion, the financial statements present fairly, in all material respects, the statement of financial position at year end and its financial performance for the year then ended in accordance with Generally Accepted Accounting Practise in New Zealand.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

INDEPENDENCE

Other than in my capacity as auditor, I have no relationship or interests whatsoever, either directly or indirectly, in the entity I am reporting on.

USE

The report is made solely to the reporting entity and its beneficiaries as a body and for no other purpose.



Mike Bezuidenhoudt
B Com, LLB, MBA
September 2018

Whangarei Migrant Centre Incorporated

Statement of Service Performance

"What did we do?"

For the year ended
30 June 2018

Description of the Entity's Outcomes:

By offering a safe, supportive environment where we provide information, training, networking opportunities, employment assistance, counselling and advocacy along with referrals to other social service organisations, our migrants and newcomers become confident and independent members of our community.

Family members feel that they belong, and this gives them the emotional strength to support the spouse who has come here as a skilled worker.

They appreciate that they are valued members who can contribute to our community.

Description and Quantification (to the extent practicable) of the Entity's Outputs:*	Actual*	Budget	Actual*
	This Year	This Year	Last Year
Visitors to our Centre	2761		1468
Intercultural awareness workshop (participants)	12		7
English Language Classes (participants)	50		30
International Day of Families	618		550
Treaty of Waitangi Programme (participants)	31		0
Football Festival	18 teams		10 teams
Professional Speaking 11 week programme (participants/graduates)	10		0
Migrant Assistance Programme	0		25
Mid Winter Celebration	40		25

Additional Output Measures:

We continue to have growth in numbers of newcomers (both Migrants and people moving from other areas of New Zealand) visiting our rooms. They come for many reasons - assistance to open a bank account, direction for specific services, to network, to volunteer, for training and to meet people.

An immigration specialist has been volunteering at our offices, providing initial advice for free and, where more work is needed, providing that service on a paid basis.

Additional Information:

We have 182 members

Whangarei Migrant Centre Incorporated

Statement of Receipts and Payments

"How was it funded?" and "What did it cost?"

For the year ended:

30 June 2018

	Notes	Actual* This Year \$	Budget This Year \$	Actual* Last Year \$
Operating Receipts				
Donations, fundraising and other similar receipts*		83,245		78,126
Fees, subscriptions and other receipts from members*		87		409
Receipts from providing goods or services*		5,475		5,605
Interest, dividends and other investment income receipts*		41		163
Other operating receipts		6,765		6,493
GST on Income		8,090		13,518
GST Refund		215		-
Total Operating Receipts		103,918	-	104,314
Operating Payments				
Payments related to public fundraising*		5,620		8,231
Volunteer and employee related payments*		39,202		30,602
Payments related to providing goods or services*				
Grants and donations paid*				
Other operating payments		25,806		51,100
GST on Expenses		4,157		6,115
GST Payments		4,583		7,797
Total Operating Payments		79,368	-	103,845
Operating Surplus or (Deficit)		24,550	-	469
Capital Receipts				
Receipts from the sale of resources*				
Receipts from borrowings*				
Capital Payments				
Purchase of resources*				1,739
Petty Cash Float Increase		50		
Repayments of borrowings*				
Increase/(Decrease) in Bank Accounts and Cash*		24,550	-	(1,270)
Bank accounts and cash at the beginning of the financial year*		58,130		59,400
Bank Accounts and Cash at the End of the Financial Year*		82,680	-	58,130
Represented by:*				
Cheque account(s)		42,647		3,188
Savings account(s)		39,870		54,829
Term Deposit account(s)				
Cash Floats				
Petty Cash		163		113
Total Bank Accounts and Cash at the End of the Financial Year*		82,680	-	58,130

Whangarei Migrant Centre Incorporated

Statement of Resources and Commitments

"what the entity owns?" and "what the entity owes?"

As at

30 June 2018

SCHEDULE OF RESOURCES		This Year \$	Last Year \$
Bank Accounts and Cash (from Statement of Receipts and Payments)*		82,680	58,130
Money Held on Behalf of Others*			
Description*		Amount*	Amount*
Money Owed to the Entity*			
Description*		Amount*	Amount*
MEAP Contract		-	10,063
WDC - IODF		4,600	5,195
WDC - Rent overpaid		3,381	-
Other Resources*			
Description and Source of Value* (cost or current value required if practicable to obtain)		Cost or Current Value*	Cost or Current Value*
Portable Heat Pump		2,308	2,308
Projector		1,022	1,022
Computer - HP Notebook and Printer		1,199	1,199
Computer - 22" LCD package		1,333	1,333
Blinds		1,188	1,188
free Standing Cupboard		940	940
Wall Hung Display Unit		946	946
Computer - HP 23 R018A aIO x 2		2,242	2,242
Computer - HP 15-AC017TU 15.6'		1,216	1,216
Chairs x 15		1,739	1,739
SCHEDULE OF COMMITMENTS		This Year \$	Last Year \$
Money Payable by the Entity*			
Description*		Amount*	Amount*
GST Payable		1,607	4,584
Unpaid Invoices		1,033	458
Other Commitments*			
Description*		Amount*	Amount*
Guarantees*			
Description*		Amount*	Amount*

Whangarei Migrant Centre Incorporated

Statement of Resources and Commitments

"what the entity owns?" and "what the entity owes?"

As at

30 June 2018

SCHEDULE OF OTHER INFORMATION

This Year

\$

Last Year

\$

Grants or Donations with Conditions Attached (where conditions not fully met at balance date)*

Cash received relating to activities to be undertaken in a future period

Amount*

41,084

Amount*

21,839

Resources Used as Security for Borrowings*

Whangarei Migrant Centre Incorporated

Notes to the Performance Report

**For the year ended
30 June 2018**

Note 1: Accounting Policies "How did we do our accounting"

Basis of Preparation*

Whangarei Migrant Centre Incorporated is permitted by law to apply PBE SFR-C (NFP) Public Benefit Entity Simple Format Reporting - Cash (Not-For-Profit) and has elected to do so. All transactions are reported in the Statement of Receipts and Payments and related Notes to the Performance Report on a cash basis.

Goods and Services Tax (GST)*

Whangarei Migrant Centre Incorporated is registered for GST. Therefore amounts recorded in the Performance Report are exclusive of GST (if any). GST owing, or GST refunds due as at balance date are shown in the Statement of Resources and Commitments.

Whangarei Migrant Centre Incorporated
Notes to the Performance Report
For the year ended
30 June 2018

Note 2 : Analysis of Receipts "How was It funded?"

Receipt Item	Analysis	This Year \$	Last Year \$
Fundraising receipts			
	Total	-	-

Receipt Item	Analysis	This Year \$	Last Year \$
Grants and donations	Contract Ministry of Social Development	8,750	37,500
	Donations	1,003	515
	Grant - Foundation North	21,739	17,391
	Grant - Lottery Board	20,000	20,000
	Grant - Pub Charity	1,993	721
	Grant - WDC Community Event		
	Grant - Community Organisation Grants Scheme	1,500	2,000
	Grant - Ethnic Communities Funding	7,072	
	Grant - Northland Grassroots	2,608	
	Grant - Southern Trust	8,695	
	Entity may like to list fundraising campaign or type	770	
	Grant - Sir John Logan Campbell Trust	2,000	
	Grant - Oxford Trust	896	
	Literacy Funding	1,652	
	Total	78,678	78,127

Receipt Item	Analysis	This Year \$	Last Year \$
Fees, subscriptions and other receipts from members	Memberships	87	409
	Total	87	409

Receipt Item	Analysis	This Year \$	Last Year \$
Receipts from providing goods or services	Events Income	5,475	5,605
	Total	5,475	5,605

Receipt Item	Analysis	This Year \$	Last Year \$
Interest, dividends and other investment income receipts	Interest - ASB	41	163
	Total	41	163

Receipt Item	Analysis	This Year \$	Last Year \$
Other receipts	Office Rental - Permanent Sublet	4,800	4,800
	Room Rent	1,360	1,630
	Other	605	63
	Total	6,765	6,493

Receipt Item	Analysis	This Year \$	Last Year \$
Capital receipts			
	Total	-	-

Whangarei Migrant Centre Incorporated

Notes to the Performance Report

For the year ended
30 June 2018

Note 3 : Analysis of Payments "What did it cost?"

Payment Item	Analysis	This Year	Last Year
Payments related to public fundraising	Events	\$ 5,620	\$ 8,231
	Total	5,620	8,231

Payment Item	Analysis	This Year	Last Year
Volunteer and employee related payments	Volunteer Costs	\$ 874	\$ 429
	Wages and Kiwisaver	38,328	29,953
	Staff Expenses		220
	Total	39,202	30,602

Payment Item	Analysis	This Year	Last Year
Payments related to providing goods or services		\$ -	\$ -
	Total	-	-

Payment Item	Analysis	This Year	Last Year
Grants and donations paid		\$ -	\$ -
	Total	-	-

Payment Item	Analysis	This Year	Last Year
Other operating payments	ACC Levy	\$ 64	\$ 33
	Accounting and Audit Fees	1964	5,347
	Advertising	86	2,548
	Catering Expenses	718	777
	Charities Commission	44	
	Computer	73	428
	Contractor		19,660
	Copier lease	183	407
	Equipment	531	
	Fees and Licences	346	304
	General Expenses		779
	Insurance	931	899
	Kitchen/Foods/Meals	359	293
	Office Equipment	305	318
	Parking	1386	
	Printing and Stationery	370	1,419
	Programme Expenses	6267	500
	Rent	8856	14,787
	Repairs and Maintenance		4
	Telephone/Internet	1183	1,529
	Training	1857	259
	Travel		809
	Website	283	
	Total	25,806	51,100

Payment Item	Analysis	This Year	Last Year
Capital payments	Asset Purchases - Chairs x 15	\$ -	\$ 1,739
	Total	-	1,739

AOF Application Form

“Looking ahead”

The purpose of this form is to look ahead over the next grant year, to see how you plan to use your annual operating grant for the benefit of the community.

Summary information	
Organisation name	Quarry Arts Centre
Contact Person Name, email and phone number of person completing this form	Sally Lush manager@quarryarts.org 0272609486
New postal address? Please provide if it has changed	
Incorporated Societies/ Charitable Trusts Registers Number	Number: CC25739 Please ensure your register is up to date.

Organisation information		
Resourcing	Number	FTE*
How many paid workers does your organisation employ?	5	3.5
How many volunteer workers does your organisation have?	10	1.5

* FTE is Full Time Equivalent. This is based on approximately 37.5 – 40 hours per week. Approximates are fine. Example: a person who works 20 hours a week is 0.5 FTE.

Area of work	
Please select which one of the following relate most closely to your organisation:	
<input checked="" type="checkbox"/>	Arts and Culture – Projects and activities that facilitate education and enjoyment of the arts and of culture for the people of our District.
<input type="checkbox"/>	Heritage and Environment – Projects and activities that preserve and promote the heritage of our District and that protect and enhance the environment in which we live.
<input type="checkbox"/>	Recreation and Sport – Projects and activities that enable participation and engagement in recreation and sport for people in our district of all abilities, ages and life stages.
<input type="checkbox"/>	Community Connectedness and Wellbeing – Projects and activities that strengthen community cohesion and connectedness in ways that cultivate healthy, happy and positive relationships across our District.

Data on your customers/visitors

Please tell us who your customers/visitors are, using estimated percentages where possible. *This information helps us to build a picture of which communities our funding supports. It is for statistical purposes only and has no bearing on your application.*

How many customers/visitors did you have 'last year'? (Please state what period your data covers)	11,000 per year
% Whangarei residents, Northland-wide residents, visitors (national/international)?	65% Local 35% Tourist
% Age ranges?	Under 5 4% 6-12 11% 13-25 15% 26-64 55% 64+ 15%
% Ethnicities?	No data recorded
Anything else you'd like to add?	30% studio holders are Maori -

The year ahead

Tell us about your organisation and what you plan to do in the year ahead with the below questions.

The Idea – Briefly explain your organisation's *kaupapa* (purpose):

The Quarry Arts Centre is a community art and craft space and gallery in the heart of Whangarei that serves the creative needs of over 11,000 people each year through its diverse range of services.

Established in 1980 the Quarry Arts Centre still works in accordance with its original mission of its founder, Yvonne Rust to provide a community focused working arts centre dedicated to the pursuit and development of creative practice.

Through workshops and courses, The Quarry enables anyone to explore and make art to feel better about themselves and their role in our society. Craftspeople and artists work from The Quarry's many on-site studios, benefitting from the creative collaboration sparked when artists come together. Professional, part-time and novice potters alike use The Quarry's extensive ceramics facilities – clay, glaze and tool supplies, wheels, electric and wood-fired kilns as well as tuition. Specialist education classes reach out to the differently abled community with ceramics and painting classes tailored to visually impaired, deaf and students with mental health issues.

This working arts and crafts centre is an exciting place, the only one of its kind in New Zealand attracting artists and tourists alike.

Notable New Zealand potter Yvonne Rust was the driving force behind the formation of the Quarry Arts Centre in 1980 as a community- focused working centre for a range of arts and crafts. The eclecticism of the Quarry's early days remains a strong feature of its artists and work programmes today. The Northland Craft Trust, which manages The Quarry, combines that original emphasis with a vision to establish The Quarry as a centre of excellence for the study and development of ceramics.

The Quarry Art Centre is run by a committed team of staff and volunteers under the direction of the Northland Craft Trust Board which aims to secure the long-term financial stability for The Quarry and is seeking relationships and partnerships to facilitate that.

Alignment – Tell us how your organisation’s kaupapa aligns with Council’s Vision and Community Outcomes?

The Northland Craft Trust has provided 35 years of service to the Whangarei and wider Northland community in providing a venue for artists to create work specifically ceramic work and for the public to learn about art and ceramics by participating in workshops and classes. This longevity reinforces the important role that the Northland Craft Trust operating the Quarry Arts Centre offers our community and indicates that we are efficient at delivering our core services.

The Quarry Arts Centre is sited within an area of natural beauty and heritage significance, abutting the Coronation Scenic Reserve and overlooked by Ngahere o Pukenui. Remnants of Whangarei’s industrial heritage sit alongside places of importance to local hapu – pa, midden and waterways. The grounds of The Quarry are open for local and tourists to enjoy 7 days a week. We have gardens and a waterfall which we maintain and have bee hives on site to assist in ensuring these amazing insects are sustained.

In the delivery of our services, by exposing people to creating art and experimenting with their creative sides we aim to boost self-esteem and inspire possibilities for an improved future.

A 10 minute stroll from central Whangarei with ample on-site car parking, the Quarry Arts Centre is an established tourist destination with signage to direct tourists from the main SH1. The Quarry grounds are open seven days a week providing a quiet sanctuary away from the busy hub of the city, a peaceful place so handy for Whangarei locals. The gallery exhibition space is open six days per week and visitors can meet artists at work, view exhibitions, participate in varied workshops and classes and relax in beautiful grounds studded with sculpture and outdoor art. Local artisanal products and the handmade are becoming more important for sectors of the tourist market, along with specific creative and cultural experiences and The Quarry is well placed to cater to these markets.

The Quarry openly encourages all members of society to visit, enjoy, look and participate in the activities regardless of race, ability/ disability or artistic experience.

The organisation met the expectations of the board by holding regular minuted board meetings, adhering to the NCT (Northland Craft Trust) rules, Annual Plan, budget and complying with all relevant reporting obligations including IRD and the Charities Services Register.

Our financial records are overseen by Yorke Stone accountants and audited as an indicator that our systems, records and documentation are accurate and we are operating in an appropriate manner to account for the use of public funds.

We currently have sufficient reserve of funds to cover 3+ months of operating expenses.

All reports to funding organisations accounting for grant spending have been filed on time.

Feedback from participants in workshops and classes is excellent with people loving the access to creative opportunities to develop their skills and enhance wellbeing and self-esteem. People from near and far love visiting the Quarry site with its eclectic and bohemian atmosphere and enjoy our varied exhibition schedule, shop and talking to artists on site.

Our organisation continues to provide facilities for artists at varying stages in their careers. From beginners to professionals we endeavour to cater for their requirements by providing spaces, workshops, meeting spaces and a friendly non-threatening environment in which to be immersed in art and creativity.

We provide spaces and programmes that meet the needs of the differently abled community including blind and Downs Syndrome as well as those suffering from mental health challenges.

We offer a kiln service to the community where anyone can come and have their ceramic work fired a service that is especially useful for our ceramics classes, artists, schools and other community groups.

We provide experiences for participants to learn technical, interpersonal and creative skills leading to the ability to enhance cultural engagement and facilitate ongoing learning by transference of these skills.

Our arts events are a source of pride for residents of our community and the surrounding area and we have developed a sense of connection within that community.

None of this could be achieved without a lot of commitment and hard work from the Quarry staff, artists and volunteers. Administering the Quarry site and all that happens inside and outside of it takes time and money. Thanks to Whangarei District Council and Foundation North we continue to provide these services to many people of our community.

The Need – What need is there for your organisation? What indicators do you use?

The Northland Craft Trust has provided 35 years of service to the Whangarei and wider Northland community in providing a venue for artists to create work specifically ceramic work and for the public to learn about art and ceramics by participating in workshops and classes. This longevity reinforces the important role that the Northland Craft Trust operating the Quarry Arts Centre offers our community and speaks to the necessity of our existence.

More than 11,000 people visit the arts centre each year, visitors are locals and tourists both national and international who come and enjoy the peaceful surroundings, engage with local artists in their studios and buy locally made product.

Community access to and participation in the creative arts are improved through workshops and community activities we run, with over 500 workshops held and 3500 attendees per year.

18 artists are based at the arts centre during the year, including practitioners of uku (traditional clay works), whakairo rakau (woodcarving) and a range of ceramicists, painters and interdisciplinary artists. The studio spaces are for artists to create and store work, which can be visited by the public and creates a communal environment in which to collaborate and create their work.

Artists from the arts centre and around Te Tai Tokerau/Northland exhibit and sell their work from the gallery and retail space.

People from the disability sector benefit when they come for art therapy workshops as do school children on school visits, home school groups and the elderly on group outings.

TKPT Te kowhai Print Trust, the Wood Turner's and the quarry co-op shop operate their ventures from our site and thus benefit by having a venue and audience.

The Impact – What difference will your organisation make to the community over the next year?

Quarry Arts Centre, Whangarei assists artists by providing facilities for them to create, exhibit and sell their work. As a working, community arts centre, the Quarry Arts Centre is unique in Northland / Te Tai Tokerau; there is no other place where artists can come together to focus exclusively on the creation of art, where visitors can access a working arts community, or where ceramics and other workshops enable participants to explore their creativity.

Our staff benefit as their skills are used in employment in the Arts sector.

Our volunteers approx 30 per year gain much-needed companionship, self-esteem and future employment opportunities by the experience of volunteering for us.

Our suppliers benefit by way of revenue from our operation.

Customers benefit from the sale of clay, glazes and other specialist materials for the production of ceramics available both in store and online. We provide the only community kilns in the area where we accept work from anyone in the community, providing a professional service of firing the work and being on hand to help discuss and try to solve any problems.

Artistic groups and individuals have access to specialist facilities, including electric and wood-fired kilns, pottery wheels, workshop rooms for hire and meeting spaces

We expect to see more people become involved in a creative pursuit which will enhance their sense of self-worth, social inclusion and feelings of happiness.

We are continuing to add our valuable input into the known benefits of the arts to community well-being as identified and supported by Creative New Zealand's research.

Areas where we are benefiting the community are:

- contributing to the economy - with sales of artwork, small business operation by artists, employment opportunities
- improve educational outcomes - teaching creativity and art creates more rounded adaptable adults. Volunteer work leads to reference building and future employment opportunities
- create a more highly skilled workforce - Many of our volunteers feel a strong sense of ownership and loyalty to The Quarry and by being able to participate in activities and add their input into the running of The Quarry builds self-worth and employment opportunities for them. We have volunteers helping us with gardening, accounts, front of house, repairs and maintenance, and these people are gaining valuable work experience and the opportunity to build their reputation leading to references when they apply for jobs.
- improve health outcomes- happier people who are fulfilled and feel a sense of community are healthier and more resilient
- improve personal well-being - opportunity to learn art and be creative leads to higher self-esteem and a higher degree of personal wellbeing. For many of our volunteers coming here is the highlight of their week, providing much needed self-worth and wellness benefits.
- rejuvenate cities - arts activities, create and build vibrancy in cities drawing more people in to live, learn and enrich the local areas making them better places to live and work
- create social inclusion- The environment of The Quarry creates social inclusion by bringing different cultures together in various shared art making ventures.
- the diverse communities of Northland feel connected and feel that they belong to The Quarry community where they feel a sense and ownership of the environment of The Quarry and a sense of place in Whangarei and Northland.

- are important to the lives of New Zealanders - Many of our visitors are people who remember coming to The Quarry in the 1980's when Yvonne Rust the creator was in residence and the memories of those times are dear to them.

The Quarry Art Centre creates employment and career pathways for artists and the sale of their work directly contributing to the greater productivity of Northland/Te Tai Tokerau. The Northland Craft Trust has long supported the creative enterprise and employment options of the North by providing space for artists to work. 18 artists are accommodated in studios for working artists on site. Current tutors include artists in residence, but also a broad range of independent artists working in the community.

Collaboration – What other organisations, community groups and individuals will you collaborate with to make a difference to the community?

We deliver workshop programs in the disability sector called Stepping Stones to Art and Emerge which provide people with disabilities the opportunity to express themselves through the creation of art.

TKPT- Te Kowhai Print Trust share the site with us and our joint focus on developing the arts on Northland make collaboration a natural component of the future of both Trusts artistic ventures.

Quarry Craft Coop Shop

Art Beat we will provide another Children's activity

CollaborationNZ we will again loan equipment and supply product

Creative Northland advice and support

Kiwi North advice, support exchange of ideas

Tutors including Julie Cromwell, Kath Batchelor, James Lawrence, Todd Sheridan, Jenny Crundwell, Granville Haworth, Matt K, Carley Field, Israel Dawson, Kristin Kay, Jane Whiting, Damian Gavin, Alexandra Hannam, Ross Payne

CANZ Ceramics Association of NZ we collaborate with this organisation to hold our new Open Ceramics Award (OCA) where we gather the best in NZ Ceramics in a nationwide competition and exhibition with generous prize pool. 2018 was the inaugural exhibition and serves to raise the profile of NZ ceramics and the Quarry Art Centre as a centre for ceramics excellence.

Hearing impaired groups home schooling, Wood turners

Barfoot and Thompson loan of gazebos for Summer DO

Member of Pukenui Collective a group of non-profit organisations based in Whangarei, who work closely to improve the performance and outcomes of our respective organisations and to raise the profile of Whangarei for visitors.

Your Approach – How will you demonstrate the impact of your work?

Our most reliable measure is to make sure that we have fully booked workshops, classes, work spaces, artist studios and gallery bookings to maximise the people who are benefiting from the experiences available.

We can measure how well we are doing by evaluating the feedback forms we get participants to fill out regarding their experience of the classes. We monitor social media performance to check on feedback and comments. We will continue to measure our success by increasing our sales of artwork and ceramic supplies

meaning that we have catered to our market which will further ensure financial stability for the organisation.

Another measure of our success will be increasing our volunteer numbers and volunteer hours enabling these people to feel involved in the Quarry experience and to enhance their work skills and future career opportunities.

Feedback from other organisations that we meet with and collaborate with help us to moderate what we do and refine what we offer.

The continued viability of this organisation to deliver on its mission and vision is reliant on securing sufficient funding to allow the services to continue.

Funding

The Annual Operating Fund grant is an exceptional level of support for organisations that provide ongoing, valuable services, programmes and amenities to the community.

Generally, indicative levels of funding remain consistent from year to year, subject to satisfying the performance measures and need/benefit assessment for this Fund.

If exceptional circumstances mean you would like to request a change in funding, please state your request and rationale below.

Thanks to the generosity of WDC our organisation now has more surety of funding and has improved our delivery of workshops and all other areas of our service but still find ourselves under pressure to meet the needs of our growing customer base.

We would like to grow our ability to develop a broader education programme reaching out to schools with LEOTC programmes, preschools, Home schooling groups and rest homes in the area by employing a person to manage this role. We would like to request an increase of \$13,000 (Based on 14 hours per week x 52 weeks x \$19 per hour) to assist us to fill this role. This would help us to fill a very real need for more varied art education to reach a younger target group to instil a love of art and creativity from a young age and to assist the elderly to feel good about themselves.

AOF Report

Attach your AOF report along with your business plan.

AOF Impact Report Form

“Looking back”

The purpose of this form is to look back over the last grant year, to see what impact your annual operating grant has had on the community.

Organisation name	Quarry Arts Centre
Contact name	Sally Lush
Position in group	Manager
Email	manager@quarryarts.org
Daytime phone number(s)	0272609486

Performance measures

In July 2018, we provided you with a set of performance measures (attached again for your reference). Please refer to these when answering the below questions on your impact over the last year.

(If you were given specific, additional measures, please report against those as well).

For the reporting period, tell us how your organisation went with the following questions.

Did your organisation meet the expectations of your board, the people who use your services, and the wider community? Why/why not?

Yes to all 3.

The organisation met the expectations of the board by holding regular minuted board meetings, adhering to the NCT (Northland Craft Trust) rules, Annual Plan, budget and complying with all relevant reporting obligations including IRD and the Charities Services Register.

Our financial records are overseen by Yorke Stone accountants and audited as an indicator that our systems, records and documentation are accurate and we are operating in an appropriate manner to account for the use of public funds.

We currently have sufficient reserve of funds to cover 3+ months of operating expenses.

All reports to funding organisations accounting for grant spending have been filed on time.

Feedback from participants in workshops and classes is excellent with people loving the access to creative opportunities to develop their skills and enhance wellbeing and self-esteem. People from near and far love visiting the Quarry site with its eclectic and bohemian atmosphere and enjoy our varied exhibition schedule, shop and talking to artists on site.

What difference did your organisation make?

Our organisation continues to provide facilities for artists at varying stages in their careers. From beginners to professionals we endeavour to cater for their requirements by providing spaces, workshops, meeting spaces and a friendly non-threatening environment in which to be immersed in art and creativity.

We provide spaces and programmes that meet the needs of the differently abled community including blind and Downs Syndrome as well as those suffering from mental health challenges.

We offer a kiln service to the community where anyone can come and have their ceramic work fired. This service is especially useful for our ceramics classes, artists, schools and other community groups.

We provide experiences for participants to learn technical, interpersonal and creative skills leading to the ability to enhance cultural engagement and facilitate ongoing learning by transference of these skills.

Our arts events are a source of pride for residents of our community and the surrounding area and we have developed a sense of connection within that community.

None of this could be achieved without a lot of commitment and hard work from the Quarry staff, artists and volunteers. Administering the Quarry site and all that happens inside and outside of it takes time and money. Thanks to Whangarei District Council and Foundation North we continue to provide these services to many people of our community.

What worked well?

- Our range of workshops and courses has been varied and interesting with classes covering, Beginners Clay, Continuing Clay, Glaze application, Life Drawing, Watercolour painting, Silver Jewellery making, Kids Clay, Kids Creativity, School Holiday classes, special group visits, kiln building, Glass making, Abstract painting, Printmaking and Woodturning.
- We have introduced a new online booking system which is reducing the time in administration and making it easier to ensure each class is full, thus driving more revenue.
- We have upgraded our computers and introduced Office 365 to network our computers which has made a big difference to our efficiency and information sharing.
- NCT continues to be the sole NZ distributor of the highly respected Amaco brand of ceramic glazes and tools which are manufactured in USA and are a globally recognised brand. As well as financial benefits from the sales of these products, this gives NCT added credibility in the ceramics field.
- NCT also imports another brand of glazes directly from overseas to broaden our range and maximise margins.
- We are continuing to sell our ceramics supplies of glazes, clay and tools nationally via mail order which has increased our income.
- Our active marketing via Facebook, newsletters, free event listing websites, paid advertising and editorial content have helped to raise our profile, bringing more people to visit and driving an increase in revenue.
- We engaged with the wider community by having a clay day for children at ArtBeat in February this year
- The Funky Christmas market day in December was a great success with approx. 50 stallholders and 800 visitors to the site.

<p>What didn't work so well?</p> <p>What does not work so well for us is increasing demands for more services to be delivered with the same resources which puts financial pressure on the organisation and personal pressure on staff. Having 2 exhibitions in a month puts a big strain on our resources and does not give an exhibition enough traction for media promotion. All new exhibitions booked from August will be on a 1 per month basis.</p>
<p>Resourcing – In your last application, you provided indicative numbers of volunteer and paid staff, and their expected total hours for the year. Were the actual numbers the same as expected/indicated? If not, please provide some comment.</p> <p>We anticipated 5 staff members at 3.5 FTE and this is what we operated on.</p> <p>We had 10 volunteers consistently giving approximately 60 hours per week of their time in many different areas including governance, Front of House, grounds maintenance, building maintenance, cleaning etc.</p> <p>We have amazing volunteers and could not operate The Quarry to the level we do without them. They have become part of the Quarry Team and are highly respected. Their jobs and worthwhile and we know they get as much satisfaction and pleasure from the relationships as we do.</p> <p>We have employed a new kiln technician in a .3 FTE capacity and a new manager, Sally Lush to replace Ali Goodman.</p>
<p>Who and how many people were involved with or received services from your organisation? How did they benefit?</p> <p>Visitors to the Quarry 11,000 Participants in workshops 3,500</p> <p>Whether through pottery and glazing workshops, community firings in the newly-opened wood-fired kiln, or the work of resident artists, the production of ceramics is at the heart of the Quarry. The Trust aims to maintain these facilities, continuing to create a working environment offering high-quality opportunities for artists, community groups, learners and visitors, at all stages of the ceramics process, and with strong links with other ceramics groups throughout the country.</p> <p>Some examples of benefits to our community.</p> <ul style="list-style-type: none"> • We provide the community with opportunities to fire their ceramic work. Kilns are used by schools, preschool, interest group, individuals, hobby potters, professional ceramicists etc. • Refurbishment of Bunker 3 is in process to provide an extra working studio to allow another 1 or 2 artists to have a stable base studio and the public increased exposure to artists on site.

- IT systems have been upgraded to Office 365 which allows all staff to be connected to the same network and a freer flow of information. This has helped us streamline our service delivery and become more efficient.
- We offer a good range of workshops and classes to a range of abilities and age groups.
- We have increased our workshop and class revenues and efficiency by introducing an on line booking system through Events Pronto. This has made it easier for people to sign up to our classes.
- We have increased the range of glazes, clays and clay tools available in our shop for purchase. The volume and revenue from sales of glazes has increased and systems are now in place to monitor sales and provide accurate information for reordering stock which in turn means better service to our clients.
- We have increased sales revenue for our clay stock which means we are supplying more people and there are reduced incidences of items being out of stock.
- The public who visit our grounds find the activity here interesting, creative and peaceful, a haven of tranquillity just a couple of minutes from the city centre.
- Local people are proud to be able to have this asset in their community to showcase the talent of local people.

Who did you work with to deliver your project, programme or service?

Artists all over NZ involved in our Great Plate fund raiser by donating an artwork for the auction
 Schools in the Whangarei area who came for LEOTC experiences

Collaboration to promote mental health awareness with an exhibition and working with affected people on arts projects.

Working with the deaf community with a day of activities for younger deaf people from Kelston Deaf Group.

TKPT- Te Kowhai Print Trust share the site with us and our joint focus on developing the arts on Northland make collaboration a natural component of the future of both Trusts artistic ventures. We share our resources, studio and workroom spaces.

Quarry Craft Coop Shop

Art Beat Childrens Clay activity

CollaborationNZ loan of equipment and supply of product

Creative Northland advice and support

Kiwi North advice, support exchange of ideas

Kukupu Collective organising a group exhibition

Tutors including Julie Cromwell, Kath Batchelor, James Lawrence, Todd Sheridan, Jenny Crundwell, Granville Haworth, Matt K, Carley Field, Israel Dawson, Kristin Kay, Jane Whiting, Damian Gavin, Alexandra Hannam, Ross Payne

CANZ Ceramics Association of NZ we collaborate with this organisation to hold our new Copen Ceramics award where we gather the best in NZ Ceramics in an exhibition and nationwide competition with generous prize pool. 2018 was the inaugural exhibition and serves to raise the profile of NZ ceramics and the Quarry Art Centre as a centre for ceramics excellence.

Partnership with English Language group

Helen Hughes as organiser and 50 artists involved in the successful Funky Xmas Market in December.

Barfoot and Thompson

Member of Pukenui Collective a group of non profit organisations based in Whangarei, who work closely to improve the performance and outcomes of our respective organisations and to raise the profile of Whangarei for visitors. North Tec for mentoring a Business student on a research project toward their degree.		
Which of the following areas would you like to strengthen? (please tick or highlight)		
<input checked="" type="checkbox"/> Leadership	<input checked="" type="checkbox"/> Marketing/publicity	<input checked="" type="checkbox"/> Facilities
<input checked="" type="checkbox"/> Fundraising	<input type="checkbox"/> Financial management	<input type="checkbox"/> Planning and organisation
<input type="checkbox"/> Equipment and resources	<input type="checkbox"/> Volunteers/time	<input type="checkbox"/> General skills/expertise
<input type="checkbox"/> Other:		
Is there anything else you'd like to tell us?		

Attach:

- Your business plan for the year(s) ahead.

Submit:

Your completed report with your application for next year to funding@wdc.govt.nz.

You can also post it to:

Community Funding
 Whangarei District Council
 Private Bag 9023
 Whangarei 0148

Or drop it in to one of our customer service centres.

Thank you for contributing to your community and helping Whangarei to be a vibrant, attractive and thriving district.

NORTHLAND CRAFT TRUST

BUSINESS PLAN

FOR YEARS

1 July 2017 to 30 June 2018

1 July 2018 to 30 June 2019

and

1 July 2019 to 30 June 2020



VISION

**To continue with Yvonne Rust's vision
of providing a community focused
working arts and crafts centre
dedicated to the pursuit and
development of creative practice**

MISSION

**Nurturing the Creative Spirit of
Northland since 1982**

**Whakatupua Te Puna Waihanga O Te
Tai Tokerau**

PURPOSE

**To provide a venue and environment conducive to the development of artists
To encourage the creation of world class art for exhibition and sale
To raise public awareness for the betterment of art
To raise funds ensuring delivery of quality services
To advertise and promote workshops and events**

The Quarry Arts Centre

Executive Summary

- a space for artists and the community
- where people create and explore art and craft
- a centre of excellence for ceramics in Northland

The Quarry Arts Centre is a community art and craft space and gallery in the heart of Whangarei that serves the creative needs of over 11,000 people each year through its diverse range of services.

Established in 1980 the Quarry Arts Centre still works in accordance with its original mission of its founder, Yvonne Rust to provide a community focused working arts centre dedicated to the pursuit and development of creative practice.

Through workshops and courses, The Quarry enables anyone to explore and make art to feel better about themselves and their role in our society. Craftspeople and artists work from The Quarry's many on-site studios, benefitting from the creative collaboration sparked when artists come together. Professional, part-time and novice potters alike use The Quarry's extensive ceramics facilities – clay, glaze and tool supplies, wheels, electric and wood-fired kilns as well as tuition. Specialist education classes reach out to the differently abled community with ceramics and painting classes tailored to visually impaired, deaf and students with mental health issues.

This working arts and crafts centre is an exciting place, the only one of its kind in New Zealand attracting artists and tourists alike.

Notable New Zealand potter Yvonne Rust was the driving force behind the formation of the Quarry Arts Centre in 1980 as a community- focused working centre for a range of arts and crafts. The eclecticism of the Quarry's early days remains a strong feature of its artists and work programmes today. The Northland Craft Trust, which manages The Quarry, combines that original emphasis with a vision to establish The Quarry as a centre of excellence for the study and development of ceramics. The Trust aims to secure the long-term financial stability for The Quarry and is seeking relationships and partnerships to facilitate that.

The Quarry Art Centre is run by a committed team of staff and volunteers under the direction of the Northland Craft Trust Board.

The Trust's Board is rejuvenated and its plans are bold, ambitious yet achievable – with the support of others The Trust wants to build relationships with partners to bring these plans to fruition.





Where we are going in the next few years and what we plan to do to get there

Centre of excellence for ceramics and more

Whether through pottery and glazing workshops, community firings in the newly-opened wood-fired kiln, or the work of resident artists, the production of ceramics is at the heart of the Quarry. The Trust aims to enhance this by extending the facilities to create a working environment offering high- quality opportunities for artists, community groups, learners and visitors, at all stages of the ceramics process, and with strong links with other ceramics groups throughout the country. As a centre of excellence, The Quarry would run additional professional workshops and learning experiences, attract and provide working space for professional ceramicists, offer ceramics residencies and scholarships, collect, exhibit and sell ceramics, and promote the study of ceramics.

Shorter and longer vision - key steps on the way

Kiln Precinct

- Short term: Complete the build of a new wood fired kiln at the heart of the kiln precinct –*December 2017. Kiln built and operational.*
- Short term: Create a dry storage space for kiln wood – *December 2017. Achieved Dec 15 2017*
- Short Term: Wood fired kiln processes put in place – *Completed Nov 2018*
- Short term: Obtain and install another electric kiln capable of firing to higher temperatures –*In process February 2019*
- Short term: Build new kiln shed to house work to be fired – *In process Mar 2019*

Site works

- Short term: Install new cohesive signage throughout site and outside site, based on approved existing and logo – *Dec 2019*
- Short term: Complete the refurbishment of Bunker 3 studio –*In process March 2019*
- Long term: Create a plan to rebuild wetlands and use the adjacent land effectively –*March 2020*
- Long term: Rebuild wetlands as per plan –*December 2020*
- Short term: Complete scope for work on cliff face – *March 2020*
- Short term: Studio 12 repair leaking roof- *Completed Roof replaced Feb 2019*
- Long term: Complete scope for new buildings to include workshop areas, studios, café and storage – *August*

2018 completed awaiting confirmation of funding from PGF

- Long Term: Apply for funding for Te Ara Toi project - *Aug 2018 Completed Awaiting Funding Decision*
- Long term: Complete build of new buildings as part of Te Ara Toi dependent on PGF Funding – December 2020 *Awaiting funding decision from PGF*
- Long term: Site kitchen upgrade – November 2018 *Achieved June 2018*
- Long term: Driveway sealing – December 2020
- Long term: Garden upgrades - December 2020 *Ongoing progress*
- Long term: Site lighting – December 2020
- Long term: Site enhancement to capitalise on our sculptures and unique setting – *March 2020*

Communications

- Short term: Introduce an updated membership system – Dec 2019
- Short term: Organise a calendar of regular studio holders bi-monthly meetings – April 2018 *Presently in process*
- Short term: Build the initial framework working document for a new website – April 2017 *Website operating efficiently Mar 2019*
- Short term: Replace all signage on and off site based on existing approved logo – *Dec 2019*
- Short term: Generating a calendar of events & visits to ensure a good relationship network use Team up calendar – Information is accessible from our website, Facebook and events Pronto Mar 2019 *Ongoing*
- Introduce networked system for all computers and information sharing using Office 365 - *Completed Nov 2018*

Workshops

- Short term: Improve sales by communication and marketing to achieve minimum 80% attendance rate in each workshop – Introduced Events Pronto web-based booking system - *Achieved Dec 2018*
- Short term: Generate a bank of generic course descriptions, material lists and student info to ensure efficient communication before and after each workshop – *Completed by implementation of Events Pronto web-based booking system Dec 2018*
- Short term: Increase storage in workshop rooms – *June 2018*
- Short term: Increase flexibility of workshop spaces to run more efficiently – *June 2018 Ongoing*
- Short term: Purchase new potting to wheels to replace borrowed wheels, seek funding - *Achieved Jan 2019*
- Short term: Provide new workshops to complement existing offering – *Ongoing*
- Short term: Collaborate more with organisations to provide services to people with differing learning and physical abilities- *Ongoing*
- Short term: Extend courses offered to more school, preschool, clubs, older people organisations etc - *Ongoing*

Ceramics supply shop and other sales

- Short term: Create a marketing strategy for sales – *June 2018*
- Short term: Introduce a stock control system (spreadsheet based) to keep track of stock for reordering purposes – Completed *Mar 2019*
- Long term: Introduce automated stock control system - *Dec 2010*
- Long term: Take the ceramics supplies to an online catalogue – *June 2020*

General administration and other visions

- Short term: Continue to analyse and overhaul the systems to a fully current operations manual – *Dec 2019 Ongoing*
- Long term: Full appraisal of NCT collection, suitable storage and/or display – *December 2020*

Financial

- Short term: Create a fundraising plan and calendar of application dates *May 2019 and ongoing*
- Short term: Apply for funding for a fundraiser position - *April 2020*
- Short term: Increase revenue from onsite café to ensure sustainability of the operation: *Jan 2019 and ongoing*
- Short term: Review and streamline financial policies – *Dec 2019 and Ongoing*

Health and Safety

- Short term: Upgrade site safety signage - *May 2019 and ongoing*
- Short term: Review H&S policies and procedures and implement updates *Mar 2019 ongoing*
- Short term: Upgrade RAMS forms (Risk Assessment and Management forms) for visiting school groups
- Short term: Train staff in H&S policies *Mar 2019 Ongoing*
- Short term: Communicate H&S policies and procedures to site users, ie studio holders, tenants, visitors, staff
- *Mar 2019 Ongoing*

On site stakeholders

- Short term: Studio Holders rental review process to be undertaken to standardize rental figures - *Mar 2019 ongoing*
- Short term: Leases review: Studio holders, TKPT, Quarry Coop shop, Woodturners- *Feb 2020*
- Short term: Ensure café meets WDC regulations and obtain verification of Food Control Plan- *Dec 2018 Achieved Feb 2019*

How are we placed to achieve this?

A unique opportunity

The Trust's plans to enhance The Quarry are timely. Northland is fast becoming an important tourist destination, and artistic and cultural experiences are a key component. The development of the Hundertwasser Museum and contemporary Maori Art Gallery in Whangarei offer an unparalleled opportunity for The Quarry to leverage off the growing emphasis on cultural experiences.

The Quarry is also uniquely placed to reap the benefit of the rising interest in handmade objects. An emphasis on the artisanal is a global trend, with locally made objects highly valued for social, cultural, economic and environmental reasons. The hands-on, complete ceramics process intrinsic to The Quarry allows people to create their own objects; the works made by Quarry artists offer consumers a chance to own something unique.

A big thank you to our funders: -



AOF Application Form

“Looking ahead”

The purpose of this form is to look ahead over the next grant year, to see how you plan to use your annual operating grant for the benefit of the community.

Summary information	
Organisation name	Sistema Whangarei - Toi Akorangi
Contact Person Name, email and phone number of person completing this form	Michelle Jones, Administration Manager mlm.mjones@gmail.com , sistemawhangareioffice@gmail.com 09 430 7436 (office), 028 258 20770 (mobile)
New postal address? Please provide if it has changed	PO Box 1146 Whangarei 0140
Incorporated Societies/ Charitable Trusts Registers Number	Number: CC54047 Please ensure your register is up to date.

Organisation information		
Resourcing	Number	FTE*
How many paid workers does your organisation employ?	5	1.2
How many volunteer workers does your organisation have?	24	0.2

* FTE is Full Time Equivalent. This is based on approximately 37.5 – 40 hours per week. Approximates are fine. Example: a person who works 20 hours a week is 0.5 FTE.

Area of work	
Please select which one of the following relate most closely to your organisation:	
<input checked="" type="checkbox"/>	Arts and Culture – Projects and activities that facilitate education and enjoyment of the arts and of culture for the people of our District.
<input type="checkbox"/>	Heritage and Environment – Projects and activities that preserve and promote the heritage of our District and that protect and enhance the environment in which we live.
<input type="checkbox"/>	Recreation and Sport – Projects and activities that enable participation and engagement in recreation and sport for people in our district of all abilities, ages and life stages.
<input type="checkbox"/>	Community Connectedness and Wellbeing – Projects and activities that strengthen community cohesion and connectedness in ways that cultivate healthy, happy and positive relationships across our District.

Data on your customers/visitors

Please tell us who your customers/visitors are, using estimated percentages where possible. *This information helps us to build a picture of which communities our funding supports. It is for statistical purposes only and has no bearing on your application.*

How many customers/visitors did you have 'last year'? (Please state what period your data covers)	<p>101 children came to the after school, 197 more students were impacted through community programs supported by Sistema with instruments, resources and expertise.</p> <p>35 Volunteers received leadership and musicianship training</p> <p>Estimated total people impacted by the program through concerts, workshops and whanau engagement: 1298</p>
% Whangarei residents, Northland-wide residents, visitors (national/international)?	100% Whangarei residence
% Age ranges?	0-5 -2%, 6-12 48%, 13 - 25 40%, 26 -64 8%, 64plus 2%
% Ethnicities?	<p>NZ European = 25.5%, Maori = 67%, Pacific Peoples = 2%</p> <p>Other European = 2%, Chinese = 2%, South Asian =0.5%, Indian =0.5%, other Ethnicity =0.5%</p>
Anything else you'd like to add?	<p>We know that our reach goes beyond the doors of the building. Our tamariki become a role model for their whanau and bring hope and possibility to their community. They are encouraged to embrace new dreams and goals.</p> <p>So when a child enrolls in our program we expect to see the impact on the whanau and the community.</p>

The year ahead

Tell us about your organisation and what you plan to do in the year ahead with the below questions.

The Idea – Briefly explain your organisation's *kaupapa* (purpose):

Sistema Whangarei -Toi Akorangi is a program inspired by El Sistema based in Venezuela which has been impacting the lives of their poorest and most disenfranchised communities. From this program we now see many high quality musicians including Gustavo Dudamel.

(https://www.ted.com/talks/astonishing_performance_by_a_venezuelan_youth_orchestra_1)

We believe that there is great power in learning to play an instrument and to learn inside of the orchestra. In our own program already we see our young people walking tall and being an inspiration to others. We work inside of the principles that can be seen in Sistema inspired programs around the world (see Ngā Pou e Whitu o te Whare Pūoro o Hītema (Sistema)

The 7 Pillars of the Sistema) and also the principles of Tuakana/ Teina and Ako. Toi Akorangi, is our Maori name and stands for the ideals of creating a place of learning where the teacher is also the student and the student is a teacher – everyone contributes to the wonderful possibilities of working together in music and aspiring to great heights. These combinations of principles have us reach deeper, wider and higher in our approach to music learning and performance.

Alignment – Tell us how your organisation's *kaupapa* aligns with Council's Vision and Community Outcomes?

Our purpose is to break down barriers and provide opportunities for children to participate in community orchestral music making and to receive its many benefits such as social inclusion, aspiration and joy. Community development is integral to our program. We want to see lives changed and our community enriched.

In Sistema Whangarei we have a set of principles which we call the Pillars/ Pou.

They are :- Radical inclusion - Te Whanau Ringa Tuwhera, Ensemble Learning - Tira Puoro, Peer to Peer Learning - Ako Tetahi ki Tetahi, Music as Passion and Expressivity - Te Ihihi o te Reo Puoro, Intensity - Te Kaha, High Musical aspiration -Nga Whaingā Teitei, Family and Community Involvement - Te Porowhita Whanui.

We sustain integrity in every decision or action by always considering the Pou/ Pillars. In addition to this we work inside the concepts of Ako and Tuakana/ Teina. Our young people are our greatest asset and we value their continued contribution to the direction of the program. We have students who started learning with us in the early years who now tutor younger children and can flip easily from one role to the other. Sistema Whangarei -Toi Akorangi supported Whangarei Girls High Music Department in a Teacher Lead Innovation Fund (TLIF) Inquiry called 'Connecting the Dots' in which we inquired into the benefit for the Tuakana in the Tuakana/Teina relationship. The findings supported our beliefs that our Tuakana were not only growing in personal awareness and confidence but also that their own learning and musical experience was enhanced by the experience. Just as in the TLIF inquiry project we also see that our Teina are benefiting more and more each year from the students who come before them. The rate of learning is increasing for each new enrollment intake and I consider that this growth in learning is directly related to the development of our Tuakana.

Our Kaupapa is to support and strengthen our community through the growth and development of our Tamariki and Rangatahi using these principles and concepts.

The desired impact is that more children in our community can find their creative path through ensemble music making and also that our wider community will see our young people for the amazing, creative, and passionate people that they are. We want to provide a platform for excellence and self expression. We want our young people to take the reins and be the inspiration for each other and our nation.

The Need – What need is there for your organisation? What indicators do you use?

In societies with an increasing gap between rich and poor, opportunities for participation in many areas of society diminish. This can be exacerbated by factors such as being an ethnic minority, having social or physical challenges, or any other special need. Sistema aims to counter this by creating opportunities and positive experiences in a free, community based program which constantly inquires into the breaking down of barriers to participation.

Learning an instrument that may have seemed so far out of reach can open up new possibilities for the future. An example of this is Teru Carrington- Bartlett from Otangarei School who played the violin with us for many years and later took up the Clarinet. She was recently awarded the Carlos Reed Scholarship, earning her five years of boarding at Epsom Girls' Grammar School. Another example is Aurian White from Tikipunga High School who plays the Cello with us. She is now a Global Ambassador for the World Ensemble and recently moved up 4 years in Maths levels.

Recent research from Creative New Zealand suggests that participation in the performing arts in Northland is low and yet a number of people when asked said that the arts makes us feel good, provides a creative outlet, offers a different perspective on life, helps with general/mental well being and is uplifting. Sistema Whangarei bridge that gap with a focus of radical inclusion providing a platform for participation, engagement and growth through music making.

Unfortunately music education in schools has been on the decline for some time and opportunities to learn an instrument mainly start at intermediate and even high school. These often have a cost attached and are limited. We create the possibility for more children to learn an instrument and to participate in community music making.

There is a wealth of research around the benefits on the brain of playing a musical instrument. Some of the brain benefits of learning a musical instrument include increased comprehension and math skills, better coordination, and a greater capacity for memory.

Recent research from the Sistema inspired program in Glasgow found this...

Through their research, the Glasgow Centre for Population Health found that there are seven main areas of a child's life that can be positively affected by attending Big Noise:

- Educational: Concentration, listening, coordination, language development, school attendance, school outcomes.
- Life Skills: Problem solving, decision-making, creativity, determination, self-discipline, leadership.
- Emotional: Happiness, security, pride, self-esteem, emotional intelligence, an emotional outlet, resilience.
- Social: Social mixing, social skills, cultural awareness, diverse friendships, strong friendships, support networks.
- Musical: Strong instrument skills, reading music, performance skills, music career options, access to other music organisations.
- Physical: Healthy snacks, opportunities for games/ exercise, creating healthy habits for adulthood.
- Protection: Someone to confide in, calm environment, safe environment, reduced stress.

<https://makeabignoise.org.uk/research/>

There seems to be a higher number of students reporting mental health issues and researchers studying the benefits of music have reported that playing a musical instrument on a regular basis can help bring down stress. Studies show that playing an instrument helps in lowering the heart rate and blood pressure, which in turn lowers the stress hormone cortisol, thus making us feel relaxed.

We have seen these benefits for our children who attend Sistema Whangarei with whanau reporting

greater levels of focus in learning and generally a happier child.

The Impact – What difference will your organisation make to the community over the next year?

We are seeing and expect to see /hear more live music being played around Whangarei creating a vibrancy to our community.

Our young people are getting involved in more community projects and and being model citizens.

Young people and their whanau will be even more passionate about music and life.

The Old Library will be full of life and energy as more groups play together and perform.

Whangarei will be seen as a desirable place for musicians as our students enter the national competitions.

More opportunities for participation and volunteering in a positive and creative way.

Higher literacy and numeracy rates in schools.

A higher number of young people will feel more supported and will have a toolbox of skills for creating a great life and being part of a great community.

One of our Whanau had this to say about their Mokopuna....

“On a personal note, my mokopuna has just recently started learning this year. Iris absolutely loves it. She is 7 years and 8 months old. Sam’s method of teaching has been important for Iris as she has had a very unfortunate start in life. She has developed from a hyperactive, tending towards attention deficit to a calm and focused child. We attribute this to Sam’s calm and centred teaching methods. Our dream is for Iris to learn to read music and learn to play an instrument so that she will develop a love for music from this point in her life onwards. At this stage the Sistema programme is a very important part of Iris’ learning”.

We now have students at all levels of school and a number of our previous volunteers are now in university. We know that the impact of our Sistema inspired program goes well beyond the experience in the building. We see our students being leaders wherever they are. Our students will be seen performing around town, in competitions and in concerts both here and at school. Our students are usually on committees at school.

One of our young volunteers Luci Winterton who has been in a leader in Sistema since she was 11 recently received The Duke of Edinburgh Silver award. Luci also volunteers for Girls Brigade and plays Trombone at Whangarei Youth Music. Luci is just one of many of our people who have developed the confidence and the understanding of to be an active community member.

We expect big things from our Tamariki as we create a place where they can grow and flourish. They in turn will continue to have a passion to play together, find joy and passion in their music making, and become active and passionate community members.

Collaboration – What other organisations, community groups and individuals will you collaborate with to make a difference to the community?

Whangarei Youth Music - We share a building and resources. We encourage the young people from Whangarei youth music to become volunteers and develop leadership skills.

We support a groups called explorer strings in WYM and encourage our students to participate the groups.

Whangarei Girls High School - We support a year 9 program which is part of an inquiry project into the effects of teaching through the elements of Sistema and the concepts of Tuakana?Teina and Ako
 Nick Grew from Girls High also supports our improvisation program by offering workshops and mentoring our Improvisation tutor.

Whangarei Intermediate School - We support the WIS orchestra with resources, teaching plans and music.

All schools in the area - we offer professional development for teachers and liaise with schools about student participation.

Creative Northland give us support and information to develop our program.

I Have a Dream - We will be collaborating with IHAD to engage more hard to reach tamariki and Whanau and create more participation.

James O'Shea is a local artist and we will collaborate in creating interesting cross discipline projects. (James created our amazing promotional video).

Sistema New Zealand - is a collaboration with Sistemas in NZ. We support each other and create opportunities together.

Sistema Global - A Global organisation who share resources, training, and stories from Sistemas around the Globe.

World Ensemble - creates a monthly magazine.

Child Friendly Cities -

Manaia PHO

Raukauri Music Therapy Group

Fostering Kids New Zealand

We intend to approach further youth/child based organisations to collaborate and create with.

Your Approach – How will you demonstrate the impact of your work?

Our point of difference is in our processes. While the orchestra can be seen as a hierarchy, with the conductor as the leader and the players as the followers, in the principles of Sistema we include peer learning, where it is expected for the students to learn with and from each other. The process for learning starts first with a development of self regulation(mindfulness). Instructions are often given in song. Students are requested to consider situations and how best to work with them rather than being controlled by rules. We create agreements around ways of being and so the children learn that they have choices and responsibilities for themselves and others.

The demonstration of the impact of work is seen as the children grow and learn how to self regulate. It's seen as the rangatahi become 'sweepers' (*volunteers*) and tutors and display empathy towards younger students and each other.

Our young people will enter competitions and stand as equals regardless of their families finances. Their Whanau will be proud of their achievements and stand with their Tamariki and be proud of their community.

We will have more than 6 public performances where the community will see what is possible for our youth and know that there is hope and possibility for our community. Many of our older (over 60) volunteers have come to us because they have seen young people in a different light through attending our concerts. They have seen teenagers offering support and children working hard to achieve goals and it's given them hope.

We plan to explore and create ways to include more young people from lower socio economic

backgrounds (often predominantly Maori) into Sistema Whangarei- Toi Akorangi and simultaneously further develop our training systems for tutors so that our new students learn more quickly and with quality and passion. A more detailed process for training for our tutors and potential orchestra leaders will allow for greater quality musical learning experience. The evidence of this will be seen in our concerts. We have a facebook page and website where we will post snippets of our children playing.

We will continue to stay in close contact with Whanau, schools and other collaborators asking for feedback and keeping everyone updated.

Our Global Ambassador has the task once a month of reporting to the World Ensemble where we get to see the impact for our young people.

Funding

The Annual Operating Fund grant is an exceptional level of support for organisations that provide ongoing, valuable services, programmes and amenities to the community.

Generally, indicative levels of funding remain consistent from year to year, subject to satisfying the performance measures and need/benefit assessment for this Fund.

If exceptional circumstances mean you would like to request a change in funding, please state your request and rationale below.

It's very important for us to include more children from lower socio economic groups into our program and unfortunately we were unable to continue working in Te Kura O Otangarei. We want to make this connection with whanau in areas like Otangarei and Raumanga and in order to do that we need time to make connections in the community and to investigate ways to break down barriers to participation. We will also need more teaching artists and tutors as our roll grows. Currently our staff work many volunteer hours which of course is a strong indication of their belief in our program. However, in order for the program to be sustainable we need to increase the number of hours that we pay wages for.

As our program grows we are expecting to see an Increase in numbers at the after school and holiday programs. This means that there will be a need for more teaching artists and tutors.

Also as the children grow and continue to learn we will need more instruments of the correct size, and longer rehearsal times.

In addition to our growth needs, this year has seen an increase in rent for the space at the Old Library.

AOF Report

Attach your AOF report along with your business plan.

AOF Impact Report Form

“Looking back”

The purpose of this form is to look back over the last grant year, to see what impact your annual operating grant has had on the community.

Organisation name	Sistema Whangarei – Toi Akorangi
Contact name	Samantha Winterton
Position in group	Programme Director
Email	sistemawhangareioffice@gmail.com
Daytime phone number(s)	0274 343 967, 09 430 7436

Performance measures

In July 2018, we provided you with a set of performance measures (attached again for your reference). Please refer to these when answering the below questions on your impact over the last year.

(If you were given specific, additional measures, please report against those as well).

For the reporting period, tell us how your organisation went with the following questions.

Did your organisation meet the expectations of your board, the people who use your services, and the wider community? Why/why not?

This year our organisation went through some major structural and management/governance changes so a lot of our focus was on managing that transition and strengthening our foundations, best practices, processes and procedures. Our Programme Director left the Management of Sistema and moved into a Governance role. Our Orchestra Director stepped into the Programme Director role. This shifted the dynamics of the programme but in a very positive way. We in the management, had to pull in a bit and do some restructuring, assimilating job roles and responsibilities to fill the spaces. However, we still delivered the programme effectively to our members. The expectations of the board were met and exceeded in some areas in part, because of these changes.

We are in the process of recreating our Governance Board, as we became a Registered Charity in January 2017. This has been a big step for us. We are reviewing what type of board we want to be and looking for board members who are aligned with our mission and vision and who would have skills that would compliment our activities.

This year, we had several meetings and feedback sessions with our families and volunteers and one of the main areas that our families felt we could expand on is our reach in the local community and further afield in communities outside Whangarei and up into the Far North. They love this programme and see the difference it has had on their children. We have had several parents tell us that even if their child is home sick, they want to make sure they are better to be able to come to

Sistema! We do see a difference in the children's attention, ability to listen and engage in the programme. Families are networking and connecting outside of the programme as well. So in that sense, we feel we are meeting and exceeding expectations with the people we serve. To be able to do that, we need to step up our community outreach and find more volunteers and tutors to be able to support the increased numbers of children coming in.

As to the 'why' we haven't been able to do more outreach and move further into other communities, is the lack of people, i.e. volunteers, tutors, Teaching Artists, etc. These roles are vital to our being able to accommodate more children into the programme. We have the space and the time but just not enough people to be able to give the children the best experience we can give them. We have advertised and we do provide a training programme for volunteers and people who want to be involved with Sistema Whangarei, but it is just finding them and getting them to commit that is the issue.

What difference did your organisation make?

We make a very big difference in the lives of our families. Our support goes beyond just providing a music programme. We often refer to Sistema Whangarei as a 'Social Action Movement'. The foundation of our programme is a set of principles (Ngā Pou e Whitu o te Whare Pūoro o Hītema, The Pillars of Sistema: (Schedule 1, (attached)) that encompass several aspects of community involvement and personal growth. Inside being part of this programme, the participants learn many personal and interpersonal skills that increase resilience, ability to make positive choices, commitment and engagement. Our children have a focus that provides a 'next step' on a musical pathway through the difficult adolescent and teenage years. This gives them a healthy option when making choices of what to do and who to 'hang out with'. We are on the premises 4 days a week after school hours and all our children know that they are welcome here at any time the doors are open. It is a safe, welcoming place to be. There is always a cup of tea or cocoa and a bikkie while they wait for the next thing. We have several older (50+ years) volunteers that work with us as well. They are available to just chat with the families and the children. They carry a lot of wisdom, time and patience which is a valuable commodity these days! They are just 'there' if a child feels a bit disconnected or has had a bad day. This is very validating for the child and also validates the volunteer's role. The fact that these things happen outside of 'institutions' or from health professionals allows children to feel safe and not judged, or 'sick' or wrong. We find this very empowering for people who are lacking resilience, or resources, so they don't feel 'less than'.

Our children are engaging in self-expression, creativity and developing a sense of pride and place. Whānau have reported that they are united in music as the younger siblings join in the programme. Children and families come together across a range of cultures, neighbourhoods, socio-economic status, schools, and whānau structures – making a more cohesive community of positive participation and interaction.

Our Sistema children have inspired others through their music playing this year. We have played at several community events including Children's Day, busking, our End of Year concert among others and the audiences are always amazed at their level of playing and also their maturity and engagement. (see attachment, Schedule 2: Manager's Report, Overview of Activities 2018)

What worked well?

The best thing is having this space for our programme and several other music organisations. We

have a 'home' here. So we make it feel like a home for our kids and their families. Having this place as a solid foundation frees us up from the worry and wonder about where we will be next year or in the future and allows us to get on with really setting up the space to work for our children. We put a lot of thought into the flow of the programme; i.e. the ingress and egress of the children and their families, their transition from school, community, home activities into the Sistema environment. What we have created works extremely well and the children have a consistent set of expectations and boundaries that they know and are happy to operate within. In this way the level of 'discipline' and 'controlling of behaviours' is minimal. The children and the families feel safe and connected. All of our tutors and volunteers go through a training programme before working in our programme. We demonstrate ways of relating to the children and their families and how to communicate in ways that are clear and non-confrontational. All these things create a very holistic approach to working with these more vulnerable children and families.

Other things that worked well this past year have been connecting with some of the primary schools to invite them to suggest our programme to their students. Creating and maintaining relationships within the community is vital for the success of any programme but especially working with more vulnerable, less resilient children. In this way children don't 'get lost' in the bigness of things. We can all communicate with each other and do what's best for each individual child.

Also this past year we started paying our key people more regularly and consistently. This has allowed us to really focus on what we are doing in a way that is deeper than just an 'after school programme'. We put a lot of thought and heart into this programme and integrate our principles into all aspects of our lives. We love what we do!

What didn't work so well?

I guess the biggest issue we have lately is the lack of skilled tutors and Teaching Artists to accommodate our growing numbers of children. We have looked for tutors to volunteer but we feel we are going to have to look at paying tutors so that we can count on them consistently and ongoingly. Consistency and commitment are essential when working with children who are less resilient or have chaotic lives. Having people who can be trusted and are familiar to the children allows them to build their trust and engage more fully in what they are doing. We work very hard to create an environment in which the children feel safe and acknowledged.

Because of the lack of teachers, tutors and volunteers, we had to stop our programme at Te Kura o Otangarei. This was a huge disappointment for us as that is where we started and we had been there for five years. We had gotten to know many of the children and had watched them grow through the years. We invited and encouraged as many of the children as possible to come to the after school programme at the Old Library, and we would still provide the same level of support. We continue to keep in contact with as many of the students as possible and always send notices for our programme to the school, but we just had to consolidate our resources.

Everything else seems to be working well. We increased our hours at the after school programme to accommodate some of our students who were wanting more of a challenge. Sam started a 'Senior Orchestra' one night a week after the 'after school hours' to keep them challenged and engaged. She works very hard to make sure all levels of ability are accommodated and acknowledged. We are also spending more time on administrative work such as budgets, accounting, planning and data maintenance because we are growing in numbers of children and families. We have had to increase our hours of administration time by more than double as the application and reporting requirements and details have increased. This allows us to be more efficient with applying for grants and doing the reporting when needed. It just takes a lot more time than expected. Getting policies and procedures in place is another area we are working on getting solidified. As the number of volunteers and tutors increases we need to make sure everyone knows what is expected of them particularly since we are working with more vulnerable children.

As we become more and more engaged in the community through community events and playouts,

these things need to be managed and communicated to our families. It takes a lot of communication through many different channels to make sure everyone gets the information they need to be able to participate in events.

Resourcing – In your last application, you provided indicative numbers of volunteer and paid staff, and their expected total hours for the year. Were the actual numbers the same as expected/indicated? If not, please provide some comment.

In 2018 we had 5 regular paid employees doing a total of 1.7 FTE

We had 8 paid tutors doing a total of .5 FTE

We had approximately 25 volunteers doing a total of 1.9 FTE

These numbers were a little lower than expected for paid employees as we had a couple people leave the organisation and we have not replaced them as yet. (Our previous Programme Director, Fiona Douglas, has moved into a solely Governance role). The volunteer numbers were a bit higher because we started leadership training with some of our more senior students. These students have been with us for a few years now and are getting to the point where they are starting to mentor the younger children. So they are now counted as 'volunteers'. They are getting leadership training through our Tuakana/Teina programme. They enjoy this and have really risen to the challenge!

Who and how many people were involved with or received services from your organisation? How did they benefit?

101 students directly received services from our organisation. These are children directly enrolled in our after school programme.

They received music tuition, musicianship training, afternoon teas at each session, and rides to and from if needed. They also get positive reinforcement, encouragement, care, understanding and love.

On top of that number, we also had a total of 5 paid staff, 8 paid tutors, and 25 volunteers regularly engaging with the programme.

These people received leadership training, interpersonal relationship workshops, communication workshops

Beyond these numbers, the families of all these people benefitted from community networking, creation of new friendships and relationships, having positive experiences and interactions with people. This then creates a wider community connection and a feeling of belonging and pride in this community. So it is hard to say exactly how many people actually benefit from our programme because the ripple effect is wide reaching.

On an individual basis, three examples of success stories for people involved in Sistema this year. The first is one of our students from Otangarei, Teru, who started with us in our first intake in 2013, was this year awarded a 5 year boarding scholarship to Epsom Girls Grammar School in Auckland.

Another student, Aurian, was accepted to the Sistema World Ensemble as a youth ambassador. She has been with us since 2014. Her parents say that as well as learning an instrument her maths have improved and her vision for what is possible for her life has opened up globally.

One of our tutors, Luci, has just been awarded the Duke of Edinburgh Award. She has been with us since we started in 2013 and has played several instruments. Her volunteering portion of the award was done at Sistema.

These are just a few of the success stories from our students. We hear testimonials from parents all the time about their children.

Who did you work with to deliver your project, programme or service?

This year we worked with several other entities to provide our programme. We went into several of the local primary schools to give them information about our programme. Our Programme Director also works closely with Whangarei Girls High School and Whangarei Intermediate School. Children from both those schools come to our programme as a direct result of that relationship. We have also contacted I Have a Dream Foundation and have agreements to collaborate with them in working with children. We have worked with Creative Northland in several capacities. They have helped us with funding applications, provided contacts for activities and events that we can participate in and also provided networking with visiting musicians who can play for the children. We are working with the Quarry Gardens on a Family Day project called 'The Enchanted Garden'. This also includes Northland Youth Theatre and Circus Kumarani. It is truly a community arts event! We had a booth at this year's Children's Day at the Pulse. We have been part of that event for the past several years and plan to continue participating in it for the years to come. We have been involved with Child Friendly Cities and have received funding from Tamariki Ora to do a project about music and Alzheimer's disease. (See Schedule 2: Manager's Report 2018)

Through working with Children's Day, we have made contact with Fostering Kids NZ. We have had a meeting with them and are looking at doing an initial project together and then working together ongoingly into the future. We are looking forward to working with them to meet the needs of children who have been traumatised through difficult family situations.

Which of the following areas would you like to strengthen? (please tick or highlight)

- | | | |
|--|--|---|
| <input type="checkbox"/> Leadership | <input checked="" type="checkbox"/> Marketing/publicity | <input type="checkbox"/> Facilities |
| <input checked="" type="checkbox"/> Fundraising | <input checked="" type="checkbox"/> Financial management | <input checked="" type="checkbox"/> Planning and organisation |
| <input checked="" type="checkbox"/> Equipment and resources | <input checked="" type="checkbox"/> Volunteers/time | <input checked="" type="checkbox"/> General skills/expertise |
| <input checked="" type="checkbox"/> Other: Cultural connection and acknowledgement | | |

Is there anything else you'd like to tell us?

We are very pleased and excited about the future of Sistema Whangarei. This past year has been one of changes and reorganisation, restructuring and recommitment in a large way. We are broadening our vision and views of what we are capable of and what we can offer. We are looking at engaging more children in the community and growing our programme. Of course this takes a good strong foundation and processes and procedures that allow things to run smoothly and efficiently. The consistent and ongoing support of the Whangarei District Council in this respect is and has been invaluable. Going forward we are also looking for other multi-year funding options

and larger donation/fundraising opportunities to be able to continue our programme without the stress of not knowing if and where our financial support is coming from.

Thank you for your continued support.

Michelle Jones
Administration Manager

Attach:

- Your business plan for the year(s) ahead.

Submit:

Your completed report with your application for next year to funding@wdc.govt.nz.

You can also post it to:

Community Funding
Whangarei District Council
Private Bag 9023
Whangarei 0148

Or drop it in to one of our customer service centres.

*Thank you for contributing to your community and
helping Whangarei to be a vibrant, attractive and thriving district.*

Planning Overview Document 2019
Sistema Whangarei - Toi Akorangi
April 2019

Pillar/ Pou (Why)	What	Who	How	When	Where	Resources Required	Cost
1.Radical Inclusion Te Whānau Ringa Tūwhera	Inquire into the hidden barriers for participation in our program with possible youth agencies who might be able to support engaging more disadvantaged students to our program.	Program Director	Research, Meeting with youth agencies like I Have a Dream	Starting Term 2 2019 with weekly commitment of 3 hours per week until end of Term 1 2020	The old Library or in the community	Phone, Computer, internet,Car	Director wages:\$5,400 Travel costs: \$150 Rent:\$600 Internet: Printing Phone calls/texts Computer use
	Include training around anxiety and the importance of being greeted. Provide some simple skills for taking the first step to communicate.	Program Director	Prepare training program. Set dates and times for training Collect feedback and review for further training	Starting Term 2 2019 - end of Term 1 2020 Include in Holiday program training and as 2 separate sessions. Total of 4 hours per term	The Old Library	Computer,Internet	Director Wages: \$720 Computer/ Internet: Printing:
	More intentional around Whanau communication. Regularly check in with Whanau who have not been attending.	Administration Manager		Starting Term 2 2019 - end of Term 1 2020 4 hours/week	The old Library or in the community	Phone, Computer, internet,Car	Wages :\$4,000 Travel costs: \$150 Rent:\$600 Internet: - See total costs Printing Phone calls/texts Computer use
	Inquire around a possible engagement with Raukatauri around working with students who find working in ensemble too hard.	Program Director	Invite Katie to observe our program. Create a meeting to begin a conversation	Starting Term 2 2019	The Old Library	Phone	Wages : \$90 Phone:
	Create a plan to have more transport available	Administration Manager	Look at possibilities and needs based on inquiry to reaching more students. Create a project and apply for funding	Starting Term 2 2019 Approx 20 hours	The old Library or in the community	Phone, Computer, internet,Car	Wages: \$500
2. Whanau and Community Involvement/Te porowhita whānui	Whangarei Youth Music - Mentoring program with Brioso and the Tui Orchestra. Design workshops and create performances. Possibly perform jointly at the NZCM competition.	Program Director	Meet with Brioso and discuss connections. Create a plan. Set 2 dates for workshops Enter NZCM competition. Prepare music in the senior Orchestra	Starting Term 2. Wednesday Tui Orchestra time (1 hour) Friday WYM Brioso(1.5 Hours) 12 hours planning and organising 12 hours workshop Competition is 4 hours 96 hours total	The old Library or in the community	Music, Violins,Phone, Computer, internet,Car	Wages:\$4,320
	Create a Termly Newsletter	Administration Manager	Organise a plan (timeline)and template for the newsletter. Enlist volunteers to ensure that the newsletter is sent out regularly.	Starting Term 2 2019 Approx 20 Hours	The Old Library	Phone, Computer, internet,	Wages: \$500

	Buy more T- shirts for teenagers and volunteers.	Administration Manager	Survey how many are needed and size. Create a plan and costing. Apply for funding. Put in an order.	Starting Term 2 2019 Approx 15 Hours	The Old Library	Phone, Computer, internet,	Wages : \$375
	WE (World Ensemble) Youth Ambassador Program - support Aurian with writing and submitting reports. Develop her role to include supporting other students to be involved in the ambassador process.	Administration Manager	Meet with Aurian twice per Term and Support.	Starting Term 2 2019 Approx 16 hours	The Old Library	Phone, Computer, internet,	Wages: \$400
	Sweeper/Volunteer swap with Wellington - organise to exchange some volunteers for a holiday program.	Program Director	Liaise with Arohanui Strings Survey Sweepers/ Tutors Create a plan Apply for Funding	Starting Term 2 2019 Possible swap term 3 holiday program 16 hours planning and organising	The Old Library/ Wellington	Phone, Computer, internet,	Wages:\$720
	Liaise with Low Decile schools and create relationship where we can be visible at school events.	Program Director	Contact Schools Termly, Send Newsletter, Meet with Principals, Offer workshops	Starting Term 2 2019 Approx 28 Hours	The Old Library	Music, Violins,Phone, Computer, internet,Car	Wages:\$1,260
	Engage whanau support with working bees and asking for specific help.	Administration Manager	Contact Whanau Arrange a date, Be there	Starting Term 2 2019 Working bees 1 per term Approx 24 Hours	The Old Library	Phone, Computer, internet	Wages: \$600
	Ask for feedback from whanau and Students.	Program Director	Make a plan, create a forum for feedback	Starting Term 2 2019 Approx 10 Hours	The Old Library	Phone, Computer, internet, refreshments	Wages: \$450
3.Ensemble Learning - Tira Pūoro	Develop Music resources into levels so that children can have more autonomy in their progress.	Program Director	Review current music resource, put together, and create instruction booklet.	Starting Term 2 2019 Approx 60 Hours	The Old Library	Music, Violins,Phone, Computer, internet,photocopier	Wages:\$2,700
	Advertise for more orchestra staff(teaching artists) in order to create more playing time.	Administration Manager/ Program Director	Review current and create more job descriptions. Create possible Scenarios, Research best places to advertise. Create advertisement.	Starting Term 2 2019 Approx 40 Hours	The Old Library	Phone, Computer, internet	\$1,800
	Include more workshop scenarios for longer engagement.	Program Director	Consider need for the groups, Create a schedule, Approach tutors for availability, Create a plan, Apply for funding	Approx 40 Hours	The Old Library	Music, Violins,Phone, Computer, internet,photocopier Guest tutors, Tutors, Admin	\$12,200
	Improvisation workshops developed.	Program Director	Plan for an improvisation piece. Create a team. Create a plan of action and schedule.(possibly 3 workshops plus performance	Starting Term 2 2019 Approx 40 Hours	The Old Library	Music, Violins,Phone, Computer, internet,photocopier Guest tutors, Tutors, Admi	\$12,200
	Luthier workshop to train	Program Director	Consider need for the	Starting Term 2 2019	The Old Library	Instruments parts,	\$4,335

	volunteers in the upkeep of instruments and to maintain current instruments to a high standard.		instruments, Create a schedule, Approach tutors, sweepers, and tutors for availability and interest, Create a plan, Apply for funding	Approx 48 Hours		Tools,Phone, Computer, internet,photocopier Guest Luthier, Tutors, Admin	
	Continue after school and holiday programs.	Program Director Administration Manager	Planning, preparation and administration.	Starting Term 2 2019 3 afternoons x 7 weeks per term and 4 days in school holidays x 4 including 1 day training for sweepers, tutors and volunteers.	The Old Library	Music, instruments,Phone, Computer, internet,photocopier Tutors, Admin	Holiday Program - \$22,720 After School - \$73,600
4.Peer to Peer Learning - Ako tētahi ki tētahi	Plan for extra small group lessons.	Program Director	Consider the needs, Consider availability and suitability of tutors, Create a schedule,	Starting Term 2 2019 Approx 12 Hours in prep Teaching embedded in program	The Old Library	Music, instruments,Phone, Computer, internet,photocopier Tutors, Admin	\$2780 Tutor and PD wages
	Create more training for young sweepers to work in pairs and support other students more closely.	Program Director	Create training schedule, consider needs and develop training program. Run the training. Create feedback opportunities and observations.	Starting Term 2 2019 Approx 28 Hours.	The Old Library	Music, Violins,Phone, Computer, internet,photocopier Tutors, Admin	\$1260
	Create a simple checklist to assist new tutors consider the pillars in their approach to teaching	Program Director	Review current practice and create document	Starting Term 2 2019 Approx 20 Hours.	The Old Library	Computer, internet,photocopier	\$900
	Further training for Tutors - more detailed and specific	Program Director	Create training schedule, consider needs and develop training program. Run the training. Create feedback opportunities and observations.	Starting Term 2 2019 Approx 28 Hours.	The Old Library	Music, instruments,Phone, Computer, internet,photocopier Tutors, Admin	\$1,260
5.Music as Passion and Expressivity - Ti Ihiihi o te Reo Puoro	Create opportunities to see high quality musicians of all kinds - investigate the use of AV equipment.	Administration Manager	Look at our Av equipment - can it be used? Does it need updating? Renewing? Research costs etc for updating or renewing equipment. Can we set up youtube and other videos to watch?	Starting Term 2 2019 Approx 24 Hours.	The Old Library	Phone, Computer, internet,photocopier	\$600
	Include encouraging for joy, passion and expressivity into training for tutors.	Program Director	Research and plan	8 hours	The Old Library	Phone, Computer, internet,photocopier	\$360
	Composition encouraged.	Program Director	Research ...e.g visual art and music collaboration	12 hours	The Old Library	Phone, Computer, internet,photocopier	\$540
6.High Musical	Create opportunities to	Program Director	Research conductors and	8 hours	The Old Library	Phone, Computer,	\$360

Aspirations/Ngā whaingā teitei	experience “real” conductors. Invite guest conductors.		invite to holiday program and after school			internet,photocopier	
	Perform at least 6 times per year.	Program Director/ Administration Manager	Plan and organise concerts	Starting Term 2 2019 Approx 40 Hours.	The Old Library	Music, instruments,Phone, Computer, internet,photocopier Tutors, Admin	\$2,300
	Play at community events like competitions e.g. NZCM - in June and NPAC August/September.	Program Director	Liaise with organisers, students and tutors, Provide music etc.	Starting Term 2 2019 Approx 12 Hours.	The Old Library	Music, instruments,Phone, Computer, internet,photocopier Tutors, Admin	\$540
	Create our own concerts.(Perhaps have a Schools tour)	Program Director	Discuss with students and Whanau, Create a schedule and consider programs for practice. Apply for funding.	Starting Term 2 2019 Approx 12 Hours.	The Old Library, schools, other venues	Music, instruments,Phone, Computer, internet,photocopier Tutors, Admin, transport	\$540
	Offer peer to peer tuition	Program Director	Consider needs, Create a plan, Administer plan	Starting Term 2 2019 Approx 12 Hours.	The Old Library	Music, instruments,Phone, Computer, internet,photocopier	\$540
	Offer opportunity to take music away to practise	Program Director	Plan, Copy	Starting Term 2 2019 Approx 6 Hours.	The Old Library	Computer, internet,photocopier	\$270
7. Intensity - Te Kaha	<u>Inquiries</u> ENRICH -How can we enrich their experience? (student, sweeper, tutor,volunteer)	Program Director	Discuss, Investigate, Create a plan	Starting Term 2 2019 Approx 12 Hours.	The Old Library	Computer, internet,photocopier	\$540
	ENHANCE - How do we enhance their practice?”(e.g practise guide created by Frances)	Program Director	Inquiry with students, tutors, sweepers, other teachers	Starting Term 2 2019 Approx 12 Hours.	The Old Library	Music, instruments,Phone, Computer, internet,photocopier Tutors, Admin, transport	\$740
	More Tuakana Camps to increase engagement and develop empathy and self worth.	Program Director Administration Manager	Consider needs, Create a plan and a schedule, organise tutors and students to attend,	Starting Term 2 2019 Approx 16 Hours.	The Old Library/ Marae	Music, Violins,Phone, Computer, internet,photocopier Guest tutors, Tutors, Admi	\$3,320
	Buy more instruments for the older students as we build towards a larger orchestra.	Program Director Administration Manager	Consider what instruments will be needed through the next 3 years. Create a list and get quotes.	Starting Term 1 2019 Approx 16 Hours.	The Old Library	,Phone, Computer, internet,photocopier	\$9393 instruments \$100 stipend
	Engage with Tamariki in appraisal conversations to learn more about their experience in Sistema.	Program Director	Make a plan, create a forum for feedback	Starting Term 1 2019 Approx 12 Hours.	The Old Library	,Phone, Computer, internet,photocopier	\$540
	Develop more clarity in budgets for projects and in	Program Director Administration Manager	Review current practice and job descriptions, Liasse with	Starting Term 1 2019 Approx 12 Hours.	The Old Library	Phone, Computer, internet,photocopier	\$840

	employing staff.		mentor, Develop policies.				
	Be intentional around the time taken for applying for funds in order to create a new position of funding manager.	Program Director Administration Manager	Create a schedule linked to the budget. Create a timeline for applying. Create a 'Sistema Whangarei Kit'	Starting Term 1 2019 Approx 48 Hours.	The Old Library	Phone, Computer, internet,photocopie	\$2,160

Income sources 4/2019-3/2020	Amount	Confirmed	For	In process	Total budget 2019/2020 \$179,673
WDC Annual Operational Fund	\$17,695	Yes	Operational Costs		\$17,695
Todd Corporation	\$6,900	Received	Musical Excellence		\$6,900
CNZ	\$49,945	Application Submitted	Toi Rangitahi Participation Fund - Getting youth involved in the arts, outreach, workshops, performances, Tuakana camps		\$49,945
Foundation North	\$24,680	Applied	Administration wages/costs		\$24,680
Fundraising	\$10,000	In progress	General fund for extra activities, wages not applied for		\$10,000
COGS	\$ 3,500	To apply	Tutor Wages		\$3,500
Southern Trust	\$9,393	To apply	Instruments		\$9,393
Creative Communities	\$4,335	To apply	Luthier workshop		\$4,335
Grassroots Fund	\$3,230	Declined	Rent, Internet		\$0.00
Total					126,448
					53,225

AOF Application Form

“Looking ahead”

The purpose of this form is to look ahead over the next grant year, to see how you plan to use your annual operating grant for the benefit of the community.

Summary information	
Organisation name	Tai Tokerau Emergency Housing Charitable Trust
Contact Person Name, email and phone number of person completing this form	Vania Hamlin vania@emergencyhousing.org.nz
New postal address? Please provide if it has changed	5 Woods Road, Central, Whangarei
Incorporated Societies/ Charitable Trusts Registers Number	Number: CC25131 Please ensure your register is up to date.

Organisation information		
Resourcing	Number	FTE*
How many paid workers does your organisation employ?	14	10.55
How many volunteer workers does your organisation have?	7	.1

* FTE is Full Time Equivalent. This is based on approximately 37.5 – 40 hours per week. Approximates are fine. Example: a person who works 20 hours a week is 0.5 FTE.

Area of work	
Please select which one of the following relate most closely to your organisation:	
<input type="checkbox"/>	Arts and Culture – Projects and activities that facilitate education and enjoyment of the arts and of culture for the people of our District.
<input type="checkbox"/>	Heritage and Environment – Projects and activities that preserve and promote the heritage of our District and that protect and enhance the environment in which we live.
<input type="checkbox"/>	Recreation and Sport – Projects and activities that enable participation and engagement in recreation and sport for people in our district of all abilities, ages and life stages.
<input checked="" type="checkbox"/>	Community Connectedness and Wellbeing – Projects and activities that strengthen community cohesion and connectedness in ways that cultivate healthy, happy and positive relationships across our District.

Data on your customers/visitors

Please tell us who your customers/visitors are, using estimated percentages where possible. *This information helps us to build a picture of which communities our funding supports. It is for statistical purposes only and has no bearing on your application.*

How many customers/visitors did you have 'last year'? (Please state what period your data covers)	For the year 1 Jul 2017 – 30 June 2018 TTEHCT received: 340 enquiries for housing; 216 recorded applications and 82 households tenanted	
% Whangarei residents, Northland-wide residents, visitors (national/international)?	At the time of assessment, 90% were Whangārei Residents but may have recently relocated to Whangarei prior to landing at our doors. The other 10% were released from incarceration.	
% Age ranges?	<18yrs – 1% 25-40yrs – 55% 51-64 – 8%	18-24yrs – 19% 41-50yrs – 16% 65+ - 1%
% Ethnicities?	Māori – 73% Māori/Pakeha – 10% Māori/Pacific Islander – 2% Other – 1%	Pakeha/NZ Euro – 12% Pacific Islander – 1% European – 1%
Anything else you'd like to add?	TTEHCT housed a total of 74 children within the 82 households placed, over this same period. Referrals to our service: Govt Agencies – 56% Community NGO's – 25% Self/Whānau/Friends/Other – 19%	

The year ahead

Tell us about your organisation and what you plan to do in the year ahead with the below questions.

The Idea – Briefly explain your organisation's *kaupapa* (purpose):

TTEHCT provides short-term emergency housing for people in need within our community, supporting their transition into more permanent housing and facilitate the acquisition of skills and resources necessary to sustain a home.

Alignment – Tell us how your organisation's *kaupapa* aligns with Council's Vision and Community Outcomes?

<p>Improving the lives of those that come to us in need means a future that can be maintained and sustained through ongoing support provided by our team. This in turn improves our community.</p>
<p>The Need – What need is there for your organisation? What indicators do you use?</p>
<p>The need is ongoing with 340 phone enquiries received in the year 2017-18. Of those enquiries 82 households were placed in one of our 5 accommodation sites. In order to do this work funding is required to ensure the doors remain open with staff retained to enable continuity of our kaupapa.</p>
<p>The Impact – What difference will your organisation make to the community over the next year?</p>
<p>Each year those in crisis who are supported by us increase in confidence and move towards permanent housing. This improves their lives and the lives of their children. It is expected a further 100 will be assisted and supported by our team in the year to come.</p>
<p>Collaboration – What other organisations, community groups and individuals will you collaborate with to make a difference to the community?</p>
<p>Over the years TTEHCT has developed an extensive network of relationships with both government departments and non-profit agencies. Our experience has proven that to provide effective housing solutions for low-income households a collaborative effort from a wide-range of organisations is required.</p> <p>These include MSD (Reginal and National), Work and Income, Whakaora Kai/Food Rescue, Real Estate companies, Otangarei Trust, Oranga Tamariki, Corrections, Salvation Army, Budgeting Services, 155 Community House, Open Arms.</p>
<p>Your Approach – How will you demonstrate the impact of your work?</p>
<p>We will continue to monitor the effectiveness of our programme by recording our clients progress in permanent housing and beyond. At present, those returning to our services has reduced from 34% to 5% which is an excellent improvement. We hope to continue this work in supporting our community.</p> <p>Other possible key indicators/targets would include:</p> <p>feedback forms, number of complaints compared to well-done stories, ensuring a Housing Action Care Plan is completed for all tenants within the first month of their stay, % of whānau that are in the same accommodation for at least 60 days after leaving our service</p>

Funding

The Annual Operating Fund grant is an exceptional level of support for organisations that provide ongoing, valuable services, programmes and amenities to the community.

Generally, indicative levels of funding remain consistent from year to year, subject to satisfying the performance measures and need/benefit assessment for this Fund.

If exceptional circumstances mean you would like to request a change in funding, please state your request and rationale below.

Our ability to continue financing a much-needed service in our community relies heavily on the govt contracts, funding grants and donations received. In essence, the average monthly cost to continue operations is approximately \$50,000.

One of the biggest challenges TTEHCT has faced has been the rapid growth of the organisation in a short space of time. In fact, TTEHCT has employed 9 additional staff and have said goodbye to 4 others during this same period. Staff have a vital part to play in the delivery of care to all whānau that walk through our doors. TTEHCT now operates from 5 sites, housing up to 26 households at any one time, across Whangarei and yet we are still having to turn away many whānau that require housing. We are in the process of seeking and considering options to extend our service provision in order to assist more vulnerable whānau in need.

TTEHCT is therefore seeking to apply for assistance from WDC in the amount of \$15,000 contribution toward our ongoing costs.

AOF Report

Attach your AOF report along with your business plan.

AOF Impact Report Form

“Looking back”

The purpose of this form is to look back over the last grant year, to see what impact your annual operating grant has had on the community.

Organisation name	Tai Tokerau Emergency Housing Charitable Trust
Contact name	Vania Hamlin
Position in group	Funding administrator
Email	vania@emergencyhousing.org.nz
Daytime phone number(s)	021986278

Performance measures

In July 2018, we provided you with a set of performance measures (attached again for your reference). Please refer to these when answering the below questions on your impact over the last year.

(If you were given specific, additional measures, please report against those as well).

For the reporting period, tell us how your organisation went with the following questions.

Did your organisation meet the expectations of your board, the people who use your services, and the wider community? Why/why not?

It is pleasing to note that our Strategic Review revealed that over the past three years we had achieved many of the goals we set ourselves in Operational Plan. This success has been based on sticking to our model of care that seeks first to provide a safe and supportive place for whanau to stay, which gives space and time to build trusting relationships that in turn enables our social workers to engage with families one-on-one and together work closely and intensely until the whanau find a new place to go. This support continues even after they move to help ensure the transition into more secure housing is successful. The ability and patience of our social workers and their efforts to establish relationships with local landlords and real estate agencies has meant that 51% of the 37 families vacating TTECHT accommodation over 2017/18 found private rental accommodation.

What difference did your organisation make?
<p>37 families utilised our services and moved into permanent housing.</p>
What worked well?
<p>We believe tenants time with us is precious, each person has a story to tell, each person holds hope for a better future for themselves and their whanau. It is this perspective couple with our values of aroha, whanaungatanga, manaakitanga, and awhi that hold us together as a team and guide our interactions with others. And we understand that this way of being can be both taught and caught. The social workers report that in most cases their is a measurable change in attitudes and the way tenants communicate from when they first come in to our housing to when they leave.</p>
What didn't work so well?
<p>Unfortunately we know that homelessness continues to be a significant issue and our organisation is needed more than ever. Demand is so high that our occupancy rates throughout the year averaged around 90% and we still have to turn away twice as many applicants as we can house. Pressure on housing will remain high for the foreseeable future as Whangarei is a destination people are currently moving to and only has a limited stock affordable rentals.</p>
Resourcing – In your last application, you provided indicative numbers of volunteer and paid staff, and their expected total hours for the year. Were the actual numbers the same as expected/indicated? If not, please provide some comment.

One of the biggest challenges faced has been the growing staff team. A considerable amount of time has been consumed by finding and integrating new people into our organisation. We are fortunate to now have on board additional house managers, relief house managers, administrator, an additional social worker and a funding administrator. In three short years TTEHCT have gone from a staff of six to fifteen

**Who and how many people were involved with or received services from your organisation?
How did they benefit?**

37 families totalling 82 people were housed in the 2017-18 year. 51% moved to permanent housing in private rentals, with the remainder moving in with whanau or into Housing New Zealand homes.

Who did you work with to deliver your project, programme or service?

We are acutely aware that we are just one of the players engaged in assisting the homeless and finding longer term housing solutions. It is only by working together that we can increase the housing options available and enable tenants to find suitable pathways out of emergency housing.

Over this year we have joined forces with the Manukau Urban Maori Authority to open Whare Parihaka, that provides accommodation for up to six recently released prisoners at any one time and helps them in their first steps of integration into the community.

We are also excited to see the emergence of the Open Arms Day Centre in November and how the community and the Council have rallied around this concept. We expect this relationship to develop and strengthen into the future. The Day Centre dovetails nicely with existing organisation that we work alongside to serve our tenants like Soul Food, the Salvation Army, Odyssey House, Food rescue, Arataki Ministries, Ngati Hine Health, 155 Community House, Three Little Birds, Family Works, Anglican Care, Whangarei budgeting, and Otangarei Trust.

Networking is another important way we can join our voices with others to advocate for change and the rights of those. We continue to be actively involved with the Northland Housing Forum, Whangarei Networkers and the Northland Urban Rural Mission. We also sent our whole staff team to the NZ Coalition to End Homelessness hui early this year and hope to play an even greater role in this group in 2019.

We are particularly thankful and grateful for our funders and many supporters, especially Foundation North, LW Nelson, NZ Lotteries, Whangarei District Council, Sky City and Oxford Sports Trust. These funders have enabled us to journey further with and thus have a greater impact on each of our tenants. Along with our contract funding they have helped us end the financial year in a strong position to be able to continue to be a vital community service into the near future.

A special thanks also to our landlords the Catholic Homes Trust (CHT) and Housing NZ. These have been long-term relationships that have stood the test of time throughout different political and economic landscapes. We are very mindful of the passing of Greg Guy earlier this year. As part of CHT, he was instrumental in helping our Trust begin to house the homeless back in 2006.

Which of the following areas would you like to strengthen? (please tick or highlight)

<input type="checkbox"/> Leadership	<input checked="" type="checkbox"/> Marketing/publicity	<input type="checkbox"/> Facilities
<input checked="" type="checkbox"/> Fundraising	<input type="checkbox"/> Financial management	<input type="checkbox"/> Planning and organisation
<input checked="" type="checkbox"/> Equipment and resources	<input type="checkbox"/> Volunteers/time	<input type="checkbox"/> General skills/expertise
<input type="checkbox"/> Other:		

Is there anything else you'd like to tell us?

With homelessness still high in the area, it is hoped the additional funding requested will be provided in order for TTEHCT to continue this kaupapa.

Attach:

- Your business plan for the year(s) ahead.

Submit:

Your completed report with your application for next year to funding@wdc.govt.nz.

You can also post it to:

Community Funding
 Whangarei District Council
 Private Bag 9023
 Whangarei 0148

Or drop it in to one of our customer service centres.

Tai Tokerau Emergency Housing Charitable Trust

Strategic Plan: July 2018 - June 2020

Housing Northland's homeless from crisis to confidence

What do we want to achieve?

- tenants of TTEHCT have better housing, family and life outcomes after they have left our services than when they arrived;
- a reduction in the incidence of homelessness, especially among former TTEHCT tenants.

How will we achieve it?

By **providing** short-term housing to whanau who are without a home, **engaging** with them to achieve better life outcomes through **enhancing** their skills, **advocating** for them and **connecting** them with services, which **enable** them to move into and sustain more secure housing.

TTEHCT's way of working is based on aroha, whanaungatanga, manaakitanga, and awhi: Love, compassion, kindness and respect for every person. Collective help, support and encouragement for our tenants, staff, volunteers and trustees.

Strategic Goals:

- 1) **Respond** compassionately to the immediate needs of people experiencing homelessness by **providing** a safe and positive living environment that allows tenants to receive practical support and the opportunity to grow and develop;
- 2) **Engage** and work alongside our tenants to develop individualised Housing Action and Care (HAC) Plans that set realistic goals, promote change and enhance the life-skills needed to sustain a home;
- 3) **Connect** our tenants with appropriate services and agencies to ensure their HAC Plans are implemented and followed through, even after they have left our service;
- 4) **Enable** tenants to take steps along a pathway towards a more stable living situation and into secure housing;
- 5) **Advocate** for people without a home and for policies and practices that reduce, and ultimately end, homelessness in Te Tai Tokerau;
- 6) The role of the Trust Board is to provide effective governance, leadership and communication that enables TTEHCT to be sustainable and achieve its goals and purposes.

Key Outcome Measures:

- 80% of tenants have a HAC Plan written-up;
- 50% achieve at least one goal within their HAC plan while still a tenant with TTEHCT;
- 75% of tenants still in the same accommodation 2-months after they have left our service;
- no tenants return to our service within 6-months of leaving;
- all facilities and procedures meet legal requirements and the standards of contractual agreements;

OPERATIONAL PLAN 2018 - 2020

COMPASSIONATE RESPONSE

Respond to the immediate needs of homeless individuals and families by **providing** a safe and positive living environment that allows tenants to receive practical support and the opportunity to grow and develop:

- a. *increase our capacity to provide short-term housing to help meet assessed demand for emergency housing services:*
 - increase understanding about the current demand for emergency housing, including the circumstances creating that demand;
 - establish the number of units TTEHCT needs to meet the demand for emergency housing services;
 - increase capacity by at least one more facility to provide more short-term housing to help meet that demand;
 - develop ability to house tenants for longer than six weeks.
- b. *all people in housing crisis who cannot be housed with TTEHCT receive timely advice and are referred to other appropriate services;*
 - office staff trained to appropriately refer people that TTEHCT cannot house;
 - regular contact with other short-term accommodation providers.
- c. *ensure that staffing levels are appropriate, and all staff are adequately trained, supervised and understand their roles:*
 - all staff adequately trained in customer service, advocacy, health and safety, paramountcy of the child and non-violence response to conflict;
 - staff with tenant responsibility receive monthly supervision from qualified person each month and schedule leave appropriately.
- d. *create a welcoming, safe and child-friendly environment:*
 - all facilities meet annual Building Warrant of Fitness checks;
 - undertake six-monthly Health and Safety audit.

EFFECTIVE ENGAGEMENT

Engage and work alongside our tenants to develop individualised Housing Action and Care (HAC) Plans that set realistic goals, promote change and enhance the skills needed to sustain a home.

- e. *Provide access to a social-worker to work alongside tenants to help them move beyond their current crisis:*
 - Social worker employed/contracted to work with our clients at least 20 hours a week by 30 Aug 2015
- f. *Engage with tenants in a constructive way to determine their needs and chart their interaction with other agencies:*
 - Processes (e.g. HAC Plan) are written down and in place that find out what needs the client has and match these with appropriate services and programmes
 - 80% of tenants have developed and signed an individualised Housing Action and Care Plan within two weeks of being housed at TTEHCT;
 - 50% achieve at least one goal within their HAC plan while still a tenant.
- g. *Establish regular review, monitoring and evaluation process for HAC plans:*

CONNECTION AND COLLABORATION

Connect our tenants with the appropriate services and agencies to ensure these plans can be implemented and followed through.

- h. TTEHCT becomes a focal point for agencies delivering services to the homeless to assist them to achieve better life outcomes for themselves and/or their families:*
 - all tenants are involved in meaningful programmes whether provided internally or externally.
- i. connect, in a constructive way, with the Ministry of Social Development and Department of Corrections through formal contracts and memoranda of understanding;*
 - Secure an annual contract with at least one Government Department.
- j. collaborate with key iwi and community agencies who have been identified through their work with TTEHCT clients and develop MoUs if appropriate:*
 - signed agreements or MOU's with three other organisations;
 - all current MoU's reviewed annually.

PATHWAYS TO STABILITY

Enable tenants to take steps along a pathway towards a more stable living situation and into secure housing.

- k. assess and monitor housing and family outcomes before and after they have left TTEHCT accommodation:*
 - 50% of tenants move into a more permanent housing arrangement than what they were in prior to being housed by TTEHCT
 - 40% of tenants are still in the same place 3-months after they have left our service
- l. work towards the reduction in the incidence of homelessness, especially among former TTEHCT tenants:*
 - Link with at least one other initiative each year that aims to tackle the underlying conditions that create poverty and homelessness;
 - No tenants return to our service within 6-months of leaving.
- m. develop and maintain relationships with longer-term housing providers in Whangarei (including Community Group Housing):*
 - Identify three main pathways for tenants to take towards stable housing by Oct 2015.

GOVERNANCE, LEADERSHIP & COMMUNICATION

The role of the Trust Board is to provide effective governance, leadership and communication that enables TTECHT to be sustainable and achieve its goals and purposes through:

- n. Developing and maintaining an 'Achievement Culture'***
 - Policies and procedures that encourage 'achievement of outcomes' amongst management and clients;
 - Develop and implement effective monitoring and evaluation plan(s);
 - Governance and staff clearly understand their roles and responsibilities.
- o. Enabling a culture of collaboration***
 - Establish MOU's with key stakeholders and associated organisations identifying complimentary services which will deliver mutually desired outcomes;
 - Develop and maintain a governance contact plan with targeted stakeholders and associated organisations.
- p. Engaging and communicating with key stakeholders and the wider community***
 - Key stakeholders are engaged, they are aware of our story and want to become involved
 - Constructively articulate the issues and opportunities regarding homelessness;
 - manage and alleviate any concerns held by the neighbours of TTEHCT properties and respond appropriately to any incidents reported by members of the public concerning TTECHT or its tenants.
- q. Maintain financial stability***
 - Reduce reliance on yearly contestable funding grants
 - Diversify income and extend tenure of funding commitments
 - Identify and engage potential commercial partners
- r. Responding to the changing government, funding and social housing environment***
 - Obtain Standards Approval and provide tenant outcomes to gain better funding
 - Produce analysis document on the current environment and its possible effects
 - Increase knowledge of social housing provider systems and processes
 - becoming experts in terms of the the issues and solutions regarding homelessness

AOF Application Form

“Looking ahead”

The purpose of this form is to look ahead over the next grant year, to see how you plan to use your annual operating grant for the benefit of the community.

Summary information	
Organisation name	Volunteering Northland
Contact Person Name, email and phone number of person completing this form	Bart van der Meer mgr@volunteeringnorthland.nz 09-9454984 / 021-2390101
New postal address?	n.a.
Incorporated Societies/ Charitable Trusts Registers Number	Number Certificate of Incorporation: 2566723 Registration number Charities Services: CC48740

Organisation information		
Resourcing	Number	FTE
How many paid workers does your organisation employ?	3	1.75
How many volunteer workers does your organisation have?	18	0.6

Area of work	
Please select which one of the following relate most closely to your organisation:	
<input type="checkbox"/>	Arts and Culture – Projects and activities that facilitate education and enjoyment of the arts and of culture for the people of our District.
<input type="checkbox"/>	Heritage and Environment – Projects and activities that preserve and promote the heritage of our District and that protect and enhance the environment in which we live.
<input type="checkbox"/>	Recreation and Sport – Projects and activities that enable participation and engagement in recreation and sport for people in our district of all abilities, ages and life stages.
<input checked="" type="checkbox"/>	Community Connectedness and Wellbeing – Projects and activities that strengthen community cohesion and connectedness in ways that cultivate healthy, happy and positive relationships across our District.

Data on your customers/visitors

Please tell us who your customers/visitors are, using estimated percentages where possible. *This information helps us to build a picture of which communities our funding supports. It is for statistical purposes only and has no bearing on your application.*

How many customers/ visitors did you have 'last year'? (Please state what period your data covers)	<ul style="list-style-type: none"> • As per 31-12-2018 • 210 non-profit organisations in 2018 • 2,714 volunteers, 645 new registrations in 2018 (includes 25 teams)
% Whangarei residents, Northland-wide residents, visitors (national/international)?	<ul style="list-style-type: none"> • Orgs: 49% WD, 13% NrthInd wide, 26% FNDC ,12% KD • About: 75% of volunteers are Whangarei district residents • About a third of volunteers are newcomers to the region
% Age ranges?	<ul style="list-style-type: none"> • 16-20: 14% • 21-30: 26% • 31-44: 22% • 45-64: 28% • 65+: 9%
% Ethnicities?	<ul style="list-style-type: none"> • Not recorded
<ul style="list-style-type: none"> • Anything else you'd like to add? 	<ul style="list-style-type: none"> • 25 of the 645 volunteers in 2018 represented a team. Total team volunteers in 2018 is 177 • We advertise opportunities including organisation details, it is estimated our numbers would be 35% higher if we could add the volunteers that approach organisations directly

The year ahead

- Tell us about your organisation and what you plan to do in the year ahead with the below questions.

The Idea – Briefly explain your organisation's *kaupapa* (purpose):

- Our main activity is to recruit and refer volunteers to non-profit organisations.
- We support non-profit organisations with their volunteer programme and encourage them to list opportunities for volunteers so that anyone can find something that fits.
- We offer subsidised (75+%) Professional Development training for paid and volunteer staff at Northland non-profits: Volunteer management, First Aid, Communication, Governance.
- We promote volunteering using local papers, with our stall at public events, by presentations for special groups and network meetings, on social media, in local news letters, etc.
- We make the connection, between non-profit organisations, individual volunteers, teams from families and businesses.
- We celebrate volunteering during National Volunteer Week in June and International volunteer day in December.

Alignment – Tell us how your organisation's *kaupapa* aligns with Council's Vision and Community Outcomes?

- Many service would come to a standstill without volunteers. Participation is essential to develop/safeguard resilience, keeping the district attractive and future proof.
- Positive about the future, caring for the environment and proud to be local all "grow" when individuals get involved. When presented with opportunities to participate many do put their hand up.

The Need – What need is there for your organisation? What indicators do you use?

- Before we started we gathered expressions of interest from organisations, focussing on the recruitment and referral service, everyone we asked showed interest.
- We are now one of the 17 volunteer centres in NZ, steadily growing the number of organisations we work with, the number of referrals and additional services like organising accessible Professional Development training.
- Survey results (attached) and feedback from organisations and volunteers show we provide and deliver a high quality service.
- Our KPI's show growth.
- We receive invitations to present ourselves and collaborate with others like NorthTec, WorkBridge, Council departments, festivals, etc

The Impact – What difference will your organisation make to the community over the next year?

- We continue to grow the number of organisation we work with, it is estimated we will “level out” at 250.
- More organisations means more opportunities for volunteers, so more will be able to find a fit.
- We recently started our organisation liaison programme, assisting/fine-tuning volunteer programmes.
- We will focus more on publishing editorials and adverts in local newsletter growing our “reach”. Most people volunteer because someone asked them, this is what we do by advertising opportunities in many ways, using/targeting different tools/platforms/audiences so we eventually reach all.
- We continue to organise subsidised Profession Development training, supported by Foundation North and others. We have planned to add monthly 90 minutes sessions about Governance and Volunteer Management that will also be streamed live over Northland.

Collaboration – What other organisations, community groups and individuals will you collaborate with to make a difference to the community?

We obviously work with the non-profits that use our service, sometimes making connection like a re-planting project in Ngunguru (not enough seedlings) with a native plants nursery in Onerahi (too many seedlings).

We do have some special arrangements and collaboration projects and/or plans with:

- MultiCultural Whangarei, Guided Migrant Programme (inclusiveness)
- Sport Northland, Governance Training
- The three councils, promoting how to use/find/tap-into resources like funding and volunteers
- More and more businesses, employee volunteering, in-kind support and sponsorships, like Vulcan Steel and Northland Scaffolding assisting CCS Disability Action transporting 8 pallets of donated pavers

Your Approach – How will you demonstrate the impact of your work?

We survey volunteers and organisations we work with annually, see attached. The survey questions change slightly each year, not asking the same every time. Answers do give an indication about impact.

Our key performance indicators are:

- Number of individual volunteers and teams that register
- Number of opportunities listed

- Number of volunteers referred to an opportunity/organisation
- Number of affiliated organisations
- Number of participants at workshops and network meetings
- Number of request for support, resources
- Number of (social) media mentions
- Number of reactions on promotion
- Number of website visits
- Number of participants celebrating volunteering (NVW, etc.)
- Number of social media likes and post engagements

Funding

The Annual Operating Fund grant is an exceptional level of support for organisations that provide ongoing, valuable services, programmes and amenities to the community.

Generally, indicative levels of funding remain consistent from year to year, subject to satisfying the performance measures and need/benefit assessment for this Fund.

If exceptional circumstances mean you would like to request a change in funding, please state your request and rationale below.

We are very happy and proud that WDC has been supporting us from the start, recognising and valuing volunteering and the service of the volunteer centre:

- With advice and in-kind support to get us started
- With an initial donation and project funding
- With the invitation to become part of the Annual Operating Fund
- With the rent-concession for our office

We have grown significantly year after year, and again last month, February 2019, was a new record, with 187 individual referrals and 6 teams (37 individuals). Our income also has grown significantly, the total amount and the number of sources.

It is very clear that there is an correlation between the effort we put in and the KPI's:

- More advertising, more participation
- More available opportunities, more participation
- More presentations at public events, schools, network meeting, more participation

WDC is now contributing about 12.5% of our income. We assume our funding will increase using the price-index. It is clear that additional funding, on top of the CPI, leads to additional participation.

=====

Price-indication (as requested) for organising/delivering Governance Training for committee members from local “Residents and ratepayers associations” and “Community halls”. This would be the “Governance that add Value” workshop, more info here:

<https://volunteeringnorthland.nz/organisations/course/37>

Prices based on 40 participants:

- Trainer (Sandy Thompson from Lead.org.nz): \$1,500
- Trainer overhead (travel): \$60
- Material (handouts, badges, am/pm-tea + light lunch): \$500
- Overhead (Advertising, promotion, admin participants, reminders): \$300
- WDC will arrange the venue (For instance Cafler Suite 1 or 2 at Forum North)
- Participants can participate for free, no need for invoicing, reminders

All prices GST Excluded

AOF Report

Attach your AOF report along with your business plan.

AOF Impact Report Form

“Looking back”

The purpose of this form is to look back over the last grant year, to see what impact your annual operating grant has had on the community.

Organisation name	Volunteering Northland
Contact name	Bart van der Meer
Position in group	Manager / Board Secretary
Email	mgr@volunteeringnorthland.nz
Daytime phone number(s)	09-9454984 / 021-2390101

Performance measures

In July 2018, we provided you with a set of performance measures (attached again for your reference). Please refer to these when answering the below questions on your impact over the last year.

(If you were given specific, additional measures, please report against those as well).

For the reporting period, tell us how your organisation went with the following questions.

Did your organisation meet the expectations of your board, the people who use your services, and the wider community? Why/why not?

- The board: Yes, and vice-versa. Board and staff have been working close together on many occasions including planning and strategy meetings: <https://volunteeringnorthland.nz/news/item/40>
- Non-profits we work with: We visit organisations regularly (liaison programme) making sure they are happy with what we do, fine tuning in case they have special needs. Survey attached shows organisations would recommend Volunteering Northland to a friend or colleague
- Volunteers: We ask for feedback regularly, from volunteers we refer making sure communication is working making sure they found a place to volunteer. Survey attached shows how they benefit and what they like about volunteering.

What difference did your organisation make?
<p>We have been active in a few areas resulting in increased participation:</p> <ul style="list-style-type: none"> • Promotion: In local papers, at events, on social media, ... • Registering organisation, resulting in more options, a wide variety • Recruiting volunteers and finding opportunities for individuals and (business) teams to volunteer • Organising subsidised PD workshops, for instance Governance Training for Northland Committee members, most of them are volunteers <p>All of these are focussed on promoting volunteering, mobilising the community and make all feel included.</p>
What worked well?
<ul style="list-style-type: none"> • Responses to Social media posts • Visibility using our stall at public events • Subsidised First Aid training (still waiting lists) and Governance Training • Guide volunteer Programme for new migrants, connecting them, volunteering while improving English. • Having opportunities for youth and newcomers that can be used to improve chances for paid work. Learn new skills, show motivation, gain referees.
What didn't work so well?
<ul style="list-style-type: none"> • There are a few pockets where we could do more, mainly outside whangarei, in for instance Hikurangi, Whangarei Heads and Bream Bay. We only have a limited number of volunteer opportunities available in these areas, so not everyone can find something that fits. • There is a high demand for some roles that do not appeal "enough" like at the Op-Shops and assisting with funding • Some roles that do need extra people are to demanding to attract the numbers they need like for instance : Emergency Services and City Safe Ambassadors. To demanding mainly means to big of a long-term commitment and/or giving up weekends.
Resourcing – In your last application, you provided indicative numbers of volunteer and paid staff, and their expected total hours for the year. Were the actual numbers the same as expected/indicated? If not, please provide some comment.
<ul style="list-style-type: none"> • Actual numbers were as indicated, numbers have since increased, also because there is funding available. If we would have more funding we would increase the hours further, automatically increasing our KPI's (= participation).

Who and how many people were involved with or received services from your organisation? How did they benefit?
<p>We worked for 210 organisations in Northland:</p> <ul style="list-style-type: none"> • Recruiting volunteers for them 1,296 referrals + 25 teams (177 people) • Providing subsidised Professional Development (374 participants) • Providing resources (Volunteer management handbook and check-list, templates, fact-sheets, tips and ideas, useful web links) <p>The benefit for volunteers depend on the individual, that can include:</p> <ul style="list-style-type: none"> • Getting connected, making friends • Improve self-esteem and confidence, fight boredom and loneliness • Get referees, learn new skills, show motivation and enthusiasm • Finding a place that fits, having fun • Gain a sense of inclusion within the community, a sense of achievement and satisfaction • Use personal skills in a new setting, gain recognition for your abilities <p>The benefit to the community as a whole included:</p> <ul style="list-style-type: none"> • Making sure services that are taken for granted stay alive • Growing citizen engagement, participation and inclusion • Utilising available skills, knowledge and expertise • Youth engagement and leadership development
Who did you work with to deliver your project, programme or service?
<ul style="list-style-type: none"> • The non-profits that are registered with us • Event organisers • Organisations who support individuals to (re)integrate like: MSD, Multicultural Whangarei, WorkBridge, Salvation Army Employment Services, NorthTec, Schools, ... • Business that provide volunteer teams and/or in-kind support like: Refining NZ, Vodafone/ Digital Mobile, ElevateCA, RICOH, Vulcan Steel, Northland Scaffolding, ASB Bank, and many more

Which of the following areas would you like to strengthen? (please tick or highlight)	
<input type="checkbox"/> Leadership	<input type="checkbox"/> Marketing/publicity
X Fundraising	<input type="checkbox"/> Financial management
<input type="checkbox"/> Equipment and resources	X Volunteers/time
X Other: Providing easy accessible Professional Development	

Is there anything else you'd like to tell us?
<ul style="list-style-type: none"> We would again like to thank WDC for their support and hope we were able to make it clear that our growth isn't over yet. We feel Volunteering Northland has shown to be a great tool for WDC to achieve their outcomes, especially the increased participation and look forward to continue and where possible grow the collaboration.

Attach:

- Your business plan for the year(s) ahead.

Submit:

Your completed report with your application for next year to funding@wdc.govt.nz.

You can also post it to:

Community Funding
 Whangarei District Council
 Private Bag 9023
 Whangarei 0148

Or drop it in to one of our customer service centres.

Thank you for contributing to your community and helping Whangarei to be a vibrant, attractive and thriving district.



Performance Report

for the year ended 31 July 2018

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Entity Information

For the year ended 31 July 2018

Charity Name	Volunteering Northland
Entity type	Charitable Trust
Registration number	CC48740
Address	Suite 11, Old Municipal Building 71 Bank Street Whangarei 0110
Contact details	09-9454984 info@volunteeringnorthland.nz www.volunteeringnorthland.nz www.facebook.com/volunteeringnorthland
Bankers	ASB Bank
Reviewer	Bob Bullivant

Entity Information

For the year ended 31 July 2018

Entity's purpose and mission:

- Volunteering Northland is a non-profit organisation providing a recruitment and referral service for volunteers and facilitates and enhances volunteering in general.
- Local organisations and organisers of one-off community events that involve volunteers sign up at the volunteer centre and list their available opportunities for volunteers.
- The opportunities are accessible on-line, at the centre, advertised in local media, on social media and promoted at public events. The volunteer centre matches potential volunteers with opportunities.
- The centre provides a wide variety of opportunities and different arrangements for youth, migrants, teams and others who are looking to find their place in the community.
- The volunteer centre supports and provides training for volunteer managers / coordinators, raising the level of professionalism.
- The centre provides advice, advocacy and recognition for the volunteer.

Entity Structure:

- **Trust Structure**
 - Volunteering Northland is governed by a Board of five to nine Trustees.
 - Where possible a selection is made to ensure the three Northland districts are represented and that necessary skills are covered, like governance, legal, finance, marketing and ICT.
 - The Board makes strategic decisions in close consultation with the operational staff and provides support and guidance.
- **Staff Structure**
 - Staff consists of a Manager, an Outreach Coordinator and Administrator.
 - Staff is responsible for the day-to-day operation of the centre and supports the board.
 - There are a number of volunteers involved, long-term and for one-off projects. Roles include: Outreach assistants, flyer distribution, writer/reporter, proof reader, photographer, graphic design, accountancy, writers and social media specialists.

Main Sources of the Entity's Cash and Resources:

- Funding comes from a wide variety of philanthropic trusts, support from local government, national government, annual fees for services to registered non-profit organisations and government departments plus donations from supporters.

Entity Information

For the year ended 31 July 2018

Main Methods Used by the Entity to Raise Funds:

- Submitting funding applications at organisations with whom Volunteering Northland developed a long-term relationship. These includes Local Councils, Department of Internal Affairs, Northland Foundation, and various gaming trusts.
- Submitting funding applications at organisations for one-off items or short-term projects and events.
- Charging an annual fee for services to organisations that register with the centre.
- Occasionally charging a contribution for additional one-off services (consultancy and workshops).

Entity's Reliance on Volunteers and Donated Goods or Services:

- Volunteers are vital to Volunteering Northland, as is the case at many non-profit organisations.
- Trustees donate time, energy and expertise guiding the staff.
- Paid staff works with volunteers, long-term and for one-off projects, sharing the workload and covering the large geographical area Volunteering Northland operates in.
- Volunteering Northland ensures that being involved as a volunteer is a worthwhile experience.
- When appropriate, Volunteering Northland accepts services and goods being donated.

Additional Information

- Everyone is a potential volunteer.
- The reasons a person might volunteer can vary greatly from person to person.
- Voluntary work is done of one's own free will, unpaid, for the common good.
- Volunteering is a meaningful and purposeful activity.
- All motives for volunteering are valid.

Statement of Service Performance

For the year ended 31 July 2018

Description of the Entity's Outcome:

- Volunteering Northland helps to build a community where voluntary work is recognised and respected, as life enhancing for the individual, and advances the common good.
- Volunteers fulfil an essential role in communities. Without them, many of the services and facilities that are taken for granted would not be possible. Volunteering Northland makes this more visible and helps to mobilise the community.
- Matching people with places/roles to volunteer benefits the non-profit organisations, the individual volunteer and the community as a whole.

Description and Quantification (to the extent practicable) of the Entity's Outputs:

- Volunteering Northland promotes and grows volunteering, increases the number of opportunities available, the variety, the arrangements (one-off, short-term, long-term, teams and families), the quality and takes away the barriers for people who do want to volunteer but do not know what is on offer.
- Most volunteers do volunteer because they are asked. Advertising opportunities for volunteers is a form of asking individuals to put their hand up.
- When Volunteering Northland is advertising opportunities for volunteers it is clear at which organisation these are. Volunteers can choose to contact the volunteer centre, to make the connection, or approach the organisation directly (not counted).

Achievement	This year	Last year	
#Organisations using service	190	159	on receiving side
#Opportunities advertised	409	372	average 4 to 5 people per role
#Unique web visits (month)	2,785	2,155	45,428 annual visits
#Volunteers referred	1,301	1,248	1,054 long-term average

- Advertised weekly in three local news papers and with other targeted magazine advertising plus regular editorial content.
- 1,275 Facebook likes.
- 31% of referred volunteers are newcomers to the region
- 40% of referred volunteers are 30 years or younger
- 74% of referred volunteers are female
- 64% used our website to refer themselves
- The volunteer centre covers the whole of Northland.
- Volunteering Northland hosted thirteen subsidised workshops, 315 people attended: 120 @ 12 hour First Aid, 83 @ Communication, 57 @ Volunteer Management and 55 @ Governance.
- Provided resources for volunteer leaders/manager/coordinators about Volunteer Management (check-list, program manual, how-to guide), Health and Safety at Work Act, vetting volunteers, Vulnerable Children's Act, fact-sheets, research links.

Statement of Financial Performance

For the year ended 31 July 2018

	Note	2018	2017
Revenue			
Grants	1	\$130,861	\$108,707
Donations		\$1,921	\$800
Fees and Subscriptions		\$12,588	\$10,737
Goods and Services		\$16,252	\$2,148
Interest savings account		\$1,520	\$1,651
TOTAL INCOME		\$163,142	\$124,043
Expenses			
Volunteer and employee related costs	2	\$93,908	\$71,773
Costs to provide services	2	\$53,984	\$37,268
Other expenses	2	\$7,784	\$5,339
TOTAL EXPENSES		\$155,676	\$114,380
NET SURPLUS		\$7,466	\$9,663

Statement of Financial Position

As at 31 July 2018

	Note	2018	2017
Current Assets			
Bank Account and cash	3	\$59,761	\$131,368
Accounts receivable	3	\$6,130	\$2,380
		\$65,891	\$133,748
Non-Current Assets			
Property, plant and equipment	4	\$13,207	\$4,541
TOTAL ASSETS		\$79,098	\$138,289
Current Liabilities			
Accounts Payable	3	\$6,588	\$11,613
Committed funds	1	\$11,000	\$72,632
TOTAL LIABILITIES		\$17,588	\$84,245
NET ASSETS		\$61,510	\$54,044
Represented by:			
Equity			
Trust Capital	8	\$10	\$10
Accumulated Surplus	8	\$1,500	\$2,034
Reserves	8	\$60,000	\$52,000
TOTAL EQUITY		\$61,510	\$54,044

For and on behalf of the trust

Trustee:

Date:

M. J. Will
18/10/18

Trustee:

Date:

[Signature]
18/10/18

Statement of Cash Flows

For the year ended 31 July 2018

	2018	2017
Cash flows from operating activities		
Cash was received from:		
Donations, fundraising and other similar receipts	\$71,151	\$142,907
Receipts from providing goods, services and fees	\$25,091	\$13,239
Interest, dividends and other investment receipts	\$1,520	\$1,651
Cash was applied to:		
Payments to suppliers and employees	-\$156,372	-\$108,657
Net cash flows from operating activities	-\$58,610	\$49,140
Cash flows from investing and financing activities		
Cash was received from:		
Receipts from the sale of property, plant and equipment		
Cash was applied to:		
Payments to acquire property, plant and equipment	-\$13,000	-\$2,400
Net cash flows from investing and financing activities	-\$13,000	-\$2,400
Net increase in cash	-\$71,610	\$46,740
Opening Cash	\$131,368	\$84,628
Closing Cash	\$59,761	\$131,368
This is represented by:		
Bank accounts and Cash	\$59,761	\$131,368

Statement of Accounting Policies

For the year ended 31 July 2018

Reporting Entity

Volunteering Northland is a charitable entity registered under the Charities Act 2005. The financial statements of Volunteering Northland have been prepared in accordance with generally accepted accounting practices.

Basis of Preparation

Volunteering Northland has elected to apply PBE SFR-A (NFP) Public Benefit Entity Simple Format Reporting - Accrual (Not-For-Profit) on the basis that it does not have public accountability and has total annual expenses of less than \$2,000,000. All transactions in the performance report are reported using the accrual basis of accounting. The performance report is prepared under the assumption that Volunteering Northland will continue to operate in the foreseeable future.

All amounts are in NZ dollars.

Tier 2 PBE Accounting Standards Applied

The entity has not adopted any Tier 2 PBE Accounting Standards in the preparation of the performance report.

Measurement Basis

Volunteering Northland is governed by its trust deed and the Trustee Act 1956. The accounting principles recognised as appropriate for the measurement and reporting of earnings and financial position on a historical cost basis are followed by the entity.

Changes in Accounting Policies

There have been no changes in accounting policies.

Statement of Accounting Policies

For the year ended 31 July 2018

Specific Accounting Policies

The following specific accounting principles which materially affect the measurement of earnings and financial position have been applied.

Property, Plant & Equipment

The entity has the following classes of Property, Plant & Equipment;

- **Office Equipment**

Fixed assets are recorded at cost, less accumulated depreciation. Depreciation is charged to the Statement of Financial Performance over the estimated useful lives of each part of an item of property, plant and equipment, using the "Straight Line Depreciation Method".

The following estimated useful life values have been used:

Computer equipment 3 to 4 years

Marquee 6 years

Website 4 to 6 years

- **Vehicle**

Depreciation for the Branded Vehicle (2013) purchased November 2017, is charged to the Statement of Financial Performance over the estimated useful life, using the "Straight Line Depreciation Method". The estimated useful life value used is 5 years.

Goods & Service Tax

The Statement of Financial Performance has been prepared so that all components are stated exclusive of GST. All items in the Statement of Financial Position are stated net of GST, with the exception of Accounts Receivable and Accounts Payable.

Accounts receivable

Accounts receivable are valued at their estimated realisable value after due allowance for amounts not considered recoverable.

Taxation

No provision for Income Tax has been made as the entity has tax exempt status.

Going Concern

Volunteering Northland continues to be reliant on grants from funders to fund ongoing operations. As at date of approving these financial statements the trustees do not have committed funding in place to fully fund its budgeted 2019 financial year operations, Without receiving external funding adequate to meet anticipated costs the trustees may have to scale back operations or the going concern assumption may not be valid. The financial statements do not include any adjustments that may result if the Trust were unable to continue as a going concern.

Notes to the Performance Report

For the year ended 31 July 2018

Note 1: Analysis of Revenue

	2018	2017
Grants		
Lottery Grants Board	\$15,000	\$25,000
Whangarei District Council	\$15,000	\$10,000
Far North District Council	\$5,700	\$0
SVF (VCNA HUI's)	\$158	\$807
COGS (Far North)	\$1,000	
COGS (Whangarei/Kaipara)	\$4,000	\$4,000
DIA Support for Volunteering Fund	\$5,042	\$68,495
Pub Charity	-\$307	\$5,240
Northland Foundation	\$10,000	\$10,000
Oxford Sports Trust	\$3,000	\$2,500
Southern Trust	\$4,810	\$2,165
Foundation North		\$13,900
Pegasus	\$5,826	
	\$69,229	\$142,107
 Add committed funds last year		
Far North District Council		\$6,000
Pub Charity	\$1,604	\$3,232
Foundation North	\$8,500	
DIA Support for Volunteering Fund	\$45,861	
Lottery Grants Board	\$16,667	\$30,000
	\$72,632	\$39,232
 Less committed funds this year		
Pub Charity		\$1,604
Foundation North		\$8,500
DIA Support for Volunteering Fund		\$45,861
Lottery Grants Board	\$10,000	\$16,667
Southern Trust	\$1,000	
Total committed funds	\$11,000	\$72,632
 Total fundraising	\$130,861	\$108,708

Notes to the Performance Report

For the year ended 31 July 2018

Note 2: Analysis of Expenses

	2018	2017
Volunteer and employee related costs		
Personnel costs	\$90,928	\$69,979
Volunteer expenses	\$994	\$112
Staff training/conferences	\$1,986	\$1,682
	\$93,908	\$71,773
Costs to provide services		
Rent	\$3,230	\$4,789
Workshops	\$26,442	\$15,040
Phone and internet	\$10,504	\$6,508
Travel and accomodation	\$922	\$2,316
Promotion and advertising	\$10,415	\$7,655
Office supplies	\$2,439	\$824
Printing, reproduction and postage	\$32	\$136
	\$53,984	\$37,268
Other expenses		
Depreciation	\$4,334	\$3,298
External accounting charges	\$151	\$1,324
Literature, memberships	\$801	\$717
Motor vehicle	\$2,498	
	\$7,784	\$5,339

Note 3: Analysis of Assets and Liabilities

	2018	2017
ASB Society account	\$2,442	\$2,001
ASB Savings account	\$31,399	\$78,127
ASBSavings Plus	\$24,979	\$24,425
ASB CC	\$618	
ASB TD		\$26,706
Petty Cash	\$323	\$109
	\$59,761	\$131,368
Accounts receivable	\$6,130	\$2,380
Accounts payable + credit notes	\$3,189	\$5,148
ASB CC		\$913
GST payable	\$3,399	\$5,552
Total Accounts payable	\$6,588	\$11,613

Notes to the Performance Report

For the year ended 31 July 2018

Note 4: Property, Plant and Equipment

This year, 2018

Asset Class	Opening Carrying Amount	Purchases	Sales / Disposals	Depreciation	Closing Carrying Amount
Computer Equipment	\$850			\$463	\$387
Web Application	\$3,462			\$1,475	\$1,987
Marquee	\$229			\$229	\$0
Motor vehicle		\$13,000		\$2,167	\$10,833
	\$4,541	\$13,000	\$0	\$4,334	\$13,207

Last year, 2017

Asset Class	Opening Carrying Amount	Purchases	Sales / Disposals	Depreciation	Closing Carrying Amount
Computer Equipment	\$1,332			\$483	\$850
Web Application	\$3,438	\$2,400		\$2,375	\$3,462
Marquee	\$669			\$440	\$229
	\$5,439	\$2,400	\$0	\$3,298	\$4,541

Note 5: Contingent Liabilities

At balance date there are no known contingent liabilities. (2016:nil). Volunteering Northland has not granted any securities in respect of liabilities payable by any other party whatsoever.

Note 6: Capital Commitments

There are no capital expenditure commitments at balance date. (2016:nil).

Note 7: Principal Activity

The principal activity of Volunteering Northland is the promotion of volunteering.

Notes to the Performance Report

For the year ended 31 July 2018

Note 8: Accumulated Funds

This year, 2018

Description	Capital Contributed by Owners or Members	Accumulated Surpluses or Deficits	Reserves	Total
Opening Balance	\$10	\$2,034	\$52,000	\$54,044
Surplus		\$7,466		\$7,466
Transfer to Reserves		-\$8,000		-\$8,000
Transfer from Reserves			\$8,000	\$8,000
Closing Balance	\$10	\$1,500	\$60,000	\$61,510

Last year, 2017

Description	Capital Contributed by Owners or Members	Accumulated Surpluses or Deficits	Reserves	Total
Opening Balance	\$10	\$18,371	\$26,000	\$44,381
Surplus		\$9,663		\$9,663
Transfer to Reserves		-\$26,000		-\$26,000
Transfer from Reserves			\$26,000	\$26,000
Closing Balance	\$10	\$2,034	\$52,000	\$54,044

Breakdown of reserves

Name	Nature and Purpose	2018	2017
Reserve Fund	The reserve fund was created to accumulate reserves up to nine months of operating costs.	\$60,000	\$52,000
		\$60,000	\$52,000

Independent Reviewer's Report

I have performed a review of the Financial Statements for Volunteering Northland for the year ended 31st July, 2018

Limited assurance is provided that the financial statements as a whole are free from material errors or fraud

Nothing has come to my attention that causes me to believe that the financial statements are not free from material misstatement.

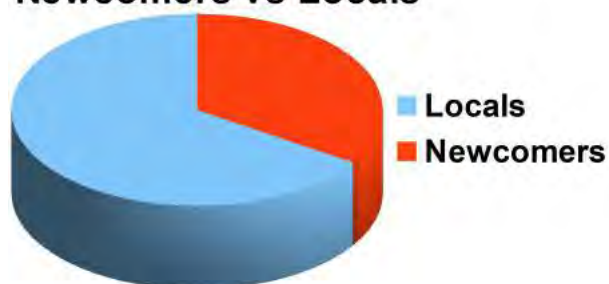
 8/9/18

Robert Bullivant FCPA (Retired)

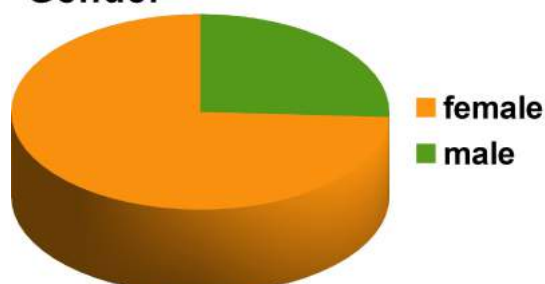
Budget 2018-2021

	18-19	19-20	20-21
Volunteer and employee related costs			
Personnel costs	\$101,500	\$104,000	\$106,500
Volunteer expenses	\$300	\$350	\$400
Staff training/conferences	\$2,500	\$2,750	\$3,000
	\$104,300	\$107,100	\$109,900
Costs to provide services			
Rent	\$3,500	\$3,500	\$3,500
Workshops/Consultancy	\$20,000	\$20,000	\$20,000
Phone and internet	\$10,000	\$11,000	\$12,000
Travel	\$2,500	\$3,000	\$3,500
Promotion and advertising	\$8,500	\$9,500	\$10,000
Office supplies	\$1,200	\$1,500	\$1,800
Printing, reproduction and postage	\$150	\$150	\$150
	\$45,850	\$48,650	\$50,950
Other expenses			
Depreciation	\$4,000	\$4,250	\$4,500
External accounting charges	\$50	\$50	\$50
Literature, memberships	\$800	\$900	\$1,000
	\$4,850	\$5,200	\$5,550
Total Expenses	\$155,000	\$160,950	\$166,400
Grants	\$130,000	\$135,000	\$140,000
Annual fees	\$13,000	\$14,000	\$15,000
Service fees	\$9,000	\$9,000	\$9,000
interest	\$1,500	\$1,750	\$2,000
Donations	\$1,500	\$1,500	\$1,500
Miscellaneous	\$2,500	\$3,000	\$3,500
Total Income	\$157,500	\$164,250	\$171,000
Balance	\$2,500	\$3,300	\$4,600

Newcomers vs Locals

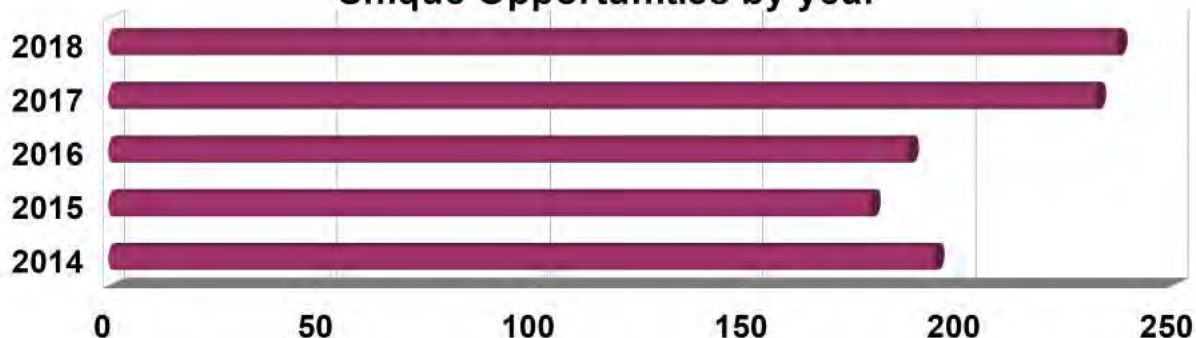


Gender

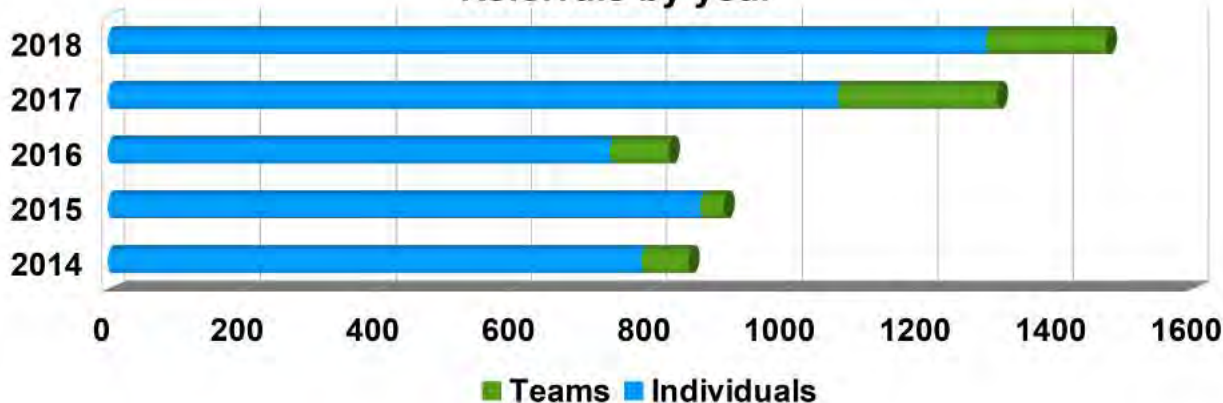


2,700+	Registered volunteers
200+	Registered organisations
1,100+	Opportunities listed (220 current, looking for 1,500+ volunteers)
425+	Printed local media mentions
50/100+	Promotions at public events (using stall) / Presentations to groups
1250+	Volunteers indirectly connected via volunteer centre (estimated)
75+	Team-referrals, 600+ individuals
575+	Course participants from 150+ organisations in 21 courses

Unique Opportunities by year



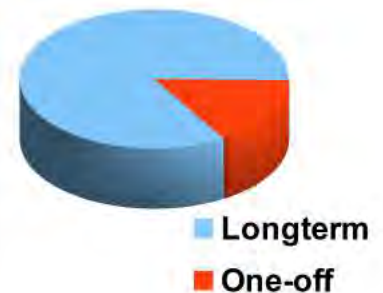
Referrals by year



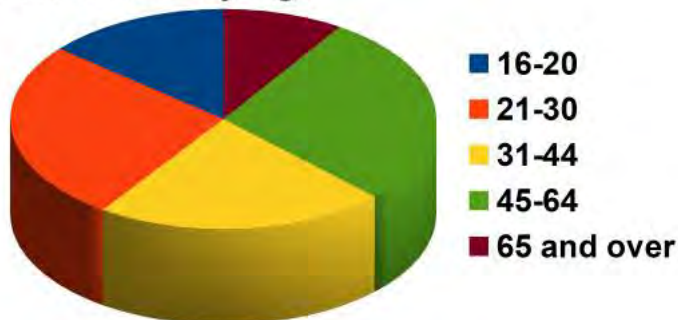
Referrals by activity



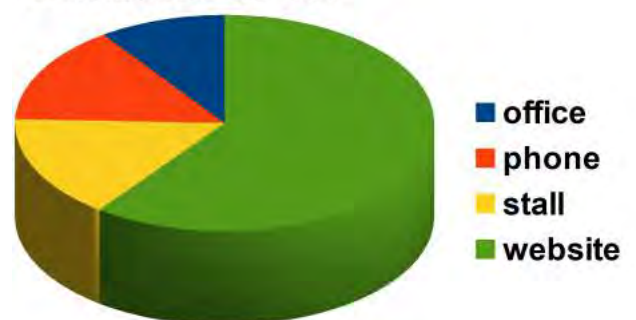
Duration



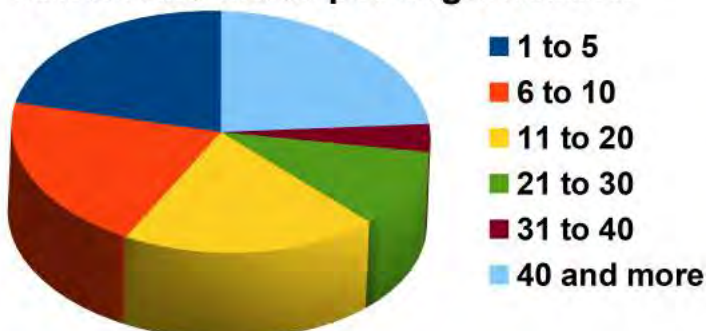
Volunteers by age



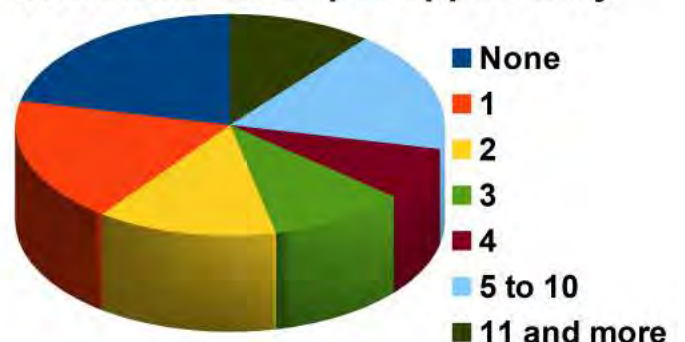
Contacted us via



#Referrals made per organisation



#Referrals made per opportunity



Event Report – Public Stalls and Public Presence 2018 (Snapshot Jan 2018-Dec 2018)

Public Stalls: (13 for 2018)

Ngapuhi Festival 27 Jan 2018

Our first stall of the year, great to promote Volunteering to the wider Maori community. Many conversations about volunteering and talking about our services. Bart networked with quite a few new non-profit organisations.

We worked with the organiser beforehand and referred over 40 volunteers to the festival. Approx. 13 new volunteer referrals were taken at the stall.



NorthTec Orientation Day – 14 Feb 2018

A 2 hour stall talking to students, was a fun and vibrant day. A great chance to network with students and non-profit orgs. Approx. 7 volunteer referrals taken at the stall.



Pasifika Fusion Festival – 24 Feb 2018

A fabulous festival with great entertainment, kai and awesome people. This was our most successful stall to date as we had recruited a couple of volunteers to do FREE Facepainting, a guess the Jellybeans competition and mini putt. This engaged the crowd and while Trish, Lucy, Roisin and Vai Facepainted for hours, Bart talked to the whanau and we referred many people with about 25 referrals during the day. We learnt that a crowd attracts a crowd!



Northland Field Days, Dargaville – 3,4,5 March 2018

A three day event that had us chatting to a large number of non-profits and a few potential volunteers. The set-up of the stall didn't facilitate a huge engagement. Saturday was the best day and offering free facepainting encouraged people to engage.



Mangonui Waterfront Festival - 24 March 2018

Can't escape from the Northland Rain! Again a fun festival, but it did pour down at about 2pm. Great to connect with the Far North Community and the Mayor John Carter. A number of new referrals through to the community. (9 referrals)



The Old Packhouse Market – Sat 21 April 2018

The sun was shining and this market was busy. A great engagement with the Mid North community. Approx 9 referrals.



International Day of Families – Sat 19 May 2018

Forum North. An inside festival which was well attended by the migrant community. Lots of free family activities, entertainment and great food to engage the audience. 14 new referrals on the day, interestingly most referrals were from the local community (not recent migrants) which showed the event was well attended from the wider community.

Matariki Whanau Festival – Sat 30 June 2018

Town Basin. A very successful event. One of our largest engagements. The festival was extremely well attended. The audience had also the widest demographic from the community from the festivals we attend. 37 new referrals over the one day.



Mangawhai Volunteer Expo – Sat 18 August 2018

32 various local groups set up at a local hall with tables and talked to potential volunteers, VN had a stall there and we engaged with all the various groups as well as the general public.

Kaitia Senior's Expo – 3 Oct 2018

Engaged with many of the other community groups in Kaitia, many seniors stopped by for a chat so was worthwhile in making everyone aware of our organisation.



Northtec Spring Market Day – 17 October 2018

A nice event connecting with a range of people, students, tutors, and family. We have since had volunteers sign up since they have finished their study. Great engagement with a tutor now working with Ruakaka Community Patrol.

Caring for Northland, Family Fun Day - 11 November 2018

Concentrating on volunteer roles around the emergency services, we had a great engagement from the public, referrals below:

2 x Disaster Relief for Red Cross
2 x St John Ambulance
2 x CCTV Camera Operators
2 x Fire and Emergency
1 x Victim Support
2 x DHB roles at Whangarei Hospital
1 x Senior Services visitor



+ Parihaka Pest Management, I Have a Dream, Riding for Disabled and Kaitia Peoples Centre. We also met 3 people interested in Facepainting at events and a Sign Language Interpreter new to the area.

Celebrating International Day of Persons with Disabilities 7 December 2018

Always a good festival celebrating different abilities. Nice to have Gaye working with us who has mobility issues chatting to people about volunteering. We made approx 12 new referrals on the day.



Presentations:

13 Feb 18, International students (NorthTec) 2 groups (24 students)
10 Apr 18, Friendship Club Kaitaia (30 participants)
24 May 18, Funding and Community Workshop Kaikohe (50 People) & Kerikeri (70 people)
20 June 18, City Community Safety Group (20 participants)
17 July 18, Presentations (x3) to International Students (40 Participants)
16 Aug 18, WDC Cadets (8 Students)
27 Aug 18, Students of English Language Partners (21 Participants) Migrant Workshops
06 Sept 18, Te Hau Awhiowhio o Otangarei Trust, Presentation
25 Oct 18, Kaipara District Council Councillors and staff/management
6 Nov 18, Eplipsy Group

Project; Guided Migrant Volunteering Program:

In partnership with Multicultural Whangarei, Volunteering New Zealand and supported by MBIE. The migrant programme is working with new migrants (in NZ less than 5 years) and integrating them into the wider society through volunteering. Making connections, making friends, learning new skills and practising language, our Migrant program has been very successful. 2018 – 3 x group presentations (30 migrants) 15 non-profit organisations benefiting from volunteers. Many volunteers enjoying their volunteer roles and are now volunteering long-term. Making friends and connections, improving language skills.



Other Public Engagement / Networking:

Regular attendance at Networkers Forums and BA5's

13 Feb 18, Whangarei Community Networkers
20 Feb 18, Kaikohe Networkers Meeting
28 Feb, 18, Exult Funding Workshop (Network)
12 Mar 18, Youth Space talk/expo @ Forum North
12 Mar 18, Meeting with Minister of Volunteer sector Peeni Henare
09 Apr 18, Youth networkers (Whangarei @ Whangarei Youth Space)
17 Apr 18, Kaikohe Networkers Meeting
17 Apr 18, Kaikohe Youth workers drop in
13 Jun 18, Hosted a BA5 to the Business Community. (60 Participants), Hosted Scott Miller CEO of Volunteering New Zealand. Partnered with Refining NZ
26 Jul 18, Connecting business groups to CCS Disability Action in a team project; NorthTec, Vulcan Steel, and Northland Scaffold
15 Sept 18, Keep New Zealand Beautiful Week, part of the planning group with WDC. Ran 2 events connecting community groups. (Clean up Municipal Car-Park, + street event)
9 Oct 18, Minute secretary for Whangarei Networks meeting
29-31 Oct 18, Pivot Conference and Volunteer Centre Network Hui in Christchurch

2018 Professional Development Workshops Facilitated by Volunteering Northland

8-9 May 18 First Aid. **Whangarei**, 18 Participants (Triple One Care)
19-20 Apr 18 First Aid. **Dargaville**, 20 Participants (Triple One Care)
7-8 May 18 First Aid. **Kaikohe**, 20 Participants (Triple One Care)
10 May 18 Governance "Governance that adds value" **Whangarei**. 56 Participants (LEAD)
6 Aug 18, Governance, "Governance that adds value" **Dargaville**. 36 Participants (LEAD)
23 Aug 18, Governance "Governance that adds value" **Whangarei**. 30 Participants (LEAD)
27+28 Sept, First Aid, **Whangarei**, 18 Participants (Triple One Care)
3 Oct 18, Governance "Governance that adds value" **Kerikeri**. 29 Participants (LEAD)
11 Oct 18, Governance (Managers and Chairs) **Whangarei**. 33 Participants (LEAD)
25 Oct 18, First Aid Refresher, **Whangarei**. 14 Participants (Triple One Care)
1-2 Nov 18, First Aid, **Kawakawa**. 13 Participants (Triple One Care)
14 Nov 18, Governance, "Governance that adds value" **Kaitaia**. 34 Participants (LEAD)

Forms of Marketing and Media 2018

Print Advertising and Editorial:

3 x weekly, updated newspaper articles. Northland Age, The Northern Advocate, The Whangarei Report.

Local Community Magazines. Tiki Pride, Onerahi Orbit and Getting out There etc.

Press Releases circulated monthly, Editorials, What's on etc. NZME and Fairfax

Web presence:

Volunteering Northland Website

Links to Volunteering New Zealand, Whangarei District Council, Far North District Council, Northland Regional Council, Chamber of Commerce, MSD websites

Google My Business

Social Media; Facebook – regular “boosted” posts. Instagram (New 2018)

Public and Network engagement:

Hosted Professional Development Workshops (Communication, First Aid, Governance)

Attendance of Chamber of Commerce BA5's

Attendance at the Volunteering NZ Conference and Hui 2018

Attendance at NURM Networking events (non-profit Sector)

Staff engaged with various Professional Development opportunities National and Northland

Presentations/Talks: Youth and Careers groups, U3A, Retirement Villages etc.

Stalls: Min. 8 x per year

Quarterly Newsletter: Summer / Autumn / Winter / Spring 2018

Distribution, email 1600 volunteers, print copy circulated x100

Other:

Posters and flyers, various locations across Northland

Sandwich board outside Municipal Building and at Stalls and Sign-written Car



As well as features and articles, Volunteering Northland have regular weekly advertisements promoting opportunities in both the Northern Advocate, Whangarei Report and The Northern Age promoting opportunities all over Northland.



Volunteering Northland

Wanting to Volunteer?
A huge range of roles on our website
Need a volunteer?
Contact us

Whangarei Area
Help out at Cancer Society,
Playgroup coordinator @Plunket
Retail assistant for TradeAid + more

Kaipara Area Drivers &
Literacy Mentors, Op shops,
Museum Support + more

Far North
Support Hospice, Hosts at The
Turner Centre, Waitangi Treaty
Grounds, Riding for the Disabled,
SPCA shop and Gardens, Switzer
Home support + more

Teams Northland Wide
Show us your team (3 or more)
and **Do Good Northland Wide**.
Business, Community Groups,
Youth Groups, any teams.
Loads of projects ready now;
Hospice, Daffodil House, Eco
projects, Planting projects,
Keep NZ Beautiful, Soul Food,
Trade Aid, Matakohē/Limestone
Island and many more...

09-945-4984 or 0800-865-268 info@volunteeringnorthland.nz



Volunteering Northland

Wanting to Volunteer?
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Need a volunteer?
Contact us

Thank you!
National Volunteer Week
celebrates the 1.2 million Kiwis
who volunteer in our
communities every year.
Thanks to all volunteers for the
generosity of your time and
spirit. The volunteer work
delivered is essential to
keeping our communities
strong and healthy.

"When you
volunteer, you
vote every day
about the kind of
community you
want to live in."
#NVW2018

09-945-4984 or 0800-865-268 info@volunteeringnorthland.nz

Links to our website also on Volunteering New Zealand, Whangarei District Council, Far North District Council, Northland Regional Council, Chamber of Commerce.
Regular **FaceBook** posts and promotions.

JANUARY 31, 2018, **WHANGAREI LEADER** 3

In brief

HELP OUT
Volunteers are needed for a huge range of festivals and events in Northland this summer. Volunteering Northland has partnered up with many event organisers to help recruit helpers for festivals, arts, cultural, education and eco events. This includes the Pasifika and Fritter Festivals, Waitangi Day, ArtBeat, Sculpture Symposium and the Whangarei Heads Art Trail. Spokesperson Trish Clarke says volunteering is a great way to engage in a variety of roles with different activities and meet a bunch of new people. One-off events offer an opportunity to volunteer without the long-term commitment, she says. Contact Volunteering Northland 09 945 4984 or info@volunteeringnorthland.nz

Friday, April 27, 2018 Northern Advocate 11

KaiparaConnection

Email: rose.stirling@gmail.com or editor@northernadvocate.co.nz

A weekly column connecting with the mighty Kaipara

Dynamic first aid

An instructor who trained the Prime Minister's Diplomatic Protection Squad in first aid has now trained 20 people from not-for-profits in the Kaipara, thanks to sponsorship gained by Volunteering Northland.

Triple One First Aid instructor Simon Townsend said, "It's not your average first aid course".

By that, what he means is that he aims to make his course, "interactive and dynamic," creating scenarios as realistically as possible for the response required.

"It's about making it so real, that they actually feel like they are there doing it, then they should be able to attend to it properly, if that day ever came."

The interactive course saw participants take part in more than 20 emergency scenarios based on real-life events Mr Townsend experienced in the ambulance service over 25 years. His goal was to ensure members of his class knew what to do in an emergency.

His motto is - "don't wait for an emergency to happen to have an action plan".

Participants tend to a "victim" of a car crash in a fake scenario designed to teach them key first-aid skills.

Scouts Dargaville representative Rebecca Davidson said the instructor was engaging: "He set up scenarios very realistically for the response required."

The course was provided through sponsorship gained by Volunteering Northland at a subsidised cost of just \$30 per person instead of \$225.

They were also supported by the local fire and emergency services which gave them a training room at the Dargaville Fire Station free of charge.

Eight Kaipara non-profits took part in the 12-hour course last week.

Rose Stirling

The Whangarei Leader 31 Jan 2017

Northern Advocate 27 April 2018

6/20/2018

nzme.pressreader.com/the-northern-advocate/20180619

6/27/2018

The Northern Advocate

2 www.volunteeringnorthland.nz

Local News

Tuesday, June 19, 2018

CONTACT US

General enquiries 09 420 2899

Head of News

Deputy Editor 09 420 2895

Spokes Editor 09 420 2895

Photography 09 420 2895

Editorial enquiries 09 420 2895

News tips 09 420 2895

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DEATHS

Funeral notices P&O

Volunteers shoulder load

Northland leads the way but there's plenty more that can be done in the community

National Volunteer Week is running from June 17 until June 23 and there are a huge number of projects and initiatives that can be done in the community.

Volunteering Northland is pleased to announce that the number of volunteers in the region has increased by 10 per cent since the last survey. This is a testament to the hard work of our volunteers and the support of the community.

Volunteering Northland is a non-profit organisation that provides a range of services to the community. We are currently looking for volunteers to help with a variety of projects, including:

- Community clean-ups
- Environmental projects
- Social services
- Health and wellbeing
- Education and training
- Arts and culture
- Sports and recreation
- Animal welfare
- Disaster relief
- International development
- Human rights
- Peace and conflict resolution
- Gender equality
- LGBTQ+ rights
- Disability rights
- Elder care
- Youth services
- Mental health
- Substance abuse
- Domestic violence
- Sexual violence
- Human trafficking
- Modern slavery
- Cyberstalking
- Identity theft
- Credit repair
- Debt management
- Financial planning
- Tax preparation
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Managers of Volunteering Northland, from left, Alice Tomlinson, with Trish Cooles (left) and Lucy Schenker.

It said the year was chosen to be a year in which the volunteering sector was able to celebrate its achievements and the support of the community.

The theme for 2018 is 'Volunteers, The Heart of our Community'. By many, the work will be completed, Mā tū, mā mana, ka rapa te whai, captures the essence of the volunteering spirit and the link between volunteers and the communities who benefit from their ongoing generosity and support.

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Migrant Shashi loves to chip in and help through volunteering

When Shashi Karmacharya came to New Zealand from Sri Lanka in January last year, she didn't know where to go for help.

But in the short time since she arrived, the 28-year-old has volunteered at the Special Olympics and is now involved with a volunteer group that helps migrants and refugees.

Shashi is a volunteer with the Migrant Centre, which provides support and advice to migrants and refugees. She is also a volunteer with the Special Olympics, which provides support and advice to people with intellectual disabilities.

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Volunteering through her career at Northtec.

The Migrant Centre is a non-profit organisation that provides support and advice to migrants and refugees. It is currently looking for volunteers to help with a variety of projects, including:

- Community clean-ups
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- Social services
- Health and wellbeing
- Education and training
- Arts and culture
- Sports and recreation
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At the end of the day, I just love that feeling of having done something good and accomplishing something.

Shashi Karmacharya



Shashi Karmacharya is a volunteer with the Migrant Centre, which provides support and advice to migrants and refugees. She is also a volunteer with the Special Olympics, which provides support and advice to people with intellectual disabilities.

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Northern Advocate 19 June 2018 - Full Page ad, Nth Advocate/The Report / Nth Age Both for National Volunteering Week 2018

Volunteering at the Heart of Tikipunga

Volunteering Northland is proud to work with many non-profit organisations that are based in Tikipunga, such as North Haven Hospice, I Have a Dream, Mountains to Sea Conservation, Tiki Pride, Forget Me Not Adult Day Centre, Tikipunga AFC and Soul Food.

Working with over 180 organisations Northland wide we wish to thank all the volunteers for the huge contribution they make to the well-being of the community. In Northland, that's 10 million hours per year! If you wish to add your hours to the list, we have volunteer opportunities in a huge range of interests. Call or check online for a range of options.

17-23 June is National Volunteer Week and this year Volunteering Northland is promoting "Team Volunteering". So, if you are a business, community group or a team of 3 or more, you can be making a visible difference to your community - plus getting some great team-building benefits along the way. We have projects ready-to-go for June/July, both indoors and out. Maybe a spot of painting or waterblasting, planting, a park/beach clean-up, Adopt a Spot to clear that graffiti, prepare a meal or sort clothing.

Business can also help by making a long-term connection with a non-profit organisation. Last year the staff and residents of The Falls Lifestyle

Village adopted the gardens at The Papermill.

Village Manager, Ros Martin says "It's the beginning of a long term relationship between the two organisations." More recently, Mr Electri City has been assisting North Haven Hospice with electrical testing. Some fantastic Tikipunga connections. Contact Trish or Bart at Volunteering Northland to find out more.



Paper Maker Steve Blagrove with the volunteer team from The Falls

WANT TO VOLUNTEER?

One-off or long-term, in a team or behind the scenes?

Volunteering Northland has a huge range of opportunities so everyone can find a fit.

09-945-4984 or 0800-865-268

www.volunteeringnorthland.nz

Need volunteers? Contact us today.

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NZ CHAMBERS OF COMMERCE NORTHLAND

Celebrating National Volunteer Week

Volunteering Northland supported by Refining NZ

National Volunteer Week (17-23 June 2018) will be launched one week earlier with a B&S event on Wednesday 13th June 2018 at The Orchard, supported by Refining NZ.

We welcome all members of the Northland business community to join us to recognise and celebrate the vital contribution of New Zealand's approximately 1.2 million volunteers in areas as diverse as social development, the economy and the environment.

Volunteering Northland is a non-profit business providing a recruitment and referral service for volunteers by "making a connection". The volunteer centre recruits and matches potential volunteers with opportunities that match their skills and interests.

Many Northland businesses already sponsor non-profits, financially and with in-kind support. There are a huge number of non-profits active in the region, doing great stuff, many operating on a shoestring.

Volunteering Northland is also lucky and grateful to have the support of a few businesses (ElevenCA, Refining NZ, Vodafone Digital Mobile and NBS, RICOH). They offer skills, in-kind support and significant resources.

We can assist the business community to connect with a cause such as finding a hand or offering a special skill. This could be used as a team-building exercise, an opportunity to get your branding out there, or simply giving something back to the community under the CSR (Corporate Social Responsibility) banner.

In June 2016 (National Volunteer Week) we organised the "I Done You" project, connecting 12 business leaders with non-profits. 2017 we connected 26 teams to 21 one-off projects. Some of those resulted in long-term connections, like The Falls Estate adopting the gardens at The Papermill and the CEO of Marsden Maritime joining the board of Whangarei Rhythmic Service.

We warmly invite you to learn more at our B&S (13th June, at The Orchard). Team volunteering options are already available, with more coming in the next few months. This is a great experience for a team (3 people for half a day or so) and for some it could be a first step to the perfect fit with a non-profit.

Proudly supported by

REFINING NZ

Your Energy Here

"Many Hands Make Light Work!"

Volunteering is Good for Business!

Join us to find out more

BA5, 13th June @ The Orchard

0800-865-268 or 09-945-4984

info@volunteeringnorthland.nz



Mr Li shown in the **Advocate 30 June 2018** – Introduction to volunteering as part of the Migrant Volunteer Program. VN has done the pilot for the country, in partnership with VNZ, Multicultural Whangarei and Volunteering Northland.

7/12/2018

nzme.pressreader.com/the-northern-advocate/20180711

Wednesday, July 11, 2018

Advertising Feature

www.northernadvocate.co.nz 21

NZ CHAMBERS OF COMMERCE

N O R T H L A N D



■ Volunteering Northland BA5

Northern Advocate July 11th.
Image from the BA5 hosted at The Orchard Hub.

The Northern Advocate

www.northernadvocate.co.nz

Tuesday, July 24, 2018

\$2.00 (Mon-Sat delivery \$10.60)



VN have been working with Love Whangarei Monthly Clean Up Group. Front Page Northern Advocate 24 July 2018

Volunteering Northland

Make a difference and have fun doing it VOLUNTEER!

Who are we?
Volunteering Northland is an organisation that connects people with opportunities at non-profit organisations all over Northland.

We support volunteer coordinators and provide advice, advocacy and recognition for volunteers.

Want to Volunteer?
On most of our teams, there is a front or behind the scenes? There is a wide range of opportunities available, so everyone can find something that fits. If you want to donate some time, energy and/or skills, please contact us or check out the full list on our website.

Need a Volunteer?
Looking for more help, energy, extra hands or specific skills to help you expand your services or organisation's vision?

Get in touch! We advertise these opportunities in many ways and have met potential volunteers with the non-profit sector.

Donate to our fund
Help secure our long-term future by donating or making a bequest to our community endowment fund. Contact the Northern Foundation, the administrators of our fund 09 459 6327 info@northernfoundation.org.nz

www.volunteeringnorthland.nz
0800 865 268 09 945 4984 info@volunteeringnorthland.nz

WANT TO VOLUNTEER BUT DON'T KNOW WHERE TO START?
Volunteering Northland offers a professional Referral Service providing one on one assistance to help find the perfect volunteer position. Our friendly staff will make you feel comfortable and spend time getting to know what skills and passions you have. All appointments are FREE and the office is conveniently located in the Municipal Building, 71 Bank St. We meet next to Citizens Advice Office which has full disability access. Call or email for an appointment.

Full Page ad for "Getting out There" Magazine 2018/2019

Northland/ Employment

Volunteering provides pathway to paid work

Whangarei migrants Vinkal Gaur and Astrid Kelly found that volunteering helped them successfully find paid work.

International Northtec student Vinkal Gaur came to New Zealand in 2017 to study a degree in sport. He wanted to build networks and applied for advertised jobs but found the lack of response frustrating. "I applied for jobs," he says, "but I never heard back."

As part of a Multicultural Whangarei employment program he volunteered to lead Yoga classes. Then a referral to the Whangarei Aquatic Centre resulted in a few weeks working as a volunteer there until he was offered a paid job as a group fitness instructor.

"This is the ideal job for me," he says, "it is an amazing place to work... it is very satisfying."

Migrant Astrid Kelly had a similar experience, after migrating to New Zealand from the Philippines to join her kind husband she searched for jobs and learnt that volunteering could help.

"Volunteering can give you exposure... it can be a stepping stone to work," she says. Like Gaur, she had no success at applying for advertised jobs but worked as a volunteer through a Multicultural Whangarei employment program and joining Volunteer Northland.

"My first volunteering in administration was for 'Punkin'," says Kelly. She was also a volunteer event photographer for Multicultural Whangarei.

She used these work experiences and references when applying for paid work at Literacy Whangarei, a vacancy she discovered through her Multicultural Whangarei network. She has worked as a Literacy Whangarei administrator since May 2017.

"Volunteering is good for foreigners to know how it works here in New Zealand," Kelly says.

Multicultural Whangarei Centre Manager Josie Manney agrees. "Lots of New Zealand employers want local experience."

As well as gaining local work experience and references, Manney has found volunteering helps migrants develop networks, get to know their community and learn how things are done here. She has observed that being a successful volunteer helps newcomers build confidence as well as provides opportunities to practice language skills, all of which help with success in getting paid work.

- by Volunteering Northland, Reporter Cathy Robinson

Our article in Multicultural Times – National Newspaper 18/8/2018

neighbourly.co.nz

Trappers needed

Volunteer backyard trappers are needed to help maintain and clear trap in the Parihaka area.

Dr.Dai Morgan has been leading a voluntary project aimed at enhancing native biodiversity by eradicating pest mammals across the entire city.

He is asking anyone who lives within 100 metres of the bush Parihaka area and who is willing to maintain a trap, to put their hand up in order to support the conservation work being done within the forest.

"All you need to do is to check and clear your trap periodically and record your captures," he says.

There is currently a limited number free rat and possum traps for anyone that lives adjacent to Parihaka.

Additional funding has been made available to the Parihaka Community Landcare group from the both Whangarei District Council and Northland Regional Council.

"With this additional funding we need more volunteers and residents to help support the project, keep it manageable and not push the existing volunteer base too much."

The additional funding allows the group to increase the area under management by 30 hectares making the total amount of about 100 hectares.

Anyone wishing to help can contact Volunteering Northland or check out the FaceBook page "Parihaka Community Landcare".

AUGUST 31

Migrant Workshop: Volunteering Northland with Multicultural Whangarei are running a workshop to introduce volunteering to our migrant community. A great way to get to know your new community is by volunteering. We will guide you and make sure you find the perfect place for you. Workshop starts at 1pm, or come and join us beforehand for a shared lunch at 12.info@volunteeringnorthland.nz

1ST 29, 2018

NEWS

to do list

1. SHOW

Whangarei Choral Society presents Gilbert & Sullivan's Mikado, September 1, 2.30pm St John's Golden Church, 149 Kamo Rd. Tickets at the door or from our website.

2. SUMMER

Mangapai Hall Summer Market: September 2, 9am to 1pm Children market - clothes, baby gear, books, toys. Tables \$10 Contact Jessie 027 385 8098.

3. MIGRANTS

Migrant Workshop: Volunteering Northland with Multicultural Whangarei are running a workshop to introduce volunteering to our migrant community. August 31, 1pm, or come for a shared lunch at 12. Email info@volunteeringnorthland.nz

Article written by Trish Clarke from Volunteering Northland for Parihaka Community Landcare seeking Volunteers. **The Whangarei Leader** 22 Aug 2018.

Above Right:
Migrant Workshops **The Whangarei Leader** 29 Aug 2018

A Strong Tikipunga Spirit

The Tikipunga community spirit is strong. This is reinforced by the many non-profit organisations that use Tikipunga as a base for their activities and the high number of volunteers who live in Tikipunga and that volunteer in Tikipunga and the wider Whangarei area.

Volunteering Northland has a varied range of opportunities from "pop-up" volunteering, where you simply turn up and do "the thing". Recent Tikipunga examples are a Clean Up project at The Falls, Mountains to Sea planting days and Tiki Pride Newsletter delivery. There are still plenty of other roles that don't require a huge time commitment but need regular attendance.

Urgently needed is volunteer support for the following:

- **I Have a Dream** – Thursday Afternoon Programme Aide, Tiki Primary School 2.15-4.15pm
- **North Haven Hospice** – Support at the In-patient Unit, Tikipunga
- **Tiki Pride** – Minute Secretary
- **Pink Ribbon Street Appeal** – 12-13 October

Other current volunteer roles in Tikipunga are:

- Long Term Mentors and Breakfast Club volunteers for 'I have a Dream',
- 'Ambassadors' for the Summer Safe

programme at Otuihau/Whangarei Falls, run by Tiki Pride to manage weekend visitors

- Newsletter delivery for Tiki Pride
- Activity Helpers and Drivers for Forget Me Not Adult Day Centre.

For many other opportunities to help out all over Whangarei, contact Northland Volunteering on info@volunteeringnorthland.nz, www.volunteeringnorthland.nz or phone 0800 865 268.



Left:

Otuhau News Editorial and Ad Sept 2018

Below:

Northland Advocate, 27 Nov 2018

Colin Kitchen, Volunteering Northland Board Member.

11/27/2018

<https://nzme.pressreader.com/the-northern-advocate>

Medal marks volunteer fire chief's 50 years

Denise Piper

The joy of helping people in their time of need inspired Colin "Toss" Kitchen to dedicate a lifetime to Kaitiaki Volunteer Fire Brigade.

On Saturday, Kitchen – the senior station officer of the brigade – received a 50-year service medal for his volunteer work.

Kaitiaki's Te Ahi Centre was transformed for the occasion,

with fire trucks outside and fire brigade-themed table ornaments and stage decorations inside. About 375 people attended the celebration, including friends and family from as far afield as Switzerland and Australia.

Alan Cockburn, from Christchurch, presented the medal to Kitchen on behalf of the United Fire Brigades Association. He is the 190th person in New Zealand to receive the

50-year service medal and the third in Kaitiaki.

"I feel pretty proud but I wouldn't have done this without my family – they've been on the journey with me over the years – and also my fellow firefighters that I serve with; they all give their time 24/7 without recompense," he said.

Deputy chief fire officer Ross Beddows, said the award was "very significant".

"Toss is nothing short of a

bloody legend in Northland," Beddows said.

Kitchen also spent 20 years working for the New Zealand Fire Service as a volunteer support officer and captained the fire service's national rugby team. He is also a Far North District councillor, a Northland District Health Board member, a civil defence representative, and a board member for Sport Northland and Volunteering Northland.



Colin "Toss" Kitchen credits his family for the 50 years he has spent as a volunteer firefighter in the Far North. The feat was celebrated at Kaitiaki's Te Ahi centre on Saturday.

Photo: Denise Piper

Feedback Governance Workshops 2018

- Workshop: 5x “Governance that adds value”, 1x “Leading Organisations”
- Locations: Dargaville (1), Kaitaia (1), Kerikeri (1), Whangarei (3)
- Number of participants: 251
- Delivered by LEAD, Centre for Not for Profit Leadership

Questions asked:

Please “score” on a scale of 1 to 5 (1: no/so-so/unlikely, 5: yes/good/likely)	Score
Did the content of the training meet your expectations	A
How do you rate the venue (also consider location, parking)	B
Would you recommend the training to experienced board members	C
Would you be interested in further specific training (Chair/Chair-to-be, Chair+Manager) (if yes, leave your details in the box below)	D
Would you recommend the “complete” board to attend this training	E
Would you have attended the training if it was held on a Saturday	F
Would you/your-organisation be interested in further assistance from LEAD (if yes, leave your details in the box below)	G

Is it OK for us to use your name and/or the name of your organisation for promotion of governance training we organise (If “no” we might still use them anonymously)?	H	H
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Results (173 responders)

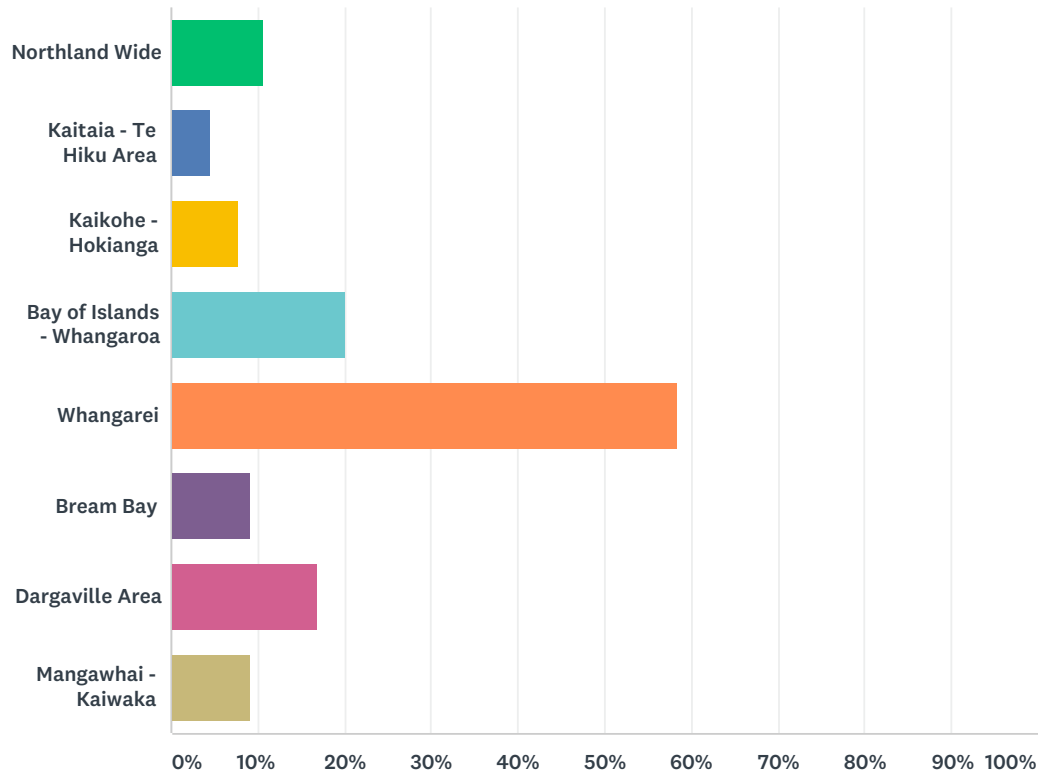
	5	4	3	2	1	-	Average
A	131	36	6	0	0	0	4.72
B	119	41	11	2	0	0	4.60
C	112	32	14	6	8	1	4.36
D	89	14	22	4	30	14	3.81
E	113	26	15	7	4	4	4.44
F	80	26	27	11	22	7	3.79
G	70	18	28	13	22	22	3.67
H	107	6	11	1	14	33	4.37

Quotes from participants:

- Different from what I expected
- Great. Thank you. Unexpected gains. Lots of laughs.
- Great Workshop. Learnt heaps! Nothing to improve, class was amazing. 10/10
- Keen to have this Kaupapa Shared in a Ngai Takoto Forum. Awesome Professional Development.
- Content was good, program identified a lot of things that current boards need to take into consideration.
- Great day. Informative. Learnt heaps.
- Great information, refreshing and reminding of what our roles can look like.
- Awesome day. Governance is still new to me but the day helped me get a better understanding at what happens @ this level.
- Nga mihi nui ki a koutou! Nui nga hua I puta mai. Thanks Kim!
- Nga mihi ki a koe, highly recommended... awesome delivery.
- It's good to see that you can change the agenda to make it interesting
- Thank you for the lunch
- Long awaited training such as this.
- Very informative training – Now understand board roles
- Enjoyable and clear presentation
- Great atmosphere and response from everyone
- Learned a lot – Sandy a very professional facilitator
- Gained valuable information to share with others
- Awesome facilitation! Loved the inclusive style of learning
- Awesome day
- “Good for picking up little extras that I had not considered.”
- “Food excellent.”
- “Thoroughly enjoyed the training and learned much from it.”
- “Appreciate Volunteering Northland in organising this valuable workshop.”
- “I found this to be a very helpful, informative session.”
- “Thanks for looking after us with regular break & great kai.”
- “Very useful workshop, well facilitated, excellent value.”
- “Awesome insight, clarity provided. Thank you!”
- “Super catering.”
- “Thanks for coming to Dargaville.”
- “The exercise on roles (governance/management) was particularly worthwhile. Will be used within our board meeting.”
-
-and many more positive remarks

Q1 What is your main area/s of Operation?

Answered: 65 Skipped: 3



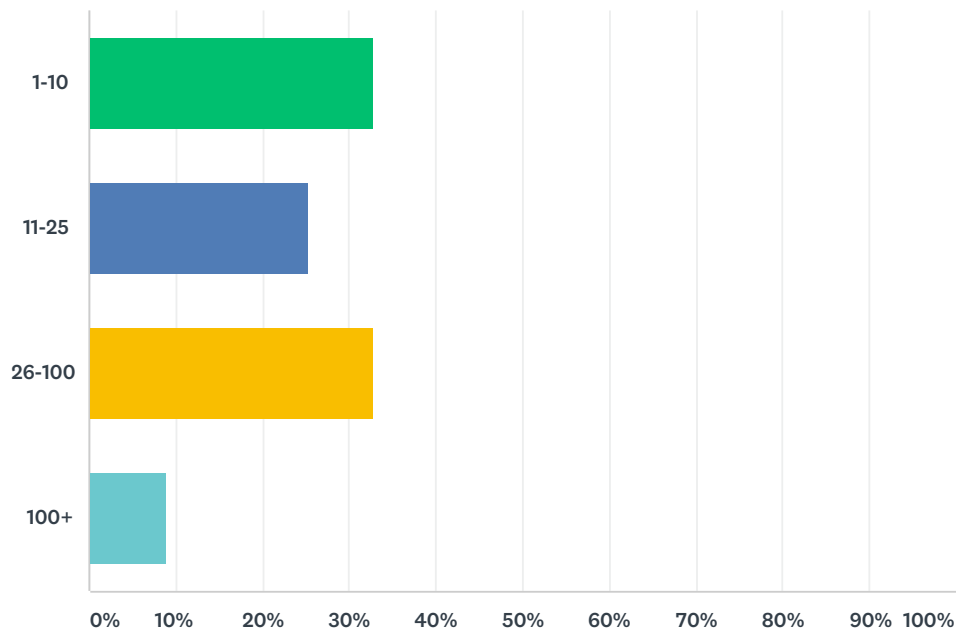
ANSWER CHOICES	RESPONSES	
Northland Wide	10.77%	7
Kaitaia - Te Hiku Area	4.62%	3
Kaikohe - Hokianga	7.69%	5
Bay of Islands - Whangaroa	20.00%	13
Whangarei	58.46%	38
Bream Bay	9.23%	6
Dargaville Area	16.92%	11
Mangawhai - Kaiwaka	9.23%	6
Total Respondents: 65		

#	OTHER (PLEASE SPECIFY)	DATE
1	Tikipunga	2/10/2019 12:53 PM
2	Matakohe	2/7/2019 7:58 PM
3	And extend into Northland Wide as required	2/7/2019 11:57 AM
4	Aiming to diversify to broader Northland	2/7/2019 11:44 AM
5	Matakohe	2/7/2019 10:39 AM
6	Tai Tokerau	2/7/2019 10:12 AM

7	Auckland	2/7/2019 9:18 AM
8	Kaipara Harbour	1/31/2019 3:07 PM
9	described as Kaipara District	1/31/2019 1:14 PM
10	Hikurangi	1/31/2019 1:04 PM

Q2 Number of Volunteers involved in your organisation?

Answered: 67 Skipped: 1



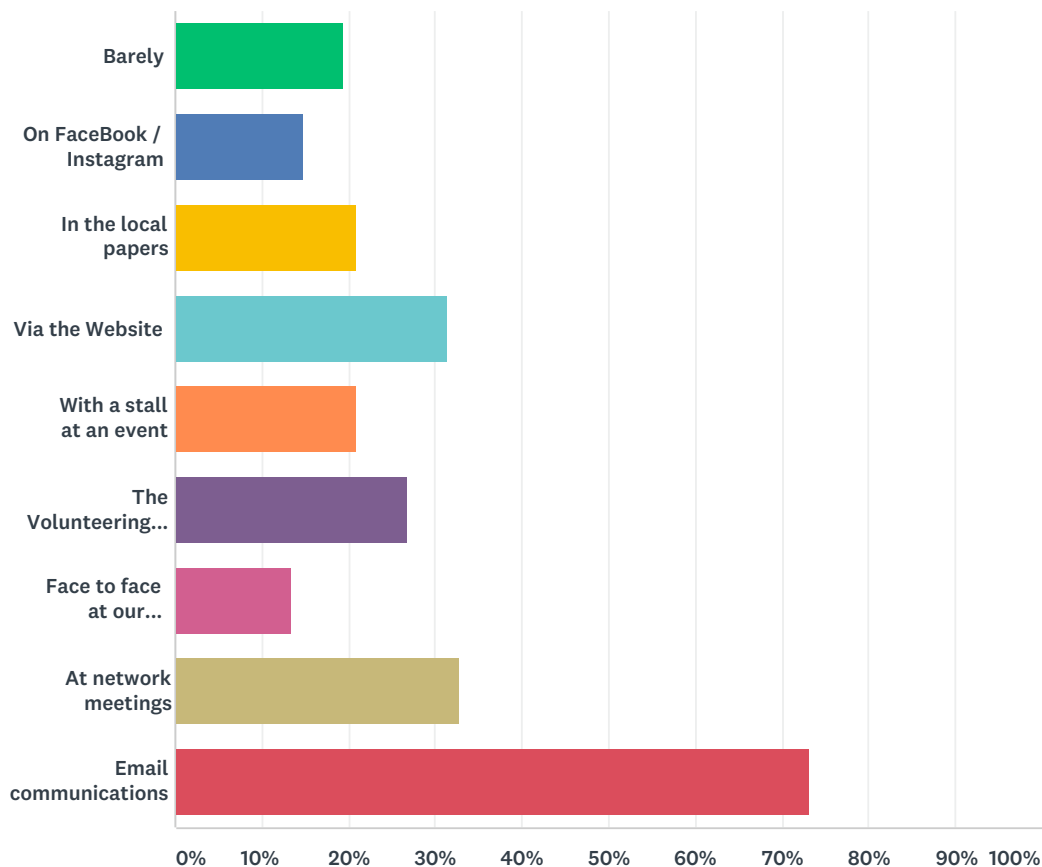
ANSWER CHOICES	RESPONSES
1-10	32.84% 22
11-25	25.37% 17
26-100	32.84% 22
100+	8.96% 6
Total Respondents: 67	

#	COMMENT BOX	DATE
1	Varies, depending on the project	2/10/2019 12:53 PM
2	We all help at different times.	2/8/2019 12:55 PM
3	2 regulars	2/7/2019 7:47 PM
4	all the Board plus several volunteers who help staff with clientservices	2/7/2019 2:53 PM
5	Board Members	2/7/2019 2:27 PM
6	300	2/7/2019 11:08 AM
7	We only use volunteers for events 10-30	2/7/2019 10:12 AM
8	509	2/5/2019 1:51 PM
9	Indirectly - through the groups and projects we work with	2/4/2019 2:43 PM
10	About 45-50 in total. Approx 20 regulars	2/1/2019 12:15 PM
11	Regular attending meetings 9+ But during events and projects -can be over 30	1/31/2019 5:47 PM
12	This is our working base. We have a lot of people who are willing to assist but are not here long enough to be truly useful	1/31/2019 4:27 PM
13	about 14 "active"	1/31/2019 3:07 PM

14	12 usual, + 70 on event week (participants are volunteers)	1/31/2019 1:38 PM
15	mainly in governance roles i.e. Board Members, and broken into working subcommittees	1/31/2019 1:14 PM
16	All the Committee are volunteers although we are all members of the organisation.	1/31/2019 12:56 PM

Q3 Where do you see/engage with Volunteering Northland (Tick all that apply)

Answered: 67 Skipped: 1



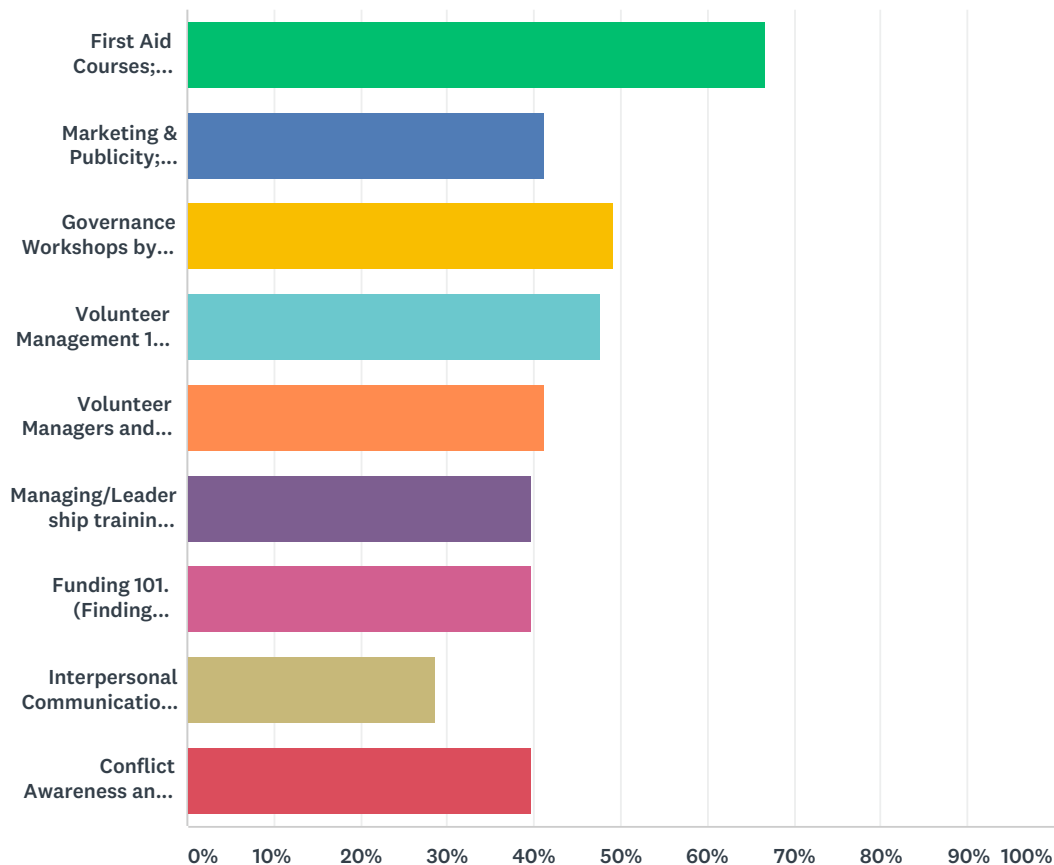
ANSWER CHOICES		RESPONSES	
Barely		19.40%	13
On FaceBook / Instagram		14.93%	10
In the local papers		20.90%	14
Via the Website		31.34%	21
With a stall at an event		20.90%	14
The Volunteering Northland office		26.87%	18
Face to face at our organisation		13.43%	9
At network meetings		32.84%	22
Email communications		73.13%	49
Total Respondents: 67			

#	COMMENT BOX	DATE
1	training	2/7/2019 2:27 PM

2	Interested in how Vol Northland can help us	2/7/2019 11:44 AM
3	There may be other ways -- I am temporarily in the role, and this is how I have so far	2/1/2019 9:06 AM
4	We always look at the emails and fw any to the appropriate people. We are very grateful for the cut price coursed that make it possible for our members to upskill.	1/31/2019 4:27 PM
5	I have attended courses	1/31/2019 3:07 PM

Q4 Are you interested in sponsored Professional Development workshops/courses for yourself and/or others within your organisations? This includes both paid and volunteer staff.

Answered: 63 Skipped: 5



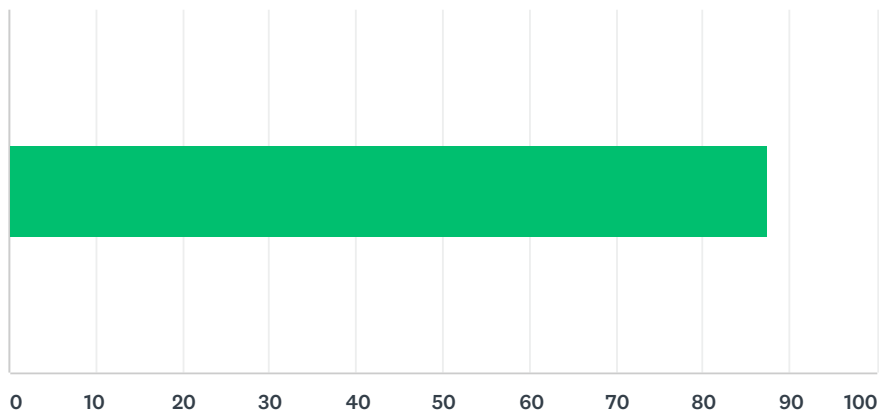
ANSWER CHOICES		RESPONSES	
First Aid Courses; Workplace (1 day), Refresher (1 day), Comprehensive (2 days)		66.67%	42
Marketing & Publicity; Social Media and Mailchimp etc.		41.27%	26
Governance Workshops by LEAD. Various topics		49.21%	31
Volunteer Management 101. Start to finish, tips and tricks		47.62%	30
Volunteer Managers and Coordinators open/casual meet-ups. (Every two months) Casual format (2 hrs), new topic each time		41.27%	26
Managing/Leadership training (3 days) + options of additional mentoring		39.68%	25
Funding 101. (Finding funders, written application tips, accountability)		39.68%	25
Interpersonal Communication, building a team while respecting each other		28.57%	18
Conflict Awareness and De-Escalation Training		39.68%	25
Total Respondents: 63			

#	OTHER (PLEASE SPECIFY)	DATE
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1	Could have people interested in all the above at some time but not on a regular basis	2/10/2019 12:53 PM
2	Wellbeing for the workplace - resources, policies, practices	2/7/2019 10:38 AM
3	Finding philanthropic funding. Professional mentors program would be good.	2/7/2019 10:23 AM
4	Not able to sponsor but we have always support in the way of attending some of these workshops e.g. sent all our board members to Governance workshops	2/7/2019 10:12 AM
5	recruitment and retention new out of box thinking	2/5/2019 1:51 PM
6	I would be good to run a course on H&S compliance and liability.	2/1/2019 12:15 PM
7	Any of these might be of interest to the person appointed permanently to the role	2/1/2019 9:06 AM
8	Really appreciate the subsidised training opportunity's which makes it affordable for the NFP organisation to pay for our volunteers to attend. In return our volunteers are investing their precious time to attend and enhance their skills which benefits us all.	1/31/2019 1:14 PM

Q5 How likely is it that you would recommend Volunteering Northland to a friend or colleague?. (meaning you are happy with how we perform)
Please use the slider, 0 = no, not at all, 100 = yes, very much so

Answered: 66 Skipped: 2



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	88	5,777	66
Total Respondents: 66			

#		DATE
1	98	2/12/2019 9:26 AM
2	100	2/12/2019 6:31 AM
3	99	2/10/2019 12:53 PM
4	79	2/8/2019 12:55 PM
5	100	2/8/2019 12:20 PM
6	100	2/7/2019 10:53 PM
7	50	2/7/2019 7:58 PM
8	51	2/7/2019 7:06 PM
9	100	2/7/2019 4:54 PM
10	84	2/7/2019 2:53 PM
11	99	2/7/2019 2:27 PM
12	48	2/7/2019 2:21 PM
13	74	2/7/2019 1:24 PM
14	100	2/7/2019 1:22 PM
15	100	2/7/2019 11:57 AM
16	100	2/7/2019 11:27 AM
17	96	2/7/2019 11:08 AM
18	100	2/7/2019 10:40 AM
19	100	2/7/2019 10:39 AM
20	50	2/7/2019 10:39 AM

21	100	2/7/2019 10:38 AM
22	90	2/7/2019 10:23 AM
23	95	2/7/2019 10:12 AM
24	100	2/7/2019 9:57 AM
25	100	2/7/2019 9:49 AM
26	98	2/7/2019 9:47 AM
27	70	2/7/2019 9:27 AM
28	70	2/7/2019 9:20 AM
29	100	2/7/2019 9:18 AM
30	97	2/6/2019 4:19 PM
31	100	2/5/2019 1:51 PM
32	100	2/5/2019 10:06 AM
33	100	2/4/2019 2:43 PM
34	83	2/4/2019 10:36 AM
35	52	2/3/2019 5:57 PM
36	99	2/3/2019 12:41 PM
37	1	2/2/2019 1:54 PM
38	100	2/1/2019 12:15 PM
39	100	2/1/2019 11:59 AM
40	83	2/1/2019 10:10 AM
41	100	2/1/2019 9:30 AM
42	99	2/1/2019 9:06 AM
43	82	1/31/2019 5:47 PM
44	100	1/31/2019 5:47 PM
45	100	1/31/2019 4:45 PM
46	74	1/31/2019 4:27 PM
47	89	1/31/2019 4:08 PM
48	93	1/31/2019 3:57 PM
49	60	1/31/2019 3:56 PM
50	59	1/31/2019 3:41 PM
51	93	1/31/2019 3:07 PM
52	100	1/31/2019 2:19 PM
53	100	1/31/2019 2:07 PM
54	100	1/31/2019 2:04 PM
55	99	1/31/2019 2:01 PM
56	100	1/31/2019 1:57 PM
57	100	1/31/2019 1:38 PM
58	100	1/31/2019 1:15 PM
59	100	1/31/2019 1:14 PM
60	72	1/31/2019 1:09 PM
61	100	1/31/2019 1:08 PM

62	75	1/31/2019 1:04 PM
63	100	1/31/2019 12:56 PM
64	21	1/31/2019 12:51 PM
65	100	1/31/2019 12:47 PM
66	95	1/30/2019 9:06 PM

Q6 Any comments or feedback?

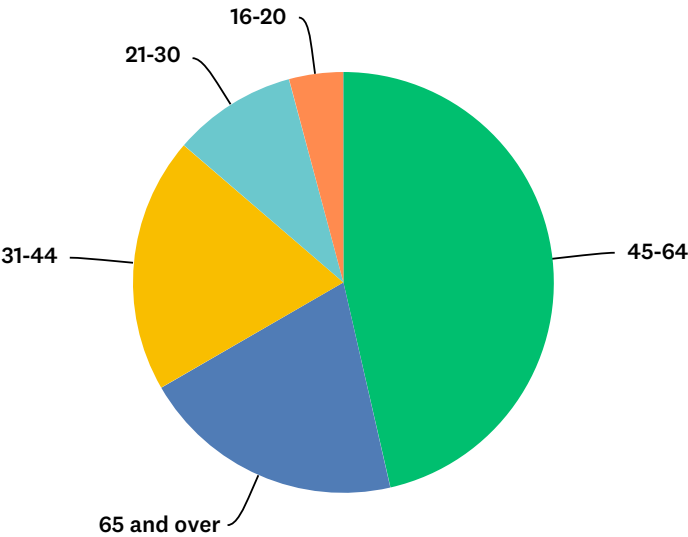
Answered: 29 Skipped: 39

#	RESPONSES	DATE
1	great work	2/12/2019 6:31 AM
2	Enjoy the interaction with your personnel, sharing info and resources, doing a periodical update on Volunteering Northland in our community newsletter.	2/10/2019 12:53 PM
3	Excellent organization - keep up the great work team!	2/8/2019 12:20 PM
4	Because we have not yet got a toilet I have not had help from Volunteer northland so cannot comment.	2/7/2019 7:47 PM
5	It's am amazing organisation that has a huge positive impact helping others in the community	2/7/2019 1:22 PM
6	Sorry I have had no experience as yet with VN and am therefore unable to comment	2/7/2019 11:44 AM
7	Great supportive organization to us	2/7/2019 11:08 AM
8	You do a great job	2/7/2019 10:39 AM
9	More site visits to meet & greet volunteers so they have an opportunity to ask questions.	2/7/2019 10:23 AM
10	On one of our events that we required volunteers, we went through your organisation and the people didn't turn up	2/7/2019 10:12 AM
11	You have been brilliant at finding people who want to contribute to their community. A great success stiry.	2/7/2019 9:57 AM
12	Staff always very willing to help find the best vollie for our needs. Great service.	2/7/2019 9:49 AM
13	Awesome service	2/7/2019 9:18 AM
14	This is because I have been using your website for 5 years, could it have a visual refresh and hold updates on the landing page to entice us to click	2/5/2019 1:51 PM
15	These courses are great for personal confidence and skill development. Well worth while,	2/5/2019 10:06 AM
16	Keep up your great work!	2/4/2019 2:43 PM
17	no	2/3/2019 5:57 PM
18	You guys rock :)	2/1/2019 12:15 PM
19	Definitely recommend being part of a network of like minds, (understanding the challenges of volunteering and charitable work) and the workshops offer good support. I'd like to utilise your workshops more. That's up to us to manage!	1/31/2019 5:47 PM
20	As there is a large geographical and numbers gap between our small rural organisation and the assistance offered,we do not have many contacts to pass your assistance on to, but would do so if the opportunity arose.	1/31/2019 4:27 PM
21	none	1/31/2019 4:08 PM
22	You advertised for a treasurer for us. No luck. I am now being paid for the role. A compromise.	1/31/2019 3:07 PM
23	Think you guys do a wonderful job, love the relationship that we have. We really value your organisation and the work you do, thank you	1/31/2019 2:19 PM
24	Great education. We are grateful for the volunteers we have coming to our organisation and the residents lives are enhanced by them. Thank you.	1/31/2019 2:04 PM
25	Happy Birthday! Appreciate the hub to advertise to potential volunteers, but also getting increasing value from the sponsored workshops the last few years, this has been an incredible way to upskill our staff and Trust volunteers. Thank you!	1/31/2019 1:57 PM

26	Volunteering Northland is run in a very professional manner, they do what they say they will do. Events run smoothly and to time. They have an excellent attendance rates which shows we all value the opportunity that has been extended to us. NFP organisations are feeling the love. Thank you :)	1/31/2019 1:14 PM
27	Volunteering Northland does a great job.	1/31/2019 12:56 PM
28	Have had little or no communication since joining this group have had 1 person recommended through a stall but appreciated all the help we can get	1/31/2019 12:51 PM
29	Thanks, Northland asset	1/30/2019 9:06 PM

Q1 Your age range

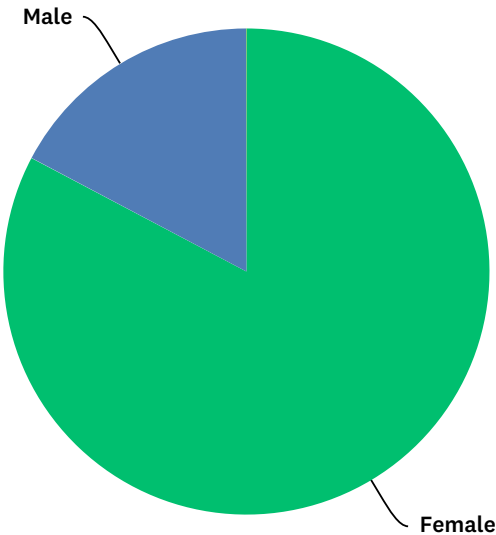
Answered: 168 Skipped: 0



ANSWER CHOICES	RESPONSES	
45-64	46.43%	78
65 and over	20.24%	34
31-44	19.64%	33
21-30	9.52%	16
16-20	4.17%	7
Under 16	0.00%	0
TOTAL		168

Q2 What is your gender?

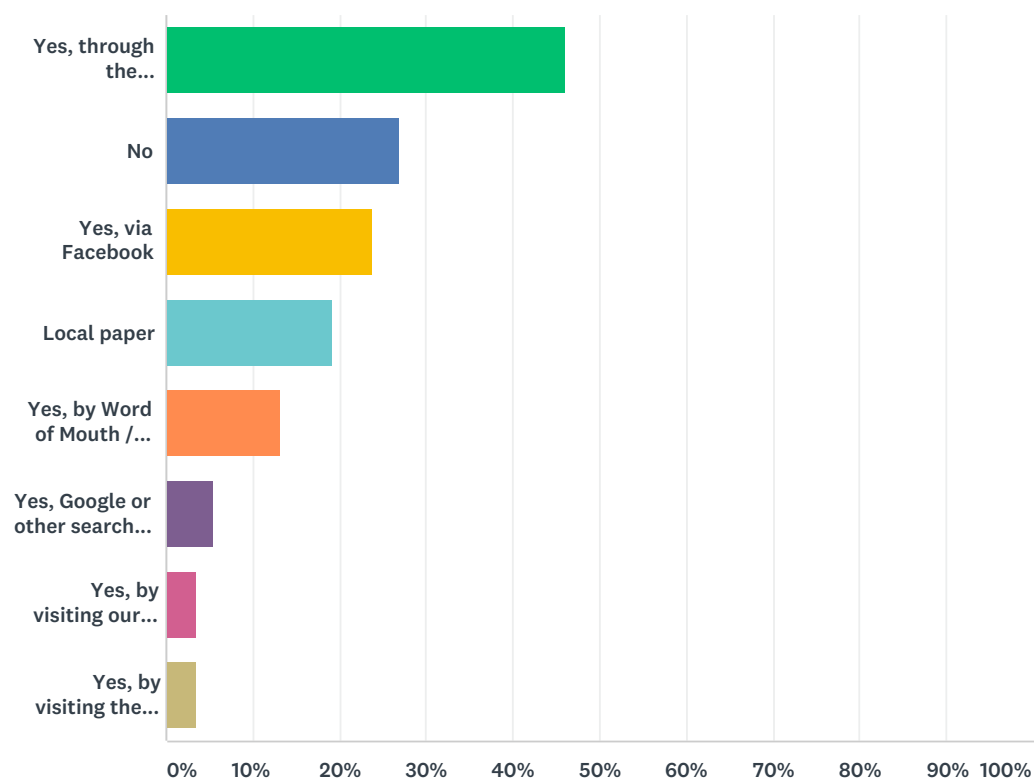
Answered: 168 Skipped: 0



ANSWER CHOICES		RESPONSES	
Female		82.74%	139
Male		17.26%	29
Other, or prefer not to answer		0.00%	0
TOTAL			168

Q3 Do you know about new volunteer opportunities on our list? (Check all that apply)

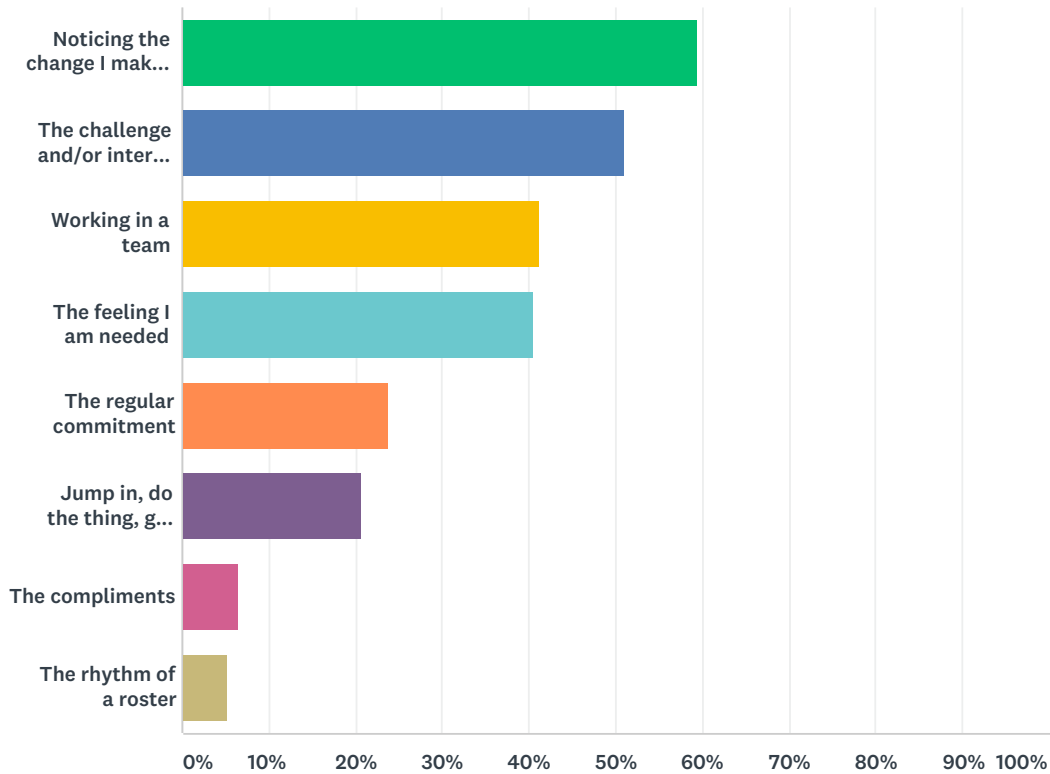
Answered: 167 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes, through the Volunteering Northland website	46.11%	77
No	26.95%	45
Yes, via Facebook	23.95%	40
Local paper	19.16%	32
Yes, by Word of Mouth / Someone told me	13.17%	22
Yes, Google or other search engine	5.39%	9
Yes, by visiting our stall at an event	3.59%	6
Yes, by visiting the office	3.59%	6
Total Respondents: 167		

Q4 What do you like about volunteering?

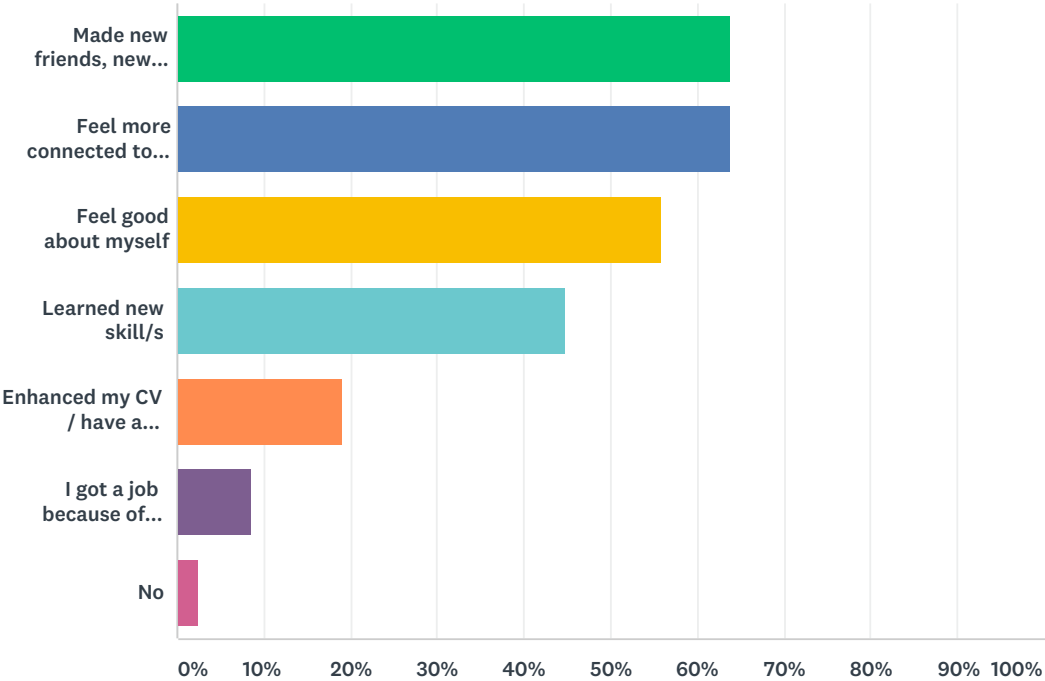
Answered: 155 Skipped: 13



ANSWER CHOICES	RESPONSES	
Noticing the change I make, achievement, satisfaction	59.35%	92
The challenge and/or interest of the role	50.97%	79
Working in a team	41.29%	64
The feeling I am needed	40.65%	63
The regular commitment	23.87%	37
Jump in, do the thing, get out (Episodic or event volunteering)	20.65%	32
The compliments	6.45%	10
The rhythm of a roster	5.16%	8
Total Respondents: 155		

Q5 Do you or did you benefit from volunteering?

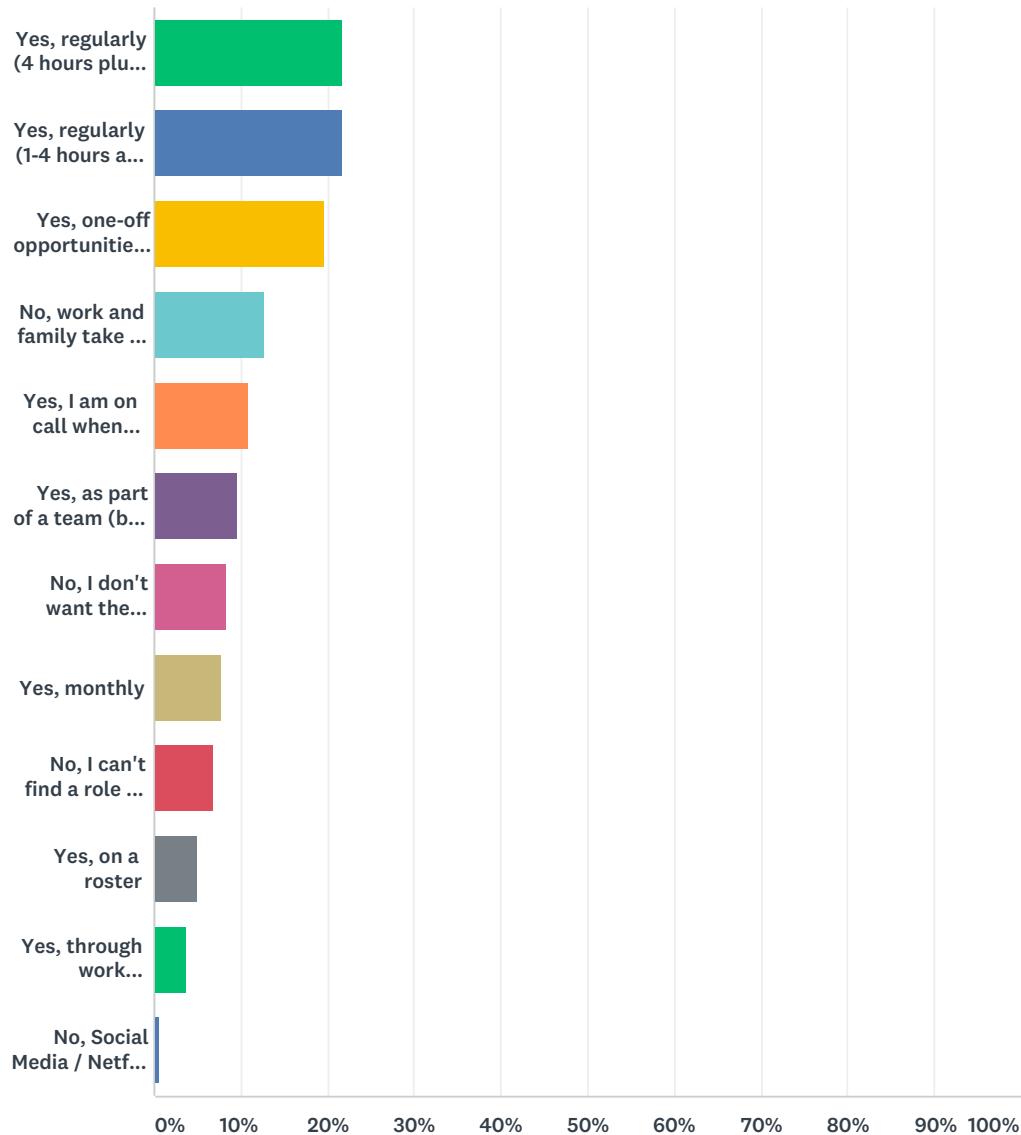
Answered: 163 Skipped: 5



ANSWER CHOICES	RESPONSES	
Made new friends, new contacts	63.80%	104
Feel more connected to the community	63.80%	104
Feel good about myself	55.83%	91
Learned new skill/s	44.79%	73
Enhanced my CV / have a refereee	19.02%	31
I got a job because of volunteering	8.59%	14
No	2.45%	4
Total Respondents: 163		

Q6 Are you still volunteering?

Answered: 157 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes, regularly (4 hours plus a week)	21.66%	34
Yes, regularly (1-4 hours a week)	21.66%	34
Yes, one-off opportunities, a few times a year	19.75%	31
No, work and family take all of my time and energy	12.74%	20
Yes, I am on call when needed	10.83%	17
Yes, as part of a team (but can skip a day without having to worry about it)	9.55%	15
No, I don't want the commitment at this stage	8.28%	13
Yes, monthly	7.64%	12

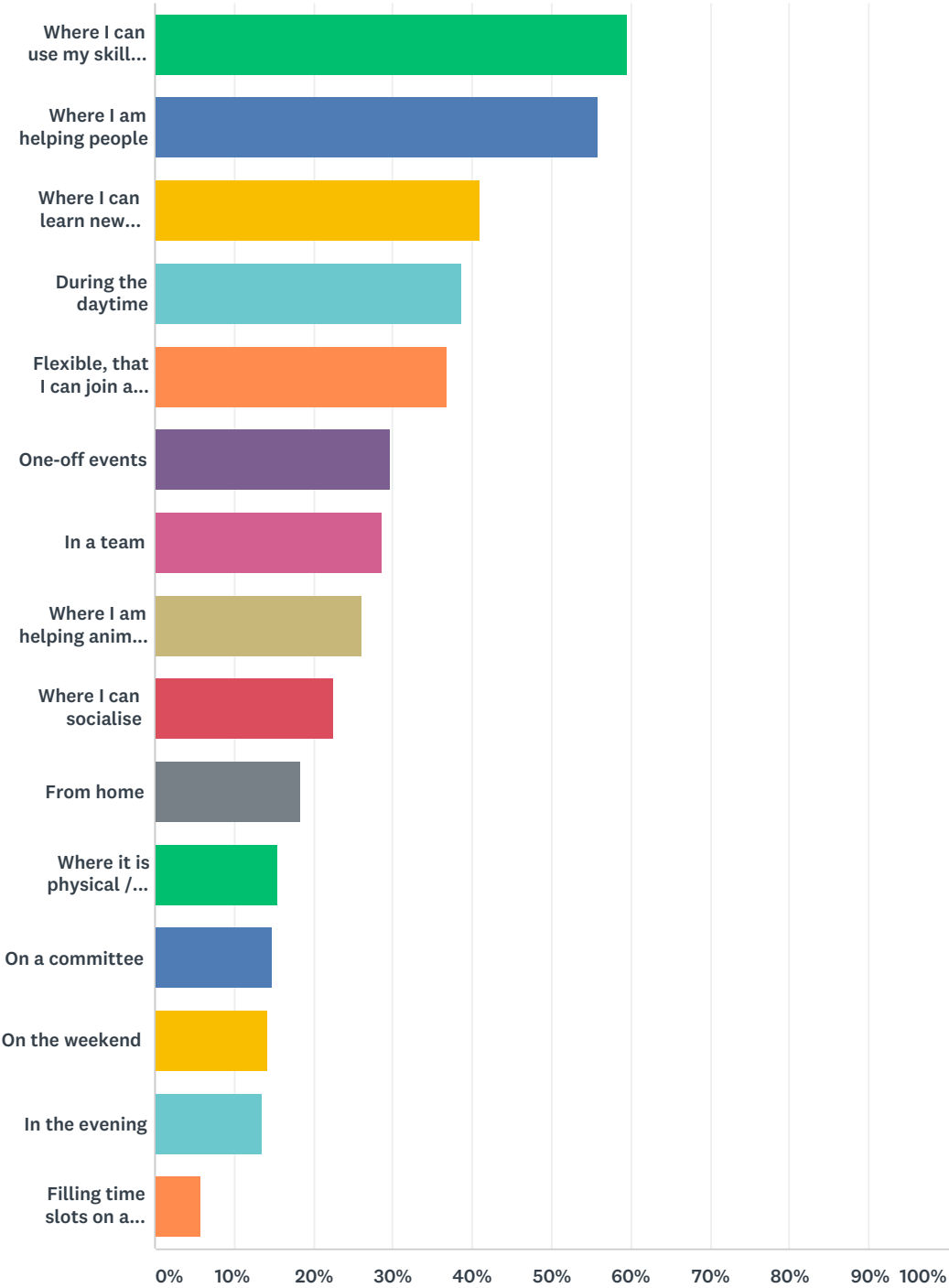
Volunteer Feedback

SurveyMonkey

No, I can't find a role of interest or that is suitable for my needs	7.01%	11
Yes, on a roster	5.10%	8
Yes, through work (team/corporate volunteering)	3.82%	6
No, Social Media / Netflix needs me	0.64%	1
Total Respondents: 157		

Q7 What is the ideal role for you?

Answered: 168 Skipped: 0



ANSWER CHOICES	RESPONSES	
Where I can use my skills and experience	59.52%	100
Where I am helping people	55.95%	94
Where I can learn new skills	41.07%	69

During the daytime	38.69%	65
Flexible, that I can join at any time that I feel like it	36.90%	62
One-off events	29.76%	50
In a team	28.57%	48
Where I am helping animals or the environment	26.19%	44
Where I can socialise	22.62%	38
From home	18.45%	31
Where it is physical / outdoors	15.48%	26
On a committee	14.88%	25
On the weekend	14.29%	24
In the evening	13.69%	23
Filling time slots on a roster	5.95%	10
Total Respondents: 168		

Q8 Any comments or feedback?

Answered: 74 Skipped: 94

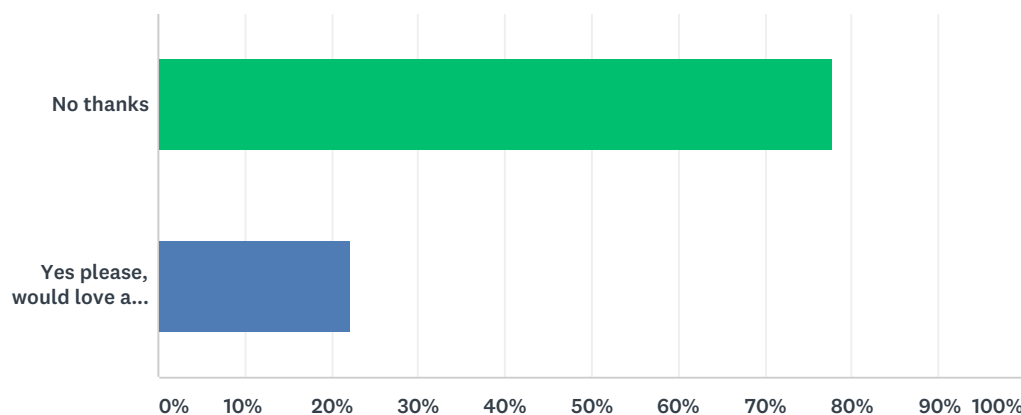
Q9 To go into the draw for \$50, we would need some contact details. (Optional). Note, any comments/feedback will be anonymized and contact details will not be shared to any third party.

Answered: 152 Skipped: 16

ANSWER CHOICES	RESPONSES	
Name	99.34%	151
City/Town	98.68%	150
Email Address	98.03%	149
Phone Number	96.71%	147
Company	0.00%	0
Address	0.00%	0
Address 2	0.00%	0
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0

Q10 Do you want us to contact you in the New Year to chat about volunteering roles, any concerns or queries? Office is also open again on the 14th Jan, doors always open. We at Volunteering Northland wish all volunteers, staff and supporters our very best wishes for a happy and safe festive season and also for the New Year 2019.

Answered: 135 Skipped: 33



ANSWER CHOICES	RESPONSES	
No thanks	77.78%	105
Yes please, would love a phone call	22.22%	30
Total Respondents: 135		

AOF Application Form

“Looking ahead”

The purpose of this form is to look ahead over the next grant year, to see how you plan to use your annual operating grant for the benefit of the community.

Summary information	
Organisation name	Whangarei Art Museum Trust
Contact Person Name, email and phone number of person completing this form	Thomas Biss Thomasbiss@hendersonreeves.co.nz 021 860 099
New postal address? Please provide if it has changed	
Incorporated Societies/ Charitable Trusts Registers Number	Number: 837298 Please ensure your register is up to date.

Organisation information		
Resourcing	Number	FTE*
How many paid workers does your organisation employ?	8 (including 4 current vacancies)	Approx. 4.0
How many volunteer workers does your organisation have?	0	0

* FTE is Full Time Equivalent. This is based on approximately 37.5 – 40 hours per week. Approximates are fine. Example: a person who works 20 hours a week is 0.5 FTE.

Area of work	
Please select which one of the following relate most closely to your organisation:	
<input checked="" type="checkbox"/>	Arts and Culture – Projects and activities that facilitate education and enjoyment of the arts and of culture for the people of our District.
<input type="checkbox"/>	Heritage and Environment – Projects and activities that preserve and promote the heritage of our District and that protect and enhance the environment in which we live.
<input type="checkbox"/>	Recreation and Sport – Projects and activities that enable participation and engagement in recreation and sport for people in our district of all abilities, ages and life stages.

- ☐ **Community Connectedness and Wellbeing** – Projects and activities that strengthen community cohesion and connectedness in ways that cultivate healthy, happy and positive relationships across our District.

Data on your customers/visitors

Please tell us who your customers/visitors are, using estimated percentages where possible. *This information helps us to build a picture of which communities our funding supports. It is for statistical purposes only and has no bearing on your application.*

How many customers/visitors did you have 'last year'? (Please state what period your data covers)	16,756 (financial year 2017 – 2018)
% Whangarei residents, Northland-wide residents, visitors (national/international)?	Data not collected.
% Age ranges?	Data not collected.
% Ethnicities?	Data not collected.
Anything else you'd like to add?	<p>Visitor numbers in 2017 – 2018 increased by 11.5% on the previous year.</p> <p>Visitors numbers for the 2018 – 2019 year are 13,327 at end February 2019, an increase of over 1097 compared with end February numbers for 2017 – 2018, an increase of 9%.</p>

The year ahead

Tell us about your organisation and what you plan to do in the year ahead with the below questions.

The Idea – Briefly explain your organisation's *kaupapa* (purpose):

The Whangarei Art Museum Trust's kaupapa is to support, stimulate and enhance the artistic and cultural life of the Whangarei district. The Trust, as set out in the Trust Deed, is responsible for providing expression to Whangarei District Council's art and cultural policy, maintaining and displaying the city's art collection, promoting the understanding, enjoyment and study of art in the Whangarei district and in Northland, and fostering a greater appreciation of art.

The Trust expresses its kaupapa through governance of the Whangarei Art Museum Te Manawa Toi, the public art gallery of the Whangarei District. The Trust has also taken on responsibility for the management of the construction and operation of the Hundertwasser Art Centre with Wairau Maori Art Gallery.

The vision of the Trust is to tell the Whangarei district's story through art and artists for the benefit of the community, reaching out to local and visiting audiences with concepts developed through art in all forms of creative skill and imagination, including performance arts, dance, music, film, poetry, digital media and design. As caretaker of the city's art collection, the Trust is dedicated to its conservation by operating to Museums Aotearoa standards and committed to showing fresh exhibitions promoting local arts, as well as touring artwork from New Zealand and beyond.

The Trust will execute this vision via a suite of strategic objectives laid out in the next section.

Alignment – Tell us how your organisation's *kaupapa* aligns with Council's Vision and Community Outcomes?

The Whangarei District Council's 2018-2028 Long Term Plan sets the strategic direction for the next ten years. The vision is to create a **vibrant, attractive, thriving district**. Council is guided by the four Community Outcomes, based on what our community says is most important to them:

- Efficient and resilient core services
- Positive about the future
- Caring for the environment
- Proud to be local

Whangarei Art Museum Trust's strategic objectives play a critical part in delivering on actions and targets which contribute, either directly or indirectly, to achievement of these outcomes and vision for our community:

Strategic Objective	Action areas	Contribution to Community Outcomes
Creating brand and identity	<ul style="list-style-type: none"> ▪ Undertake a comprehensive brand redefinition to support the transition of WAM and Hundertwasser into 'one organisation' ▪ Consider positioning in the wider NZ context, to provide WAMT with a more visible leadership role in the creative arts sector 	<p>Positive about the future</p> <p>Proud to be local</p>

	<ul style="list-style-type: none"> Promote Wairau Maori Art Gallery to become a destination of regional and national significance Increase visibility and visitor engagement by improving the entrance to, and arrival experience at the Art Museum Improve signage from State Highway to attract visitors Put on shows and events that attract people to Whangarei, as the creative hub of Northland Explore new premises for a city arts centre to showcase arts of the region 	
Partnering with others for the benefit of our community	<ul style="list-style-type: none"> Strengthen relationship with Whangarei District Council, including agreement of our mutual objectives, how we will work together to achieve these Build constructive relationship with Creative Northland, and other parts of the creative sector in Whangarei, to support the district to become the cultural destination of the North Support Whangarei District Council with development of the draft Whangarei Arts Culture and Heritage Strategy (2019) Develop wider consultative relationship with Tangata Whenua representatives Develop practical working relationship with Wairau Maori Art Gallery Trust Board to support gallery network operation Partner with NorthTec to amplify WAMT's educational role in the community, and as a pathway for Rangatahi into arts and culture Partner with the community to amplify educational role including utilising WAM as a resource for school art curriculums, school holidays programmes, and family workshops 	Positive about the future Proud to be local
Achieving sustainability	<p>Good governance</p> <ul style="list-style-type: none"> NZ Institute of Directors "Four Pillars of Governance" Performance review of trustees Trustee skills matrix to identify skills required to support strategic direction Monthly, documented board meetings <p>Long term and annual planning</p> <ul style="list-style-type: none"> Long term strategy Annual planning to support strategy Monitoring of progress and KPIs Annual report completed at end of financial year <p>Health and safety</p> <ul style="list-style-type: none"> NZ Institute of Directors Health and Safety Guide Trustees have knowledge of and commitment to health and safety Ensure CEO exercises due diligence in relation to health and safety <p>Being a good employer</p> <ul style="list-style-type: none"> WAMT employees have regular performance reviews which form part of their Professional Development & Training Programme <p>Risk management</p> <ul style="list-style-type: none"> Annual update of Strategic Risk and scoring in 	Efficient and resilient core services Positive about the future Proud to be local

	<p>accordance with AS/NZS ISO 31000:2009</p> <ul style="list-style-type: none"> ▪ Appropriate Insurance – independently assessed <p>Legislative and Trust Deed compliance</p> <ul style="list-style-type: none"> ▪ All legislative requirements met ▪ Clean opinion -as part of Annual audit by Audit NZ ▪ LGOIMA requests are answered within statutory timeframes <p>Effective financial management</p> <ul style="list-style-type: none"> ▪ Monthly accounts prepared by WDC and approved by WAMT Board ▪ Full GAAP accounting reporting ▪ Annual audited accounts ▪ Monthly forecast review of exhibitions budget by WAMT 	
	<p>Financial Sustainability</p> <ul style="list-style-type: none"> ▪ Work with Chief Executive to review operations to align with single entity, and available funding ▪ Review organisational structure ▪ Review Hub Gallery service profile, including number of galleries, operating hours, and complementary services such as stocking merchandise from local sources that complement the gallery 	
	<p>Operational efficiency and effectiveness</p> <ul style="list-style-type: none"> ▪ Establish operational level relationships and MOU with Whangarei District Council ▪ Compliance with LGA Statement of Intent preparation and reporting requirements ▪ Develop marketing and communications plan ▪ Monitor visitor numbers and conduct annual visitor survey ▪ Build up volunteer base to support both governance and operations ▪ Identify fundraising opportunities ▪ Develop business cases as required, targeted at specific Funders and Sponsors ▪ Collections management - reassess collections, including core works, renew collections management policy ▪ Storage of works - look at options to improve storage, including the controlled environment, and areas to accommodate touring shows ▪ Lighting - upgrade lighting as funding becomes available, develop business case for future capital investment ▪ Exhibitions – work with Council to promote and run quality events, reach out to new audiences, and grow visitor numbers ▪ Air conditioning – upgrade air conditioning to meet required Gallery Standards for Air Control, develop business case for future capital investment 	

The Whangarei Arts Museum Trust is also well positioned to be a key partner in development and delivery of Whangarei District Council's draft Arts & Culture Strategy, which aims to build on the region's strengths, and set a path aimed at realising economic benefits, social benefits and, positive environmental effects that lie seeded within Whangarei's cultural identity and cultural scene

The Need – What need is there for your organisation? What indicators do you use?

We believe that there is a need for the public to have easy access to experience art. Humans are creative. They need an ability to express themselves, and a public gallery is one means to display that.

A public gallery provides an opportunity to see established artists works and experience art in that context. We also provide a community gallery which displays art work from artists in the community. This provides an opportunity for local artists to exhibit, and also for a local community to hear and experience local voices.

Increasing visitor numbers support our view that there is a need for a public gallery.

The Impact – What difference will your organisation make to the community over the next year?

We continue to provide free access to art. This will continue.

We are also looking to establish an education programme to enable and facilitate school visits and access for younger viewers.

Collaboration – What other organisations, community groups and individuals will you collaborate with to make a difference to the community?

One of the Trust's key strategic objectives is to grow partnerships which will benefit our community. In the coming year, we will seek to:

- Strengthen relationship with Whangarei District Council, including agreement of our mutual objectives, how we will work together to achieve these
- Build constructive relationship with Creative Northland, and other parts of the creative sector in Whangarei, to support the district to become the cultural destination of the North
- Support Whangarei District Council with development of the draft Whangarei Arts Culture and Heritage Strategy (2019)
- Develop wider consultative relationship with Tangata Whenua representatives
- Develop practical working relationship with Wairau Maori Art Gallery Trust Board to support gallery network operation
- Partner with NorthTec to amplify WAMT's educational role in the community, and as a pathway for Rangatahi into arts and culture
- Partner with the community to amplify educational role including utilising WAM as a resource for school art curriculums, school holidays programmes, and family workshops

Your Approach – How will you demonstrate the impact of your work?

WAMT has an agreed set of performance measures and targets which form the basis for accountability to delivering on Council's strategic direction, priorities and targets. These are reported in accordance with Local Government Act 2002 requirements and set out in the Whangarei Art Museum Trust's Statement of Intent.

Performance Measure	2018/19 Actual	2019/20 Target	2020/21 Target	2021/22 Target
To operate within agreed financial budgets (requires performance objectives to match available funding)	Within budget to 31 December 2018	Actual spend ≤ budget	Actual spend ≤ budget	Actual spend ≤ Budget
Visitor satisfaction maintained		Satisfaction ≥ 2018/19 result	Satisfaction ≥ 2018/19 result	Satisfaction ≥ 2018/19 result
Increase visitor numbers to Whangarei Arts Museum	New measures for 2019/20	TBC% increase	TBC% increase	TBC% increase
Collection management undertaken		1000 works reassessed	1000 works reassessed	1000 works reassessed
Review operation hours, and exhibition numbers to meet agreed funding	Review completed	Annual review	Annual review	Annual review
Regular reporting on HAC achievement against annual project objectives as set out in this SOI		Quarterly narrative report	Quarterly narrative report	Quarterly narrative report
Regular reporting on WAMT achievement against action areas under strategic objectives as set out in the SOI.	New measure for 2019/20	Six monthly narrative report	Six monthly narrative report	Six monthly narrative report

Note: These measures are in the process of further development, to better align with Council's requirements.

Funding

The Annual Operating Fund grant is an exceptional level of support for organisations that provide ongoing, valuable services, programmes and amenities to the community.

Generally, indicative levels of funding remain consistent from year to year, subject to satisfying the performance measures and need/benefit assessment for this Fund.

If exceptional circumstances mean you would like to request a change in funding, please state your request and rationale below.

AOF Report

Attach your AOF report along with your business plan.

AOF Impact Report Form

“Looking back”

The purpose of this form is to look back over the last grant year, to see what impact your annual operating grant has had on the community.

Organisation name	Whangarei Art Museum Trust
Contact name	Thomas Biss
Position in group	Interim Chairperson
Email	thomasbiss@hendersonreeves.co.nz
Daytime phone number(s)	021 860 099

Performance measures

In July 2018, we provided you with a set of performance measures (attached again for your reference). Please refer to these when answering the below questions on your impact over the last year.

(If you were given specific, additional measures, please report against those as well).

For the reporting period, tell us how your organisation went with the following questions.

Did your organisation meet the expectations of your board, the people who use your services, and the wider community? Why/why not?

The comments and answers in this form relate to the current year ended 30 June 2019. This document was prepared in March 2019.

The responses in this report are specific responses to the queries raised. More detailed and formal material are also available in the Annual Report for the year ended 30 June 2018, and forward looking plans and statements are set out more fully in the Statement of Intent (draft) presented to Council.

We consider that WAM has had a very successful year.

The most obvious measure for WAM is visitor numbers. By that measure we have seen consistent growth in visitor numbers year on year, for over 5 years. Visitor numbers are up more than double the figures from y/e 2015 and were up 11% on the previous year for the year ended 2018, and are likely to be up a similar amount for the current year.

The growth in visitor numbers reflects a low starting point, but also reflects a significant investment of time and effort by the staff to present and develop quality exhibitions.

We continue to be hampered by a lack of visibility with no obvious street presence.

Financially, budgets have been met with a clear Audit report.

Staffing has been an ongoing issue in that WAM has not had a director or chief executive for a significant period. This has been managed by Trustees making extra commitment to provide leadership and existing staff stepping up exceptionally to fill the gap. Outwardly the Gallery has continued to provide an excellent service whilst also seeking to continually improve.

One of the most significant events has been the formal commencement of the Hundertwasser project. Building has commenced and the project has been funded. As part of that a Chief Executive has been recruited, but has not yet commenced.

The coming 12 months will see planning for opening of the Hundertwasser and Wairau Maori Art Galleries progress alongside continuation of the existing gallery.

What difference did your organisation make?

It is very hard to measure the difference and effect of Art.

We are proud that visitor numbers continue to increase, and continue to work to further improve those and to broaden the number of people who are aware of and can enjoy what the Gallery has to offer.

We take it as an article of faith that exposure to art is a good thing. We consider that it is part of creating a “vibrant, attractive, thriving district”.

What worked well?

Successes this year have included:

We have undertaken a comprehensive catalogue of our entire collection. This is a time consuming and exacting task which has fallen behind in previous years. That task will be completed by the year end and has had a number of beneficial outcomes for the Gallery.

Following on from cataloguing the collection we are looking to restate and update our collections policy. This is a significant matter for a gallery. We are considering our role in the community and what we seek to present and preserve.

<p>Despite not having a Chief Executive staffing and management has worked well reflecting good quality staff making good decisions. This would not have been possible without the support of WDC systems (IT, payroll, treasury, property) which we can rely on and provide significant comfort to the board that there are robust procedures in place.</p>
<p>What didn't work so well?</p>
<p>We continue to struggle with a lack of visibility in our location, situated behind The Hub. This is not a natural location for a gallery and people are regularly surprised to find us there. We also have ongoing storage limitations.</p> <p>However there are also benefits in the location situated in waterfront area of the city. Discussions are ongoing with WDC as to improvements which can be made for the benefit of all parties.</p>
<p>Resourcing – In your last application, you provided indicative numbers of volunteer and paid staff, and their expected total hours for the year. Were the actual numbers the same as expected/indicated? If not, please provide some comment.</p>
<p>Staffing levels have continued broadly as expected although we are reactive to staffing needs.</p> <p>Staffing has increased over the last 12 months reflecting increased administration burdens, partly arising out of the Hundertwasser project, and also out of increased council compliance requirements from losing our exempt status.</p>
<p>Who and how many people were involved with or received services from your organisation? How did they benefit?</p>
<p>16,756 visitors for the year ended 30 June 2018. They benefitted from seeing and experiencing art. The perceptions were challenged and maybe they thought about something in a different way. Or maybe they just saw something pretty. We hope they enjoyed the experience.</p>
<p>Who did you work with to deliver your project, programme or service?</p>
<p>We have worked with multiple organisations and individuals, including:</p> <ul style="list-style-type: none"> • WDC • Charitable Trusts • MBIE

- Lotteries NZ
- NRC
- Creative Northland
- Streetarts
- Multiple art owners and lenders
- Te Papa

Which of the following areas would you like to strengthen? (please tick or highlight)

<input type="checkbox"/> Leadership	<input checked="" type="checkbox"/> Marketing/publicity	<input checked="" type="checkbox"/> Facilities
<input type="checkbox"/> Fundraising	<input type="checkbox"/> Financial management	<input type="checkbox"/> Planning and organisation
<input type="checkbox"/> Equipment and resources	<input checked="" type="checkbox"/> Volunteers/time	<input type="checkbox"/> General skills/expertise
<input type="checkbox"/> Other:		

Is there anything else you'd like to tell us?

Thank you for the ongoing support and funding from WDC. While we would always like more funding and believe that further funding for the arts is appropriate, we also recognise that without the support and funding we do receive from WDC we would not be able to provide the service we do.

We ask for continuity of funding for the year ahead with a repeat of current year's funding to be inflation adjusted.

Attach:

- Your business plan for the year(s) ahead.

Submit:

Your completed report with your application for next year to funding@wdc.govt.nz.

You can also post it to:

Community Funding
 Whangarei District Council
 Private Bag 9023
 Whangarei 0148

Or drop it in to one of our customer service centres.

WHANGAREI ART MUSEUM TRUST

SUMMARY ANNUAL BUSINESS PLAN 2019 – 2020

Context

The Chief Executive for the Hundertwasser Art Centre with Wairau Maori Art Gallery and Whangarei Art Museum has recently been appointed and is due to start in June 2019. This plan reflects the current operating framework, and will be updated by the new Chief Executive as appropriate.

1. Hundertwasser Art Centre with Wairau Maori Art Gallery (HAC-WMAG)

1.1. Overview

Construction on the HAC-WMAG will continue throughout the next year under the project management of Griffiths and Associates Limited. The Board has also contracted an independent engineering project consultant, Andrew Millard, to provide expert advice on the build process. The Board will continue to receive detailed monthly reports on construction progress and the financial position of the project. These reports are discussed at the monthly Business Management Group meeting, attended by the Chairperson of the WAMT Board, Andrew Millard and Griffiths' Project Managers.

The new CE will be responsible for strategic operational decisions relating to the build and will work with key stakeholders to support the timely completion of the HAC-WAMG at the end of 2020.

2. Whangarei Art Museum (WAM)

2.1. Overview

WAM's key areas of focus for the coming year include completion of the Collection Management Project and redevelopment of the Younghusband Gallery to allow a more diverse use of the space.

The appointment of an Education Officer will enable WAM to proceed with its Education and Public Programmes Plan and to submit an RFP to become a LEOTEC (Learning experiences outside of the classroom) provider.

WAM's visitor engagement has shown a significant increase in response to the changes in WAM's operations over the past several years. We expect growth in numbers to stabilise and a more sustainable growth rate to apply going forward.

2.2. Exhibition Planning

Gallery One

The 2019/2020 programme will continue with quarterly exhibitions.

Gallery Two

During the second half of 2019 WAM will close a section of the Younghusband Gallery (Gallery Two) to begin construction of 3 new exhibiting spaces within the Gallery, to open in 2020:

Permanent Collection Gallery

The Permanent Collection Gallery will ensure our collection is accessible to the public throughout the year. Having part of our collection on permanent, rotating display will also ease storage constraints. The exhibition programme will change every six months.

Community Gallery

The Community Gallery will provide a platform for local artists and community stakeholders and will showcase a mix of exhibitions focused on local art and community events. Programme scheduling will be flexible, ranging in duration from two weeks (pop-ups) to two months.

Digital Arts/Creative Tech Room

The Digital arts and Creative Tech industries have a strong presence locally. This room/exhibiting space will provide a platform for digital art in Northland, showcasing local, national and international artists.

The remainder of Gallery Two will continue to be used for a mix of pop-up exhibitions, community events and public programmes, alongside a newly developed children's interactive space.

2.3. Collection Management

Collection Development Project

WAM has 2,700 objects housed on site at the HUB. Caring for the art collection, (comprised of Whangarei District Council owned works and Whangarei Art Museum held works), is one of the core functions of the art museum and mandated by the Whangarei Art Museum Trust Deed.

A fixed term Collection Manager was appointed in 2018 to implement the Collection Development Project, which involves improving and implementing standard practices relating to collection care, and the re-organisation of the store room, including full re-housing, accessioning, and updating of the object records database. This project is due to be completed in July 2019.

As part of this project, the Collection Management Policy is being re-developed to ensure the collecting vision is in the best interests of the community and that policy wording reflects current standard practices. Following this document, a Collection Manual will be developed which will contain the Policies and Procedures for working with the collection. Once the project is complete, the WAM/WDC art collection will be re-valued, a process which occurs every three years.

Collection Facilities | Storage

WAM is committed to growing and developing its collection for the future; however, the current collection storage room has almost reached capacity. An extension to the collection room is due to begin construction in June 2019, taking over part of the rear of the Gallery One exhibiting space. This

is the only climate controlled storage option available in the short to medium term which can adequately house the current works, and ensure that WAM can accept appropriate artwork bequests and receive touring exhibitions.

2.4. Community Engagement and Education

Education and Public Programmes

A new Programs/Education Officer will be appointed to facilitate education programmes and to ensure maximum utilisation of dedicated space in Gallery Two. Once the vacancy is filled the gallery's focus will be on Education and interactive elements/programmes targeted at children, to accompany our main exhibitions.

LEOTC

LEOTC is a contestable fund for organisations to provide New Zealand students with learning experiences outside of the classroom. LEOTC providers are organisations which hold significant community resources that support and enhance student learning including (but not limited to): museums, art galleries, zoos, historic parks, performing arts and science centres.

LEOTC contracts are currently tendered on a three-year cycle. The next cycle for the Arts is 2021. A key role of the appointed Programs/Education Officer will be to prepare the RFP in time for the next opportunity for tender in 2021.

2.5. Marketing and Communications

A dedicated Media and Marketing Officer was appointed in April 2019. This appointment is key to developing and implementing a fresh media strategy and ensuring there is a consistent WAM voice for the public.

Advertising | Social Media

WAM staff are constantly listening to customer feedback and creatively finding new ways to attract visitors to the Art Museum. In 2018 WAM decided not to renew its contract with NZME and will continue to trial alternative modes of marketing to complement the already broad-based suite of online, poster and print advertising presence.

Venue Hire

Since 2018 WAM has made gallery space available for corporate and community hire. This continues to generate income and widen our audience and reach. WAM will continue with this model.

Branding

WAM evolved its current branding identity as an interim measure to combat the lack of external presence and signage. The interim textual logo was introduced on the WAM website and has also been utilised for door graphics and The HUB pillar to make sure that WAM's limited external visibility is clear and functional.

With the development of the Hundertwasser Art Centre with Wairau Maori Art Gallery WAM's identity will now need to further evolve to reflect its partnership with the new HAC-WMAG as well as its specific function as Whangarei city's municipal art gallery. It is WAM's intention to seek external funding to cover the not insignificant costs of this re-branding project.

2.6. Operational Management and Facilities

Funding

The competition for organisations seeking community funding continues to be high and has generally become more challenging. Operational funding, of most use to WAM, is particularly difficult to obtain. Further, many potential funders who have donated to the HAC-WMAG can no longer be approached due to their "one grant per entity" limits. WAM will continue to seek alternative funding sources. WAM trustees will support the CE and Curator to seek sponsors for key exhibitions and other strategic projects requiring funding.

External Visibility

The lack of street frontage for the Art Museum is one of the most significant barriers for the organisation. The current location behind the information centre, with no adequate entrance of its own and no entrance facing the town-basin, makes the Museum largely invisible to the community.

WAM has recently placed vinyl signage to direct visitors to WAM's location on both sliding doors that are the current entrances to WAM and replaced the exhibition poster near the entrance to the larger carpark with a logo based directional sign.

Short term plans to improve visibility include adding a pillar signpost in the centre of the Quayside marina to direct visitors to our location.

A more comprehensive solution would be to devote the i-SITE space that is currently in front of the galleries to WAM. This space would create a visible entranceway into the galleries, increase revenue through a gift shop selling high quality merchandise and allow for a dedicated high-profile gallery space for local artists.

Lighting

The current lighting fixtures used in both gallery spaces (spots and floods) are systematically failing, having reached their life expectancy. WAM have approached lighting specialists to advise on better lighting solutions and to investigate the potential for using LED lights and additional tracks. Due to the expense involved WAM will seek external funding to carry out the upgrade.

2.7. Long Term Planning

The planning and execution of WAM's relocation into The HUB was based on meeting the museum's needs for a ten-year period. WAM is nearly three quarters of the way through this period. The growing size and importance of the WAM collection, as well as community expectations and the regular storage requirements of exhibitions are already putting a strain on WAM's existing Gallery space. The museum is currently unable to obtain certain exhibitions due to insufficient collection and storage areas. It is important to start the process of planning for WAM's future needs as the museum outgrows its current space.

2.8. Staffing and Development

Staffing

The current staffing mix is temporary and will be revisited once the CE has started. With the resignation of WAM's Director in November 2017 WAM has been operating with several core part-time staff; Curator and Program Manager, Administration Coordinator, Collection Manager, Exhibition and Collections Assistant. A WAM Trust Coordinator has also been appointed to assist the WAM Trust Board. The remainder of the team is made up of casual staff who work weekends and during the exhibition installation weeks. The current team is very effective despite the increasing workload. Overall WAM needs more resourcing to achieve many of its goals.

Throughout the 2019/2020 there will be several key staff appointments and an organisational restructure is likely with the appointment of the new CE.

Staffing Plan

POSITION	
CHIEF EXECUTIVE (HAC-WMAG + WAM)	APPOINTED, STARTS JUNE 2019
COLLECTION MANAGER	
CURATOR EXHIBITION + PROGRAM MANAGER	
ADMINISTRATION COORDINATOR	
EXHIBITION + COLLECTION ASSISTANT	VACANT (as of April 1st 2019)
MEDIA MARKETING	CONTRACTED
EDUCATION + PROGRAM OFFICER	VACANT
WEEKEND VISITOR HOST (x2)	
EXHIBITION TECHNICIAN	VACANT

WAM intends to support the staff to develop their skills and networks through making available the opportunity to attend conferences and symposia and by ensuring that WAM projects are collaborative. Regular staff development and performance reviews are necessary to ensure high levels of staff satisfaction and performance.

2.9. Performance KPI's

WDC Annual Plan Performance Measures 2019 -2020			
Action	Performance measure /Comments	Responsible	Reporting
Effective and best practice financial management	Monthly accounts prepared by WDC and approved by Board. Full accounting reporting. Annual audited accounts. Monthly forecast review of exhibitions budget by WAM.	CE/Trustees/WDC	Monthly
Regular Governance meetings	Eleven Board meetings per year, mostly each month. Minutes of all meetings.	Chairperson	Monthly
Communication to WDC timely and appropriate	Key issues notified promptly. Full briefing of nominated WDC coordinator. Coordinator to attend Board meeting if possible	Chairperson/ CE/WDC	As Required
Business planning ensures future needs	Draft annual plan completed by Feb and fully developed by June. WAM needs 5 to 10 year plan hence identified and incorporated in LTP submission.	CE /Trustees	To WDC February
Budget Planning ensures future needs for coming year	Proposed Operating Budget in place by beginning of financial year. Forward operating expense budget submitted to WDC for year plus one	CE / Trustees/ WDC	Annual
Monitoring of annual plan objectives and KPI's	Board monitors progress at each meeting. Annual report completed at end of financial year	CE /Trustees	Monthly
Programmes, events plan in place	Exhibition plan including objectives and educational elements completed on a rolling basis with minimum 18 month horizon	CE, Curator	Monthly
Effective Marketing and Communications	Marketing plan for financial year in place by the end of November 2018	Director/Trustees	Ongoing
Visitor numbers and Web site stats reviewed against objectives	Exhibitions objectives and annual objectives reviewed on a monthly basis and corrective action taken	CE	Monthly
Community and visitor feedback obtained on regular basis as input to planning	Annual visitor survey plus focused visitor feedback mechanisms will be developed to capture meaningful data.	CE /Staff	Ongoing
Staff development	All paid staff have at least 6 monthly reviews which form part of their PD programme. All staff have defined development paths with relative programmes.	CE	Ongoing
Volunteer engagement	A skilled and engaged team of volunteers is maintained as essential to WAM Operations. Skill and knowledge levels enhanced with volunteer programme.	CE	Ongoing
Utilisation of external funding	WAM is active in sourcing funding for specific projects wherever it identifies a project that qualifies. Sponsors are sought for targeted exhibitions with objective of \$15,000 pa from this source.	All Staff	Ongoing
Increased community and stakeholder engagement	Ongoing programme to engage more widely with the community, particularly using schools and education as link to community	CE /Staff/Trustees	Ongoing

WAM Annual Plan Performance Measures 2019 -2020			
Action	Performance measure /Comments	Responsible	Reporting
Visitor Growth	Growth on previous year % TBC	CE /WAM staff	Monthly
Targeted Exhibition Plan	Community engagement increases / sponsorship and visitor number growth	Curator	Quarterly
Supporting Northland Artists	Community Gallery showcases local artists	Curator/WAM staff	Annually
Community Engagement	Minimum of 2 community projects per year.	CE /WAM staff	Quarterly
High Quality Exhibitions	Catalogues produced for WAM curated exhibitions	Curator/ WAM Staff	Annually
High Quality Exhibitions	A minimum of 8 exhibitions per year	Curator/WAM Staff	Bi-annually
Collections Management	Collection Manual	Collection Manager	On completion
Community Access	Drummond/Te Wake Collection Online	Collection Manager / WAM Staff	On completion
Collection Development	Matuku Trust MOU	Chairman/ CE	On completion
Effective Public Programming and Attendance	Quarterly Programmes advertising	Program Manager/ Program Officer	Quarterly
Operational Education Centre	Education programmes with WAM exhibitions	Curator + Program Manager /Education Officer	Bi-monthly
Operational Education Centre	WAM Short courses	Program Manager/Program + Education Officer	Quarterly
Visitor Engagement/Marketing	Re-brand in-development	CE /Media & Marketing Officer	Annually
Funding	External sponsorship /funding	Board/ CE	Monthly
Facilities	Aircon 1 upgrade confirmed	Board/ CE	Annually
Facilities	Aircon 2 upgrade proposal and planning for funding	Board/ CE	Annually
Facilities	External advice sought for a new Lighting plan	CE/ WAM Staff	Annually
Facilities	Offsite storage options investigate and discussed with WDC	WDC/Board/ CE	Annually
Premises	Planning for WAM's future needs as the museum will outgrow its current space	WDC/Board/ CE	Annually

2.10. Financials

See attached Draft Statement of Intent.

whangarei art museum te manawa toi

Statement of Intent

1 July 2019 to 30 June 2020 – DRAFT

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Message from the Chair

To be drafted following feedback from Council.

Thomas Biss

Interim Chair of Whangarei Art Museum Trust

Purpose of Statement of Intent

In accordance with the Local Government Act 2002, this annual Statement of Intent (SOI) publicly states the activities and intentions of the Whangarei Art Museum Trust (WAMT), and the objectives to which those activities will contribute. This SOI has been created through liaison with Whangarei District Council and includes performance measures and targets as the basis of organisational accountability.

About Whangarei Art Museum Trust – nature and scope of activities

The Whangarei Arts Museum Trust (WAMT) was established in 1996 as a Council Controlled Organisation (CCO), incorporated as a board under the Charitable Trusts Act.

Whangarei Arts Museum

The Whangarei Art Museum Te Manawa Toi is the public art gallery of the Whangarei District and custodians of its art collection and public art works in the city. The art museum is also the venue for touring and internally curated exhibitions – designed to showcase the full diversity of creative art practice in Northland, New Zealand and beyond.

Education

The Whangarei Art Museum (WAM) has an allocated space within the Gallery for public programs, education and events. With specific aims to increase and diversify our visitor and community engagement.

WAM also designs a creative, educational and interactive element for each exhibition. These elements are designed specifically for our youngest demographic.

WAM is currently developing an LEOTC Programme for the LEOTC contestable fund for organisations to provide New Zealand students with learning experiences outside of the classroom. LEOTC providers are organisations that hold significant community resources that support and enhance student learning. The LEOTC contracts are currently tendered on a three-year cycle. The next cycle for the Arts is 2021.

Community Support

Friends of the Art Museum was established to celebrate and support the work of the art museum. Currently WAM does not actively maintain the Friends Membership subscriptions however there is a database and memberships are renewed on occasion when initiated by existing friends.

Funders and supporters of the Arts Museum include Whangarei District Council, ASB Community Trust, NZ Lottery Grants Board, Oxford Sports Trust, and Creative NZ.

Approach to Governance

The governance of the Whangarei Art Museum is the responsibility of a Trust board comprised of seven Trustees, four approved by the Whangarei District Council with the Trust able to appoint a further three Trustees.

Whangarei Art Museum Trust (WAMT) actions and direction are determined by the Trust Deed, which details the objectives of the Trust. These include both the operation of the Art Museum and the requirement to support, stimulate and enhance the artistic and cultural life of the Whangarei District. The museum will recognise the interests of Tangata Whenua constituents and actively engage with their relevant arts sector representative bodies.

As most Trustees are appointed by the Whangarei District Council, WAMT is a Council Controlled Organisation (CCO) but it retains independent operation and governance.

This independence is essential to protecting the charitable status of the Whangarei Art Museum. It ensures the

museum retains eligibility for charitable funding and that it remains the appropriate organisation to receive art works from benefactors who wish to make bequests to an organisation that operates in the interests of the greater community.

The operation of the Whangarei Art Museum Trust is audited annually by Audit New Zealand and reports to Whangarei District Council.

The Whangarei Art Museum Trust comprises the following members;

WAMT appointed:

- Thomas Biss (Interim Chair)
- Vacancy
- Vacancy

Council appointed:

- Councilor Sharon Morgan
- Andy Britton
- Keatley Te Moananui Hopkins (Hapu representative)
- Carin Wilson

WAMT operates to the following principles as set out in the Trust Deed:

- To be responsible for the establishment and management of an art museum
- To properly maintain, catalogue, conserve and display works of art including the art collection of the Council (as such is available to the Trust)
- To support stimulate and enhance the artistic and cultural life of the Whangarei district
- To purchase, collect and show quality works of art to enhance and enlarge the present collection
- To encourage and accept bequests and gifts of art works
- To establish a fund to enable the purchase of historic and current works of art
- To organise and hold exhibitions to create a greater appreciation of the arts
- To provide affordable and suitable access for both residents and visitors of the Whangarei district to art exhibitions
- To seek both active and passive participation in the arts
- To promote the Whangarei Art Museum and to attract touring exhibitions and encourage artists to exhibit their work
- To maximise the benefits of an art museum for the Whangarei district and encourage the people of the Whangarei district and elsewhere to visit
- To consult with and involve the community of the Whangarei district in the operation of the Art Museum.
- To facilitate the exchange of ideas, experience and expertise in visual arts
- To foster an awareness of art and its implementation in all practical forms and to show the need for art in daily life and to encourage its use
- To hold classes and lectures so as to improve the practice and understanding of art in all its visual forms
- To conduct and facilitate art research.

To support the future direction of WAMT, the Trust Deed may require a refresh to better reflect the Trust's responsibilities in relation to Hundertwasser, and other emerging areas of interest.

Hundertwasser Art Centre with Wairau Maori Art Gallery

In 2016, Whangarei Arts Museum Trust began an exciting, but challenging, new journey following a binding public Referendum on use of the Old Harbour Board building, with the community choosing the Hundertwasser Wairau Maori Arts Centre (HWMAC) project. It was agreed that HWMAC would be operated by the Whangarei Arts Museum Trust, and the Whangarei District Council allocated funding in the 2018-2028 Long Term Plan, for development of the building.

Whangarei Art Museum Trust will be the eventual operator and owner of the Hundertwasser Art Centre (HAC) with Wairau Art Gallery. The land portion will be leased from the Whangarei District Council.

The HAC is unique to New Zealand. It will be a stunning art work on a grand scale, boasting the last authentic Hundertwasser building in the world and the only museum outside of Vienna hosting his art. It will also be New Zealand's only curated gallery of Maori contemporary art. The Centre will provide Northland an iconic drawcard as a nationally and internationally recognised cultural facility and tourist attraction. The HAC project will strongly contribute to the economic development and tourism growth for the region, alongside expanding New Zealand's Arts and Cultural community internationally. The Centre will spark employment growth, an enhanced sense of place and pride in establishing a truly multicultural attraction. The centre will target the increased interest in cultural venues in the Asia-Pacific region in its visitor strategy.

The HAC will consist of the following as key attractions:

- The Hundertwasser designed building
- Fifty original or key Hundertwasser artworks, valued at approximately \$16m, to be supplied, on a rotation basis, by the Hundertwasser foundation in Vienna. This will be the largest collection of Hundertwasser artworks outside of Vienna.
- The Wairau Maori Art Gallery, which will be curated, will contain contemporary Maori art on a rotation basis.
- Café and Retail Store.



Construction of the HAC commenced in June 2018, and is expected to be a 30 month build. The design of the building's unique internal spaces and external finishing remains unchanged from the original model, created in Vienna by the Hundertwasser Non-Profit Foundation as the ultimate template for the finished art centre.

Operating Environment

WAMT receives most of its funding (94%) from the Whangarei District Council. The other 6% comes from community donations and grants.

In 2018/19 WAMT received \$390,000 via a grant from Whangarei District Council, plus \$171,000 as a 50% contribution to building rental, and a rates remission of \$17,800. This Statement of Intent is prepared based on the assumption that the current level of community grant funding received from Whangarei District Council will continue for 2019/20.

WAM also relies on continued support from the community through fund raising, to ensure the sustainability of art acquisition, restoration and conservation of the collection. The collection is something for Whangarei to treasure and WAM is committed to its ongoing preservation. WAM is also responsible for fundraising for the HAC in accordance with the community referendum requirements.

The current staffing mix is made up of the following core roles:

- Curator, Exhibition and Programme Manager
- Collection Manager
- Exhibition and Collection Assistant
- Administration Coordinator
- Visitor Host / Gallery Attendants x 2
- Whangarei Art Museum Trust Coordinator

The permanent staff are supported by casual staff and volunteers, who work weekends and during exhibition installation weeks. Staffing requirements are reviewed on a regular basis, to ensure effective operation within the available funding.

Reporting Framework

The Whangarei Art Museum is accountable to the Whangarei District Council via the Statement of Intent, and through provision of half-yearly and annual reports. The annual accounts are audited by Audit New Zealand and are included in the Whangarei District Council Annual Report.

Whangarei Art Museum Trust's contribution to the district

The Whangarei District Council's 2018-2028 Long Term Plan sets the strategic direction for the next ten years. The vision is to create **a vibrant, attractive, thriving district**. Everything Council does is guided by four Community Outcomes which are based on what our community says is most important to them.

Whangarei Art Museum Trust plays a critical part in delivering on actions and targets which contribute, either directly or indirectly, to achievement of these outcomes for our community.

Whangarei District Council Community Outcomes

Efficient and resilient core services

- It is easy and safe for everyone to travel around our district
- There are opportunities to walk and cycle
- Our District is well prepared for growth and can adapt to change
- Services are supplied in ways that benefit the environment.

Positive about the future

- The district has productive land, people and a thriving city centre
- There is a fair urban/rural balance
- Council has clear, simple documents and rules
- The District embraces new technology and opportunities

Caring for the environment

- Communities work to keep the environment clean and healthy
- Access to the coast is protected
- Open spaces in parks and streets are places where nature thrives
- Our district is positively adapting to climate change.

Proud to be local

- The district is neat, tidy and looks attractive.
- Public areas feel welcoming and are safe
- There is always something to do and see
- There are opportunities for people of all abilities, ages and life stages to be active.

Whangarei District Council (draft) Arts & Culture Strategy (2018-2028)

The Whangarei Arts Museum Trust is also well positioned to be a key partner in development and delivery of Whangarei District Council's draft Arts & Culture Strategy, which aims to build on the region's strengths, and set a path aimed at realising economic benefits, social benefits and, positive environmental effects that lie seeded within Whangarei's cultural identity and cultural scene.

Whangarei Arts Museum Trust - Strategic Direction

Our Vision

'To tell the story of our district through art and artists, for the benefit of our community'

Whangarei Art Museum is a place of community and unharnessed potential to reach local and visiting audiences with concepts developed through art in all forms of creative skill and imagination including performance arts, dance, music, film, poetry, digital media and design. As home to the city's art collection we are dedicated to its conservation by operating to Museums Aotearoa standards and committed to showing fresh exhibitions promoting local arts, as well as touring artwork from New Zealand and beyond.

Strategic Objectives

The Whangarei Arts Museum Trust is embarking on an exciting, but challenging new journey, with responsibility for management of the construction and operation of the Hundertwasser Art Centre with Wairau Art Gallery. This behoooves a refresh of the Trust's vision and strategic objectives. The Trust's emerging thinking is presented below, and will evolve as the journey progresses. Appointment of a Chief Executive to provide operational leadership and management, will be a key milestone in supporting achievement of these objectives.

Creating brand and identity

- Transition to 'one organisation'
- More visible leadership role in the creative arts sector
- Position WAMT as creative hub of Northland
- Initiate implementation of an energetic and inspiring Public Art Policy, highlighting the environmental, economic, social, cultural and spiritual benefits of a healthy arts policy

Partnering with others for the benefit of our community

- WAMT as an enabler of a vibrant and connected arts community in Whangarei district, to enable Whangarei to become the cultural destination of the North
- Remove barriers to access and participation in the creative arts sector
- Strengthen relationship with Whangarei District Council, partnering on agreed outcomes
- Acknowledge Marae as key cultural hubs and encourage greater focus on Maori outcomes
- Amplification of educational role in the community, as a pathway for Rangatahi into arts and culture
- Recognising and responding to the rapidly changing demographic of Northland

Achieving sustainability

- Good governance
- Financial sustainability
- Operational efficiency and effectiveness

In addition to these objectives, there are specific project actions for 2019/20 to support development of the Hundertwasser Arts Centre and Wairau Maori Art Gallery.

Delivery against our Strategic Objectives

The following are key actions to deliver on WAMT's strategic objectives. These actions are for internal monitoring purposes and will not be reported on in detail under Local Government Act 2002 requirements. However, a summary of performance against the key objectives, and any major deviations to plan, will be covered in the six-monthly report to Whangarei District Council under this Statement of Intent.

Strategic Objective	Action areas	Contribution to Community Outcomes
<i>Creating brand and identity</i>	<ul style="list-style-type: none"> ▪ Undertake a comprehensive brand redefinition to support the transition of WAM and Hundertwasser into 'one organisation' ▪ Consider positioning in the wider NZ context, to provide WAMT with a more visible leadership role in the creative arts sector ▪ Promote Wairau Maori Arts Museum to become a destination of regional and national significance ▪ Increase visibility and visitor engagement by improving the entrance to, and arrival experience at the Art Museum ▪ Improve signage from State Highway to attract visitors ▪ Put on shows and events that attract people to Whangarei, as the creative hub of Northland ▪ Explore new premises for a city arts centre to showcase arts of the region 	<p><i>Positive about the future</i></p> <p><i>Proud to be local</i></p>
<i>Partnering with others for the benefit of our community</i>	<ul style="list-style-type: none"> ▪ Strengthen relationship with Whangarei District Council, including agreement of our mutual objectives, how we will work together to achieve these ▪ Build constructive relationship with Creative Northland, and other parts of the creative sector in Whangarei, to support the district to become the cultural destination of the North ▪ Support Whangarei District Council with development of the draft Whangarei Arts Culture and Heritage Strategy (2019) ▪ Develop wider consultative relationship with Tangata Whenua representatives ▪ Develop practical working relationship with Wairau Maori Arts Board to support gallery network operation ▪ Partner with NorthTec to amplify WAMT's educational role in the community, and as a pathway for Rangatahi into arts and culture ▪ Partner with the community to amplify educational role including utilising WAM as a resource for school art curriculums, school holidays programmes, and family workshops 	<p><i>Positive about the future</i></p> <p><i>Proud to be local</i></p>
<i>Achieving sustainability</i>	<p>Good governance</p> <ul style="list-style-type: none"> ▪ NZ Institute of Directors "Four Pillars of Governance" ▪ Performance review of trustees ▪ Trustee skills matrix to identify skills required to support strategic direction ▪ Monthly, documented board meetings 	<p><i>Efficient and resilient core services</i></p> <p><i>Positive about the future</i></p>

	<p>Long term and annual planning</p> <ul style="list-style-type: none"> ▪ Long term strategy ▪ Annual planning to support strategy ▪ Monitoring of progress and KPIs ▪ Annual report completed at end of financial year <p>Health and safety</p> <ul style="list-style-type: none"> ▪ NZ Institute of Directors Health and Safety Guide ▪ Trustees have knowledge of and commitment to health and safety ▪ Ensure CEO exercises due diligence in relation to health and safety <p>Being a good employer</p> <ul style="list-style-type: none"> ▪ WAMT employees have regular performance reviews which form part of their Professional Development & Training Programme <p>Risk management</p> <ul style="list-style-type: none"> ▪ Annual update of Strategic Risk and scoring in accordance with AS/NZS ISO 31000:2009 ▪ Appropriate Insurance – independently assessed <p>Legislative and Trust Deed compliance</p> <ul style="list-style-type: none"> ▪ All legislative requirements met ▪ Clean opinion -as part of Annual audit by Audit NZ ▪ LGOIMA requests are answered within statutory timeframes <p>Effective financial management</p> <ul style="list-style-type: none"> ▪ Monthly accounts prepared by WDC and approved by WAMT Board ▪ Full GAAP accounting reporting ▪ Annual audited accounts ▪ Monthly forecast review of exhibitions budget by WAMT <p>Financial Sustainability</p> <ul style="list-style-type: none"> ▪ Work with Chief Executive to review operations to align with single entity, and available funding ▪ Review organisational structure ▪ Review Hub Gallery service profile, including number of galleries, operating hours, and complementary services such as stocking merchandise from local sources that complement the gallery <p>Operational efficiency and effectiveness</p> <ul style="list-style-type: none"> ▪ Establish operational level relationships and MOU with Whangarei District Council ▪ Compliance with LGA Statement of Intent preparation and reporting requirements ▪ Develop marketing and communications plan ▪ Monitor visitor numbers and conduct annual visitor survey ▪ Build up volunteer base to support both governance and operations ▪ Identify fundraising opportunities ▪ Develop business cases as required, targeted at specific 	<p><i>Proud to be local</i></p>
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	<p>Funders and Sponsors</p> <ul style="list-style-type: none"> ▪ Collections management - reassess collections, including core works, renew collections management policy ▪ Storage of works - look at options to improve storage, including the controlled environment, and areas to accommodate touring shows ▪ Lighting - upgrade lighting as funding becomes available, develop business case for future capital investment ▪ Exhibitions – work with Council to promote and run quality events, reach out to new audiences, and grow visitor numbers ▪ Air conditioning – upgrade air conditioning to meet required Gallery Standards for Air Control, develop business case for future capital investment 	
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Hundertwasser Arts Centre and Wairau Maori Art Gallery – Project Objectives 2019/20

Project governance	Project plan that include budget and key milestones.
Leadership	Appointment of a Chief Executive to provide operational leadership and management across the combined HAC and WAM arts precinct.
Funding	Secure all agreed and pledged funding over the construction period.
Fundraising	Continue fundraising to meet the needs for fit out and operational expenses required prior to opening.
Stakeholder relations	Meet and manage all expectations from our stakeholders, including the Vienna Foundation, Funders, Whangarei District Council and the community.
Visitor numbers	Set targets to increase visitor numbers, with action plan to deliver results
Risk Management	Mitigate risk through adequate insurance (construction and Indemnity), best practice Health and Safety management practices and appropriate Project Management and Governance practices.

Performance Outlook

WAMT has an agreed set of performance measures and targets which form the basis for accountability to delivering on Council's strategic direction, priorities and targets. These are reported in accordance with Local Government Act 2002 requirements.

WAMT will continue to work internally, and with Council, on the development of performance measures, as it continued to refine the long term strategic direction.

Performance Measure	2018/19 Actual	2019/20 Target	2020/21 Target	2021/22 Target
To operate within agreed financial budgets (requires performance objectives to match available funding)	Within budget to 31 December 2018	Actual spend ≤ budget	Actual spend ≤ budget	Actual spend ≤ Budget
Visitor satisfaction maintained		Satisfaction ≥ 2018/19 result	Satisfaction ≥ 2018/19 result	Satisfaction ≥ 2018/19 result
Increase visitor numbers to Whangarei Arts Museum	New measures for 2019/20	TBC% increase	TBC% increase	TBC% increase
Collection management undertaken		1000 works reassessed	1000 works reassessed	1000 works reassessed
Review operation hours, and exhibition numbers to meet agreed funding	Review completed	Annual review	Annual review	Annual review
Regular reporting on HAC achievement against annual project objectives as set out in this SOI		Quarterly narrative report	Quarterly narrative report	Quarterly narrative report
Regular reporting on WAMT achievement against action areas under strategic objectives as set out in this SOI	New measure for 2019/20	Six monthly narrative report	Six monthly narrative report	Six monthly narrative report

Drafting Note

More work is required to confirm some measures. The intent is to refine the measures further to align with Council's requirements for Annual Operating Grants, to reduce duplication of reporting by the Trust.

Financial Information

The financial information provided in this Statement of Intent relates to the operation of the Whangarei Art Museum, and the Hundertwasser Arts Centre project.

PROSPECTIVE STATEMENT OF COMPREHENSIVE INCOME

	BUDGET 30 June 2020	BUDGET 30 June 2021	BUDGET 30 June 2022
Income			
Other Revenue	37,480	1,063,480	2,492,480
Council Funding	560,217	571,301	582,607
Interest revenue	400	400	400
Donations	5,703,500	8,093,500	3,500
Total Income	6,301,597	9,728,681	3,078,987
Less Expenses			
Employee Related Costs	211,400	215,610	219,904
Other expenses	386,572	1,031,772	1,936,423
Administration Expenses			
Total Expenses before depreciation	597,972	1,247,382	2,156,327
Net Surplus (Loss) before depreciation	5,703,625	8,481,300	922,660
Depreciation	20,209	368,209	855,209
Net Surplus (Loss) before tax	5,683,416	8,113,091	67,451
Tax Expense	-	-	-
Net Surplus / (Deficit)	5,683,416	8,113,091	67,451
	30 June 2020	30 June 2021	30 June 2022
Total capital expenditure	11,580,000	6,015,000	15,000

PROSPECTIVE STATEMENT OF MOVEMENTS IN EQUITY

	30 June 2020	30 June 2021	30 June 2022
Opening Equity as at 1 July	19,981,162	25,664,578	33,777,669
Plus Profit (Loss) for the year	5,683,416	8,113,091	67,451
Total increase/(decrease) in equity	5,683,416	8,113,091	67,451
Closing Equity as at 30 June	25,664,578	33,777,669	33,845,120

PROSPECTIVE STATEMENT OF FINANCIAL POSITION

	30 June 2020	30 June 2021	30 June 2022
Equity	25,664,578	33,777,669	33,845,120
Total Equity	25,664,578	33,777,669	33,845,120
Current Assets			
Cash and Cash equivalents	4,665,091	7,131,391	8,039,051
Trade and other receivables	343,258	343,258	343,258
	5,008,349	7,474,649	8,382,309
Current Liabilities			
Trade and other payables and accruals	386,764	386,764	386,764
Working Capital	4,621,585	7,087,885	7,995,545
Non Current Assets			
Property plant and equipment	21,042,993	26,689,784	25,849,575
Long Term Liability			
Deferred income tax liability	-	-	-
Total Net Assets	25,664,578	33,777,669	33,845,120

1 Statement of accounting policies for the year ended 30 June 2020

1.1 Reporting entity

The Whangarei Art Museum Trust (WAMT) is incorporated as a trust under the Charitable Trusts Act 1957, is domiciled in New Zealand and registered under the Charities Act 2005, registration number CC28917. It is a Council controlled organisation as defined under Section 6 of the Local Government Act 2002.

2 Summary of significant accounting policies

2.1 Basis of preparation

All transactions in the financial statements are reported using the accrual basis of accounting.

The financial statements are prepared on the assumption that WAMT will continue to operate in the foreseeable future.

The financial statements have been prepared on a going concern basis. WAMT is reliant on Council's continued support of its operations. Council has included funding for WAMT in its 2018-2028 Long – Term Plan. The level of funding for the 2019/2020 financial year is expected to assume the same level of funding. Funding is reviewed on an annual basis. WAMT has also received a letter of support from Council to ensure its going concern basis for a period of one year from the date of the approval of the 2017/18 financial statements.

The Board has elected to apply PBE SFR-A (PS) Public Benefit Entity Simple Format Reporting – Accrual (Public Sector) on the basis that WAMT does not have public accountability (as defined) and has total annual expenses of less than \$2 million.

Goods and services tax

WAMT is registered for GST. All amounts in the financial statements are recorded exclusive of GST, except for debtors and creditors, which are stated inclusive of GST.

Functional and presentation currency

The financial statements are presented in New Zealand dollars.

Revenue and expenses

Revenue comprises the fair value of the consideration received or receivable for the sale of goods and services, excluding Goods and Services Tax, rebates and discounts. Revenue is recognised as follows:

(i) Grants and donations

Grants and donations are recognised as revenue when they become receivable unless there is an obligation in substance to return the funds if conditions of the grant are not met. If there is such an obligation, the grant is initially recorded as grants received in advance and recognised as revenue when conditions of the grant are satisfied.

(ii) Pledges

Pledges are not recognised as revenue as WAMT is unable to control the access to the funds. Pledges are disclosed as a contingent asset when the money is pledged and recognised as revenue when the pledged money is received.

(iii) Donated assets

Revenue from donated assets is recognised upon receipt of the asset if the asset has a useful life of 12 months or more, and the value of the asset is readily obtainable and significant.

(iv) Interest income

Interest revenue is recorded as it is earned during the year.

v) Sale of goods

Revenue from the sale of goods is recognised when the goods are sold to the customer.

(vi) Volunteer services

Volunteer services received are not recognised as revenue or expenditure as WAMT is unable to reliably measure the fair value of the services received.

(vii) Advertising, marketing, administration, overhead, and fundraising costs

These are expensed when the related service has been received.

2.2 Bank accounts and cash

Bank accounts and cash include cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts.

2.3 Debtors

Debtors are initially recorded at the amount owed. When it is likely the amount owed (or some portion) will not be collected, a provision for impairment is recognised and the loss is recorded as a bad debt expense.

2.4 Property, plant and equipment

Property, plant, and equipment (excluding donated assets) are recorded at cost, less accumulated depreciation and impairment losses. WAMT does not revalue its property, plant and equipment. WAMT undertakes periodic impairment assessments of its property, plant and equipment.

(i) Artworks and donated assets

Purchased artworks are recognised at cost. Donated assets are recognised upon receipt of the asset if the asset has a useful life of 12 months or more, and the current value of the asset is readily obtainable and significant. Significant donated assets for which current values are not readily obtainable are not recognised. Artworks have an indefinite useful life and are not depreciated. Impairment is recognised if identified as below.

(ii) Asset sales

For an asset to be sold, the asset is impaired if the market price for an equivalent asset falls below its carrying amount.

(iii) Use of assets

For an asset to be used by the Trust, the asset is impaired if the value to the Trust in using the asset falls below the carrying amount of the asset.

Depreciation

Depreciation is provided on a straight-line basis at rates that will write off the cost of the assets over their useful lives. The useful lives and associated depreciation rates of major classes of assets have been estimated as follows:

Class of PP&E	Estimated useful life	Depreciation rates
Leasehold improvements	10-100 years	1%-10%
Office equipment	2-10 years	20%-50%
Plant and equipment	6-60 years	1.6%-17%
Computer equipment	2-5 years	20%-50%
Artworks	Indefinite	-

2.5 Investments

Investments comprise investments in term deposits with banks, listed bonds, and listed shares.

Deposits with banks are initially recorded at the amount paid. If it appears that the carrying amount of the investment will not be recovered, it is written down to the expected recoverable amount.

2.6 Creditors and accrued expenses

Creditors and accrued expenses are measured at the amount owed.

2.7 Lease expense

Lease payments are recognised as an expense on a straight-line basis over the lease term.

2.8 Tier 2 PBE Accounting Standards applied

WAMT has not applied any Tier 2 Accounting Standards in preparing its financial statements.

whangarei
art museum
te manawa toi

Whangarei Art Museum Trust

ANNUAL REPORT

2017 – 2018

WHANGAREI ART MUSEUM TRUST

CHAIRPERSON'S REPORT | 2017 - 2018

GRANT FABER

Summary

The financial year ending June 2018 was one which saw the commencement of a period of substantial change for the Whangarei Art Museum. The operations and strategic direction for the museum have been constrained for some years as a result of uncertainty as to whether the Hundertwasser Art Centre would proceed. In April, with the final funding achieved and contracts for the construction of the HAC awarded, this uncertainty was put behind us. WAM then started the transition from a small three gallery regional museum to a five-gallery facility which will be of international standing and one of New Zealand's major visitor attractions.

During this period the momentum of the WAM gallery operations have been maintained at a high standard due to the dedication and hard work of WAM gallery staff and substantial voluntary commitment by the Trust Board members. Visitor numbers have continued to grow and community engagement increase.

WAM has significant legacy issues with regard to its facilities and collection which have existed for many years. Due to a low level of funding these issues have only grown in their impact on the museum. We continue to work with WDC and supporters to progressively address these as funding becomes available. For many years WAM has been affected by the WDC politics that have surrounded the HAC. Now that this iconic project is proceeding it is hoped that a more pragmatic, forward looking and supportive approach to our regional art gallery will emerge.

Funding

The challenge of operating WAM at an acceptable community standard has continued this year, the cash injection received two years ago, from the windup of the old Whangarei Tourism Trust, having been fully used to maintain WAM's operations. This position has been recognised by WDC with a significant grant increase. Despite this increase in the annual Council grant, in real terms this was a minimal increase in real funding. WAM continues to operate at an operational funding level at the bottom end of regional galleries in New Zealand. Raising operational funding from external sources (outside WDC) is challenging as outside agency criteria generally exclude operational funding support.

Staffing

Late in 2016 the museum director resigned. The decision was made to not immediately replace this position given the pending clarification of the HAC commencement, once full funding was achieved. It is a credit to the WAM staff team and to significant input from Trustees that WAM has continued to operate at a high standard throughout the rest of the financial year. This structure will continue until the recruitment of the new Chief Executive responsible for both WAM and the HAC commences late 2017. It is planned to have the new CE on board Q2 2018.

Recruitment of a Collections Manager is under way as the full review of the WAM collections and the collections management policy has been overdue for some time.

Visitor numbers/ Community engagement

The dedication of the WAM team has seen the delivery of high standard exhibitions continue despite operational budget constraints. A measure of this work is the continued growth of visitor numbers by a further 11.5% this past year. The focus on both the community gallery concept and exhibitions with greater local flavour and interest have been a key driver of greater community engagement, an objective that was set by the Board over three years ago.

Facilities

Work continues to address the facilities challenges. As WAM operates in a leased WDC facility and has limited capex budget these can only be addressed in stages. With valuable support from WDC the air conditioning in gallery one has been replaced and we are in discussion regarding the unit in gallery two which is below specification and facing high maintenance costs.

Visibility of the gallery continues as a challenge with many residents of the district having no knowledge of where the museum is located as our entrance is internal in the HUB building. Some improvements have been made in improved signage however the fundamental problem will not be addressed until a major facilities review is completed. This is currently under discussion.

The gallery lighting is now some seven years old, uses obsolete technology and is unreliable and expensive to maintain and operate. Work will be done in the coming year to specify a new system and seek funding for a major upgrade.

Hundertwasser Art Centre

The year saw significant progress made toward the realisation of the HAC. Substantial work by the architects, engineers and project manager saw the project tendered in late 2017 with full tender evaluation completed February. The building consent process was delayed by WDC, resulting in significant budget revision work taking place in February/ March 2018 before we could fully engage with funders to secure the full funds required to commence the build. Full due diligence was carried out on the project by MBIE and in April the Provincial Growth Fund confirmed an additional \$ 6.94 of funding, and on the 20th April WDC confirmed that all requirements of the project to proceed had been met. Contracts for construction were signed with Trigg Construction on 9th May and work commenced on site on the 8th June. The Hundertwasser Art centre with Wairau Maori Art Gallery was underway; 25 years after Hundertwasser drew the vision for the Art centre.

This milestone marked a substantial turning point for the Whangarei Art Museum. After being in limbo for some five years the pathway forward was now clear. The transition from a regional gallery to a multi gallery Art complex of international standing had begun.

Board and Staff

This year of substantial achievement has put a substantial workload on Staff and Board. That so much has been achieved is largely due to their effort and dedication. Staff have focused on the gallery operations with excellent results while thousands of hours of voluntary time was put in by Board members. My sincere personal thanks to you all.

Grant R Faber



Image: Glenda Orr, *Eagle Rock, The Royal – Pacific Home*, 2012, Etching and Embossing, Whangarei Art Museum Collection.

WHANGAREI ART MUSEUM TRUST

STAFF REPORT | 2017 – 2018

SUMMARY

The 2017/2018 financial year saw continued growth in visitor numbers with 1,356 more visitors coming to WAM than our target forecast. The introduction of the Community Gallery the previous year continued to be well received and we will use this concept going forward. The Community Gallery has been used for different collaborations and is attracting a whole new audience; mostly locals who were not aware of the Art Museum, many of whom mentioned that they will return.

WAM's visibility on social media improved accordingly. We attracted 63% more Facebook followers to just under 1,200, leaving plenty of growth opportunities for the coming years. Staff turnover in 2017/18 has been a challenge for operating the Galleries. The Director resigned in November and the Board decided not to make a short-term replacement pending the recruitment of the new Chief Executive position, which will be responsible for all WAM operations, including both the HAC and WAM galleries. Gallery operations have been maintained at a professional level due to outstanding efforts of staff and significant hours dedicated by two of the Board assigned to assist with gallery oversight.

COLLECTION MANAGEMENT

A full review of the WAM collections management policy and the forward direction of the collection development has been overdue for some years and delayed due to lack of resource. Work is currently in progress to engage a specialist collections manager for a contract term to carry out this work. This will bring updated clarity around the core focus of the WAM collection and may involve realignment of the collection with the updated policy.

VISITOR ENGAGEMENT

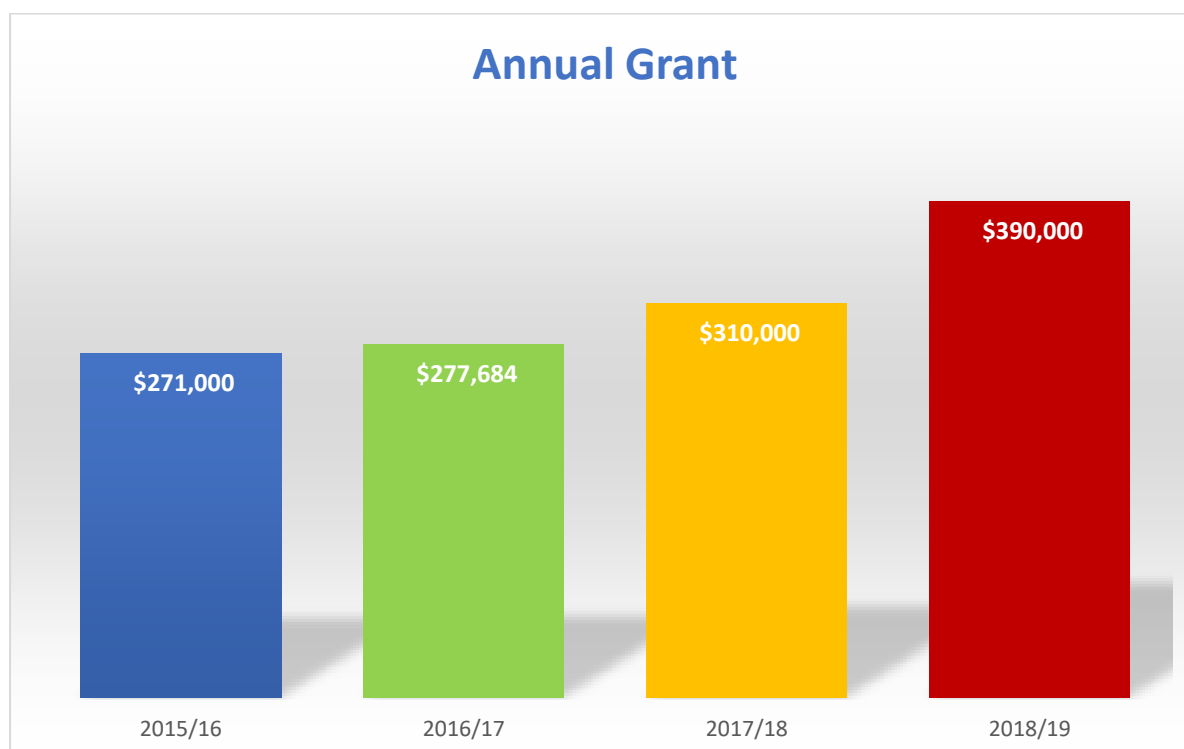
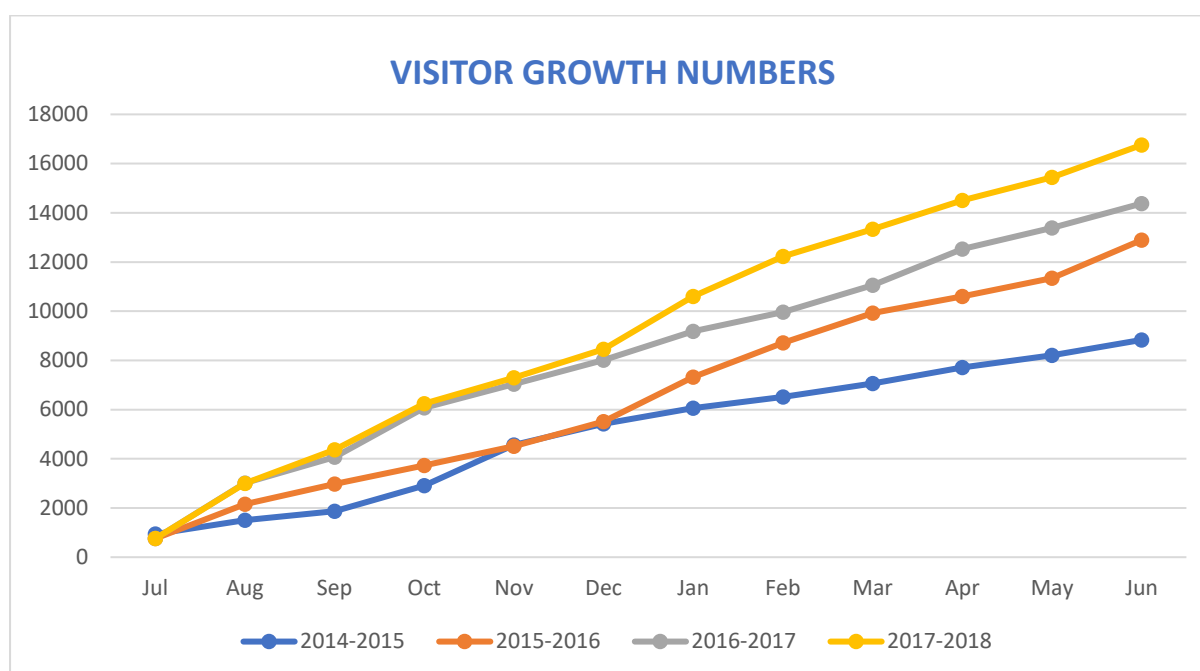


Visitor Growth

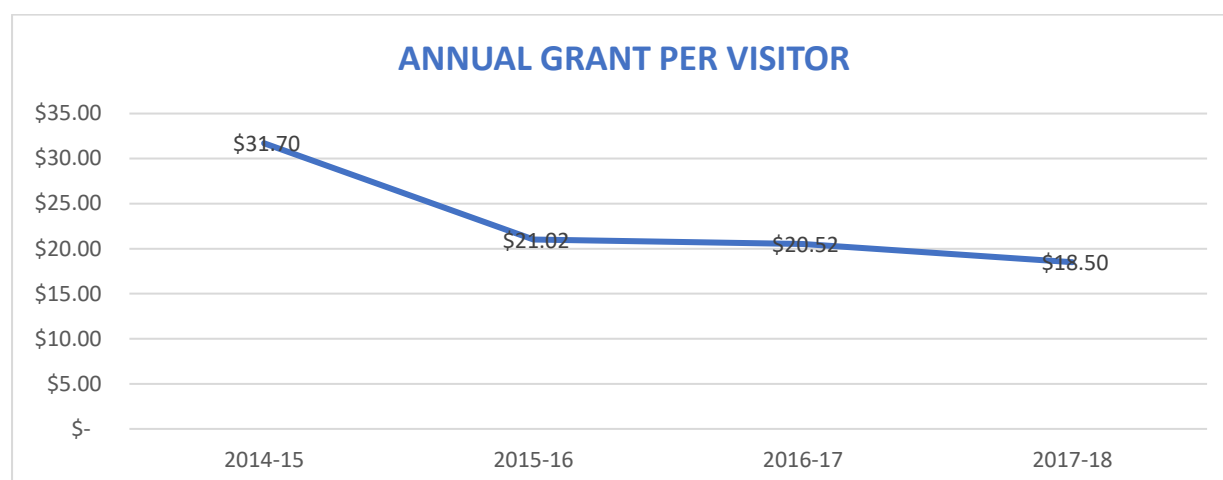
Visitor numbers continued to increase in the period 2017/2018, rising to 16,756; an increase of 11.5% and ahead of our target forecast.

With significant visitor growth achieved in recent years as a result of a number of new initiatives implemented by the team it is anticipated that growth rates will slow down. We forecast an annual growth of 5% for the year 2018/2019, which would increase visitor numbers to 17,343.

YEAR	FORECAST	ACTUAL
2014/2015	Unknown	8,840
2015/2016	10,000	12,891
2016/2017	14,000	15,106
2017/2018	15,400	16,756
2018/2019	17,343	



The cost per visitor provided by the annual grant continues to decrease, dropping 42% over the last 4 years.



Visitor Feedback



to
to

Just over 9% of the visitors filled out a form. This number is disappointing and may have been influenced by staffing constraints, as only one staff member was available to administer the survey.

Visitors continue to tell us that they were not previously aware of Whangarei Art Museum's location at the Town Basin. The lack of a front entry via the Town Basin and the gallery being obscured by the i-Site continue to result in reduced opportunities for foot traffic.

The automatic glass doors to the galleries have also proven to be a barrier to people entering the Museum. Visitor numbers have been demonstrated to increase when the doors are open but as this affects the climate control in the Galleries and creates an unpleasant draft in the i-Site, leaving the doors open is not a viable option.

WAM continues to work with WDC support to improve visibility but this remains a significant factor negatively impacting on visitor numbers

STAKEHOLDER RELATIONSHIPS & COLLABORATIVE PROJECTS

Hundertwasser HQ

In December 2017 Hundertwasser HQ moved into the i-Site. Their display attracts an art loving public which is benefitting WAM. We also benefit from the 'HQ footsteps' on the pavement outside in the Town Basin, which lead people from Te Kakano to The Hub.

I-Site team

WAM's physical proximity to the i-Site continues to provide us with opportunities to engage with the i-Site staff. WAM notifies the i-Site team of events, closures and openings of new exhibitions and staff are invited to view each new exhibition, enabling them to share this information with potential visitors.

Creative Northland

WAM continues to collaborate with Creative Northland where possible. We provide them with content for their listings and in return we can borrow equipment such as TV screens and projectors free of charge.

NorthTec

WAM's collaborative relationship with the Creative Arts Programme at NorthTec continues to enhance the work of both organisations. NorthTec organises tutor-guided group visits to exhibitions with specific connection to study subjects, as well as WAM facilitated educational sessions. WAM also offers volunteer opportunities for visual art students to develop work skills and experience, although take up was low last year.

Habitat for Humanity

WAM exhibited The Power of Shelter, an exhibition by Habitat for Humanity Northland. This successful show featured art created by prisoners from the Northland Regional Corrections Facility and local artists. The exhibition and art auction proceeds went towards the building of a home for a Northland family in need of housing.

Deaf Aotearoa

During the exhibition run of Kushana Bush, WAM hosted a floor talk for Deaf Aotearoa NZSL Week. A floor talk delivered by one of the WAM team was interpreted into sign language in support of the deaf community.

PUBLIC PROGRAMMES AND EVENTS

The Habitat Auction

An Art Auction at the end of the exhibition The Power of Shelter was well attended with all proceeds raised at the auction going towards the build of a home for a Northland family in need of housing.

Venue Hire

The Ministry of Foreign Affairs booked Whangarei Art Museum on the 4th of February 2018 to host a group of 105 diplomats for Waitangi Day.

Dunedin Public Art Gallery

During the Kushana Bush exhibition Lauren Gutsell from the Dunedin Public Art Gallery visited Whangarei Art Gallery to hold an artist talk, which was attended by 30 people.

Class visits

The exhibition Here, Now, Next and the Kupe Sites attracted several class visits, including members of various Salvation Army Youth Groups, students from Purua school and The Paper Mill and children from Forum North Child Care. WAM staff delivered a mini-floor talk for each visit, which included time for the children to complete the exhibition activities i.e. colouring-in, Find-Its and character creations.

School Holiday Programme – Here, Now, Next

The school holidays (2nd and 3rd weeks of July) saw an increase in visitor numbers enhanced by the introduction of a colouring competition in conjunction with Story Time. Children could choose from four different colouring pages inspired by the Here, Now, Next exhibition; WAM received over 80 entries in total.

MAIN EXHIBITIONS

MAIR & YOUNGHUSBAND GALLERIES

Jill Sorensen - Significant Others

28 August – 26 November 2017

Sorensen approaches the humans, animals and plants with whom she cohabits with compassion and alertness to difference, striving to locate the singularity of each relationship. These moments of relationship were brought together in an experiential installation that allowed us to glimpse the small intimacies that arise through the mundane daily acts of caring. The installation asked its audience to engage their bodies as well as their eyes. The open door of the tent invited the viewer to enter its intimate interior and spend a moment in contemplative imagination. The artist's hope was that, in this contemplative space it is possible that the human might meet these significant others, just for a moment, as individuals rather than as generic members of another species.



Jill Sorensen, *Significant Others*, 2017, Installation Detail. Image Credit: Ellie Smith



Yuki Kihara, *Subnasale – nasal Root Length with Vernier Caliper*, 2015, C-Print mounted on Dibond Aluminium, Courtesy the Artist & Millford Galleries Dunedin.

Yuki Kihara - A Study of a Samoan Savage

28 August – 26 November 2017

The new series, *A Study of a Samoan Savage*, was comprised of two broad themes – the histories of motion photography and anthropometry - explored together.

Presented in film noir cinematographic spirit, this powerful, allegorical series featured a mythical character (Maui), a Polynesian demi-god performing a variety of movements, documented as 'motion-photography.' The

historical role of photography and the key role it played in establishing classifications in the study of race, gender, the human body, the science of movement and human evolution was everywhere evidenced in *A Study of a Samoan Savage*. Collectively, Samoan men were depicted as exotic savages, fetishized as a subject and as an object, colonized and treated as commodities.

Euan MacLeod Painter

11 December 2017 – 25 February 2018

The was the first major touring exhibition of McLeod's work on this side of the Tasman. Christchurch-born, but resident in Sydney since the early 1980s, Euan McLeod has produced a singular, remarkable and gripping body of work. Spanning three decades of a prolific career, canvases in the exhibition took us on a journey not only through physical landscapes but also through states of mind and being. As well as asking how each of us engages with nature, the exhibition hinted at myths and narratives form human history-processes of discovery, conflict and resolution.



Detail: Euan MacLeod, *Island*, 2012, oil on canvas, 1000 x 5320 mm (7 panels), Private Collection. Image Credit: Ellie Smith

Lee Brogan - Elemental

11 December – 25 February

Lee Brogan is a New Zealand artist working with sculpture, collage, photography, printmaking and various combinations of these disciplines. Her most recent exhibited bodies of work have been in cast glass, pate de verre glass and mixed media. She is one of only a few proponents worldwide using the ancient Egyptian technique of pate de verre as a sculptural discipline, a process she has developed herself and which has won her awards.

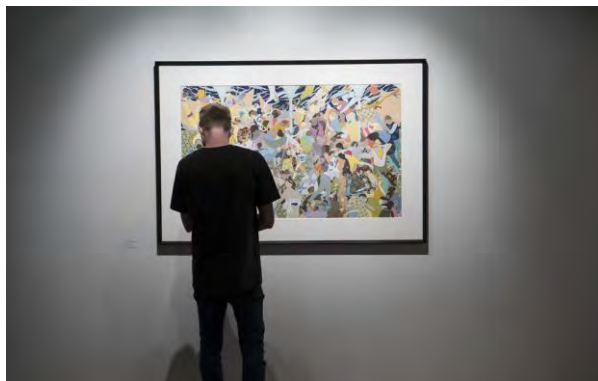


Detail: Lee Brogan, *Reef Wreck #1*, 2009, Pate de verre glass, Courtesy of the Artist.

Kushana Bush – The Burning Hours

9 March – 27 May 2018

The Burning Hours focused on paintings produced from 2014 to 2016 – years that marked a significant compositional shift in Bush's practice. Her early works positioned the subject matter in the centre of the page – hovering within the image field as a way of isolating and highlighting what was important. In contrast, her most recent works see the central image reaching out to consume the entire picture plane, a configuration that was first tested in *Untitled* (drawing). The inclusion of horizons, landscapes and architectural structures bring the narrative to the fore, and anchor the figures in a more realistic pictorial space.



Kushana Bush, *Other People*, gouache and pencil on paper, 2016, Private Collection, Wellington.

Installation at Whangarei Art Museum, March – May 2018. Photo Credit: Ellie Smith

Mark Graver – In Series

9 March – 27 May 2018

In Series featured eight interconnected bodies of work influenced by memory, place and time. Artworks correspond technically, conceptually and through content, often with related



images being manipulated and developed from a single source to form bodies of work with multiple, non-hierarchical entry and exit points.

Mark Graver, *The Mirrored Lake*, 2018, Archival inkjet pigment print, Courtesy of the Artist.

Kupe Sites: Landmarks of a Great Voyager, Nga Tapūwae o Kupe

11 June – 26 August 2018

An exhibition that celebrates a great Polynesian voyager's connections with New Zealand. Kupe Sites explores the stories of Kupe's encounter with New Zealand through names of various landmarks and places and even the name Aotearoa. *Kupe Sites* presents these stories through photographs of places from four areas that have strong traditions of links to Kupe – Northland, Wairarapa, the Wellington region, and the top of the South Island. Te Papa researchers, along with photographer Michael Hall, visited the four areas and worked with iwi there to capture these powerful images.



Te Puna-i-te-ao-mārama (the wellspring of life), Panguru, Hokianga, Northland.
Photograph by Michael Hall.

Here, Now, Next - Cracked Ink

11 June - 26 August 2018

Here, Now, Next: Cracked Ink is a large-scale mural installation wrapping the walls of the Younghusband gallery.

Originally from the UK, Cracked Ink, has been involved in both the street and gallery art scenes in New Zealand for the last decade. Simon works in the moment, conducive to the medium of aerosol paint. He is interested in exploring attitude and expression. Creating a quirky character based aesthetic, strikingly monochromatic. The compositions are bold and dynamic, easily engaging the audience - a nod to his roots in Graphic Design.

To accompany the mural a virtual reconstruction of the installation (time-lapse) has been captured. Visitors can watch the creation unfold on the gallery walls while they are within the space or from their own living room. This is the first time such technology has been incorporated into an exhibition at the Whangarei Art Museum.



Here, Now, Next: Cracked Ink, Graffiti Mural, Installation at Whangarei Art Museum June – August 2018.

COMMUNITY EXHIBITIONS

M. Francis McCarthy: Landscapes of Memory

21 July – 20 August 2017



M. Francis McCarthy, *Golden Dusk*, 2017, Private Collection.

M. Francis McCarthy creates emotive landscapes paintings that capture the spirit of New Zealand. He favours harmonious composition over rendered details, creating images which reflect what he feels not only what he sees. Looking at McCarthy's paintings one often experiences an intimacy with a seemingly sentient nature through the transforming effect of light on landscape producing a satisfying nostalgia that tinges our aesthetic experience.

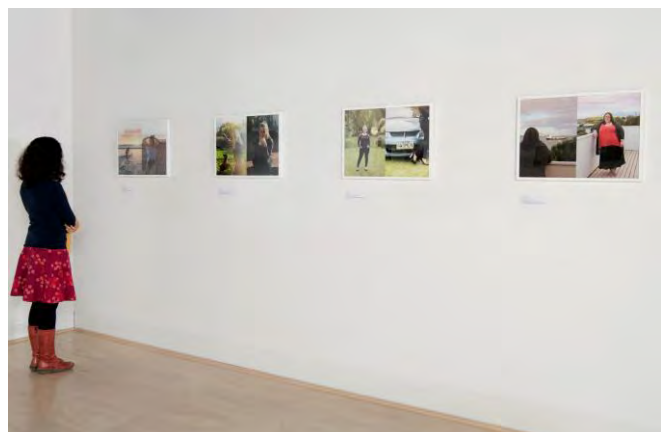
Megan Bowers-Vette: Us.

28 August – 25 September 2017

Us. shares the photographs and stories of men and women from New Zealand and Australia who have experienced sexual assault. No anonymity is provided; show your face, say your name, be proud of who you are and speak your truth. Anonymity sends a signal that there is still something to be ashamed about. Megan wanted to connect with people who had worked through those feelings and were ready to show up and stand in their truth.

The project aims to foster a deeper understanding of the spectrum of sexual violation and how it affects people's sense of self-worth, their mental health and relationships with others. The testimonials also expose how our justice and mental health systems can both help and harm survivors.

Us. was first displayed at Whangarei Art Museum. It was picked up by Exhibition Services as a proposed nationwide touring exhibition.



Installation of 'Us.' – Megan Bowers-Vette at Whangarei Art Museum August – September 2017. Photo Credit: Ellie Smith



Habitat for Humanity – The Power of Shelter

2 October - 30 October 2017

The exhibition featured art forms including sculptures, paintings, textiles, and carvings created by 13 local artists and 7 Prisoners (and their art tutor) from Northland Regional Corrections Facility near Kaikohe. While society may recognise a problem, many are living a crisis and Habitat for Humanity work in our community and around the world to establish real solutions. This exhibition and art auction were one of them; as all proceeds raised at the auction went towards the build of a home for a Northland whanau in housing need.



Installation of Habitat for Humanity - 'The Power of Shelter' at Whangarei Art Museum October 2017.
Photo Credit: Ellie Smith

Vie De Pacifique – Pacific Life

6 November – 26 November 2017

The printmakers represented in these collections are from countries geographically diverse; climates vary from tropical, to temperate and sub-Arctic/Antarctic. The flora, fauna and marine life are equally diverse, as is their cultural lore relationship to the Pacific. The themes open an opportunity for printmakers of the Pacific Region to investigate a range of issues. These include relationships with the Pacific Ocean; concerns about global warming; the ocean as a source of life and beauty; environmental and political concerns. Some artists work is reflective, whereas others are reactionary in their engagement with the theme.



Cathy Magi, *Archipelago*, 2012, Digital Print, Whangarei Art Museum Collection.

Our Summer: From the Whangarei Art Museum Collection

22 January – April 2018



Our Summer was a selection of WAM collections works curated together to celebrate a Northland summer – four seasons in a day! Pulled together were a range of works; from old to new, from paintings to pottery, to show a true cross-section of the WAM collection.

Fight Flight - Anneke Muijlwijk

24 April – 27 May 2018

The exhibition draws upon her work as both a therapist and artist, and references her experience in the fields of Human Geography, Town Planning and Social Sciences. It is set against the sobering backdrop of the devastating stories of women and children that take, as their subject matter, the grim reality of families living in constant fear. It also featured the work, *Safety Plan with Dog*, which was a 2017 Parkin Drawing Prize finalist.

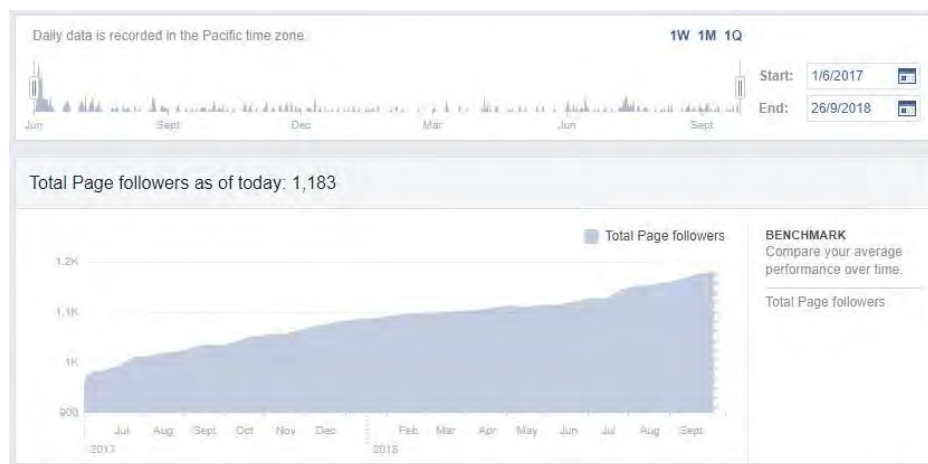


Anneke Muijlwijk, *Safety Plan Nana*, 2018,
Monoprint, Courtesy of the Artist

MARKETING AND PROMOTION

WAM staff continue to explore creative new ways to attract visitors to the Art Museum. Promotions over the past year included:

- ❖ New Zealand Media and Entertainment (NZME). An improved contract was negotiated to deliver a marketing package covering print, radio and online.
- ❖ Social Media – our Facebook followers have grown to just under 1200, an increase of 60% compared with previous year. Facebook has proved to be an effective platform for marketing our events and exhibitions.



- ❖ Physical/signage/branding - window banners are used to showcase current exhibitions. Posters are also dropped to local outlets and flyers and invites posted on Friends of the Gallery. Given the challenges of the location of the gallery excellent marketing is particularly important.
- ❖ Eventfinda
- ❖ The Big Idea
- ❖ WAM website
- ❖ Creative Northland Web Listings
- ❖ Mailing list of 500+ (What's on list)

A signpost near the Marina Office clearly directing visitors towards the Museum would improve visibility from the Town Basin.

OPERATIONS

Staffing

The WAM Director resigned in November 2017. The Board decided not to attempt to fill a short-term appointment, given the upcoming recruitment of the new WAM Chief Executive.

At the end of August 2017, the Assistant Curator went on unpaid leave for 6 months and a replacement was found for the duration of her leave.

The WAM administrator went on maternity leave at the end of March 2018. A replacement started at the end of April on a fixed term contract.

WAM is currently actively recruiting a Collection Manager for a contracted term. This position should be filled by the end of August 2018.

This has been a very challenging year for WAM. Since December 2017 all aspects of the daily operations of the museum have been undertaken by three part-time staff members, equating to 1.5 full time staff, with only two part-time staff available in the month of April.

Gallery attendance was covered by casual staff for 5 days a week, by a volunteer for one day and by a permanent staff member for the remaining day. Two Board members have been assigned to assist with gallery oversight and have contributed significant time to WAM.

Health and Safety

WAM Health and Safety policies were updated during the year in line with the Health and Safety at Work Act 2015 and WDC requirements.

BUILDING AND MAINTENANCE

Lighting

Exhibition lighting fixtures continue to deteriorate and need replacement. There is inadequate lighting remaining to run three exhibitions concurrently. The existing lights are now over 7 years old and use outdated and expensive halogen technology. A lighting upgrade is a priority for the coming year.

AC units

With WDC support Gallery 1 air conditioning units were replaced during the year. Gallery 2 units were not originally specified to the required standards and are also due for a significant overhaul. We are working with WDC on a possible upgrade.

Signage

As above, we continue to work with WDC to identify opportunities for this to be improved and intend to pursue more effective sign posting from the Town Basin.

Roller Doors

Roller door issues outlined in the 2015-2016 and 2016-2017 annual report continued. After a potentially serious incident during the year further improvements to the system have been made

Storage

WAM is lacking sufficient storage for crates and plinths and oversized collection items. WDC has assisted us with providing temporary off-site storage in Lower Dent Street, currently used to store the historic furniture collection. As WDC has notified WAM that this collection should be moved we are seeking a viable and affordable solution to provide long term storage.

Cracks in Gallery 2

In June 2018 cracks appeared in Gallery 2. They have been investigated by Council and deemed of no structural risk. Movements in the gallery building have been noted for a number of years and continue to be monitored with the assistance of WDC.

Floor movements

The floor in Gallery 1 and the Community Gallery is 'sinking'. There is now a gap of 2.5cm between the gib-board wall and floor. Council has been informed.

FUNDING AND FINANCIAL

Budget

WAM ended the year with a \$12k surplus due to staffing vacancies which will be added to next year's budget. Our Annual Grant increased by \$60,000 for the financial year 2018/19, covering most of the funding shortfall from the windup of the Tourism Trust fund. To cover the potential shortfall in the coming financial year it has been decided to repurpose Gallery 2. WAM plans to employ an Education and Programmes Officer in order to utilise the Education centre, which has been mothballed due to funding shortages.

Donations and sales

Last year Whangarei Art Museum changed its system for banking donations, which is now done at the end of each exhibition period.

In the financial year 2017/18 we received just over \$3,600 in koha and sales, approximately the same as the previous financial year.

AOF Application Form

“Looking ahead”

The purpose of this form is to look ahead over the next grant year, to see how you plan to use your annual operating grant for the benefit of the community.

Summary information	
Organisation name	Whangarei District Brass
Contact Person Name, email and phone number of person completing this form	Mark Douglas 2followyourfeet@gmail.com 0277048429
New postal address? Please provide if it has changed	
Incorporated Societies/ Charitable Trusts Registers Number	Number: Please ensure your register is up to date.

Organisation information		
Resourcing	Number	FTE*
How many paid workers does your organisation employ?	0	0
How many volunteer workers does your organisation have?	9	1

* FTE is Full Time Equivalent. This is based on approximately 37.5 – 40 hours per week. Approximates are fine. Example: a person who works 20 hours a week is 0.5 FTE.

Area of work	
Please select which one of the following relate most closely to your organisation:	
<input checked="" type="checkbox"/>	Arts and Culture – Projects and activities that facilitate education and enjoyment of the arts and of culture for the people of our District.
<input checked="" type="checkbox"/>	Heritage and Environment – Projects and activities that preserve and promote the heritage of our District and that protect and enhance the environment in which we live.
<input type="checkbox"/>	Recreation and Sport – Projects and activities that enable participation and engagement in recreation and sport for people in our district of all abilities, ages and life stages.
<input checked="" type="checkbox"/>	Community Connectedness and Wellbeing – Projects and activities that strengthen community cohesion and connectedness in ways that cultivate healthy, happy and positive relationships across our District.

Data on your customers/visitors

Please tell us who your customers/visitors are, using estimated percentages where possible. *This information helps us to build a picture of which communities our funding supports. It is for statistical purposes only and has no bearing on your application.*

How many customers/visitors did you have 'last year'? (Please state what period your data covers)	Over the year the band has performed a number of concerts and other events. Total patronage approx 500. Other events may mean several thousand, eg Parades
% Whangarei residents, Northland-wide residents, visitors (national/international)?	90% Whangarei 10% District
% Age ranges?	4-94
% Ethnicities?	The audience is a vareity of ethnicities
Anything else you'd like to add?	

The year ahead

Tell us about your organisation and what you plan to do in the year ahead with the below questions.

The Idea – Briefly explain your organisation's *kaupapa* (purpose):

The practise, play and perform traditional brass band music. The band provides an outlet for players to come together for making music. The band varies in age from 15 – 82. The band also comes together to practise so that we can perform for the public as there is demand in the Whangarei district for brass band music. We are the only brass band in Northland.

Alignment – Tell us how your organisation's *kaupapa* aligns with Council's Vision and Community Outcomes?

Whangarei District Brass is about adding colour to the already colourful community of Whangarei. The arts are an important part of WDC and the community and the brass band is one of the cogs in the arts fraternity. The band is about inclusiveness and is about participation, with the band members being from Maoridom and anglosaxon heritage.

The Whangarei community has a number of events and opportunities where music is needed to enhance the richness of our community. The brass band fulfils some aspect of that. The band is also inclusive of age and culture, with a number of ethnicities and ages playing in the band

The Need – What need is there for your organisation? What indicators do you use?

Being the only traditional marching band in Whangarei the band is vital to marches at ANZAC day and at Christmas.

The band also provides entertainment for retirement homes and the general population of Whangarei and its environs, through concerts and public performances. Music is important for our community, music in its varied forms with Brass Band being one.

The band gauges its success on an increasing membership and ongoing demand for its services and both these things are happening

The Impact – What difference will your organisation make to the community over the next year?

Whangarei District Brass will continue the long held tradition of a brass band at the Dawn Service on ANZAC Day. The band is a traditional brass band and will provide brass band music at public events, concerts and other opportunities that may arise.

Collaboration – What other organisations, community groups and individuals will you collaborate with to make a difference to the community?

We work with RSA, retirement homes, and the pipe band. We have combined concerts coming up with Harmony Chorus, Whangarei Youth Music and Northland Sinfonia.

The Whangarei District Brass works with community groups like Lions to help out with parades such as the Hikurangi Xmas parade

The Brass band opens its band hall doors to other organisations to use, such as, Basin City Big Band, Harmony Chorus, Cruise Control

Your Approach – How will you demonstrate the impact of your work?

Impact will be determined by growth in the bands numbers, demand for the bands music making abilities and presence in newspaper articles. Word of mouth and social media response will also get used to determine the success or not success of the band

Funding

The Annual Operating Fund grant is an exceptional level of support for organisations that provide ongoing, valuable services, programmes and amenities to the community.

Generally, indicative levels of funding remain consistent from year to year, subject to satisfying the performance measures and need/benefit assessment for this Fund.

If exceptional circumstances mean you would like to request a change in funding, please state your request and rationale below.

AOF Report

Attach your AOF report along with your business plan.

AOF Impact Report Form

“Looking back”

The purpose of this form is to look back over the last grant year, to see what impact your annual operating grant has had on the community.

Organisation name	Whangarei District Brass
Contact name	Mark Douglas
Position in group	Treasurer
Email	2followyourfeet@gmail.com
Daytime phone number(s)	0277048429

Performance measures

In July 2018, we provided you with a set of performance measures (attached again for your reference). Please refer to these when answering the below questions on your impact over the last year.

(If you were given specific, additional measures, please report against those as well).

For the reporting period, tell us how your organisation went with the following questions.

Did your organisation meet the expectations of your board, the people who use your services, and the wider community? Why/why not?

The brass band had a successful year with a number of playouts attracting a larger audience, greater demands put on the band to perform and an increase in members particularly youngsters.

The standard of play is high with a number of comments from concert goers that they were surprised by the quality and professionalism of the band.

The numbers in the band have grown by three as some youngsters, through mentoring have joined the band. Growth is important.

The rest homes are always appreciative of the band coming to perform for no charge, just to bring some pleasures to the personnel.

What difference did your organisation make?

The brass band is an integral part of the ANZAC Day dawn service. Important for the people attending the parade and particularly for the RSA and all the returned servicemen and women.

There is a percentage of the Whangarei community that enjoys the music of a brass band and being the only brass band in Northland, we need to be the ones to cater for that demand. Also being the only band in Northland the players would not have a band, band room and instruments to be able to make music. We have people coming down from Kaikohe because of that.

What worked well?

Being inclusive of players of varying skill levels and from all walks of life. Having the instruments to offer the range of instrumentation needed for a well rounded sound.

Having practise facilities that enable the band to walk in a play rather than having to set up and then pack up at every practice.

What didn't work so well?

A limitation of the band is number of players as we sometimes do not have enough players to agree to do a performance. Therefore the need to increase membership

Lack of funds. Although the band has reserves set aside for specific purposes, having to use some of them to fund the band is of concern.

Resourcing – In your last application, you provided indicative numbers of volunteer and paid staff, and their expected total hours for the year. Were the actual numbers the same as expected/indicated? If not, please provide some comment.

Our volunteer numbers do not change much, year to year. and this last year was no exception. We pay an honorarium to our Music Director but that is the only position in the band that gets paid. again this has not changed

Who and how many people were involved with or received services from your organisation? How did they benefit?

This figure is hard to estimate because of public marches etc. If you just take into the consideration the concerts, and rest homes we play at then about 500. Add to this the number of people watching at the Dawn Service and Xmas Parades, and it could be thousands depending on the event

Who did you work with to deliver your project, programme or service?

WDC and RSA for ANZAC Parade
 Lions Club Hikurangi
 Paparoa A&P Society
 A number of Retirement homes; Jane Mander, Cairnfield House, Radius Homes
 The Caledonian Society and the Pipe Band
 Anglican and Catholic Churches
 Harmony Chorus

Which of the following areas would you like to strengthen? (please tick or highlight)		
<input type="checkbox"/> Leadership	<input checked="" type="checkbox"/> Marketing/publicity	<input type="checkbox"/> Facilities
<input checked="" type="checkbox"/> Fundraising	<input type="checkbox"/> Financial management	<input type="checkbox"/> Planning and organisation
<input type="checkbox"/> Equipment and resources	<input type="checkbox"/> Volunteers/time	<input type="checkbox"/> General skills/expertise
<input checked="" type="checkbox"/> Other: membership programme		
Is there anything else you'd like to tell us?		
<p>As a community group we really do appreciate the support given by the WDC and its Community Funding.</p> <p>As a volunteer organisation the funds we receive help pay for the running of our band ewhich brings us as players joy, but also from the comments above it brings added colour to the Whangarei community</p>		

Attach:

- Your business plan for the year(s) ahead.

Submit:

Your completed report with your application for next year to funding@wdc.govt.nz.

You can also post it to:

Community Funding
 Whangarei District Council
 Private Bag 9023
 Whangarei 0148

Or drop it in to one of our customer service centres.

Thank you for contributing to your community and helping Whangarei to be a vibrant, attractive and thriving district.

AOF Application Form

“Looking ahead”

The purpose of this form is to look ahead over the next grant year, to see how you plan to use your annual operating grant for the benefit of the community.

Summary information	
Organisation name	Whangarei Museum and Heritage Trust – Kiwi North
Contact Person Name, email and phone number of person completing this form	Linda Ace finance@kiwinorth.co.nz 09 438 9630
New postal address?	No change.
Incorporated Societies/ Charitable Trusts Registers Number	Number: CC27239 Please ensure your register is up to date.

Organisation information		
Resourcing	Number	FTE*
How many paid workers does your organisation employ? We are a 7 day operation, so we have many part time roles to cover the staffing resource needed. We also engage 2 contractors in long term work.	13	9.30
How many volunteer workers does your organisation have?	10	.90

* FTE is Full Time Equivalent. This is based on approximately 37.5 – 40 hours per week. Approximates are fine. Example: a person who works 20 hours a week is 0.5 FTE.

Area of work	
Please select which one of the following relate most closely to your organisation:	
<input type="checkbox"/>	Arts and Culture – Projects and activities that facilitate education and enjoyment of the arts and of culture for the people of our District.
<input checked="" type="checkbox"/>	Heritage and Environment – Projects and activities that preserve and promote the heritage of our District and that protect and enhance the environment in which we live.
<input type="checkbox"/>	Recreation and Sport – Projects and activities that enable participation and engagement in recreation and sport for people in our district of all abilities, ages and life stages.
<input type="checkbox"/>	Community Connectedness and Wellbeing – Projects and activities that strengthen community cohesion and connectedness in ways that cultivate healthy, happy and positive relationships across our District.

Data on your customers/visitors

Please tell us who your customers/visitors are, using estimated percentages where possible. *This information helps us to build a picture of which communities our funding supports. It is for statistical purposes only and has no bearing on your application.*

How many customers/visitors did you have 'last year'? (Please state what period your data covers)	Period 1 Feb 2018 to 31Jan 2019 in the following categories: Paid POS admissions 16537 Education 5551 Events 3063 Venue hire <u>5335</u> Total 30486
% Whangarei residents, Northland-wide residents, visitors (national/international)?	Whangarei 32% Northland 6% Other NZ 16% (total NZ 54%) International 46%
% Age ranges?	Adults /adult students 47% Senior Citizens 10% Children 39% Pre school 4%
% Ethnicities?	Visitor origin (main areas) : NZ 54% (not tracked as to ethnicity within this category) Australia 9% USA 4% France 3% Canada 2% Germany 8% UK 6% Japan 2% China 1% Other 11%
Anything else you'd like to add?	<p>We have noticed that our level of Whangarei visitors has shown improvement, confirming increased support and engagement from our local community.</p> <p>After Australia, Germany is still a strong market – very enviro conscious visitors. Along with France, Denmark, Sweden, Switzerland, Europe is a significant market for Kiwi North.</p> <p>Our range of new exhibition content is helping with this trend, aided by increase in staffing resource to develop this area of community engagement.</p> <p>Our two exhibitions and two community event days are an annual feature on the Endless Summer Festival, and looked forward to by a large cross section of our community. Two Heritage Park Club events also featured in this publication.</p>

Visitor survey stats completed recently revealed the following:

- 42 respondents - 26% local Whangarei, 59% International and 17% other NZ.
- Visitor rating of their experience – 98% rated excellent, and 2% Good.
- 100% would recommend Kiwi North to others.
- Of the respondents, 76% were first time visitors to Kiwi North.

Staying in Whangarei - Of the 42 respondents, 35 were staying in Whangarei (83%) with 2 nights as the median length of stay which ranged from 1 night to 31 nights.

Majority of our visitors are the independent travellers, who have the time to spend 1-2 hours enjoying our visitor experience.

Our staff continue to foster the relationships with local accommodation and activities providers - referrals from these points are 6% of our visitors.

Our staff provide info to our visitors about other local activities and attractions that might interest them – encouraging them to stay longer in Whangarei.

Findings: Overall, this confirms that our visitors are being encouraged to stay in Whangarei, adding to the economic growth of the district, through local spending on activities, hospitality, accommodation whilst staying.

We are actively promoting other local attractions and activities to our visitors – working together with other tourism providers.

The year ahead

Tell us about your organisation and what you plan to do in the year ahead with the below questions.

The Idea – Briefly explain your organisation's *kaupapa* (purpose):

To be kaitiaki for the community's social, natural and living natural history, including the whenua the organisations sits on.

To nurture the community by providing accessilbilty to these taonga through engagement via exhibitions, public programmes, education programmes, outreach programmes, research, event days, partnerships.

To continue to grow the engagement and relationships in our community

To grow our visitor experience for the benefit of the community, encourage visitors to stop and stay in Whangarei.

To deliver our visitor experience always with passion, manakitanga and whanaungatanga (kinship)

Alignment – Tell us how your organisation's *kaupapa* aligns with Council's Vision and Community Outcomes?

The services and activities of Whangarei Museum and Heritage Trust contribute to the district's community outcomes. All five main activities/ services each contribute to at least three community outcomes .

Community Outcome	Museum & collections	Kiwi House	Heritage Park, including bush reserve	Heritage Buildings	Education service
Efficient and resilient Core services	✓		✓		
Caring for the environment	✓	✓	✓	✓	✓
Positive about the future	✓	✓	✓	✓	✓
Proud to be local	✓	✓	✓	✓	✓

Please refer attached document that provides specific information for each community outcome.

The Need – What need is there for your organisation? What indicators do you use?

As a museum, we are the guardians of the collections held on behalf of the community of Whangarei – we care for them, share their stories. We are guided by the principals of collections care and management as set out by Museums Aotearoa Code of Ethics and Professional Practice. We provide access to history and culture of Whangarei via exhibitions and public programmes that share the stories of the museum collection /taonga

We curate and create exhibitions that tell stories of Whangarei, its people and its unique history. We also host exhibitions that have a social interest - that share talent, skill and knowledge. Exhibitions can create discussion, by challenging thoughts and perceptions, through to the delight of learning something new.

Visitor numbers and feedback are used to gauge response to exhibitions and overall visitor experience.

As the only nocturnal kiwi house in Northland, we care and advocate for the iconic living natural taonga in our care – kiwi, geckos, and tuatara. We are the only local location to provide essential education for our community about these precious native animals, about the need to protect them and their natural environment. Conservation education is a large part of our education programmes. Our programmes are relevant to our region e.g.education about Kauri Die Back , protecting kiwi environment, pest control.

We support our conservation neighbour, Pukenui Forest by providing essential community education about the kiwi being released into this newly established kiwi population in Pukenui Forest within the city. The next kiwi release of 12 kiwi is planned for April 6th , with another release in 12 months.

The Heritage Park provides a valuable green space area for the growing residential zones of Whangarei city, as a space to relax and enjoy. Our site provides a home to the 10 Heritage Park vintage /restoration clubs – allowing them a unique location to continue to share their knowledge and community experiences.

We measure the need for our services by the number of enquiries that we field from local community, local community support (by visitation), engagement with our programmes and visitor numbers overall .

The Impact – What difference will your organisation make to the community over the next year?

Through education and advocacy -

Raise community awareness about kiwi, that will nurture Whangarei's unique urban kiwi sanctuary in Pukenui Forest /Western Hills .

Provide community education that will encourage protection of the living heritage of our kauri trees and environment

Provide opportunities to our community of affordable fun family events, to play, to nurture and support the strengthening of our families

Provide access to history and culture of Whangarei via exhibitions and public programmes that share the stories of the museum collection /taonga

Attract both domestic and international visitors to Whangarei city, encouraging them to stop and stay in Whangarei, encouraging economic growth through visitor spend and increased demand for visitor services in the tourism sector.

Provide work experience placements to students of Environmental Sciences, and Tourism and Travel courses run by NorthTec.

Progress heritage building projects - conservation remedial building works for the Oruaiti Chapel to be completed and progress with the Clarke Homestead – subject to securing funding.

Provide venue for use by community groups – community events e.g. Fathers Day event by Barnardos Whangarei, Teddy Bears Picnic by Whangarei Parents Centre.

Waka Tiwai Project – to research the history of our 300+ year old kauri waka to be able to tell the full story of its life and the cross cultural engagement over those years. Relationships spanning from the Wairua River, Te Parawhau, the French trader who used it, the marae and finally to its resting place in the Whangarei Museum. To develop this as a core story in our museum– timing of this depends on securing funding to do this project.

Provide public programmes across a range of topics, relating to exhibitions, national significance events e.g. Sea Week, Archaeology Week, Conservation Week.

Provide education outreach opportunity to local schools – WBHS cultural taonga visit over 2 days, reaching over 290 students.

Host international students for cultural engagement, kiwi advocacy on arranged group visits.

Collaboration – What other organisations, community groups and individuals will you collaborate with to make a difference to the community?

Ministry of Education – LEOTC education delivery

Ministry of Primary Industries – Kauri Dieback education

Dept of Conservation, Pukenui Forest Trust , Kiwi Coast, Kiwis for Kiwi – advocacy around kiwi, kiwi environment

Heritage NZ – guidance for the Heritage NZ listed buildings on our site, and sharing local history, public programmes.

Local schools, pre-schools, kindergartens – as a venue for conservation education, cultural connection

NorthTec – Environmental Science Students, Travel and Tourism Students – as a venue for work experience and practicum component for these courses.

Local resthomes/ aged care networks – communication about exhibitions, public programmes

Local tourism providers via tourism networks – local and regional , the newly established Visitor Experience Whangarei working group

Northland Inc , Visitor Experience Working group - Whangarei visitor experience business development , tourism sector.

Community Gardens – as part of upcoming exhibition

Hui with local iwi re Waka Tiwai project

Barnardos Whangarei - venue for Father Days event (family event)

Whangarei Parents Centre - venue for Teddy Bears Picnic (family event)

Your Approach – How will you demonstrate the impact of your work?

By encouraging visitor feedback – comments written in our visitor books, comments on social media –Facebook , Instagram

Feedback on tourism experience social media - Groupon , Grab One, TripAdvisor.

Feedback from groups (written and verbal) from organisers of booked groups – seniors group visits, interest groups, tourist group bookings , international student groups.

Visitor surveys – questions on their experience

Uptake with engagement – photos, visitor numbers, referral points, group bookings.

Feedback from onsite clubs – from their user groups , club members

Feedback from school groups, from preschool groups - from the teachers , parents , students. – collated through evaluation forms.

Media Coverage – weekly Our Treasures articles in local paper, special events, photo spreads.

Funding

The Annual Operating Fund grant is an exceptional level of support for organisations that provide ongoing, valuable services, programmes and amenities to the community.

Generally, indicative levels of funding remain consistent from year to year, subject to satisfying the performance measures and need/benefit assessment for this Fund.

If exceptional circumstances mean you would like to request a change in funding, please state your request and rationale below.

We are seeking a **one off increase of \$11k** to cover the costs of WDC Development Contributions that will apply in relation to our upcoming consent/permit request to connect to the newly laid city sewer extension on SH 14.

Our current system is using septic tanks that are very old and now not coping with waste demands. We are incurring large costs for frequent septic tank pump outs. Having safe sewer /septic system is essential for maintaining daily operations for the museum and its visitors, of which a significant portion are local community.

The large cost for the development levies is a sizable chunk of the overall cost to connect to the city sewer system. We are needing assistance with this upfront cost, so it does not have to come from essential working capital and operational budget.

Refer our WDC Community Loan increase submission in Nov/Dec 2018, council discussions and approval. Dispensation of the levies cost has been confirmed as not being a possibility, but seeking council funding support is mentioned as a possibility. We would like to seek this amount to assist with this infrastructure project.

We are expecting to submit consent application in the next 2 months, as soon as sewer line plans have been lodged with council. Then this essential upgrade project on our site can proceed.

AOF Report

Attach your AOF report along with your business plan.

AOF Impact Report Form

“Looking back”

The purpose of this form is to look back over the last grant year, to see what impact your annual operating grant has had on the community.

Organisation name	Whangarei Museum and Heritage Trust - Kiwi North
Contact name	Linda Ace / Allie Fry
Position in group	Directors
Email	finance@kiwinorth.co.nz / allief@kiwinorth.co.nz
Daytime phone number(s)	09 438 9630

Performance measures

In July 2018, we provided you with a set of performance measures (attached again for your reference). Please refer to these when answering the below questions on your impact over the last year.

(If you were given specific, additional measures, please report against those as well).

For the reporting period, tell us how your organisation went with the following questions.

Did your organisation meet the expectations of your board, the people who use your services, and the wider community? Why/why not?

Our business goals set for 2018-19 have been progressed, with success with securing vital funding for heritage projects. We achieved 2.51% growth of our self-generated income from admissions when compared to same period in 2017-18.

We consider that expectations have been met from across all areas of the community. Our visitor feedback continues to be rated very positively as gauged by visitor comments in our visitor books, on social media, Trip Advisor.

Trip Advisor ranking – current ranking is #7 out of 35 Things to do in Whangarei

Visitor comments from recent visitor survey as to what they liked best :

- Kiwi viewing/ feeding
- Animals
- Anne Frank Exhibition

- Friendly helpful staff
- Interesting museum.
- Kiwi feeding and chatting to guides and staff about local area. Loved it all.

Outcomes on specific performance measures :

1. Amenity Development – Continue to improve the visitor experience thereby contributing to the wellbeing and economic growth of the district.

- Annual survey demonstrates continued high regard of Kiwi North.

Visitor survey stats completed recently revealed the following:

- 42 respondents - 26% local Whangarei, 59% International and 17% other NZ.
- Visitor rating of their experience – 98% rated excellent, and 2% Good.
- 100% would recommend Kiwi North to others.
- Of the respondents, 76% were first time visitors to Kiwi North.

Staying in Whangarei - Of the 42 respondents, 35 were staying in Whangarei (83%) with 2 nights as the median length of stay which ranged from 1 night to 31 nights.

Findings: This info confirms that our visitors are being encouraged to stay in Whangarei, adding to the economic growth of the district, through local spending on activities, hospitality, and accommodation whilst staying.

Feedback on Trip Advisor, visitor book, Groupon, Google feedback:

Continues to be positive

"So cool - A must whether you have kids or not. My kid's fav place during the school holidays. Love the kiwi feeding time too"

"Such a special place with great family memories !"

Thank you Bree!

A huge thank you to Bree for making our visit to the Kiwi House so fantastic. Bree gave a very informative talk about all things kiwi and the incredible conservation efforts going on throughout the whole of New Zealand, mostly by volunteers, to save New Zealand's precious kiwi and other species. Bree answered all our questions so thoroughly and her keen interest and genuine dedication to kiwi conservation was not only evident in her enthusiastic talk but also infectious in her passionate delivery. Seeing the kiwis was a true highlight and I wish the Kiwi House much success with their future incredible efforts.

Date of experience: March 2019

"Kiwi North is a fabulous place to visit if you want to see the beautiful Kiwi in its natural environment.

From the moment we arrived, we were welcomed by extremely helpful and friendly staff who took time to make sure we knew as much as we could about these beautiful animals, before actually viewing them. There are also geckos to look at on your way to the kiwis.

The museum is both informative and interesting and has an area dedicated to the 1st World War, and another about the extinct Moa. Outside there is a really interesting Heritage trail.

We had a wonderful afternoon there. Highly recommend a visit."

"Super lovely museum, staff very nice and helpful, kiwis cute. Loved it!"

"When I heard the Anne Frank exhibition was here we had to come - very moving..Grateful to see this amazing exhibition, thank you." - Kaitia

"I feel as though I learned a great deal about NZ in this museum" - USA

"Amazing place. Thank you for bringing Anne Frank to Whangarei"

2. Community Engagement – Strengthen community engagement through programmes, events and collaborative initiatives including an educational component.

- Evidence of **3 programmes and initiatives** developed or in progress.

In the period from July to Feb 2019 we have run /hosted:

- The Bug Man visit by Ruud Kleinpaste in October – community education sessions hosted at Dragon Fly Springs, attended by over 150 over 2 sessions. Collaborative event co-ordinated by our Kiwi North educator. (refer WDC funding report for Community Funding)
- Hosting the travelling exhibition Anne Frank – “ Let me be Myself” from October 2018 to Feb 2019.
- Our project to support Pukenui Forest Trust in the establishment of an urban kiwi sanctuary - through advocacy with our visitors, children’s activities such as colouring competitions, painted and concrete filled gumboots to clearly define pathways (both kiwi and kauri protection), advocacy via facebook and schools and community groups engaged through our education officer at no charge or koha. Delivery of specific kiwi advocacy education at 5 schools with 938 students.
- Hosting 6 tourism students for work experience in Sept – from the North Tec Travel and Tourism course.
- July and October School holiday educational single session programmes that engaged with 37 children and families. These covered both conservation topics in support of Pukenui Forest and heritage topics, and in October “Exploring the Anne Frank story” for older children.
- 31st August – Formal closing event of WW1 exhibition. Incorporated Whangarei RSA, Archie Dixon, kaumatua Taipari Munro, rangitahi of the Leadership Academy A Company.

- 3rd to 14th September – Central Northland Science Fair entrants exhibition plus invitation viewing evening 7th September. Our educator was a judge of the competition.
- 18th Sept – Public programme “A positive approach to Kauri” with Dr Mels Barton and Jack Craw
- 19th Sept – Peer guide training for 21 students for Anne Frank Exhibition, in collaboration with the Holocaust Centre of NZ, KIS, WGHS and Northtec Travel and Tourism course.
- Initiated the rostered monthly morning tea programme for the heritage park clubs – well attended by club members, encouraging a strengthening of their connections.
- Successful community event days held – Medieval Madness at end of January , and Easter Story Book character day.
- Sea Leopard - talk with Dr Ingrid Visser

3. Tourism Development – Continue to foster existing and new relationships with tourism bodies, with the goal of attracting tour groups.

- Visitor numbers continue to grow by **2%** annually.

Visitor numbers for the 12 month period to end of Jan 2019 as follows

• Admissions & event days	19600
• Venue hire/grounds users	5335
• Education LEOTC engagement	5551
Total	30486

Overall visitor numbers have recorded an increase 3.96% compared to prior same 12 month period. (period Feb2017- Jan18 – total 28262)

Our visitor demographic in current period was

International visitors 46%

Domestic 54% , of which 70% were identified as local Whangarei & Northland.

- We are continuing to work with international tourism agents, and will again have a presence at TRENZ 2019.
- Contracted Sharing Tourism to develop international market.
- Local targeted marketing is continuing, and fostering relationships with domestic tourism agents.
- Bay of Islands and Northland tour companies are bringing visitors from cruise ships ex Paihia in small groups.
- Hosting families with new local operators – Whangarei, Bay of islands, Auckland as new tour itineraries are developed, with the increase numbers of visitors coming to Northland.
- Have hosted family visit from tour itinerary company for cruise ship line due to visit Whangarei in Jan 2021.
- Increasing activity on social media, ensuring we are utilising this medium.

What difference did your organisation make?

- We engaged with a larger proportion of local community through the mixed range of community events and programmes. We provided a range that catered to the cross section of children, youth, educational experiences, adults and exhibitions, and fun family themed days that were enjoyed by all.
- We provided new community education around Kauri Die Back disease with a pilot programme with MPI. Delivering targeted information that engaged with 800 students in 5 schools. This brought targeted learning to school audiences that are in kauri zones, many with kauri trees within the school grounds.
- Continued our kiwi advocacy and community education work supporting Pukenui Forest Trust around their kiwi release project underway in Pukenui Forest. Ensuring there is kiwi awareness in local community is essential to the long term success in establishing a kiwi population in Pukenui Forest. This is a unique forest – surrounded by the city residential zone.
- We hosted the travelling exhibition Anne Frank – Let me be Myself – that during the exhibition period was seen by over 9200 visitors, of which 30% identified as being local. The feedback we have received has been very positive – thankful for having the opportunity to experience this globally acclaimed exhibition whilst on its 3 year tour of NZ.
- Peer guide training for the Anne Frank exhibition was provided by Holocaust Centre Of NZ, working with 25 students from 2 schools, and the Tourism students from North Tec. This training created a greater awareness of diversity in our community, and need for acceptance and tolerance of differences.
- Progress with the heritage projects - We secured full funding to enable go ahead with the Oruaiti Chapel conservation project , which started in Feb 2019, with an expected completion by end May 2019. The works will mean that the Chapel is getting some well overdue building remedial works completed, ensuring it will still be around for another 50+ years.
- The Clarke Homestead conservation project has had progress - received initial seed funding from WDC Partnership Fund and this will allow us to stage the project and move to secure the next stage of funding later this year.
- Co-ordinating the visit by Ruud Kleinpaste – The Bug Man for a very successful 3 day visit that brought many groups together in the community for educational experiences.
- Continuation of discount on admission for Senior Citizens over 3 months of June to August – to encourage social outings by this sector of our community.
- We engaged with visitors, both domestic and international, to educate and advocate for our culture and environment, flora and fauna, so that those visitors can be encouraged to appreciate the environment with awareness and respect.

What worked well?

- Being able to progress two key heritage projects - the Oruaiti Chapel conservation project that is now underway. , and the Clarke Homestead project will follow later in 2019-20.
- Seeing an increase in our local community engagement, as identified in visitation statistics. Hosting the global touring Anne Frank exhibition was a big drawcard. It also renewed and strengthened the valuable relationship we have with the Anne Frank NZ Trust.
- Continued high levels of positive feedback from both domestic and international visitors.
- Continuing the winter special for senior citizens, providing discounted admission cost, to encourage social engagement, social outings for groups.
- Being able to increase our FTE level in important areas of collections, exhibitions, and support in marketing.
- Continuing to have a stable and passionate staff team – our visitors notice this and appreciate it.

What didn't work so well?

- Not being able to recruit Collections manager (p/time) as securing sufficient long term funding did not eventuate. This still remains as a long term goal, to ensure that our collections are well managed and cared for, and projects can be actioned around collections e.g. digitisation projects.
- Still finding that operational funding is difficult to secure, that then limits projects and ability to deliver a wider range of exhibitions.
- Annual Father's Day event facilitated by Barnardos not held in 2018, as Barnardos failed to secure necessary funding. This had a negative effect on venue hire numbers, for our visitor count.
- Not reaching as much growth as needed in admissions income over summer – the Northland weather was too sunny and beachy. However this is a trend across several other tourism operators in Northland – all recorded a lower level.

Resourcing – In your last application, you provided indicative numbers of volunteer and paid staff, and their expected total hours for the year. Were the actual numbers the same as expected/indicated? If not, please provide some comment.

Our volunteer numbers have increased slightly with a new volunteer coming to the team 1 day pwk, and another that now has more time available to volunteer – adding another day. We now have a core team of 5 on a weekly basis, with others that join us for summer breaks and event days.

Current volunteer hours total 33.5 pwk.

The increase in WDC AOG support in 2018-19 has allowed us to increase by a small level our staffing hours for exhibitions curator, collections registrar and also to recruit for a part time marketing role. This latter role is due to start in April.

No other changes to staffing are expected in the short term, based on current levels of operational income.

Who and how many people were involved with or received services from your organisation? How did they benefit?

Visitor numbers for the 12 month period to end of Jan 2019 as follows

- Admissions & event days 19600
- Venue hire/grounds users 5335
- Education LEOTC engagement 5551

Our visitor demographic in this period was

International visitors 46%

Domestic 54% , of which 70% were identified as local Whangarei & Northland.

- All visitors were able to experience natural, cultural and physical history, and benefitted by being more informed about kiwi, native animals of NZ including the tuatara.
- Aware of need to protect our natural environment, learning about predator control measures especially in kiwi environment. This is very important for Whangarei residents in regard to the newly released kiwi into Pukenui Forest.
- Raising awareness of the threat of kauri Dieback disease, and practical ways to prevent the spread of this in the kauri forests of Northland.
- Engage with and learn the stories of Whangarei via museum exhibitions, displays and education programmes, research and public enquiries, information and images for publications e.g. the "True Tales" series.
- Education outreach mode of delivery involved going to schools that are not able to travel, exposing students to knowledge and experiences they would otherwise not have had. This education model was used to engage with 220 students at WBHS over 2 days, bringing museum collections items to their site, facilitating a connection with the stories of items of cultural taonga.
- Enjoyed the green open space of the large heritage park grounds, and the activities of the various heritage park clubs that we have on site.
- Able to engage as family in an environment that is affordable and has something for everyone. This is the core theme of our community event days.
- Visitor feedback confirms that visitors are learning more about kiwi, our native animals, our city and its many stories.

Who did you work with to deliver your project, programme or service?

Anne Frank Exhibition NZ Trust – Anne Frank touring exhibition
 Holocaust Centre of NZ – for peer guide training for Anne Frank exhibition
 Dragon Fly Springs , WDC – the visit by Ruud Kleinpaste The Bug man
 MPI – Kauri Die Back education pilot programme in schools
 Ministry of Education - LEOTC contract with schools in Northland
 Dept of Conservation – animal advocacy
 Zoo Aquarium Association (ZAA) – animal husbandry accreditation , Kiwi Captive Management
 NRC – Pest and Predator programme to reduce pests on the Heritage Park and support Pukenui Forest with kiwi environment protection
 Funders – Foundation North, Lottery E&H , Lottery Northland Community, Southern Trust , Oxford Sports Trust
 Heritage park clubs – event days, school holiday activities, monthly train running days, train bookings for groups, education programmes.
 Museums Aotearoa – National Visitor survey – completed March 2019.

Which of the following areas would you like to strengthen? (please tick or highlight)

<input type="checkbox"/> Leadership	<input checked="" type="checkbox"/> Marketing/publicity	<input checked="" type="checkbox"/> Facilities
<input checked="" type="checkbox"/> Fundraising	<input type="checkbox"/> Financial management	<input type="checkbox"/> Planning and organisation
<input type="checkbox"/> Equipment and resources	<input type="checkbox"/> Volunteers/time	<input checked="" type="checkbox"/> General skills/expertise in Collections , Professional Development for all departments.

☐ Other:

Is there anything else you'd like to tell us?

Some of our goals have taken longer to progress, as they depended on funding resources and staffing resources.
 These goals will be rolled over into the next period, and reviewed as to their priority.

Contribution to WDC Community Outcomes

The services and activities of Whangarei Museum and Heritage Trust (trading as Kiwi North) contribute to the district's community outcomes. All five main activities/ services each contribute to at least three community outcomes .

Community Outcome	Museum & collections	Kiwi House	Heritage Park, including bush reserve	Heritage Buildings	Education service
Efficient and resilient Core services	✓		✓		
Caring for the environment	✓	✓	✓	✓	✓
Positive about the future	✓	✓	✓	✓	✓
Proud to be local	✓	✓	✓	✓	✓

Discover, Explore & Experience Kiwi North

Museum – Kiwi House – Heritage Park

One of the “must-see” visitor experiences in Northland







Museum and collections

We are responsible for the Whangarei Museum, the museum building and its diverse range of collections.

- We are kaitiakitanga for over 80,000 collection items and taonga, plus several heritage listed buildings
- we research and curate 3 special exhibitions every year that tell the stories of local events and identities, and our museum exhibitions are progressively being updated , with new content on display.
- we provide regular summer community events, and range of public programmes .
- our facilities/services are used by our local community – heritage park clubs, community groups, we host visits by groups of all ages (pre school groups , family groups, senior citizen groups).

Community Outcome	How it contributes - Museum & collections
Efficient and resilient Core services <ul style="list-style-type: none"> • It is easy and safe for everyone to travel around the district • There are opportunities to walk and cycle • The District is well prepared for growth, and can adapt to change. • Services are supplied in ways that benefit the environment. 	<p>Our location provides an open green space of extensive park grounds and mature volcanic native bush that is well used by local community and visitors for walking, exploring and appreciation of the environment.</p> <p>As a bus stop on the city bus route , we provide opportunity for use of public transport .</p>
Caring for the environment <ul style="list-style-type: none"> • Communities work to keep the environment clean and healthy • Access to coast for people is protected • Open spaces in parks and streets are places where nature thrives • The District is positively adapting to climate change. 	<p>Our heritage park grounds supports the need for open spaces for development of an attractive, vibrant and thriving community.</p> <p>Our grounds maintenance programme also contributes to weed and pest control across the district.</p>
Positive about the future <ul style="list-style-type: none"> • The District has productive land and people, and thriving City centre • There is a fair urban/rural balance • Council has clear and simple documents and rules • The District embraces new technology and opportunity. 	<p>Visitors (local and international) to our facilities contribute to the economic development and growth of the city and its district.</p> <p>Our location on the city fringe contributes to rural/urban balance of land use , with its inherent protection of green space.</p>
Proud to be local <ul style="list-style-type: none"> • The District is neat and tidy , and looks attractive. • Public areas feel and are safe. • There is always something to do and see • There are opportunities for people of all abilities, ages and life stages to be active. 	<p>The many local stories and history of the district are shared via our exhibitions, the stories told of our historic site and of the many on site historic buildings.</p> <p>Our museum facility is accessible, enabling visitors of all ages and abilities to enjoy the experience , being open 7 days per week, 363 days every year .</p> <p>Our exhibition content is well pitched and professional in presentation – engaging all age groups .</p>

Kiwi House

- Our nocturnal kiwi house is home to iconic NZ living treasures- two brown kiwi, several species of native gecko, and tuatara that we care for and manage.
- We operate under the specific terms of DOC captive animal permits, and we hold accreditation as to husbandry practice by Zoo Aquarium Association (as required by our permit).
- We provide a unique visitor experience, advocating for these living treasures, providing education and learning opportunities of the importance /necessity to protect the natural environment of these animals to ensure their long term existence.

Community Outcome	How it contributes - Kiwi House Experience
<p>Caring for the environment</p> <ul style="list-style-type: none"> • Communities work to keep the environment clean and healthy • Access to coast for people is protected • Open spaces in parks and streets are places where nature thrives • The District is positively adapting to climate change. 	<p>Our kiwi house experience delivers education to the community on importance to protect natural outdoor environment , ensuring that nature thrives.</p> <p>Our advocacy includes information about plans for release of kiwi into Pukenui Forest reserve, which is on our boundary.</p>
<p>Positive about the future</p> <ul style="list-style-type: none"> • The District has productive land and people, and thriving City centre • There is a fair urban/rural balance • Council has clear and simple documents and rules • The District embraces new technology and opportunity. 	<p>Visitors (local and international) to our facilities contribute to the economic development and growth of the city and its district.</p> <p>Our kiwi house experience encourages community education around understanding the need for fair balance of urban/rural , so that kiwi friendly environment is valued.</p>
<p>Proud to be local</p> <ul style="list-style-type: none"> • The District is neat and tidy , and looks attractive. • Public areas feel and are safe. • There is always something to do and see • There are opportunities for people of all abilities, ages and life stages to be active. 	<p>Our nocturnal kiwi house provides a unique visitor experience , always something to see , to encourage engagement of all age groups with our outdoors.</p> <p>Our facility is accessible and can be enjoyed by all ages and abilities.</p>

Heritage Park and grounds

We are responsible for maintaining and caring for the following:

- 62 acres / 25 hectares of heritage park property in Maunu which is a mixture of mown park grounds, paddocks, heritage trees and large area of mature broadleaf volcanic native bush.
- Historic rock walls – 600m external boundary and 250m within the boundary
- Walking tracks, internal roads and fences within the park.
- Visitor amenities, car park areas and toilets that are open to the public every day.
- Providing location for 10 heritage Park interest clubs, including two train clubs that operate on a regular monthly basis

Community Outcome	How it contributes – Heritage Park including bush reserve
Efficient and resilient Core services <ul style="list-style-type: none"> • It is easy and safe for everyone to travel around the district • There are opportunities to walk and cycle • The District is well prepared for growth, and can adapt to change. • Services are supplied in ways that benefit the environment. 	<p>The park grounds provide opportunity for walking and enjoying the outdoors.</p> <p>We have programmes for weed control and pest control to encourage caring for the natural environment.</p>
Caring for the environment <ul style="list-style-type: none"> • Communities work to keep the environment clean and healthy • Access to coast for people is protected • Open spaces in parks and streets are places where nature thrives • The District is positively adapting to climate change. 	<p>The park is kept tidy, services maintained to encourage use by local community and to foster caring for our environment.</p> <p>Our mature volcanic native bush reserve is important be protected as an example of ideal environment for bird life and wide range of native trees and bush species.</p>
Positive about the future <ul style="list-style-type: none"> • The District has productive land and people, and thriving City centre • There is a fair urban/rural balance • Council has clear and simple documents and rules • The District embraces new technology and opportunity. 	<p>Our grounds enable hosting of several community events, each contributing to the economic development and growth of the city and its district.</p> <p>Our extensive park grounds are contributing to fair urban and rural balance, as the residential areas grow on the western edge of Whangarei city.</p>
Proud to be local <ul style="list-style-type: none"> • The District is neat and tidy, and looks attractive. • Public areas feel and are safe. • There is always something to do and see • There are opportunities for people of all abilities, ages and life stages to be active. 	<p>Our extensive park grounds are kept tidy and well presented, so that they are enjoyed by visitors of all ages, abilities.</p> <p>Interpretation tells the history of the park, sharing the stories of the early resident Clarke family with our community.</p> <p>The unique mix of flora and fauna on the grounds provides a unique visitor experience within the city fringe.</p> <p>Resident heritage park clubs provide a diverse range of activities when the clubs are open to the public.</p>

Heritage Buildings

We are responsible for the many historic buildings on the park grounds including

- Glorat – the original kauri homestead of the Clarke family and its outbuildings cc1886 – Heritage NZ listed class II
- Oruaiti Chapel the only equal sided octagonal church in NZ cc 1860 Heritage NZ listed class II , which was moved onto the park grounds in 1974.
- Riponui Pah School cc 1898
- Whangarei Women's jail cc 1900
- Hardie House
- Blacksmith Forge - for display, is operating on event days.

Community Outcome	How it contributes - Heritage Buildings
<p>Caring for the environment</p> <ul style="list-style-type: none"> • Communities work to keep the environment clean and healthy • Access to coast for people is protected • Open spaces in parks and streets are places where nature thrives • The District is positively adapting to climate change. 	<p>The village green and grounds that surround the Clarke homestead are open spaces bordered by large mature trees of various types - both native tree species and introduced as was the custom with early settler families. This mix of trees and park space is a unique combination , where nature and birdlife thrives.</p>
<p>Positive about the future</p> <ul style="list-style-type: none"> • The District has productive land and people, and thriving City centre • There is a fair urban/rural balance • Council has clear and simple documents and rules • The District embraces new technology and opportunity. 	<p>Our facilities offer unique blend/ combination of historic land use – these stories of our local history are shared with the community and visitors.</p> <p>Maintenance of the historic buildings generate employment in our local community, adding to a city that thrives.</p> <p>Visitors to our facilities contribute to the economic development and growth of the city and its district.</p>
<p>Proud to be local</p> <ul style="list-style-type: none"> • The District is neat and tidy , and looks attractive. • Public areas feel and are safe. • There is always something to do and see • There are opportunities for people of all abilities, ages and life stages to be active. 	<p>The stories of our heritage buildings are enjoyed by visitors of all ages and abilities. e.g Pioneer school day experience in the Riponui Pah School.</p>

Education service

We hold Ministry of Education contract for delivery of education programme across Northland to a minimum of 3300 students pa. Majority of participants in this programme are from Whangarei district.

Community Outcome	How it contributes -Education service
<p>Efficient and resilient Core services</p> <ul style="list-style-type: none"> It is easy and safe for everyone to travel around the district There are opportunities to walk and cycle The District is well prepared for growth, and can adapt to change. Services are supplied in ways that benefit the environment. 	<p>Our environmental education programme that is delivered to the school students and community groups includes the topics of pest control, predator control, weed control and Kauri Die back disease .</p>
<p>Caring for the environment</p> <ul style="list-style-type: none"> Communities work to keep the environment clean and healthy Access to coast for people is protected Open spaces in parks and streets are places where nature thrives The District is positively adapting to climate change. 	<p>Our environmental education programme that is delivered to the school students and community groups includes the topics of pest control, predator control and weed control . We provide community education around kiwi habitat as part of our advocacy programme. We also provide community education on Kauri Dieback disease.</p>
<p>Positive about the future</p> <ul style="list-style-type: none"> The District has productive land and people, and thriving City centre There is a fair urban/rural balance Council has clear and simple documents and rules The District embraces new technology and opportunity. 	<p>Visitors to our facilities to see and learn about kiwi , and other environmental issues , and contribute to the economic development and growth of the city and its district.</p>
<p>Proud to be local</p> <ul style="list-style-type: none"> The District is neat and tidy , and looks attractive. Public areas feel and are safe. There is always something to do and see There are opportunities for people of all abilities, ages and life stages to be active. 	<p>Our education and advocacy programme engages audiences of all age groups and abilities.</p>

2018-2020 Business Plan



Whangarei Museum & Heritage Trust—Kiwi North

By: Linda Ace and Allie Fry

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Management Overview :



Kiwi North continues to see growth in our engagement with our local community and also visiting tourists— both domestic and international. The improvements achieved with our last capital project are a key element in being able to now engage with all sectors of our community by having an accessible facility. This is the foundation of being able to increase our visitor numbers (domestic and international tourists) and grow our admissions income levels to ensure our long term economic sustainability.

We are now building our brand as a “ must see “ visitor experience as the only kiwi and tuatara viewing facility in Northland. The Whangarei Museum is located on a 25ha property including parklike grounds with heritage buildings, native bush and farmlands—a unique combination and important green zone for the city. We are adding value to the local economy by way of the increasing visitor numbers coming to Kiwi North, encouraging them to stay overnight in Whangarei, to stay longer and spend locally.

Proposed areas of focus in the 2017-2020 three year period:

- Increasing our visitor numbers , and related admission income
- Secure increase in long term funding to enable recruitment of key staff in Collections and Curatorial areas.
- Develop a donor programme , subject to securing funding for staff resource in marketing and communications to do this.
- Create new exhibitions in the new gallery space, sharing stories that encourage community engagement and generate repeat visitation
- Identify the next stage of capital development to improve visitor and museum facilities , as a follow on from the completed feasibility study on roofing options for the museum, outdoor tuatarium and creating visitor hosting spaces including on-site café
- Heritage NZ listed buildings—complete essential conservation works for improved longevity of these historic structures, enhancing visitor experience.
- Continuing progressive replacement programme of the museum display cabinets

The Kiwi North staff are a dedicated team who continue to provide quality service to ensure we provide an exceptional level of visitor experience. Feedback from our visitors is consistently positive and confirms that we are on the right track. With increased resources of income and staff we will be able to build this further. It is pleasing to see that we are making progress on the goals set at the start of this period.

Linda Ace

Allie Fry

Director -Strategy and Finance

Director –Operations

March 2018

Whangarei Museum & Heritage Trust Board (Nov 2018)



<i>Name</i>	<i>Position</i>
Mr John Williamson	Chair
Mr Geo Thomas	Deputy Chair / Clubs Representative
Cllr Sharon Morgan	Whangarei District Council Representative
Cllr Anna Murphy	Whangarei District Council Representative
Mr Peter Felhofer	Clubs Representative
Mr Brian Morris	Community Representative
Mr Ian Peters	Community Representative
Mr Richard Cranenburgh	Community Representative
Ms Allie Fry	Director—Operations
Mrs Linda Ace	Director—Strategy and Finance

Te Komiti Tiaki Taonga O Ngapuhi Nui Tonu

<i>Name</i>	<i>Position</i>
In Abeyance	

Te Warahi Hetaraka and Ian Peters , Te Puni Kokiri , as Maori Advisory

Our Vision

Treasuring our heritage for the enjoyment, inspiration and education of all generations

Tiaki I a tātou taonga tukuiho hei oranga ngākau, hei kitenga, hei mātauranga mō ngā whakapaparanga kātoa

Our Mission

To acquire and care for collections with a natural and human history focus reflecting the interaction between natural and human history in Northland

To make these collections accessible to our community through research, displays, special exhibitions and events which are relevant, informative, educational, inspirational, enjoyable and fun

Our Values

We are guided by the principles of:

Guardianship

Caring for our collections, culture, history and natural environment on behalf of our community

Professionalism

Achieving high ethical standards, honesty and integrity

Sustainability

Adopting sustainable financial, cultural, social and environmental practices

Our Strategic Objectives

The Whangarei Museum & Heritage Trust has stewardship of the 25 ha Heritage Park and heritage buildings, and the Whangarei District’s heritage collections held by the museum. These collections are made accessible to the community through displays, sharing the stories through interpretation, to produce special exhibitions, public programmes, hosting unique community events and provides an educational service to schools and colleges throughout Tai Tokerau / Northland.

Our Key Objectives are:

- **To continue to evolve and grow**
- **To increase accessibility, engagement and the quality of experience for our communities**
- **To acquire heritage collections and to care and protect them today and for the future.**
- **To increase sustainability of both our resources and revenue**
- **To build partnerships and strategic alliances with others in the Region**
- **To deliver a professional service**

Business Description

BACKGROUND of ORGANISATION

Kiwi North (Whangarei Museum and Kiwi House at Heritage Park) exists to house, maintain and display the significant heritage collections of Tai Tokerau / Northland. It also showcases the unique rich heritage of the region through living taonga, including the live North Island Brown Kiwi, tuatara and native gecko.

The short term goal of Kiwi North is to provide a fantastic Interpretation and Visitor Centre worthy of these taonga / treasures and to be able to display them to the public in a way that is educational and meaningful. The long term goals of Kiwi North includes a cycle of continuous improvement and upgrading to provide the best possible museum, heritage, educational, environmental advocacy and visitor services and experiences for the people of Tai Tokerau / Northland, and other domestic and international visitors to the region.

Kiwi North is a reputable and long-established organization which serves the community of Whangarei and the region of Tai Tokerau / Northland.

- Our public events and educational programmes benefit many different community sectors. We participate in both local and international initiatives. We reach out to people to create accessibility in the future for all, and ensure that no group is excluded from the immediate Whangarei District (population now approx. 87,000 as per estimates WDC) and some 9000 annually of tourist visitors.
- We provide essential advocacy for protection of our native flora and fauna through our resident living treasures - brown kiwi, tuatara and native species of gecko. We provide education programme for school groups, with a focus on science, maths and technology as per the contract held with Ministry of Education.

Kiwi North adds value to the long term potential for regional economic growth via the tourism market. We provide opportunities for:

- Increase in visitor numbers and the related local tourism spend as a must do visitor experience—the only captive kiwi and tuatara viewing in Northland, providing a reason to stay longer in Northland and spend more.
- Tourism Industry training—as a 7 day trading visitor experience we are one of the few operators in Whangarei that can provide vital real life experience for tourism students/ graduates, hospitality and environmental science students on placement.
- To achieve growth of our visitor experience business, requires increase in staffing resources—visitor hosts, marketing, tour guides, café/hospitality—all adding to the local economic growth via increased employment.
- Any further capital development on our site creates employment—construction phases, supporting subcontractors, cafe operations, new visitor experience offerings—tours through our heritage buildings, tuatara experience in a separate housing space.

Discover, Explore & Experience Kiwi North Museum – Kiwi House – Heritage Park

One of the “must-see” visitor
experiences in Northland

Visitor Survey 2018-19 — from 42 respondents

Conclusion of findings:

- ⇒ Kiwi North is providing a high standard of visitor experience respondents. 98% rated their experience as Excellent.
- ⇒ Our visitors value the range of information and education that we provide in regard to kiwi, tuatara and geckos, and the importance of protecting the natural environment.
- ⇒ Our visitors enjoy the unique range of experience that we offer – Kiwi House , Museum, and Heritage Park all in one place.
- ⇒ Our visitors would recommend Kiwi North to others – valuable word of mouth marketing. 100% would recommend to others.
- ⇒ Our visitors are a mix of domestic and international , with the latter being the larger proportion at 59% . Locals from Whangarei were 26%.
- ⇒ Our visitors are staying in Whangarei district a median of 2 nights – adding value to the local economy by spending local. Ranged from 1 night to 31 nights.
- ⇒ Our visitors are also enjoying many other local attractions whilst in Whangarei including beaches, walks, parks , Whangarei Falls , Waipu Caves.

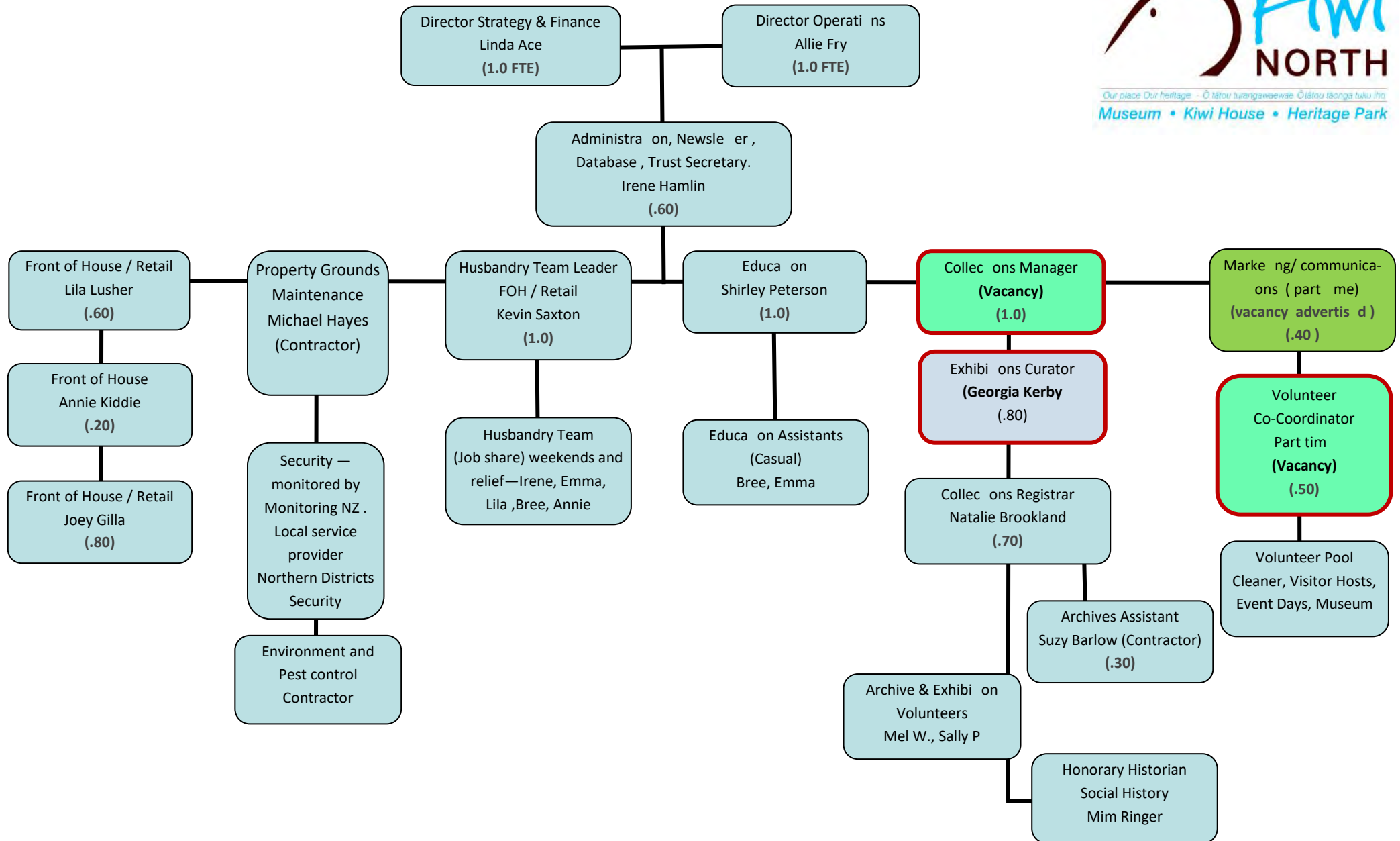
DRAFT Business Plan Goals - 3 years

Actions		Business Target	Business Target	Business Target
		2017-18	2018-19	2019-20
Admissions & Self generated Income	Build self generated income levels via admissions and special event days , and other grants & donations .	To increase admission income to achieve \$173k pa.	To achieve growth in admission income by 10% pa.	To achieve growth in admission income by 5 % annually.
	To actively promote increased visitation by hosting Event Days, Exhibitions, Special Exhibitions, LEOTC, Clubs , building relationships with interest groups, promoting Friends of Kiwi North memberships to local community .	To increase visitor numbers at POS to reach 18000	Visitor numbers at POS to reach 21000	Visitor numbers at POS to reach 21000
Operational Funding	Make submission for increased long term operational funding to WDC , to enable recruitment of curatorial and collections staff by 2020.	Recruit exhibitions curatorial staff initially in part time role	Secure sufficient long term funding to increase curatorial role from .60FTE to 1.0 FTE.	Secure long term funding to enable recruitment of Collections Manager - initially P/ me .
	Continue to undertake actions as per our marketing plan for local promotions, marketing locally and regionally as a must do tourist experience. Includes attendance at TRENZ annual ITO event.	Attend TRENZ 2018 - Dunedin . Seek increase in long term funding to enable recruitment of marketing role .	Have representation at TRENZ 2019 - Rotorua . Recruitment of marketing role , to support growth in tourist visitation.	Have representation at TRENZ 2020 - venue TBC

Actions		Business Target	Business Target	Business Target
		2017-18	2018-19	2019-20
Project Funding	Explore funding for projects for specific collections digital cataloguing, new exhibitions, update of museum displays that can add value to Curator and Collections Manager role.	Explore funding for projects - collections, digital cataloguing, upgrade of cabinets x5 pa.	Explore funding for projects - collections, digital cataloguing, upgrade of cabinets .	Explore funding for projects - collections, digital cataloguing, upgrade of museum cabinets .
Community Engagement	Plan and host public programme events , subject to increased operational funding being sourced, to enable recruitment of curatorial staff .	To host Public Programmes - 3 times pa	To host Public Programmes - 4 times pa	Continue Public Programmes that engage wider and diverse range of our community's cultures, skills and interests.
	Plan and host 3 Special Exhibition events, subject to increased operational funding being sourced to enable recruitment of curatorial staff .	To create Special Exhibitions x 3 per year .	Continue Special Exhibitions that engage wider and diverse range of our community - challenge our thinking, create discussion.	Continue Special Exhibitions that engage wider and diverse range of our community - challenge our thinking, create discussion.

Actions	Business Target	Business Target	Business Target
	2017-18	2018-19	2019-20
Increase opportunities or self generated income via donations	Investigate options for donor database software suitable for encouraging donations for future Kiwi North developments.	To create a donor programme using donor database software, as the first step in donor programme.	To create a donor programme using donor database software, as the first step in donor programme.
		Create new role for donor database management, donor events organiser alongside marketing/ events part time role (long term funding needed)	Create new role for donor database management, donor events organiser alongside marketing/ events part time role (long term funding needed) (action from prior year)
	Set up donor database using software to manage donor relationships.	Complete database integrity check for accuracy prior to any campaign.	Complete database integrity check for accuracy prior to any campaign. (action from prior year)
Add donation capability option to our website, as part of website upgrade.	Add donation capability option to our website, that will also record contacts and supporter info.	Monitor and grow donation income from online donation capabilities, supported by social media.	Monitor and grow donation income from online donation capabilities, supported by social media. (action from prior year)

Actions		Business Target	Business Target	Business Target
		2017-18	2018-19	2019-2020
Capital Projects	Complete feasibility study on future development options for museum re-roofing options, housing spaces, café facility.	To identify the next stage of future Kiwi North capital developments. Submit portion of project as appropriate to WDC LTTP.	Identify sources of project funding, invest in business case preparations to enable submission of project for funding.	Progress project to secure funding for project. Identify sources of project funding, invest in business case preparations to enable submission of project for funding.
	Prioritise development options, and identify possible funding streams.	Source funding to complete planning and resource processes.		Source funding to complete planning and resource processes.
	Heritage Buildings - Conservation works for Oruaiti Chapel, and Clarke Homestead & outbuildings.	Works costed, submission made to source funding for works to be completed for Chapel Works costs for Clarke Homestead & outbuildings. Submission made to WDC LTP for 1/3 deposit amount needed for future submission to Lottery &H funding for project.	Works costed, submission made to source balance funding for works to be completed for Chapel. Submission made to source funding for works to be completed for Clarke Homestead, once deposit criteria is met for a prospective project funder	Submission made to source balance of funding for works to be completed for Clarke Homestead, once deposit criteria is met. Project funding secured, enabling works to progress to completion.



Staff organisation demographic Chart—March 2019

MARKETING GOALS 2017-20

Increase visitor numbers to the park and income from admissions.

- Create .50 FTE marketing position with sole focus on promotion of Kiwi North.
- Gather good statistics to identify trends, markets and “hook” factors of those markets.
- Presence in nationwide and regional tourism collateral.
- Be represented at TRENZ as an exhibitor, to promote Kiwi North to overseas tourism industry.
- Promote Kiwi North with all new benefits to RTOs and ITOs with new, specific collateral.
- Update and refresh website design and capabilities.
- Expand mobile website application.
- Increase presence on social media to promote awareness.
- Feature consistently on review sites such as TripAdvisor.
- Promote that Kiwi North is the ONLY live captive Kiwi and Tuatara viewing in Northland region
- Continue to build relationships with community – family support agencies, educators, accommodation and transport providers, local government organisations and communicate opportunities for engagement.
- To work with partners within the Pukenui Western Hills Collective to create and promote an inter-linked visitor opportunity.
- To feature in the Twin Coast Highway as a must see visitor experience .
- Develop new partnerships within the tourism sector.
- Nurture existing relationships with reference points such as I-sites and accommodation sector.

<p>Events – increase public awareness, participation and engagement of events held at Kiwi North.</p>	<ul style="list-style-type: none"> • Create a .50 FTE marketing position with sole focus of promoting Kiwi North. • Theme and repeat successful events to become recognised as local annual or bi-annual events. • Communicate to audience relevant to that theme to encourage both stakeholder participation and audience. • Include on-site clubs in the planning of the events to encourage their inclusion in activities on offer.
<p>Exhibitions – plan and promote exhibitions of local interest</p>	<ul style="list-style-type: none"> • Create a .50 FTE marketing position with sole focus of promoting Kiwi North. • Keep Kiwi North website updated with exhibitions schedule. • Promote exhibitions and opening dates via newsletter to members, clubs, schools, Friends of Kiwi North, facebook links, Eventfinder and social media channels. • Hold special invitation only viewings. • Special promotion to audiences relevant to exhibition theme. • Develop public programmes around exhibitions • Plan exhibitions to be relevant and appeal to local market to create recognition and community ownership, and repeat visitation and word of mouth advertising • Attract and involve developing multi-cultural aspect of local market with relevant exhibitions

A lia ons and Stakeholders.



Certificate of Membership 2019

This is to certify that

Whangarei Museum

is a member in good standing of Museums Aotearoa,
and subscribes to its Code of Ethics


Phillipa Tocker,
Executive Director


Courtney Johnston,
Chair, Museums Aotearoa Board

 Museums Aotearoa
109 Tory Street, Te Anau, PO Box 10928, Wellington 6143, New Zealand
tel: (64 4) 499 1313 | email: mail@museumsaotearoa.org.nz
web: www.museumsaotearoa.org.nz | twitter: @MuseumsAotearoa



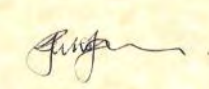
ANIMAL
WELFARE
ACCREDITED


Certificate of Accreditation

presented to

Kiwi North

in recognition of promoting positive animal welfare through
the Zoo and Aquarium Association's Accreditation Program


.....
Kevin Tanner
President
Zoo and Aquarium
Association


.....
Chris Hibbard
Executive Director
Zoo and Aquarium
Association

Issued 8 February 2017

Valid until 8 February 2020

Kiwi North functions as a cultural facility, serving as kai āki to the taonga collections, and preserving the Districts' history through its archives, settler collections and the historic buildings on the Heritage Park. Kiwi North liaises with local iwi regarding the well-being of the taonga in the Museum's collection and to facilitate mutually respectful relationships. Kiwi North also provides essential environmental advocacy through its extensive community education programmes.

Contribution to WDC Community Outcomes

The services and activities of Whangarei Museum and Heritage Trust contribute to the district's community outcomes. All five main activities/ services each contribute to at least two community outcomes.

Community Outcome	Museum & collections	Kiwi House	Heritage Park, including bush reserve	Heritage Buildings	Education service
Efficient and resilient Core services	✓		✓		
Caring for the environment	✓	✓	✓	✓	✓
Positive about the future	✓	✓	✓		✓
Proud to be local	✓	✓	✓	✓	✓

Discover, Explore & Experience Kiwi North Museum – Kiwi House – Heritage Park

One of the “must-see” visitor
experiences in Northland





Our place Our heritage - Ō tātou turangawaewae Ō tātou tāonga tuku iho
Museum • Kiwi House • Heritage Park

WHANGAREI
LOVE IT HERE!

Newsletter

August 2018



Exhibitions

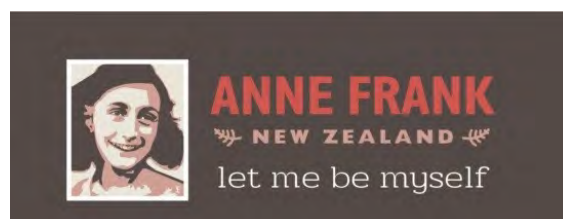
9 June - 14 October 2018

Puanga Matariki

Mim Ringer Gallery

CLOSING OF WW1 EXHIBITION
LAST DAY 31 AUGUST 2018

1 October 2018—8 February 2019
Anne Frank—"Let Me Be Myself"



November 2018 Bernina Up Close

Celebrating the creativity of Northland with Fashion and Wearable Art, from the Bernina Northland fashion Awards.

Mim Ringer Gallery

Events and Public Programmes--DISCOVER, EXPLORE, EXPERIENCE KIW North

Seniors Winter special - 1/2 price entry until 31 August 2018.

- 1 June to 31 August we celebrate our wonderful Senior community*
- entry to the Whangarei Museum, the Kiwi House and Heritage Park.
 - Catch the Route 6 green bus to our door.



1 October 2018 - International Day of the Older Person

Free Entry for All Seniors on this day

October 2018 - Save the Kiwi Month

2 September 2018 - Fathers Day

MAIN ENTRY—"GATE 1" Opening Hours—10am - 4pm daily

500 State Highway 14, Maunu, PO Box 10135 Te Mai 0143 Whangarei Northland New Zealand: Ph. +64 09 4389630
www.kiwinorth.co.nz For booking information, questions, comments email us at: admin@kiwinorth.co.nz

Tena koutou, welcome to another Kiwi North newsletter.

As always we have tried to cover a range of what we have been up to, but being so multifaceted there is always so much to choose from.

On June 15th we hosted an impromptu visit from the Honourable Kelvin Davis, in his role as Minister of Tourism. He had been unable attend the opening of our Matariki exhibition “Puanga” so he came to check it out before attending the launch of the Whangarei Maori Tourism brochure that evening. A short visit turned into a much longer, relaxed exploration of both the Kiwi House and the Museum galleries and included a discussion about our plans for future development. We appreciated the opportunity to update him on what we do and where we are going.

In that same area Linda and I recently attended the Tourism New Zealand Roadshow presentation. There were some great speakers with interesting data.

It is an exciting time to be working in tourism and environmental conservation in a region that last year had a 14% growth in visitor numbers. There are many plans for the development of our beautiful city. Let us do it carefully, always with respect and relevance to our environment and our people.

Another school holiday break is over and it was a busy two week period for us, with the whole of Kiwi North buzzing with both local, New Zealand and international visitors.

Several families enjoyed participating in the school holiday activities with education officer, Shirley Peterson and the kiwi and Flash the tuatara had streams of visitors to meet.

The memory net in the Puanga exhibition is thick with stars with visitor's notes of gratitude and memories written on them – it is beautiful.

August is the last month of both our annual Winter Special for Seniors of 50% discounted entry, and the long-standing WWI centennial commemorative exhibition “The Great War 1914-18 – Northland Remembers”.

Both finish on the Friday 31st August. The exhibition will be de-installed with most collection items returning to their home in our collections storerooms and all those objects generously loaned returned to their owners.

The “Anne Frank Let Me Be Myself” exhibition opens on the 1st October. We are honoured and excited to bring this global exhibition to Northland. It is not the same Anne Frank exhibition we hosted in 2010, and although the messages it carries are universal much of it is directed at youth and the issues of today.

We urge youth and anyone involved with youth, such as schools or services, to take advantage of having this



Kiwi in Our Neighbourhood!

Please help us keep them safe.

Dogs are no longer allowed in the Millington Bush which adjoins the Pukenui Forest on the Kiwi North western boundary.



Kiwi North still welcomes dogs on the rest of the Park but they **MUST be kept on leads** and under control at all times. Please pick up after them.

Please help us help the Kiwi and the hard working Western Hills-Pukenui Trust.

Take note of the signs and spread the word. Thank you.

www.kiwinorth.co.nz admin@kiwinorth.co.nz

exhibition here in their region. Special programmes will be available through our educator in conjunction with the Holocaust Centre of NZ. Lastly Whangarei's wild kiwi now living on the city's doorstep in Western Hills-Pukenui Forest have settled so well it appears two males are already sitting on eggs! To help keep them safe we have reviewed our policy regarding dogs on the Kiwi North property. We recognise dogs are part of our community's lifestyle and they are still welcome on the property on leads as usual. But as it joins directly into Western Hills-Pukenui Forest they can no-longer be allowed to enter the Millington Bush area.

There are signs up at the entrances and we hope all our park users respect this requirement.

We have passed the winter half way mark and, although undoubtedly there are still some soggy days to come, hopefully sunshine and warmer temperatures are not that far away for us all and our visitors. These visitors comment repeatedly that although they love the attractions that Whangarei and the Northland region has to offer it is the manaakitanga of the people that turn these activities into experiences that they will never forget.

Thank you all out there in our community for being such awesome hosts and welcoming these visitors into your home.

Allie Fry - Director Operations

Exhibitions January-March 2018

Kiwi North recognised ANZAC day this year with a display about Jesse Stayte which has come from the Alexander Turnbull Library. Jesse Stayte lived with his family on Matakohe-Limestone Island in Whangarei Harbour and worked as a quarryman but enlisted in WWI in 1916.

Sadly, both Jesse and his brother Ernest were killed in 1918, but his experiences live on through the words of his diary accounting several poignant moments in WWI history.



Jesse Stayte ANZAC display with wreath, produced by the Alexander Turnbull Library.



Georgia and Michael installing the new Life on the Water display, Whangarei Museum.

As part of the core-display renewal project in the Exhibition Hall, the Exhibitions Curator Georgia and Handyman come Mount-Technician Michael installed a new display about our life on the water, particularly Whangarei people's love of the Hatea River and Whangarei Harbour. The display includes the accounts register and an old photograph of the 1920s Harbour Board Building in the Town Basin that is soon to be incorporated into the new Hundertwasser building site. Another truly special item on display is an antique woollen blend swimsuit



Clara Clarke's 100 year old wool swimsuit (1995.20.1).

which belonged to Clara Clarke (nee Storey). Clara married Alexander Clarke, the son of Dr. Clarke whose residence is a Category 2 Listed heritage building and the original resident of the Kiwi North Heritage park.



Ian Wards and Kiwi North staff rehousing the Antarctic sledge (1968.67.1).

Sadly it was time to close the Letters from Little America: Northland explorers in Antarctica exhibition. A key part of this exhibition was a dog sledge gifted to the Robinson brothers from Parua Bay by Admiral Byrd after his 1933-35 expedition. The challenge was to find the 3m long sledge a long term home in Collections storage. Luckily we had Ian Wards visiting from The Great War Exhibit, Wellington, to provide an extra pair of hands and experience.

Opening of our exhibition for Matariki 2018

"Puanga - Star of the New Year, star of abundance".

Thanks to everyone who came out on a very chilly evening to celebrate with us.

Georgia Kerby
Exhibitions Curator



Collections

Recently we have been working our way through the Museum's geology collection, cataloguing, photographing and numbering rocks, minerals and fossils that have been collected or found in the Northland region, as well as some from further afield.

During this process, staff have come across some interesting specimens and have learnt a lot about the types of rocks, where they have come from and their uses, with fossilised animal and plant remains dating back millions of years.

The most recent discovery was a selection of rocks and minerals from Antarctica which were collected by Geologist G D Mansergh and flown back for the Whangarei Museum.



Fossils ready to be processed



Selections of rocks and minerals from Museum Geology collection



We have also received recently a gift from Jacqui Vowles of a leather bound photograph album with connections to the Mair family of Whangarei. The photographs contained in the album are mainly studio images, taken during the late 1800s to the early 1900s at various photographic studios around the country.

Unfortunately several of the images have not been identified. The only clues to go on are the approximate date for the sittings and the studios location and time of operation.

These early photographs will need to be compared with other Mair family images held by the Museum and available publications in the hope of making some positive identifications.

This process of elimination is only a small portion involved in the cataloguing and registration of such donations.

If anyone is able to recognise the people in these photographs we would certainly like to hear from you.

Natalie Brookland
Collections Registrar
19/6/2018



Photographs from Mair family album

Husbandry:

If you have a passion for reptiles and are a wildlife educator and zoo keeper from another country what would the highlight of your holiday in NZ be?

Brent Holmes of Little Ray's Reptile Zoo and Nature Centre in Ontario, Canada enjoyed a very close encounter with Flash the tuatara when he visited with his partner Margaret Prince. Flash was out for an encounter with a visiting group so Brent got to assist Kevin with Flash's health check afterwards and see him munch his favourite snack, a locust dusted with calcium powder.

As he was a trained herpetologist and zoo keeper we were able to offer Brent this once in a lifetime experience. He sent a thank you email "Thank you again for the amazing experience, I will not forget it anytime soon as it was a dream come true. So a million thank yous for that wonderful opportunity! "

We have just had some amazing photos taken by Ross Armstrong.



Snack time, a locust dusted with calcium powder



Thank you Ross for being so patient, getting good images in the nocturnal house is far from easy.



Images by Ross Armstrong.

28 June - Ben (left) - who is two weeks younger than Jockalene, and is smaller, has a shorter beak and ALWAYS grubby! Jockalene (above) being noseey at feeding time.

This is Nouveau (right) who was one of our young birds. He left us in July 2015 to go to Otorohanga to join the breeding programme. They paired him with a mature kiwi and they have done very well over the three years.

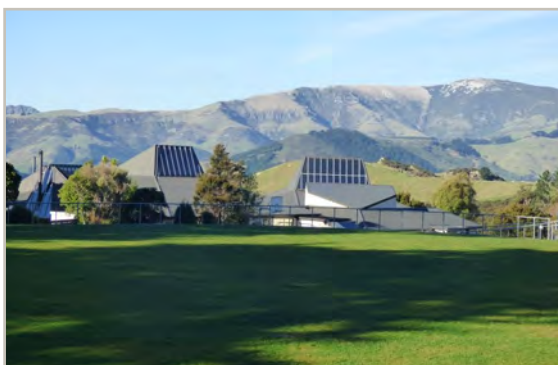
They have just produced the first North Island Brown egg of the season.

He was a real character and we missed him when he left, but this is exactly why we do what we do here.

<https://www.facebook.com/.../a.15630511110.../1750391281695109/>



Nouveau



2018 National Kiwi Hui Report:

The 2018 National Kiwi Hui, Living Springs conference centre Lyttleton.

Husbandry officer Emma Doel attended this annual gathering of kiwi practioners, conservationists, and D.O.C. on behalf of Kiwi North.

Education

'Design a Predator Trap' Competition 2017

Students from Tangiteroria Primary School jointly won the 2017 competition with homemade traps that were busy catching possums



The runner-up prize was won by a Kamo High School student with a 'Science Fair' type proposal.

Riorden (left) receiving his award from Kamo High School Principal Jo Hutt

Check out page 8 for the "2018 Design a Predator Trap / Monitoring Device" Competition



Dear Layla & Joey,
I am most grateful for your hospitality and flattered by your kindness.
Thanks for looking after me and making my visit most memorable and enjoyable...
I cannot wait to come back...
Yours Taheseh 9.6.18

This lovely lady came with her son. She was visiting from Iran.

Dear Lila and Joey,

I am most grateful for your hospitality and flattered by your kindness.

Thanks for looking after me and making my visit most memorable and enjoyable.

I cannot wait to come back.

Yours Taheseh 9.6.18

HERITAGE PARK AT KIWI NORTH MINIATURE RAILWAY CLUB

Do you have people skills that you would like to use on our running days helping load our trains and clipping tickets? Women and men are both welcome to come and join our team once a month on these Family-Fun Days!

Contact Rankin on 09 430 8328

NEW "KIWI NORTH KIDS" CONCESSION CARD

Concession card \$35.00

For multiple school age children's visits.

*e.g. 10 visits for price of 7.

*no expiry – ideal for grandparents, whanau groups, and gifts

"Kiwi North Kids"



Concession Card

10 visits for school age children value \$35.00.
Under 14yrs MUST be accompanied by an adult..

Volunteers:

Every year Pompallier College holds a community service day and for several years now they have helped us out with many pairs of hands set to work.

This year they redefined the tracks through the Millington Bush and weeded the Clarke Homestead and other gardens on the Park.

Great work yet again team and thanks so much!



“Kiwi North hosted a dawn fire lighting event to welcome the Māori new year, joined by kaumatua Ross Smith from Te Wananga o Aotearoa”.

*3rd July
Volunteers / Staff
breakfast at
The Office café.*



Puanga Dawn Fire Lighting and Planetarium June 2018



THE 2018 DESIGN A MONITORING DEVICE OR A PREDATOR TRAP COMPETITION CLOSES ON 31ST OCTOBER 2018

How can we count our kiwis & check the presence of predators?
A competition for young people in Northland

What you can get from us:

Workshops about the current methods
education@kiwinorth.co.nz for details

Prizes for the winning designers in
Primary and Secondary categories.

A prize of \$500 worth of traps for the
overall winning school or group.

Can you create the next generation of effective tools for:

- ⇒ Monitoring pests and predators?
- ⇒ Which pest or predator species will you target?
- ⇒ What type of technology will you use?
- ⇒ How will you make sure it is humane?



What we need from you:

- ⇒ A detailed sketch with labels and explanations or a small model of your invention with explanations.
- ⇒ Your creation needs to be with us at Kaitia Library or Kiwi North by Wednesday 31st October 2018

For information see:

<http://www.mpi.govt.nz/dmsdocument/8521/loggedIn>

<https://www.landcareresearch.co.nz/science/plants-animals-fungi/animals/vertebrate-pests/traps>



Steve Allan
TRAPS



GILBERT
PEST BIRD TRAPS

Protecting Pukenui - Colouring Competition



Alex Moyse - artist - Judging

Protecting Pukenui

July School Holiday Colouring Competition

Celebrating Kaitiakitanga and the return of kiwi to Pukenui Forest.

Pukenui Forest is right in the middle of Whangarei City and we have been lucky enough to have 12 Kiwi birds make Pukenui Forest their new home. To be kaitiaki or guardian of Pukenui Forest means that we will help protect the forest and everything that lives there.

We want you to help us protect Pukenui Forest too!



Tearohanui age 11yrs
1st—11 to 14 yrs



Ella age 11yrs
2nd—11 to 14 yrs



Lucas age 9yrs
1st—8 to 10 yrs



Kaitlin age 10yrs
2nd—8 to 10 yrs



Rosie age 4 yrs
1st—under 5 yrs



Kaliya age 2yrs
2nd—under 5's



Bella-Rose age 7yrs
1st—5-7



Lilly age 7yrs
2nd—5 to 7yrs



Felix 4yrs
3rd—Under 5yrs



French visitors picnic 18 May 2018





Our place Our heritage - Ō tātou turangawaewae Ō tātou tāonga tuku iho
Museum • Kiwi House • Heritage Park

WHANGAREI
LOVE IT HERE!

Newsletter

January 2019



Exhibitions

20 December 2018—12 May 2019
“Art from the Archives”

For the first time Whangarei Museum exhibits works of art from the collection.
What will come forward from the archives?



Mim Ringer Gallery



ANNE FRANK
NEW ZEALAND
let me be myself

1 October 2018—3 February 2019
ANNE FRANK—“Let Me Be Myself”

Events and Public Programmes--DISCOVER, EXPLORE, EXPERIENCE KIW North

- Medieval Madness
- 27 January 2019



- Story Book Easter Sunday
- 21 April 2019



- Whangarei Rock & Gemstone Club Inc Show



- Presents NZ's Ancient Past Revealed
Vintage Club Rooms, Kiwi North 19 & 20 January 2019

- Crank Up Day

Hosted by Vintage Machinery Club
24 February 2019



MAIN ENTRY—“GATE 1” *Opening Hours—10am - 4pm daily*

500 State Highway 14, Maunu, PO Box 10135 Te Mai 0143 Whangarei Northland New Zealand: Ph. +64 09 4389630
www.kiwinorth.co.nz For booking information, questions, comments email us at: admin@kiwinorth.co.nz

Tena koutou and welcome to the first Kiwi North Newsletter of 2019.

Another year is upon us and with it another wonderful Northland summer. Spring weather has been very erratic and somewhat soggy and our visitors have appreciated having somewhere dry to enjoy with the Museum and Kiwi House together under one roof.

2018 was an eventful year for us, including the closing of the long standing WW1 centennial exhibition on *"The Great War 1914-1918, Northland Remembers"* curated by the late Anne Juddery. Archie Dixon, who held many titles within the Returned Services Association over his long involvement, spoke of New Zealand's relatively huge contribution to the international arena of that war. He paid tribute to Anne and all at the Whangarei Museum as those "who share the responsibility of being guardians of our community's heritage – as the kai iaki". Shockingly that was to be his last visit to the Museum and he passed away just three weeks later. We had worked closely with Archie with the curatorial of the WW1 exhibition and later the *"Moving Memories – The Journey of our Cenotaph"* exhibition which told the story of the original placement of the monument "Peace" at Rose Street and then its moving to Laurie Hall Park and the creation of the Field of Memories. Both of these projects were initiatives largely driven by Archie. We miss him very much as does his family, his RSA family and the community in general.

The *"Anne Frank, Let Me Be Myself"* exhibition was officially opened by Mayor Sheryl Mai on the 4th October and continues until the 3rd February 2019.

We were honoured to have been asked to be the host of this globally travelling exhibition for the Northland region. For myself it was wonderful to renew my acquaintance with Boyd Klap, the Chair of the Anne Frank Exhibition NZ, after hosting him here in 2010 when we exhibited the earlier *"Anne Frank – A History For Today"*. At nearly 92 Boyd is a force to be reckoned with, a wonderful storyteller with a passion for family, people and philanthropy that New Zealand, as his adopted country, continues to benefit from.

A new initiative this year was the introduction of the Heritage Park clubs' monthly morning tea. I was surprised to realise that although many of the members of the individual clubs at Kiwi North had been coming here for years they did not know the members of other clubs well nor know exactly what they got up to in their workshops. I am really delighted that they have taken this up so enthusiastically, taking turns to host the others for a cuppa each month. Hopefully out of all the chatter will come new friendships and ideas on how they can assist each other with their projects.



With summer comes our large community event days Medieval Madness (27th January) and Easter Sunday Story Book Day (21st April). The goal of these is to open up the whole of Kiwi North including the Museum and the Kiwi House, for an affordable family day out, largely for our community. For visitors, especially the international visitors, it is an added bonus to arrive on one of these days although some are a bit surprised to see jousting knights in full armour in the southern hemisphere on a 28° summer's day!

I would like to say a big thank you to our community for your support again over 2018. To the clubs and societies that reside here on Heritage Park at Kiwi North, to those of you who have joined our Friends of Kiwi North membership, those who come regularly and bring your visitors, for those who have contributed items and information to add to the Museum collection, for your feedback which is always appreciated and to all the schools who take part in our education programmes through our LEOTC contract with the Ministry of Education. A big welcome to the new residents of our community who visit us to gain a sense of place of their new home. Our community is becoming multicultural and over time the stories the Museum tells will reflect that as history never stands still

Our thanks to the Whangarei Museum and Heritage Trust Board of Trustees for their voluntary roles in the governance of this diverse organisation. We are hugely grateful for the support that we have received through grants from the Whangarei District Council, Foundation North and many others.

Personally I would like to thank my co-director Linda Ace for her partnership over another busy year. Her ability to look at something from a totally different angle to mine, but always with the same big picture in mind, is invaluable.

And both of us would like to pay tribute to the Kiwi North team, staff and volunteers, who all go way above and beyond their job descriptions to "just make it happen". In the words of one of the Kiwi North whanau "working here is not a job, it is a life style".

Allie Fry - Director Operations



MEDIEVAL MADNESS 2019

At KIWI NORTH



Sunday, 27th January

10am to 3pm

Adults \$10.00

Children FREE



Mounted Medieval Jousting and Displays.

Entry includes Museum and Kiwi House.

Come in costume and join the parade

—you might win a prize.!

Archery, train & tractor rides, face painting, bouncy castle, food, music and lots of family fun.



Performances by
Clan Celtica



GATE 2, KIWI NORTH, 500 SH14, MAUNU, WHANGAREI - www.kiwinorth.co.nz

Exhibitions

Opened 2 November -
Closed 9 December 2018

Celebrating the creativity of Northland Fashion and Wearable Art from the Bernina Northland Fashion Awards.



BERNINA
UP-CLOSE

Bernina Up-Close Exhibition Opening—1 November 2018



Closure of WW1 exhibition on “The Great War 1914-1918 – Northland Remembers” 31st August .

Attended by her Worship the Mayor Sheryl Mai, kaumatua Taipari Munro and Whangarei District Council CEO Rob Forlong. From the Whangarei RSA – the president Chris Harold, Archie Dixon, Trustee of the Northland District RSA, , Bill McCoid and veterans. Guest speakers Archie Dixon, RSA, and official closed by the Mayor Sheryl Mai.

WW1 EXHIBITION CLOSING 31 AUGUST 2018



Sheryl Mai and Archie Dixon

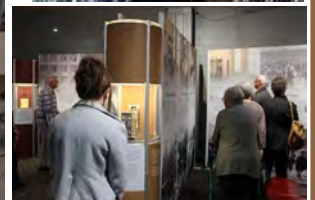
Anne Frank Exhibition Opening 4 October 2018

“Let Me Be Myself”

4th Oct 2018 – Anne Frank “Let me be myself” Exhibition opening.

Attended by Boyd Klap, Chair of the AF Exhibition NZ and Chris Harris, Education Manager Holocaust Centre of NZ, opened by Mayor Sheryl Mai. Thank you Stephen Gillingham and House of Travel for their sponsorship contribution. In partnership with Anne Frank exhibition we have added a

small display re Egon Schoenberger with material provided by Auckland Museum, plus a bicycle from our own collection that was buried to hide it from the Germans in Holland and later brought to NZ.



Bring The Family To KIWI NORTH This Summer



Whangarei Museum - Kiwi House - Heritage Park



KIWI FEEDING 11am, 1pm & 3pm daily



THE ONLY
KIWI HOUSE
&
TUATARA VIEWING IN
NORTHLAND.

TUATARA ENCOUNTER

after 11am

Kiwi feeding

17 to 21 Dec

&

7 to 25 January,

Monday, Wednesday

& Fridays.

At keepers discretion



MEDIEVAL MADNESS 27 JANUARY 2019



HERITAGE PARK RIDES

Wed, Thurs and Fridays 9 to 25 Jan

10am to 2pm Mini trains Wednesdays only



IN THE MUSEUM

Two Very Special Exhibitions



Gate 1, 500 SH14, Maunu, Whangarei, Northland. OPEN 7 days 10am to 4pm/CLOSED 25th & 26th December/ www.kiwinorth.co.nz

WHANGAREI ROCK & GEMSTONE CLUB INC

Presents...



NZ's Ancient Past Revealed



Jewellery
Gemstones
Minerals
Fossils
Fluorescent display
Microscope displays
Childrens' activities
Trading tables

Featuring fossils, polished rocks, minerals, demonstrations,
and educational displays
Rock cutting and identification
Special activities for children
Refreshments available

Vintage Car Club Rooms, KiwiNorth
Gate 2, SHW 14, Maunu, Whangarei

Sat 19th January from 9-5, Sun 20th January from 9-4

Admission: \$2 Adults \$1 Children \$5 Family

Northland Vintage Farm Machinery Club

Crank Up Day 2019



Bring the family to experience the smell and noise of a good old-fashioned "Crank Up" display.
Hay making demonstration along with firewood cutting and splitting. Plenty of tractors, bulldozers and machinery. Tractor trailer rides and BBQ.
Eftpos available.

Hosted by the Northland Vintage Machinery Club and the Whangarei Stationery Engine Club

Sunday 24 February 9am to 3pm

Entry \$5.00 - Children under 5 FREE

Cash only at gate please

Husbandry:

Rudd Kleinpaste_11 Oct. 2018



11 October Kiwi North had a visit from Rudd Kleinpaste, he spent the morning with husbandry sta - observing and helping with duties, also had an encounter with Flash our Tuatara, a tour of the Archives and a look throughout the Museum.

Kiwi in Our Neighbourhood Please help us keep them safe.

Dogs are no longer allowed in the Millington Bush which adjoins the Pukenui Forest on the Kiwi North Western boundary.

Kiwi North still welcomes dogs on the rest of the Park—But they **MUST be kept on leads** at all times.

Please pick up after them.

Please help us help the Kiwi and the hard working Western Hill-Pukenui Trust. Take note of the signs and spread the word. Thank you.

www.kiwinorth.co.nz

admin@kiwinorth.co.nz



Our micro eye has some new items for everyone to look at!
Some of our animals have been shedding their skins. Skins from our Northland Green gecko (Above) and our Tuatara (Left) have been laminated.

Education

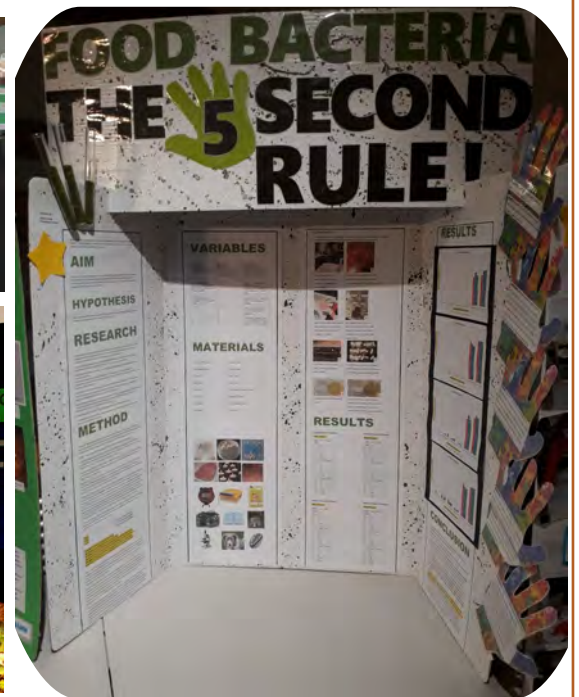
Arrival of Japanese students - 13 Aug 2018
wero with Wananga



Group photo Japanese students 13 Aug 2018



Science Fair
Winner's
Celebratory
Event a ernoon
at
Kiwi North
2018



Gumboots step-up awareness of Kauri dieback

Northland students are using the humble gumboot as a crea ve way to step-up people's awareness of kauri dieback and the need to protect the environment.

Bevan Cramp (Left Pukenui Ranger pain ng gumboots to mark the Pukenui Forest pathways



A Positive Approach to Kauri evening
_ 18 September 2018. Conserva on week



Dr Mels Barton

Kiwi North CLUBS

26th Sept – First joint club monthly morning tea held at Stationery Engines – thank you to that club for getting the ball rolling and for the general support for this initiative.





Museum - Kiwi House - Heritage Park

THE ONLY KIWI HOUSE AND TUATARA VIEWING IN NORTHLAND

MAKE YOUR SUMMER WITH A DAY AT KIWI NORTH!

KIWI FEEDING: 11am, 1pm and 3pm with keeper who will answer all your kiwi questions!

TUATARA ENCOUNTER: 6th to 25th January – Mon, Wed, and Fri at 11am after the kiwi feed.

HERITAGE PARK RIDES: 9th to 25th Jan. 10am to 2pm, Wed, Thurs and Fri – Mini trains only on Wednesdays.

2 SPECIAL EXHIBITIONS: – “Anne Frank, let me be myself” and “Art from the Archives”.

EVENT: Medieval Madness Sunday 27th January 2019.

MANAAKITANGA: Welcoming, professional and knowledgeable staff

PLENTY TO SEE AND DO THESE HOLIDAYS!



OPEN: 10AM – 4PM EVERYDAY **CLOSED 25TH AND 26TH DECEMBER ONLY**

GATE 1, 500 SH14, MAUNU, WHANGAREI | **P: 09 438 9630** | WWW.KIWINORTH.CO.NZ

AOF Application Form

“Looking ahead”

The purpose of this form is to look ahead over the next grant year, to see how you plan to use your annual operating grant for the benefit of the community.

Summary information	
Organisation name	Whangarei Quarry Gardens
Contact Person Name, email and phone number of person completing this form	Guy Hessel manager@whangareigardens.org.nz Phone: 09 437 7210 027 368 1706
New postal address? Please provide if it has changed	n/a
Incorporated Societies/ Charitable Trusts Registers Number	CC 28310 Please ensure your register is up to date.

Organisation information		
Resourcing	Number	FTE*
How many paid workers does your organisation employ?	2	1.5
How many volunteer workers does your organisation have?	52	5.3

* FTE is Full Time Equivalent. This is based on approximately 37.5 – 40 hours per week. Approximates are fine. Example: a person who works 20 hours a week is 0.5 FTE.

Area of work	
Please select which one of the following relate most closely to your organisation:	
<input type="checkbox"/>	Arts and Culture – Projects and activities that facilitate education and enjoyment of the arts and of culture for the people of our District.
<input type="checkbox"/>	Heritage and Environment – Projects and activities that preserve and promote the heritage of our District and that protect and enhance the environment in which we live.
<input checked="" type="checkbox"/>	Recreation and Sport – Projects and activities that enable participation and engagement in recreation and sport for people in our district of all abilities, ages and life stages.
<input checked="" type="checkbox"/>	Community Connectedness and Wellbeing – Projects and activities that strengthen community cohesion and connectedness in ways that cultivate healthy, happy and positive relationships across our District.

Data on your customers/visitors

Please tell us who your customers/visitors are, using estimated percentages where possible. *This information helps us to build a picture of which communities our funding supports. It is for statistical purposes only and has no bearing on your application.*

How many customers/visitors did you have 'last year'? (Please state what period your data covers)	Over the calendar year (January – January) 55,000 visitors
% Whangarei residents, Northland-wide residents, visitors (national/international)?	Whangarei / Northland 39% Nationally 28% Australian 5% Other 28%
% Age ranges?	0-20 years 25% 20-50 years 20% 50-70 years 40% 70+ years 15%
% Ethnicities?	Unknown, not recorded.
Anything else you'd like to add?	Increase the number of younger visitors, especially from overseas.

The year ahead

Tell us about your organisation and what you plan to do in the year ahead with the below questions.

The Idea – Briefly explain your organisation's *kaupapa* (purpose):

To benefit and improve the members of the community physical and mental wellbeing by providing events, recreation and education.

To establish the gardens as an important destination for the enjoyment of locals and visitors to the District.

To establish Whangarei Quarry Gardens as an International recognised subtropical garden.

Alignment – Tell us how your organisation's *kaupapa* aligns with Council's Vision and Community Outcomes?

The gardens are well prepared for growth with the development of tourist projects in Whangarei. We are preparing for an increase in visitor numbers.

Open spaces in parks are places where nature thrives. We continue to protect the native bush surrounding the gardens, including walking tracks, from introduced flora and fauna. We have conservation and sustainability in our core objectives.

We are aligned with the council vision of making paths accessible to people with a range of mobility issues. We provide and promote the golf cart for tours for less able visitors.

The Need – What need is there for your organisation? What indicators do you use?

As cities grow there is an increasing demand for areas where the public can retreat to. It has been proven that spending time in beautiful natural surroundings is therapeutic.

As a tourist attraction it is adding value to an already busy Northland tourist destination.

Indicators: Visitor numbers, feedback on Social Media / Google Business (see KRA document for numbers)

The Impact – What difference will your organisation make to the community over the next year?
<p>To continue to be a leading tourist attraction (see KRA numbers) by maintaining and enhancing the gardens where needed.</p> <p>It provides the public with recreational opportunities.</p> <p>It offers purpose and wellbeing to the 50+ volunteers who contribute to the gardens on a weekly basis.</p> <p>It provides space for art, culture and outdoor education in conservation and sustainability.</p>
Collaboration – What other organisations, community groups and individuals will you collaborate with to make a difference to the community?
<p>Whangarei District Council Volunteering Northland Northland Youth Theatre Department of Conservation Pukenui Forest Trust</p>
Your Approach – How will you demonstrate the impact of your work?
<p>The Trustees have a new 10 year Management Plan that will improve the gardens, and by implementing these we can expect advancement.</p> <p>This can be measured in the already mentioned methods: by measuring visitor numbers and comments on Social Media.</p>

Funding

The Annual Operating Fund grant is an exceptional level of support for organisations that provide ongoing, valuable services, programmes and amenities to the community.

Generally, indicative levels of funding remain consistent from year to year, subject to satisfying the performance measures and need/benefit assessment for this Fund.

If exceptional circumstances mean you would like to request a change in funding, please state your request and rationale below.

For the rationale below we are requesting:

1. Irrigation system: A lot of time in summer is spent with the volunteers watering. An automated system would free up time to concentrate on general garden maintenance to enhance the gardens attractiveness. It would reduce having to replace plants that die.
2. Walking paths: With the large number of visitors now using the gardens we need replacement gravel and increased drainage to meet our Health and Safety obligations and to reduce damage.

Request: \$10,636.01 including GST (quotes to be attached)

This is a one off funding request.

AOF Report

Attach your AOF report along with your business plan.

AOF Impact Report Form

“Looking back”

The purpose of this form is to look back over the last grant year, to see what impact your annual operating grant has had on the community.

Organisation name	Whangarei Quarry Gardens
Contact name	Guy Hessel
Position in group	Garden Manager
Email	manager@whangareigardens.org.nz
Daytime phone number(s)	09 437 7210 or 027 368 1706

Performance measures

In July 2018, we provided you with a set of performance measures (attached again for your reference). Please refer to these when answering the below questions on your impact over the last year.

(If you were given specific, additional measures, please report against those as well).

For the reporting period, tell us how your organisation went with the following questions.

Did your organisation meet the expectations of your board, the people who use your services, and the wider community? Why/why not?

The trustees expected an upgrade of the gardens, and that has been achieved over the last year.
 Our feedback continues to be very high from all sources (see KRA for results).
 Financially successful year, with donations increasing.
 Attracted varied events to the Gardens, including a Climate Change Conference, Garden Discovery (main fundraiser) and Northland Youth Theatre.
 A great area for the community, and is attracting more schools such as the Enviro Schools.
 Quail Café attracts a solid clientele (averaging 134 a day)
 The gardens had the highest number of visitors EVER recorded in January 2019.

What difference did your organisation make?

We provide a recreational and community service

The gardens attract international visitors and is a key attraction to Whangarei. Visitors spend money locally especially if staying overnight, adding to the local economy.

It offers Whangarei residents physical and mental health benefits.

What worked well?

Overseas visitor numbers are particularly high, which included 48,200 Google visits on the website last year.

What didn't work so well?

Local visitor numbers are low, because local advertising is lacking. More overseas visitors know about us than locals, this is a constant feedback.

Resourcing – In your last application, you provided indicative numbers of volunteer and paid staff, and their expected total hours for the year. Were the actual numbers the same as expected/indicated? If not, please provide some comment.

We have a constant number of volunteers, currently it is 52. The hours and numbers were the same (?) along with the two paid staff.

We are currently seeking new volunteers through Volunteering Northland, we get referrals from them on a weekly basis. Some people wanting to volunteer contact us on their own accord.

We are contemplating the need for an additional staff member for Garden Maintenance.

Who and how many people were involved with or received services from your organisation? How did they benefit?

Garden Discovery Tour – organised by Quarry Gardens and last November we sold 1000 tickets. This benefits us financially and it makes local people aware that of Quarry Gardens as we were one of 22 gardens on the tour.

Conferences – Climate Change Conference attracted 80-100 people.

Wedding ceremonies – Our wedding garden is becoming well known, and we attracted approximately 600 people in total.

School groups – This involved giving talks on flora and fauna. Approximately 100 students

Walking groups – utilise the walking tracks around the garden, and the exact number is unknown.

Northland Youth Theatre – “The Garden that Time Forgot” event attracted six sold out shows, 180 people.

50,000 plus people received services from our organisation in the last year.

Who did you work with to deliver your project, programme or service?

Oxford Sports Trust – funding

Northland Youth Theatre – event

Department of Conservation – Kiwi release and predator trapping and monitoring in surrounding Pukenui Forest.

Whangarei District Council – funding.

Which of the following areas would you like to strengthen? (please tick or highlight)		
<input type="checkbox"/> Leadership	<input checked="" type="checkbox"/> Marketing/publicity	<input checked="" type="checkbox"/> Facilities
X Fundraising	<input type="checkbox"/> Financial management	<input type="checkbox"/> Planning and organisation
<input type="checkbox"/> Equipment and resources	<input checked="" type="checkbox"/> Volunteers/time	<input type="checkbox"/> General skills/expertise
<input type="checkbox"/> Other:		
Is there anything else you'd like to tell us?		

Attach:

- Your business plan for the year(s) ahead.

Submit:

Your completed report with your application for next year to funding@wdc.govt.nz.

You can also post it to:

Community Funding
Whangarei District Council
Private Bag 9023
Whangarei 0148

Or drop it in to one of our customer service centres.

Thank you for contributing to your community and helping Whangarei to be a vibrant, attractive and thriving district.



Whangarei Quarry Gardens

Summary report against Specific KRA's for Whangarei District Council

- 1. Amenity Development** – continue to improve the visitor experience thereby contributing to the wellbeing and economic growth of the district.

The visitor experience has been considerably advanced over the last year with the inclusion of seven story boards at specific sites describing the history and flora and fauna of the Quarry Gardens. We have increased marketing of the guided golf cart tours recently and this has proved popular, especially with overseas visitors.



The gardens has had a considerable amount of new planting done to bring it up to a standard for the New Zealand Gardens Trust three yearly assessment.

- *Annual survey demonstrates continued high regard of Quarry Gardens.*

Google My Business rates us 4.5 / 5 with feedback reviews. Search views are up 23% over the year, and map views are up 6%.

Trip Advisor rates us the fifth best place to visit out of thirty four sites in Whangarei. Feedback reviews are also 4.5 / 5.

Facebook has our reviews rated at 4.8 / 5.

- *Visitor numbers continue to grow by 2% annually.*

Visitor numbers are up 20% over the last calendar year to date. This has been adjusted to allow for Sculpture Northland which had an artificially high month in November 2017. This is a biennial event.

2. Community Engagement – strengthen community engagement through programmes, events and collaborative initiatives, and role model the value of community collaboration.

Evidence of TWO programmes, events or initiatives developed or in progress.

Climate meets Art Symposium – this was held in November in association with Creative Northland, Reconnecting Northland, Track Zero and Quarry Gardens. It attracted 80-100 people, mostly locals, to the gardens to hear talks by leading Climate Scientists as well as climate change from a Maori perspective. It included music, sculpture installations bought in for the occasion.

The Garden that Time Forgot - An association between Quarry Gardens, Northland Youth Theatre and Circus Kumarini produced six stunning sold out family orientated shows. Because of this success Quarry Gardens are working on a follow up show called Fairies and Goblins in April.

3. Advocacy and Education – communicate the value of conservation, gardening and native planting, including the provision of educational programmes, mentoring and apprenticeships where relevant

Evidence of ONE educational initiative developed or in progress.

In association with the Ministry Of Education I attended a school digital technologies curriculum based course titled “The Electric Garden” that incorporates the use of IT computer monitoring of the Quarry Garden for water moisture and temperature, ambient temperature and humidity. This WIFI based system gives graphs on the computer in the office.

As we are already involved with Enviro Schools in Whangarei, this will add relevant curriculum-based aspect to talks we give, and can be used as part of our Golf Cart Guided tours if children of relevant ages are involved.

Quote Form for Concrete Blocks



Customer: Whangarei Quarry Gardens

Date: 21/3/19

Project Details	Contact & Phone: <u>Guy Hessel ph: 027 368 1706</u>			
Project Description:	<u>Building of two concrete bins</u>			
Location:	<u>Adjacent to tractor shed</u>			
Quantities:				
Placement method:	<u>Crane - cost not included</u>			
Notes:	<u>To use to store gravel for tracks</u>			
Discription	Notes	Price (ex. GST) ex. Virgin yard & Units	Est Qty.	Extended
Small Blocks 600W x 600H x 600L	Approx. 490kg	\$ 37.00 /each	<u>36</u>	<u>\$1332</u>
Medium Blocks 600W x 600H x 900L	Approx. 750kg	\$ 56.00 /each		
Large Block 600W x 600H x 1500L	Approx. 1260kg	\$ 95.00 /each		
Sub total for above items ex. GST				<u>\$1332.00</u>
				GST <u>\$ 199.80</u>
Sub total for above items incl. GST				<u>\$1531.80</u>
Notes:	<p>A set of lifters can be supplied free of charge up to three days or for a hire fee for larger projects (all responsibility for the safe operating of the lifters on site shall be the responsibility of the customer).</p> <p>A credit card number is required or a bond of \$3000 fully refundable will be taken for the safe return of the lifters supplied in the same working order as when received.</p>			

Notes:

- Please note that all prices are subject to our standard terms and conditions, are exclusive of G.S.T. and are not subject to retentions.
- Prices quoted are fixed for a maximum period of thirty days from date of quote unless specified otherwise.
- Virgin Concrete Ltd does not guarantee the workmanship of any other contractors involved with concrete works. The customer shall satisfy themselves that each of their suppliers/contractors are suitable for the job required.
- Virgin Concrete Ltd does not accept liability or responsibility for any structure the blocks are used in, the customer shall seek professional advice as to the suitability of the blocks for their project.
- Acceptance of this quote is confirmation that the customer has read and understood these notes on this document and that they shall pass that information amongst all those handling the blocks on site.

PTO

452765		ORDER / <u>QUOTE</u> Required		Date <u>19/9/17</u>	
Staff Member <u>NICK</u>		Stock / <u>Customer Order</u>			
Customer Information					
Customer Name <u>QUARRY GARDENS</u>		Shareholder #			
Address		Phone # <u>0273681706</u>			
Delivery Address		S/H order #			
Date Required		Farm Direct / <u>ex Store</u>			
Contact Person <u>GUY HESSELL</u>		Account Sale / <u>Cash Sale</u>			
Product Required					
SKU #	Cred ID	Description/ Supplier Product Code	Qty	Cost Price (excl GST)	Sell Price (incl GST)
<u>188877</u>		<u>Nexus CULVERT 315mm x 6m</u>	<u>1</u>		<u>\$288.79</u>
<u>122812</u>		<u>Nexus CULVERT 160mm x 5m</u>	<u>1</u>		<u>\$68.16</u>
Supplier Contact					<u>\$356.95</u>
Additional Notes					



PO Box 10124
Te Mai
Whangarei 0143

Phone 09 434 4949
Fax 09 434 4947
GST Number 095-921-760

QUOTATION

Quotation Number: 4196

Whangarei Quarry Gardens Trust
PO Box 1612
Whangarei 0110

Delivery Address:
Quarry Gardens

Attn: David McDermott

Date	Customer	Order Number	Sales Person	Page
19/03/2019	101262		RICGRA	1
Date	Detail	Quantity Unit	Price	Amount
	Supply and deliver PAP7 (Small Truck)	50.00 M3	\$59.40	\$2,970.00
		Total		\$2,970.00
		Rounding		\$0.00
		GST		\$445.50
		Credit Card Surcharge 2.5%		\$0.00
		Quote Total Including GST		\$3,415.50

Quote Total Including GST \$3,415.50

PAYMENT TERMS: 20th of month following date of invoice

Our bank account number for Direct Credit is: 02-0492-0127840-00
Please use Customer and Invoice numbers as references
Please note quotes expire one month from date of issue
Overdue invoices may incur interest charges
Invoice queries must be submitted to info@clementscontractors.co.nz before due date of payment

Client No 101262
Whangarei Quarry Gardens Trust 4196
TAX INVOICE AMOUNT \$3,415.50

**Puhipuhi Rock & Metal
Supplies Limited**
Puhipuhi Rock and Metal Supplies
c/o 64 Logan Cameron Rd
R.D 1 Kamo
Whangarei 0185
New Zealand
Phone: 09 4335990
puhipuhirock@xtra.co.nz
GST No.: 086-420-392

Quote: 1

Quote

Quote date: 20/03/2019

Quarry Gardens
37a Russell Road, Kensington
P.O Box 1612
Whangarei 0140

Expiry:
19/04/2019

ITEM	DESCRIPTION	UNITS	UNIT PRICE (ex GST)	TAX TYPE	AMOUNT (ex GST)
Quote	7mtr Truck load of Rocks Supplied and Delivered to Quarry Gardens, Russell Rd. Quote is per truck load. Please confirm number of truck loads required if more than one. Many Thanks.	Qty 1	400.00	GST	400.00

Sub-Total (ex GST): \$400.00
GST: \$60.00
TOTAL (inc GST): \$460.00

Notes

Hello Guy...

Please contact Dave at 021 249 3305 to confirm your order if you wish to proceed. Please do not use the accept quote option that appears on this quote.

NB.. This quote is per truck load of rocks required.

→ 6 loads required = $6 \times \$460 = \2760 incl GST



Quote from Bunnings (off Website) for irrigation items for:

Stage One: semi automatic watering system from Fransham Garden up to top of waterfall.

Item	Cost
10 filters @ \$11.65 each	\$116.50
200 clips @ \$10.49/25 packet	\$41.96
T joiners @0.98 cents	\$49.00
50 straight joiners @ 0.57 cents	\$28.50
2 packets of repair plugs @ \$4.20 each	\$8.40
10 snap sure tap connectors @ \$4.90 each	\$49.00
500 x 200mm risers @ \$1.28 each	\$640.00
500 x 180 * sprinkler heads @ \$5.97/10	\$298.80
500 stakes @ \$1.00 each	\$500.00
500 metres of plastic 13mm pipe @\$11.98/25 metres	\$239.60
10 timers @ \$30 each	\$300.00
Miscellaneous	\$300.00
TOTAL INCLUDING GST	\$2571.76

STRATEGIC PLAN

Whangarei Quarry Garden Trust



February 2019

Executive Brief

Our Vision is to;

“Inspire our community with a landscape of beauty and life”

The strategic plan is designed to support the endeavours of this community organisation. The Trust has carefully considered our community, our resources and our Vision in conjunction with our strengths and weaknesses. This has allowed the Trust to develop a focused strategy taking into account where we wish to be in the future. We have identified five Pillars around which we will focus our strategy. These are:

The Five Pillars are:

- Community – *Develop gardens for the enjoyment of the community.*
- Conservation – *Create collection of rare and unusual plants and trees. Create an appreciation of natural resources and sustainable gardening.*
- Events – *Provide a venue for community events both garden and family related.*
- Education – *Promote and encourage understanding, enjoyment and study of flora and fauna of Northland*
- Recreation – *Provide an environment that offers peace and tranquillity and opportunity for outdoor exercise.*

Our Strategy

Our strategy is to have a very sharp focus on three key areas that will feed into supporting the five Pillars. These are:

Garden Development: We will focus on garden development in areas including hard landscaping, maintenance and soft landscaping.

Community: We will continue to market our gardens to visitors both locally and internationally through on-line forums. We will seek to improve access for bus tours that can be expected as Whangarei develops its tourist profile. Events in the garden will become more regular for the community's enjoyment.

Education: We have been and will continue to establish relationships with schools and garden clubs. We will develop plans to have garden workshops for the community covering ecology, sustainability and other topics as appropriate. These may be developed in conjunction with DOC and other organisations.

1.0 Background

The business we are in;-

Gardening, Landscaping and Land Management:

The Whangarei Quarry Gardens have been developed over the past twenty years to create a beautiful community garden environment. The Gardens are enjoyed by visitors from the local northland community, New Zealand residents and international tourists.

Tourism, Recreation and Social Environment:

The Gardens are a significant destination for over 10,000 international tourists each year as well as many local/national residents. We provide an area where visitors may spend hours relaxing, walking and enjoying the environment. Many local organisations utilise the Gardens for a safe place for people to meet and socialise.

Information and Education:

The Gardens provide an opportunity for local schools and Garden clubs to have an educational experience and seek information on gardening activities.

Entertainment:

The Gardens are an ideal venue for weddings, picnics and exhibitions. We regularly hold the Garden Discovery Tours and the Sculpture Exhibition on alternate years.

The operations of the gardens are one of the clearest demonstrations of Council's mission "Creating the Ultimate Living Environment".

The Whangarei Quarry Garden Trust (WQGT) has a funding agreement with Council. This Strategic Plan and the Management Plan will provide Council with an oversight of our development plans over the next ten years.

The values of the WQGT are:

- Visitor satisfaction
- Communication
- Valuing Volunteers, Employees and Partnerships
- Leadership.
- Innovation and Excellence

2.0 Current Situation

Business environment

Our Costumers consist of the Northland community, New Zealand residents and the international tourists visiting the area. New Zealand has a significant gardening reputation and our Garden is well established with those interested in gardening.

Locally the Northland community has a higher than average numbers of young people, older people and Maori; lower than average educational achievement and higher than average unemployment. Income levels tend to be lower than averages across New Zealand.

The Gardens were developed and operate for the local community and are therefore run on a donation only fee structure. Most of the garden maintenance is performed by a team comprising over thirty volunteers, our manager and an event planner. This achieves a low cost structure, however it also may be limiting in garden development.

Visitors

A significant number of the visitors and tourists to the district visit the gardens – they are encouraged by our website, information in the Visitor Centre and information pamphlets distributed to accommodation providers. Signs on the main highway direct visitors to the Gardens. The Gardens feature at or near the top of Trip Advisor.

Children are encouraged through fun time activities, and school visits.

Elderly people are encouraged to visit the gardens with wheel chair access being available to some areas. Our new 6 seater “golf cart” is proving very popular for taking visitors, especially those less able, around the Gardens.

Resource Audit:

Buildings, Facilities:

- Visitor Centre
- Dam and Lake
- Foot Bridges
- Road Bridge
- Tractor shed
- Nursery
- Refurbished Garage – storage, meeting and education space

Equipment:

- Ute - NISSAN
- Tractor
- 6 Seater “golf cart”
- Chipper

- Chainsaw
- Garden tools and equipment

Human resources:

- Garden manager
- Event Manager
- Volunteers
- Trustees

Financial resources: Annual budgets are prepared by the Trust. Most of our funding comes from Whangarei District Council through an operating grant and a capital grant and donations from Visitors and the café lease. The Trust has applied for and won Grants for specific projects from various funding sources. Our lease agreement with Council establishes us as a Council Organisation and precludes charging for entry without Council approval.

Intangibles: The WQGT is well regarded and assistance from the community is generally forthcoming. An active group of volunteers is increasingly effective and useful.

Information service: web site, garden manager, horticultural expertise, event manager, events,

Marketing: Web site, new brochures, newsletters, and the transit visitor attraction sign on main route north have improved the WQGT profile. Significant positive media coverage has been received.

Technology: Computers, Phone system including broadband and wifi available for visitors and volunteers. Security cameras, photocopier.

Master Plan: A ten year Master Plan has been developed for evaluating and defining the long term development of the gardens. The Strategic Plan and the Master Plan are reviewed by the Trustees on a five year basis or more frequently depending on activity and progress.

Donation Fee Structure:

If people were paying directly for our service, some may find it wanting while others would regard us as very good value for money. As a comparison Eden Gardens has a similar number of visitors and charges \$12 per adult.

Core competencies:

Our Garden Manager has skills in horticulture, landscaping, propagating and project management. Our Events Manager is a professional photographer with computer and marketing skills.

Our Trustees bring a variety of skills and experience including accounting, business management, engineering, project management and science.

Our Volunteers have a wide range of business skills and horticultural experience. They are excellent at maintaining and developing the gardens. They advise and inform our visitors. The men have experience and knowledge of machinery, engineering and construction.

Strengths, Weaknesses, Opportunities, Threats (SWOT)

Discussion:

We have several strengths and weaknesses that require evaluation and discussion. One of our main strengths is the dedicated group of volunteers, however it also may become a significant weakness. All of our volunteers are retired individuals that within the ten year time frame of this plan may no longer be able to continue with garden maintenance. This issue placed alongside our financial structure could result in a lower standard of garden maintenance in the future. This is a critical issue the Trust wishes to fully discuss with Council.

The other significant weakness is our parking arrangement and ability to cater for large buses. We believe as the tourism in Whangarei increases there will be a need for public transit to the gardens on a drop-off and pick-up basis. This transit could be linked to other tourist destinations in Whangarei. Provision is being made for the current parking area to allow buses to safely enter, turn around, park and depart. This will be a significant improvement.

The Gardens major strength lies in doing what we say and not over stating our ability.

Strengths:

Volunteers and Trustees
Communication
Location
Tourism
Free Entry
High rate of achievement
Volunteers supportive of each other
Communication (email, meetings)
Variety of skills
New marketing strategies
Support from WDC
Café

Weaknesses:

Lack of staff
Communication could be better
Location on Russell Rd off Main Rd
Parking
Donations may be insufficient
Financial Resources
Age of volunteers
Potential theft of valuable plants
Dogs, pests, noxious weeds
Lack of shelters in Gardens
Fire risk
Café closed Monday and Tuesday

What are our opportunities and the threats?

Opportunities

Expand our retail activities
Increase Northland Plant collection
Establish Learning Centre
Sponsorship for specific services
Establish a successful nursery business

Threats

‘Instant’ world doesn’t favour reflection
Many other gardens have collections
Insufficient funding for equipment or staff
Sponsorship funds are very competitive
Expensive to set up

Horticultural research
Increase use as social space
Combine with other gardens for purchasing

Lack of Staff
Weather

3. What Are Our Options?

Brainstorming for the future

What are the priorities for the next three years?

- Improvements in physical infrastructure:- roads and paths
- Provision of shelters in the Gardens
- Irrigation and drainage
- Car Park – put into place plan developed by WDC
- Improve marketing – expand email list
- More Picnic Areas and tables
- Increase Guided Tours – train more garden guides
- Increase funding from WDC
- Look for more sponsors, funding and bequests.
- Map with points of interest, walks with times and history
- Retails sales from Visitor Centre
- Fix Donation box to Reception desk
- Actively seek volunteers and members
- Continue landscaping far side of lake – continue rare NZ plants collection
- Café open 7 days and encourage/plan more events.
- Change café tables to be easier for events.
- Security – consider ways to close off café when it is closed
- Tourism focus group to capitalise on Hundertvasser
- Increase number of bus tours
- Nursery and sales of plants

Looking further into the future, five years from now?

Pavilion by the lake
Viewing Platform
Circular walkway around the lake
Audio tours
Learning Centre
Concerts/debates/performances
Services customised for school children and teens
Recruit and train guides assisting people in gardens
Fostering horticultural and ecological skills

What are the key drivers and influences for change in our industry, locally, nationally, and internationally?

Increase in interest in ecological issues

Increased interest in sustainability
Increasing technological change
Interest in self sufficiency
Convergence with retail environments
Gardens as social space
Branding – “Subtropical gardens” with cafe environment, superior and organics teas and drinks, gardening magazines, horticultural text books
Measurement of local government’s contribution to community in terms of economic prosperity, environmental quality and social development
Public gardens can be a change agent at the hub of the community
Being perceived as a “winner”

How could we change our environment or SWOTs?

Look for innovative sponsorship ideas e.g. sponsorship of Pavilion, car park and picnic areas
Increase the profile of and funding for community (volunteer) gardens
Employ gardeners
Encourage the growth of membership
Seek external funding for new projects
Actively involve the community in our activities
Seek partnerships with corporates, other gardens, and other cultural organisations
Communicate new developments overseas to staff and volunteers
Research visitors to find out their wants and needs.

Strategies to raise money or cut costs?

Difficult to cut costs as we are working to a bare minimum budget
Applications to trusts for capital works and operating grants
Sponsorship for particular projects
Gate Donations and sales
Bequests (actively seek)
Annual activities – Spring show, sculpture exhibition
Public activities in the gardens – weddings, visiting clubs
Rentals and Fees from commercial activities in the gardens
Garden Market – seasonally for gardeners to sell and buy their plants.

4. Choices

Our businesses are:

- Tourism
- Recreation
- Relaxation (children/teens/adults/elderly)
- Education

It is highly likely we will still be in all these businesses five years from now.

Our choices are;-

To expand or decrease the services we offer
 To expand the “gardened” area or stay with the status quo
 To increase the trails and picnic areas
 To lobby for increased funding and seek funding from alternative choices, or to do nothing and accept what is given
 To review the horizon, look at best practice overseas and institute the changes we need to make (preferably be at the forefront of them) – or to go with the flow and be an average visitor destination
 To actively seek to contribute to raising educational achievement levels or to accept the status quo
 To train our staff in horticulture and tourism services, and to encourage improved attitudes – or to do little
 To increase the Northland collection of rare plants and become a reference centre

How will our services be different from what we are doing now?

More emphasis on education (adults and children) e.g. Learning Centre
 More emphasis on gardens as a venue e.g. for exhibitions and weddings
 More emphasis on technology
 Increasing ‘living room’ or ‘café’ feel
 More emphasis on ‘safe place’ – family friendly
 Greater geographical ‘reach’ through invitations to clubs and organisations.
 More emphasis on maraes
 Growth of plant collections
 More accessibility

Where will we add value?

Assistance with how to find and learn about plants and ecology
 Safe space (increasingly more so)
 Advice and assistance with Maori plants used for food, medicine and craft.
 Children’s programmes
 Web site – advisory service

All our choices are heading us in the direction of creating

- A community which enjoys and treasures its natural and cultural values
- A district with growing business and employment opportunities
- A community which is healthy and educated
- A district with lots of community facilities and programs for all ages

5. How Will We Get There?

Strategic Actions

Garden Development

(a) Soft Landscaping

- Add interesting and rare plants
- Replace “common” plants
- Plant shade trees
- Create more specialist gardens
- Improve lawns
- Create areas with the “WOW” factor
- Concentrate on overall maintenance

(b) Hard Landscaping

- Improve tracks
- Improve track signage and give walking times
- Build shelters
- Build a Pavilion near the lake
- Make a crossing over stream below waterfall

Financial Planning:-

The budget for the Gardens is prepared each year. We have seen that as the Gardens grow, so do expectation. Further, outside events have resulted in rising costs for the Gardens and these are expected to continue. While the Gardens have been financially successful in that we have constructed the Visitor Centre and have achieved or exceeded the targeted income, the accounting and insurance costs have increased dramatically. These extra costs have therefore consumed a significant portion of what was thought to be extra income.

Several of the issues and ideas being considered (events, gift shop, age profile of volunteers) could result in a fixed increase of annual costs. We therefore will continue to carefully evaluate ideas presented and progressed to ensure income exceeds costs. We will also need to push harder for external grants for appropriate activities and purchases and major projects.

The Gardens were thankful for the loan of funds to complete the Visitor Centre. We are planning and have budgeted to pay off the loan early in June this year. This payment will however deplete surplus funds and we may need to borrow funds as the Car park project proceeds. We do not have an estimate of cost for the project at this time but anticipate our fund requirements to be over \$50,000.

The Gardens are dependent on donations for the general maintenance budget. We have established donations increase as visitors are required to enter via the Visitor Centre. We will therefore be closing other garden entry locations.

The following table summarizes our forecast budget over subsequent years.

Activity	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6-10
Income	2020	2021	2022	2023	2024	2025-29
WDC/parks	96,000	98,000	100,000	102,000	104,000	550,000
Donations	30,000	31,000	32,000	33,000	34,000	180,000
Events	20,000	15,000	20,000	15,000	20,000	85,000
Misc	3,000	4,000	4,000	5,000	5,000	6,000
Cafe	17,000	18,000	19,000	20,000	21,000	120,000
Total Income	\$166,000	\$166,000	\$175,000	\$175,000	\$184,000	\$941,000
Expenses						
Employees	99,000	102,000	105,000	108,000	111,000	575,000
Insurance	10,000	10,000	10,000	12,000	12,000	60,000
Accounts/Auditing	20,000	20,000	21,000	22,000	23,000	130,000
General Maint	15000	18,000	20,000	23,000	25,000	125,000
Weed/Pest	5000	5,000	5,000	5,000	5,000	25,000
Advertise	6000	6,000	6,000	6,000	6,000	30,000
Misc	10000	10,000	10,000	10,000	10,000	50,000
	\$165,000	\$171,000	\$177,000	\$186,000	\$192,000	\$995,000
Projects (Funded)	50000	20,000	20,000	20,000	20,000	100,000

Note the Volunteer effort equates to \$166,000 per year of value provided to the Gardens.

Potential competitors are;-

- New sources of leisure or tourist activities that reduce the tourist numbers visiting the Gardens. The Gardens need to be continuously promoted as an exceptional attraction.
- Apathy – reduced use – needs to be kept to a minimum by making the gardens fresh and interesting to the community.

Our partners are;-

Volunteers

Members

Other public gardens

Potential sponsors

Infrastructure and Services (Council)

Garden Clubs

Other Council departments (IT etc)

Commercial nurseries and Garden Centres

Local businesses

6.0 Summary

The Whangarei Quarry Gardens are an excellent destination for the community, New Zealand residents and international tourists. The organisation is run by a group of dedicated volunteers that are very proud of what has been achieved. This has been done with minimal council support to date. We have recently had a visit from the Toowoomba city executives who are planning a major new garden in a nearby quarry. This demonstrates the importance of our Gardens in the community and we hope the Whangarei District Council has considered in its planning how the Gardens can grow and take on a greater part of Whangarei's tourist attraction.





Whangarei Quarry Gardens

10 Year Management Plan

January 2019



INTRODUCTION

1 MANAGEMENT PLAN PROCESS

The Management Plan for Whangarei Quarry Gardens is prepared to meet the requirements of this year's Whangarei District Council's funding application.

The primary objectives of areas classified as a Recreation Reserve are:

1. To allow the public freedom of entry and access.
1. To conserve those qualities of the reserve which contribute to the pleasantness, harmony and cohesion of the natural environment.

The purpose of this Management Plan is to define strategies, objectives and policies for the development, operation management and public use of the Quarry Gardens. This current plan is to be promoted so parties with an interest could have their say and to ensure that any changing expectations were met. This could include future financial donors or patrons.

Management Plans are an important Garden Management tool in that they provide a full link between legislation, the District Council plans and policies and the more detailed operational plans specific to the Quarry Gardens. The Plan can help with policy reports, contracts, marketing plans and Key Performance indicators as well as design standards.

2 EVOLUTION OF THE QUARRY GARDENS MANAGEMENT PLAN

Whangarei Quarry Gardens is on the site of the old Hardie Bros (Northland) Quarry that was operational from around 1940 - 1974. It was then abandoned due to a large flood and for more than 20 years it became a rubbish dump. Laughton King initiated the development of the gardens in 1997, and a site landscape design plan was drawn up in February 1999 prepared by D J Scott and Associates, Landscape Architects. This development was supported by a large number of volunteers and local businesses.



Early quarry activity



Laughton King

QUARRY GARDENS STRATEGIC PLAN

This Management Plan and will set out new goals and directions. The decision on whether some of these will be achieved will depend on raising finances from either donations or District Council, or Lotteries funding streams.

This will be developed by the Whangarei Gardens Trustees, the Garden Manager and input from the long serving group of volunteers, as well as invited third parties.

VISION: To establish Whangarei Quarry Gardens as an Internationally recognised Sub Tropical Garden.

To adhere to the Whangarei Quarry Gardens pillars: community, conservation, events, recreation and education.

Aim: To ensure the majority of the plantings are subtropical.

Quarry Gardens as an important destination

Develop marketing, especially local, and product initiatives, to increase visitor numbers and assist with the financial sustainability of the gardens.
Encouraging support and sponsorship for ongoing garden development.

Quarry Gardens delivers increased value and enjoyment to the local community

Provide educational programmes for schools that link to the curriculum.

Provide a \$4000 - \$5000 Scholarship for a secondary student studying Horticulture at a Tertiary Institute. We can provide paid placement after course for three months as job experience. This will get media attention. Any potentially good candidates can be assessed for future full time employment in the Quarry Gardens funds permitting, and if that follows current policy.

Develop resources for children and families.

Increase the number of public events complementary to the Gardens environment.

Maintain and enhance access to the public. It has already wheelchair access to most of the tracks.

3 GARDEN COLLECTIONS

We currently have five collections: Arid Garden, Camellia collection, Bromelid gardens and rare New Zealand plants and Five Senses garden. We intend to draw up a new Landscape Architects plan to develop the current collections and add new ones.

Adding Value: Look at getting unique seed from plants of significant value to Northland.

Whangarei Quarry Gardens - Five Garden collections:



Arid Garden



Five Senses Garden



Bromeliad Garden



Camellia Garden



Rare NZ plants garden (in development)

Garden Interpretation

Visitors anticipate a relaxed and enjoyable experience and, even though information cannot be forced upon them, recent feedback has suggested that the plants need to be better labelled. This could include an additional group of labels starting: 'Did you know' about some of the interesting general usage of the plants, especially by Maori. This would be a point of difference for Quarry Gardens, as we have a large number of overseas visitors that expect this type of information about indigenous plant use.

We have concentrated on a map brochure, early photos of the Quarry and books of plant photos you may encounter. Just recently seven storyboards which enhance the visitor experience have been added.



Storyboard



Large Signage



Small Signage

Policy

To develop and provide interpretation of a uniquely different garden that adds to and addresses context and meaning of the gardens. Only use components that relate to the original Quarry (for example Greywacke in the walls and paths)

Goals

To provide well maintained walking tracks that are connected to the Pukenui Forest walks. Include walking times on the signs.

To provide information and a display in the Visitor Centre to the collaboration with the Department of Conservation with the release of Kiwi around the gardens. This could include a Kiwi egg on display.

Date: February 2019

Document review date: February 2022

To provide information boards about the native fish, insects in the streams.

Provide plant labelling throughout gardens. Signage is to be continued with aluminium signs mounted on a railway sleeper for the largest plants, and the smaller plants the aluminium signs mounted on a wood mount.

The colour of directional signs (see below) could be more in keeping with the greenery of the gardens, with the background being green and the lettering bold white (the opposite of what we currently have). This makes the signage less harsh while still being readable.

Current signs:



Replace white background with green



Key Actions

Invest in signs with a green background.

Increase Golf Cart Tours, and therefore revenue, so they can be 'on call' tours rather than the need to book ahead.

Add additional botanical labels to all plant collections to ensure that the most important are labelled. Add Maori plant useage to native plants.

Look at the feasibility of an interpretive recording device with earpiece to be rented to visitors with a refundable deposit upon their return. Numbers on features around the gardens can be pushed on device to give a much more in depth interpretation. A number of different languages could be incorporated into device (This is already used in other sites around the world).

SCULPTURE COLLECTION

The Quarry Gardens consists of a number of key materials that are connected to the origins of its industrial past: Concrete, steel and wood.

The sculpture collection currently has only two items, made of wood and steel.



Chris Booth

Russell Fransham

Policy

To limit the number of sculptures in the gardens with the material component being the three key components (see above). Artists must be local and of international standing.

SEAT AND PICNIC TABLE POLICY

They are to be made of durable macrocarpa and match the new tables. These will age to a silvery colour. See below photo for an example.

Make sure the seats are of a standard design using macrocarpa bolted together, including a backrest. A plaque is attached in the middle, of a similar design and shape as existing ones. Ten seats already exist, and we have identified the need for an additional nine in appropriate equally spaced locations. The seats are to be easy and affordable to construct, and unable to be removed.

The current hardwood sleepers that are over 100 years old, are starting to rot, and are very time consuming to make.

Photo of picnic table and seat, as a possible example.



GOALS

Tables are to be made from concrete and thick macrocarpa to be in keeping with the garden landscape design principles, which is solid and permanent. They are designed to be easy to sit at. We will replace four existing tables at the current picnic area and have located two additional areas for new ones.

The person who is being commemorated must have a strong association with Whangerei Quarry Gardens and must be approved by the Trustees.

SHELTERS

Designed to be in keeping with the landscape design principles. Four areas exist for new shelters: Lookout above concrete ruins, past waterfall at the end of the track over existing seat, new lawn area (yet to be built) by lake, and in arid garden lookout over existing seat.

Designs yet to be discussed.

DONATIONS

Seats, tables and plants are often donated by organisations or families wishing to commemorate the life of a loved one, or as a one off donation.

CURRENT SITUATION: We need an additional nine seats. Once these have been built, or in lieu of a seat, donors can have the choice of contributing to the cost of a plant that is approved by the Garden Manager. This may include an aluminium sign, identical to the ones currently used, with a line at the bottom stating: Donated by...

The Garden Manager can provide a list of preferred plants and possible planting locations.

An alternative to these suggestions, is putting a new Donor Board on the main sign:



The names can easily be added at minimal cost, with up to 50 names possible on the one board. A minimum of \$200 with the cost of the plant and label being additional.

4 DEVELOPING QUARRY GARDENS AS A 'MUST SEE' VISITOR DESTINATION

Policy

To enhance the prosperity of Whangarei with an internationally recognised garden.

To develop business opportunities with Whangarei Gardens such as event bookings and tour visits from cruise ships.

IMPROVING VISITOR FACILITIES

Policy

Seal the main carpark and the after hours carpark at the road entrance. Provide four (minimum) EV (electric vehicle) charging points in main carpark. To provide a raised walking track to the front carpark.

To maintain and improve drainage on all public walkways around Quarry Gardens.

To also support and promote other regional attractions.

A souvenir display that relates to the Quarry Gardens (for example Kawakawa plant health extracts, and honey that could be made on site by Tahi Honey. This is being currently negotiated).

5 HOW TO ENHANCE A HIGH QUALITY AND UNIQUE GARDEN

Some of the world's best regarded gardens have elements that engage the imagination, such as historic association among others. Industrial gardens have only been in existence since the 1930's worldwide so this puts Whangarei Quarry Gardens in a unique position. Gardens by nature are meant to provide a peaceful, attractive environment with minimal commercial interruptions. The design of a garden should provide diversity, but there needs to be an underlying theme and continuity of elements such as signage.

Policy

Signs should be kept to an absolute minimum to reduce a distraction from a unique garden setting. Gardens should be maintained to a level where it is difficult to find weeds and plants never look stressed or diseased. Lawns need to be regularly sprayed for weeds. To reduce visual impact during summer months of hoses being left out during volunteer days to water plants a semiautomatic watering system should be investigated in key gardens. This will also save valuable volunteer labour especially during hot stressful days. New Zealand Gardens Trust. We have a four star accreditation rating, and we are hoping to increase this to five stars. This can be achieved by completing and expanding a number of garden areas.

Key Actions

Investigate the feasibility and pricing of a semiautomatic watering system.
Assess current signage.
Install pipes under the walkways in appropriate places to eliminate or reduce the washing out of tracks.
Source seeds from significant plants and grow at nursery on site.

6 IMPROVING THE ECONOMIC BENEFIT TO THE LOCAL ECONOMY

The Council provides partial funding to the Whangarei Quarry Gardens, and it operates as a non profit organisation. Overseas and domestic visitors to the Quarry Gardens are likely to visit other sites in and around Whangarei and therefore use local accommodation, meals and entertainment.

7 EVENTS AND ACTIVITIES

Policy

Whangarei Quarry Gardens attracts a diverse range of events that provides vibrancy and interest in the gardens for local residents. These events are already coordinated to reduce or eliminate disruption to visitors and their overall experience of the gardens.
These events must meet Health and Safety regulations.

Goals

To continue to grow the number of events to add value to the Whangarei Quarry Gardens as a destination

Key Actions

Advertise more in the local media.
Look at building a pavilion for events and weddings.

8 CATERING FOR CASUAL COMMUNITY USE

It is a family friendly garden with wide smooth paths suitable for prams and wheelchair access can occur in most of the areas. We provide picnic tables in the designated Picnic Area that is well patronised. We do not allow dogs within the gardens due to Kiwi being present in the upper parts of the Pukenui Forest surrounding the garden.

Policy

Keep it as a donation entry as it will encourage locals, especially with families, to enjoy it. It is a Community Garden.

Goals

To increase the number of people giving donations.

Key Actions

Block off the entrance to the Five Senses Garden and encourage visitors to enter via the Visitor Centre. The entrance to the Five Senses Garden is to be opened only for school and tour groups.
Remind the volunteers at the front desk to tell the public that entry is by gold coin donation.

9 PLANT NURSERY DEVELOPMENT

There is potential to triple the size of the current shade house area and develop it as a cuttings nursery. It could be initially trialled to grow a dozen of the easiest cuttings (Abutilon, Iresine and similar). Other Botanical gardens have active nurseries that sell direct to the public as a supplementary income. This could be run by a small number of dedicated volunteers, and managed as small but profitable venture. We have installed in the last few weeks an automatic watering system in the current shade house that works well and saves time.

Key Actions

Conduct a feasibility study to see what plant species will grow quickly from cuttings to provide a revenue source.

10 PROVIDING AND EDUCATIONAL RESOURCE

Whangarei Quarry Gardens is already involved in school activities, and specialist clubs. We are aiming to coordinate learning outcomes with local schools that are curriculum based.

Policy

Develop and promote educational opportunities with local schools that is curriculum based.

Goals

Aim to develop over the next twelve months.

Key Actions

Attend relevant courses and develop projects.

11 SUSTAINABLE MANAGEMENT OF QUARRY GARDENS

The Whangarei Quarry Gardens is situated within the Pukenui Forest and pest management is important in maintaining not only the garden flora, but also fauna. Native birds exist in relatively large numbers within the Gardens, and include wood pigeon, tui, fantail and grey warbler and others - these are seen and heard by visitors. Monarch butterflies are prevalent in the gardens because of a large number of swan plants planted on one of the top terraces.

Exotic plant species also need to be controlled and eradicated where possible to prevent them encroaching on desirable plant species.

Policy

To remove or control invasive flora and fauna in order to conserve ecological features in the garden and surrounds

To minimise waste and move towards zero waste in alignment with Whangarei District Council policy. Utilise energy and water sources efficiently from the Visitor Centre and Café.

Key Actions

Carry out a yearly spray program for weed species.

Check and monitor numbers of pest traps within the gardens in association with the Department of Conservation Rangers on site.

Be proactive in managing insect and fungal diseases by spraying when minimal damage has occurred. Where possible use organic sprays. Look at recycling from the Visitor Centre as much as possible.

12 FUNDING AND SPONSORSHIP

To keep meeting and where possible exceeding Whangarei District Council Key Performance Indicators to ensure funding is supported.

To identify projects that need additional funding streams.

13 SECURITY OF THE GARDENS ASSETS AND PEOPLE

The Health and Safety has recently been assessed by an independent advisor (Reflect NZ, Northland). The policies and improvements are currently being implemented which will be of benefit to everyone at Quarry Gardens and is required by law.

Security Cameras and signs are present in the gardens and act as a deterrent to lessen the chance of members of the public taking plants, especially after hours.

Policy

To keep all visitors (including employees, sub contractors and volunteers) safe while in the gardens. To identify potential risks and either eliminate or minimise them.

To keep walking tracks for the public sited well back from potential rock fall areas.

Key Actions

To assess Health and Safety on a six month schedule and as required with policy updates.

Have rock fall areas assessed on a weekly basis.

14 APPENDICES**References**

Auckland Botanic Gardens Master Plan Booklet November 2009.

Hamilton Gardens, Operative Management Plan 2014.

AOF Application Form

“Looking ahead”

Summary information	
Organisation name	Whangarei Youth Space Trust
Contact Person Name, email and phone number of person completing this form	Bernie Burrell General Manager Bernie.b@youthspace.co.nz 09 972 7248 021 765 040
New postal address? Please provide if it has changed	
Incorporated Societies/ Charitable Trusts Registers Number	Number: 2584969 Please ensure your register is up to date.

Organisation information		
Resourcing	Number	FTE*
How many paid workers does your organisation employ?	12	10.02
How many volunteer workers does your organisation have?	10	

* FTE is Full Time Equivalent. This is based on approximately 37.5 – 40 hours per week. Approximates are fine. Example: a person who works 20 hours a week is 0.5 FTE.

Area of work	
Please select which one of the following relate most closely to your organisation:	
<input type="checkbox"/>	Arts and Culture – Projects and activities that facilitate education and enjoyment of the arts and of culture for the people of our District.
<input type="checkbox"/>	Heritage and Environment – Projects and activities that preserve and promote the heritage of our District and that protect and enhance the environment in which we live.
<input type="checkbox"/>	Recreation and Sport – Projects and activities that enable participation and engagement in recreation and sport for people in our district of all abilities, ages and life stages.
<input checked="" type="checkbox"/>	Community Connectedness and Wellbeing – Projects and activities that strengthen community cohesion and connectedness in ways that cultivate healthy, happy and positive relationships across our District.

Data on your customers/visitors

Please tell us who your customers/visitors are, using estimated percentages where possible. This information helps us to build a picture of which communities our funding supports. It is for statistical purposes only and has no bearing on your application.

How many customers/visitors did you have 'last year'? (Please state what period your data covers)

1 July 2018- 30 June 2019

During this time we had 2,495 registered clients.

Our client membership can be transient and we do have a lot of young people that 'drop in' with extended whanau and friends that sit outside registered members.

For our registered members we delivered 7,796 strengths based youth development interactions with young people aged 12 -24.

% Whangarei residents, Northland-wide residents, visitors (national/international)?

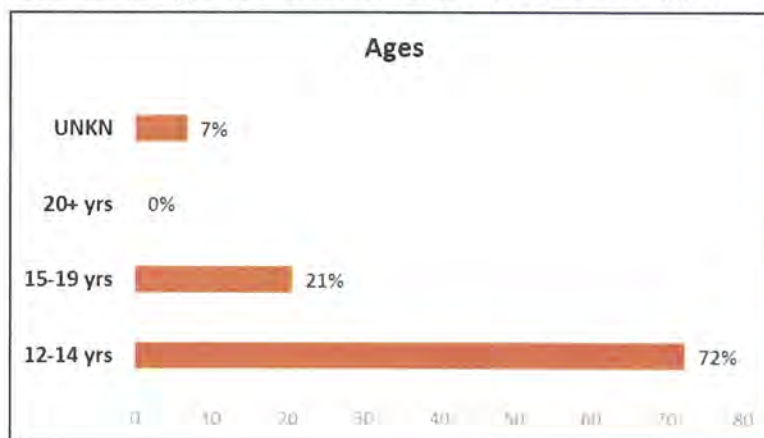
The youth community is approximately 13,000 in the 12-24yrs band in the Whangarei District. This can be a transient population.

% Age ranges?

Our service covers young people aged 12 – 24 years.

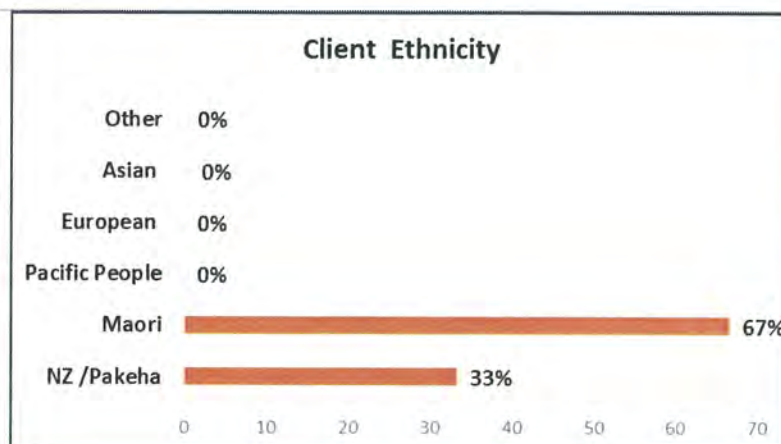
Approximately 70% of our young people fall into the 12-14 age bracket.

This is a fantastic group to work with in terms of early intervention, role modelling and mentoring for pro social behaviours.



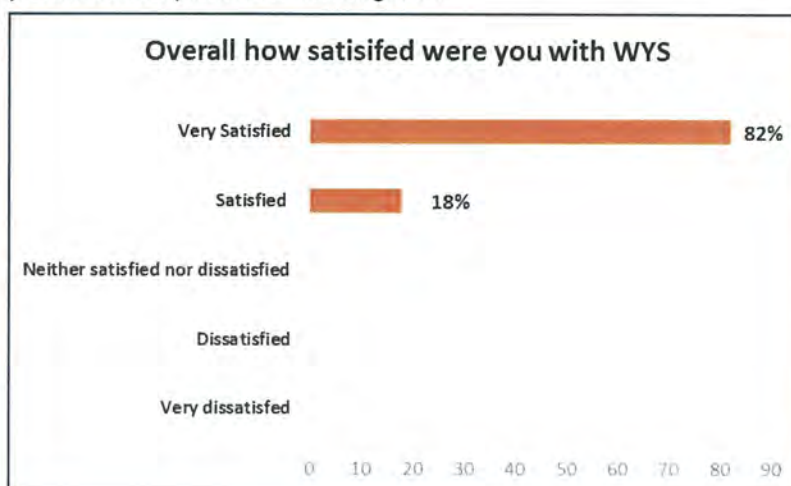
% Ethnicities?

Young people have made WYS their where in the city, this is awesome. We forecast the same uptake of service delivery this next year.

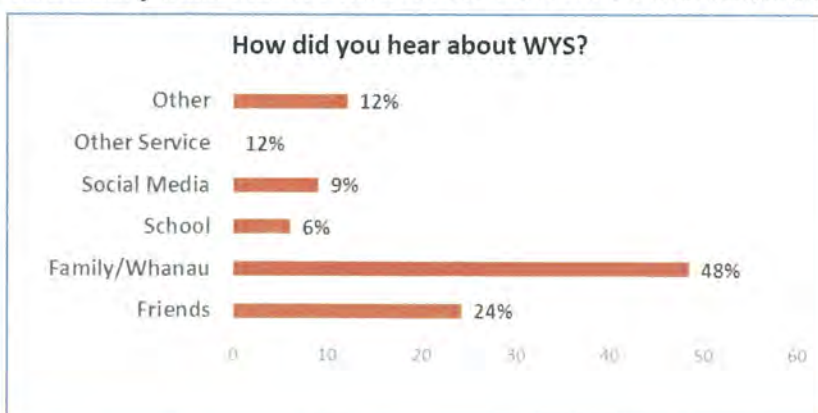


Anything else you'd like to add?

Retaining a youth one stop shop that is a drop in space, in the centre of town is critical for young people. The young people we sampled felt overwhelmingly that they were having positive experiences at WYS and the WDC can feel proud to be an active supporter of strengths based youth development in Whangarei.



As a small NGO with no marketing budget it is great to see that young people, whanau and friends recommend WYS services to others. This clearly indicates the value of the work we do with taitamariki.



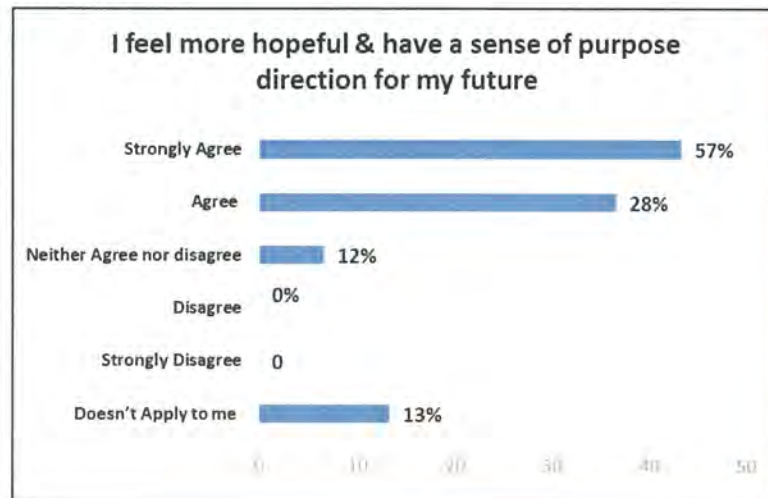
WYS recently received specific funding through the He Poutama Rangatahi funding of approximately \$880,000 over 24 months to deliver a specific intense youth development programme, WYS START.

We were able to attract this funding due to the success we have had in meeting the needs of young people in Whangarei who are not in education, employment or training over the last five years.

The funding for WYS Start will enable us to take a significant step forward in terms of offering more to our young people - ***but we remain under pressure to fund our core services to Whangarei youth. We're still a long way from reaching our goal of financial sustainability to secure the long-term future of Youth Space for Whangarei.***

As part of the strategic direction 2019 -2022 social enterprise and new income stream generation is planned.

It is critical to WYS core operating model to be successful in this application to the Annual Operating Fund to keep the doors open for young people in Whangarei. We want all young people to feel positive about their future regardless of their post code within Whangarei.



The year ahead

Tell us about your organisation and what you plan to do in the year ahead with the below questions.

The Idea – Briefly explain your organisation's *kaupapa* (purpose):

Whangarei Youth Space [WYS] provides a safe place, where young people can engage with youth workers they trust, where they have a hot meal, receive mentoring, skill development, 'education to employment' support and build their confidence to develop skills that will help them function positively in the Whangarei community.

We exist so that young people in Whangarei have a place of belonging, easy access to support, development opportunities, and youth-specific health services.

WYS can demonstrate that through building trust, delivering 'strengths based', development programmes and by creating a sense of belonging, young people can make life changing decisions that impact not only their future, but the future of their whanau and the community.

In December 2018 cornerstone investment funding from Foundation North and Vodafone Foundation ended. The board has approved a deficit budget but with an increased focus on long term sustainability strategic planning.

In addition to retaining the core 'drop in' and holiday activity programmes WYS offers this year it is extending its service offers through a mobile outreach 'Youth Space @ Your Place' to Bream Bay and Mangakahia youth. This is being funded from existing funding and is not supported by any new income streams. We have had to make adjustments to our existing model to ensure that youth without transport to the CBD can access youth development services at 'their place'. This has commenced in Bream Bay in Term 1 and will start in Mangakahia in Term 2.

Longer term we have dreams of greater equity of access across Whangarei for all youth to be able to access integrated, free, specialist youth health and youth development services.

Alignment – Tell us how your organisation's *kaupapa* aligns with Council's Vision and Community Outcomes?

WDC annual plan - There is always something to do and see • There are opportunities for people of all abilities, ages and life stages to be active.

In working with WYS young people they tell us they envision a youth friendly city to be a place where:

- people care for each other,
- it feels safe,
- there are places to have fun activities and be imaginative,
- the environment is clean and protected,
- there are places to belong and be connected to others,
- young people feel respected as autonomous individuals, and they have a meaningful voice and that makes a lasting impression.

These are the areas we are focusing on in our core programmes and services to support Whangarei to provide youth options for its youth community. We see a strong alignment with ***“There are opportunities for people of all abilities, ages and life stages to be active”***.

WDC	WYS
<p>VIBRANT AND HEALTHY COMMUNITIES Our communities are safe, we have a strong sense of identity and belonging. We value and enhance our culture by working together to make a difference. Our District is full of life, activities and opportunities. Young people feel they belong, our leaders are nurtured and communities and Maori assist in shaping the direction ‘our place’.</p>	<p>Young people aged between 12-24 yrs old that do not have a loving, supportive adult of significance in their life get this direction and support, resilience and mentoring through Whangarei Youth Space. Without WYS operating, the flow on cost to other community and social services would be significant.</p> <p>Through engaging with WYS young people can demonstrate:</p> <ul style="list-style-type: none"> - Increased connectedness to friends, whanau and community - Improved communication skills - Improved citizenship skills, - Improved ability to deal with setbacks and manage feelings - Increased resilience to changes in their life - Increased ability to navigate multiple transitions at an early stage in life often with little support or guidance - Increased purpose and direction through mentors support - Understanding about their place in Whangarei community - Leadership development through mentoring and participation in the Youth Adult Partnership model - Increased numbers of young people stepping into leadership and governance roles in their community.
<p>EASY AND SAFE TO MOVE AROUND</p>	<p>All WYS members aged 12 -24 actively engaged in community based youth development activities and opportunities can reduce the ‘perception’ of young people creating public disturbances.</p>
<p>A GROWING, RESILIENT ECONOMY We have more successful businesses and more jobs. Skilled people are attracted to our District to work, live, play, visit and invest. Our economy is vibrant and education and career opportunities match the region’s needs.</p>	<p>As WYS youth workers build trust, belonging and citizenship behaviour with members, the community will benefit from increased positive social behaviours.</p> <p>Through ‘one on one’ mentoring and resilience work with a youth worker, young people have a greater chance for either staying in a learning environment or re-joining studying and training.</p>
<p>CLEAN, HEALTHY AND VALUED ENVIRONMENT</p>	<p>WYS fosters community involvement with young people that often have no concept of community. Young people volunteer resource to help keep Whangarei beautiful. Examples include Lime Island gorse recovery, Aromatic Waiarohia river clean-up project.</p> <p>WYS promotes young people moving away from risky, anti-social behaviours</p>

WYS members actively participating in community life, contributing and feeling proud of helping community.
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The Need – What need is there for your organisation? What indicators do you use?

This application to the operational fund will support young people of Whangarei to access free youth development programmes and activities, in the CBD Monday – Friday from 3.00pm -6pm and through a range of holiday programmes that extend young people's skills, experiences, networks and peer groups.

We know that young people need a place to 'hang out' and be safe in the city. Recently I was at a hui where a young homeless person talked about their sense of safety knowing that each day they could get free kai, be warm, use computers, talk to a youth worker or see the nurse all with no questions asked, without excessive form filling out and jumping through hoops and with their privacy and dignity protected. We need to be able to retain WYS as a viable service for the young people of Whangarei.

The Impact – What difference will your organisation make to the community over the next year?

Services for young people will include:

- Activity based learning programmes Mon– Fri 3-6.00pm during term time
- One on one youth mentoring, career coaching/pathways to work/study 10am -3.00pm
- School holiday activity based learning programmes
- Free computers and Wi-Fi access
- Youth adult partnership mentoring and youth input into local government/community
- Youth Space at Your Place – promotional and fun youth activities
- Specialist youth health services via GP and youth health nurses

On the surface WYS offers a drop-in centre for 12-24 year olds in Whangarei, providing a fun, social, safe space to hang out, do homework, take part in programmes and activities and make friends. But it's much, much more than that. By providing a social and recreational space we are engaging with youth and building relationships. Wrapping around this are health, education, training and employment services. We are helping grow and develop the skills and attitudes young people need to be a positive part of society - now and in the future.

Outcomes we achieve are:

- Healthy and safe transitions into adulthood for young people
- Young people engaged and participating education, training and employment
- Young people participating in the community and becoming active citizens
- Young people and adults working in partnership and learning from each other
- A community that values young people
- 91% improved decision making skills
- 89% improved self-care skills
- 60% improved emotional regulation
- 76% improved leadership skills
- 69% WYS increased fostering of resilience skill development
- 65% better able to problem solve

WYS works with young people that have had few positive role models, many parents are incarcerated, gang culture is prevalent and there is inter-generational reliance on benefits. Working with WYS members is not about a quick fix solution.

What visitors, and colleagues from elsewhere, often comment on is the WYS vibe, the sense of belonging young people have, and how at home they seem to be. If you set that alongside the high percentage of young Maori who come to WYS (and that most hear about it from peers) something positive is going on, the impact is evident and we see this positive impact continuing through our ability to continue to offer services with support from the WDC Annual Operating Fund.

Collaboration – What other organisations, community groups and individuals will you collaborate with to make a difference to the community?

- Whangarei District Council, regular update meetings with HWM Sherly Mai and opportunity identification, the Youth Advisory Group and the Community Development Team.
- Collaborative youth practice with 50+ members of the Youth Network
- Creative Northland
- Te Ora Hou
- Sport Northland
- High schools
- Rubicon
- Youth Services and People Potential
- Te Kapu Whetu
- Regent Training Centre
- Northland Youth Health service provision
- Toku Toku Solutions
- Alt Education Providers
- NorthTec
- Tupuake
- WINZ
- TOWA
- Bream Bay Community Trust
- CCDS
- Diverse Care Group

Your Approach – How will you demonstrate the impact of your work?

We use TOMM - TOMM Total Outcomes Measurement Model to demonstrate the progress we make with our young people. TOMM is the outcomes model that puts the client at the centre and keeps them there. It takes a fully holistic approach to care and support. It assists practitioners to create positive outcomes providing the greatest opportunity for each young person to reach their potential. It uses the Te Whare Tapa Wha model to underpin the various disciplines of wellbeing; Identity, Emotional and Social Wellbeing, Alcohol & Drugs, Safe Non Violent Behaviours, Basic Needs, Sexual Health, Physical Health, Community activities and participation, Relationships, Identity, Safety and Spirituality.

We have an external contract evaluator we work with to measure the specific outcomes across specific programmes.

We regular consult with our youth community to measure the outcome of our programmes and services.

Funding

The Annual Operating Fund grant is an exceptional level of support for organisations that provide ongoing, valuable services, programmes and amenities to the community.

Generally, indicative levels of funding remain consistent from year to year, subject to satisfying the performance measures and need/benefit assessment for this Fund.

If exceptional circumstances mean you would like to request a change in funding, please state your request and rationale below.

The board, staff and young people of Whangarei express deep gratitude for the operational funding investment to date and are optimistic this can be maintained at existing levels.

The demand for our service is increasing along with increasing overhead and operational costs that are not met through the existing philanthropic funding support or via government contracting models. We realise this is frustrating and are hopeful the government will revisit realistic funding models for NGO's doing such critical work in communities in place of government/local government funded services.

WYS recently received specific funding through the He Poutama Rangatahi funding of approximately \$880,000 over 24 months to deliver a specific intense youth development programme. We were able to attract this funding due to the success we have had in meeting the needs of young people in Whangarei who are not in education, employment or training over the

last five years. The funding for WYS Start will enable us to take a significant step forward in terms of offering more to our young people - ***but we remain under pressure to fund our core services to Whangarei youth. We're still a long way from reaching our goal of financial sustainability to secure the long-term future of Youth Space for Whangarei.***

As part of the strategic direction 2019 -2022 social enterprise and new income stream generation is planned.

It is critical to WYS core operating model to be successful in this application to the Annual Operating Fund to keep the doors open for young people in Whangarei.

If WYS was not available there are no other secular providers of free strengths based fully integrated youth development and youth health activity programmes in the centre of town.

What could the potential 'knock on' cost of this service closing mean for the young people attending WYS that are already fragile and face challenging circumstances in their home lives?

What would the potential impact be on other social support services that are already struggling to cope with existing complex caseloads?

We look forward to continuing to work with WDC on supporting our youth community to be engaged, active and developing positive citizenship behaviours.

AOF Report

Attach your AOF report along with your business plan.

AOF Impact Report Form

“Looking back”

The purpose of this form is to look back over the last grant year, to see what impact your annual operating grant has had on the community.

Organisation name	Whangarei Youth Space Trust
Contact name	Bernie Burrell
Position in group	General Manager
Email	Bernie.b@youthspace.co.nz
Daytime phone number(s)	021 765 040 09 972 7248

Performance measures

In July 2018, we provided you with a set of performance measures (attached again for your reference). Please refer to these when answering the below questions on your impact over the last year.

(If you were given specific, additional measures, please report against those as well).

For the reporting period, tell us how your organisation went with the following questions.

Did your organisation meet the expectations of your board, the people who use your services, and the wider community? Why/why not?

Financial Management	Yes, successful audit completed by BDO
Legal Status	Continued registered status Charity Services operating in line with the trust deed
Organisational Effectiveness	<p>Achieved Level 3 Oranga Tamariki Accredited Provider Status which demonstrates across the board organisational systems and processes are in place and effective.</p> <p>Reporting to contract holders, funders and board are accurate.</p> <p>Health and Safety is a priority.</p> <p>Strategic Direction workshop with the board, staff, collaboration with MSD, TPK and Centre for Social Impact.</p>

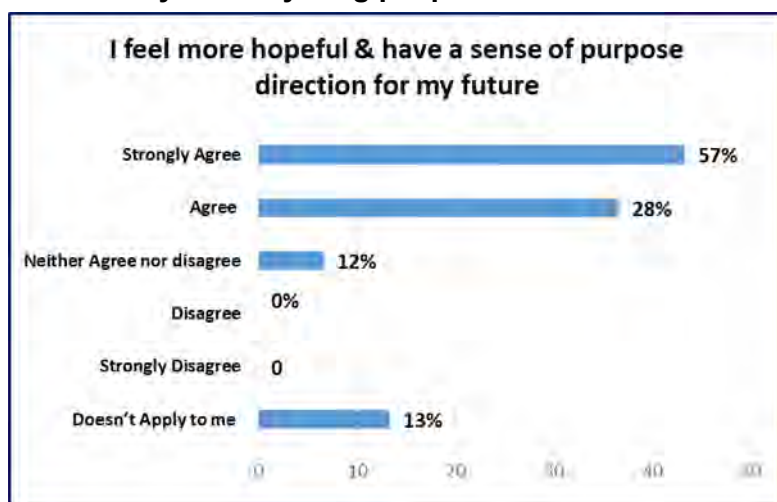
	Ongoing service collaboration across the youth network. Collaboration and support of WDC Youth Advisory Group.		
Steady Operation	Staff numbers consistent with scale and scope of service contracts and funding streams.		
	Paid workers does your organisation employ?	12	10.02 FTE
	How many volunteer workers does your organisation have?	10	
	<ul style="list-style-type: none">Note GM will change in May 2010. WDC HWM advised. Successful transition plan is in place. Two week handover with current GM and new GM to ensure continuity of existing service provision and handover of future strategy.		
Sustainability	<p>WYS receives 18% of its funding from philanthropic sources, 82% through central government contract funding devolved to local/regional government contract holders.</p> <p>WYS recently received specific funding through the He Poutama Rangatahi funding of approximately \$880,000 over 24 months to deliver a specific intense youth development programme. We were able to attract this funding due to the success we have had in meeting the needs of young people in Whangarei who are not in education, employment or training over the last five years. The funding for WYS Start will enable us to take a significant step forward in terms of offering more to our young people - <i>but we remain under pressure to fund our core services to Whangarei youth. We're still a long way from reaching our goal of financial sustainability to secure the long-term future of Youth Space for Whangarei."</i></p> <p>As part of the strategic direction 2019 -2022 social enterprise and new income stream generation is planned.</p> <p>It is critical to WYS core operating model to be successful in this application to the Annual Operating Fund to keep the doors open for young people in Whangarei.</p>		
Community Reach	1 July 2018- 30 June 2019 During this time we had 2,495 registered clients.		

	<p>Our client membership can be transient and we do have a lot of young people that 'drop in' with extended whanau and friends that sit outside registered members.</p> <p>For our registered members we delivered 7,796 strengths based youth development interactions with young people aged 12 -24.</p>	
Positive Impact		
Alignment	WDC VIBRANT AND HEALTHY COMMUNITIES Our communities are safe, we have a strong sense of identity and belonging. We value and enhance our culture by working together to make a difference. Our District is full of life, activities and opportunities. Young people feel they belong, our leaders are nurtured and communities and Maori assist in shaping the direction 'our place'.	WYS <p>Young people aged between 12-24 yrs old that do not have a loving, supportive adult of significance in their life get this direction and support, resilience and mentoring through Whangarei Youth Space. Without WYS operating, the flow on cost to other community and social services would be significant.</p> <p>Through engaging with WYS young people can demonstrate:</p> <ul style="list-style-type: none"> - Increased connectedness to friends, whanau and community - Improved communication skills - Improved citizenship skills, - Improved ability to deal with setbacks and manage feelings - Increased resilience to changes in their life - Increased ability to navigate multiple transitions at an early stage in life often with little support or guidance - Increased purpose and direction through mentors support - Understanding about their place in Whangarei community - Leadership development through mentoring and participation in the Youth Adult Partnership model - Increased numbers of young people stepping into leadership and governance roles in their community.
	EASY AND SAFE TO MOVE AROUND	<p>All WYS members aged 12 -24 actively engaged in community based youth development activities and opportunities can reduce the 'perception' of young people creating public disturbances.</p>
	A GROWING, RESILIENT ECONOMY We have more successful businesses and more jobs. Skilled people are attracted to our District to work, live, play,	<p>As WYS youth workers build trust, belonging and citizenship behaviour with members, the community will benefit from increased positive social behaviours.</p>

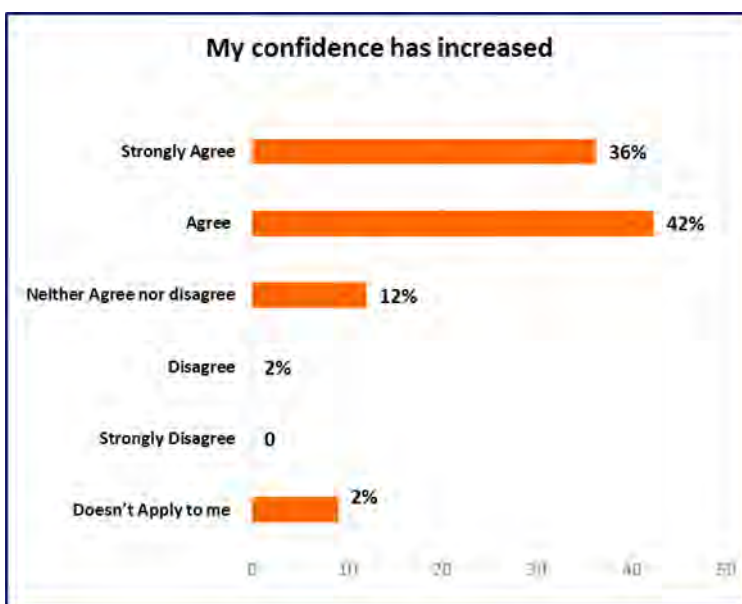
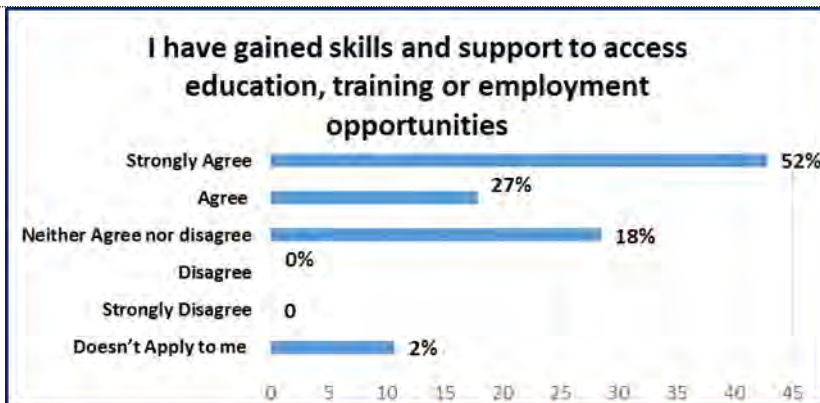
	visit and invest. Our economy is vibrant and education and career opportunities match the region's needs.	Through 'one on one' mentoring and resilience work with a youth worker, young people have a greater chance for either staying in a learning environment or re-joining studying and training.
	CLEAN, HEALTHY AND VALUED ENVIRONMENT	<p>WYS fosters community involvement with young people that often have no concept of community. Young people volunteer resource to help keep Whangarei beautiful. Examples in include Lime Island gorse recovery, Aromatic Waiarohia river clean-up project.</p> <p>WYS promotes young people moving away from risky, anti-social behaviours</p> <p>WYS members actively participating in community life, contributing and feeling proud of helping community.</p>

What difference did your organisation make?

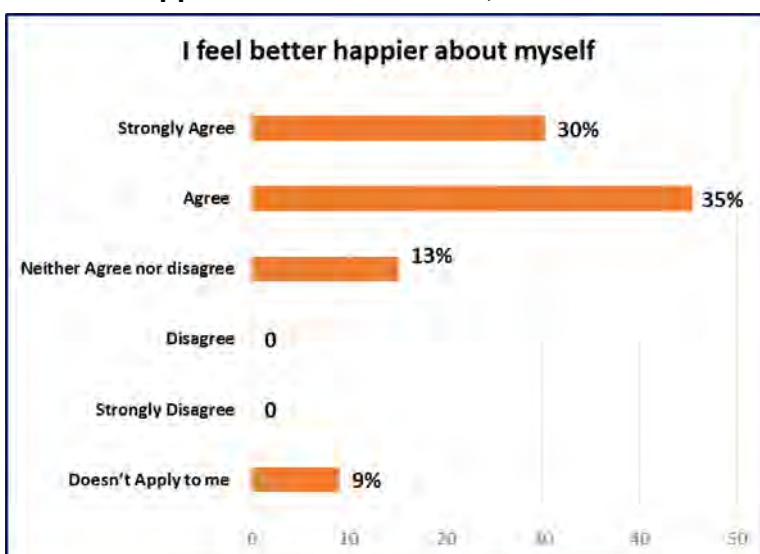
85% of the young people we assisted felt more positive about their future, this is so critical for so many of our young people.



79% felt better about their employment or education and training opportunities.



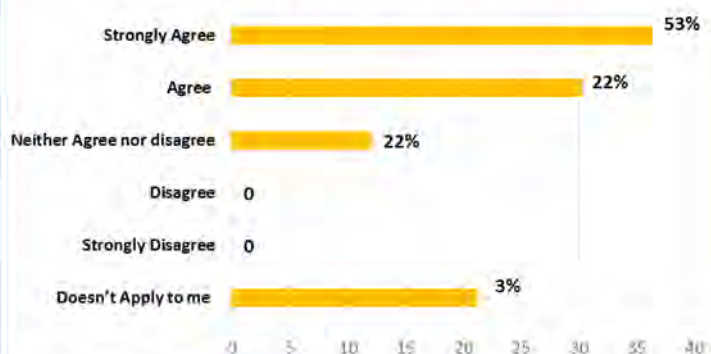
65% felt happier about themselves, this is fantastic!



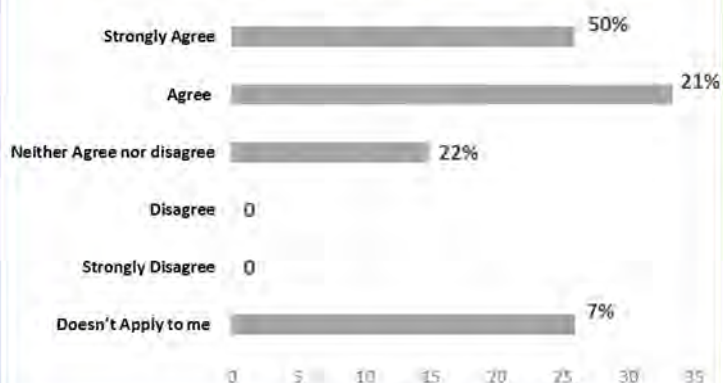
My needs were met:

75% felt better about their basic food, clothing and housing needs being met.

Basic needs, food, clothing , housing

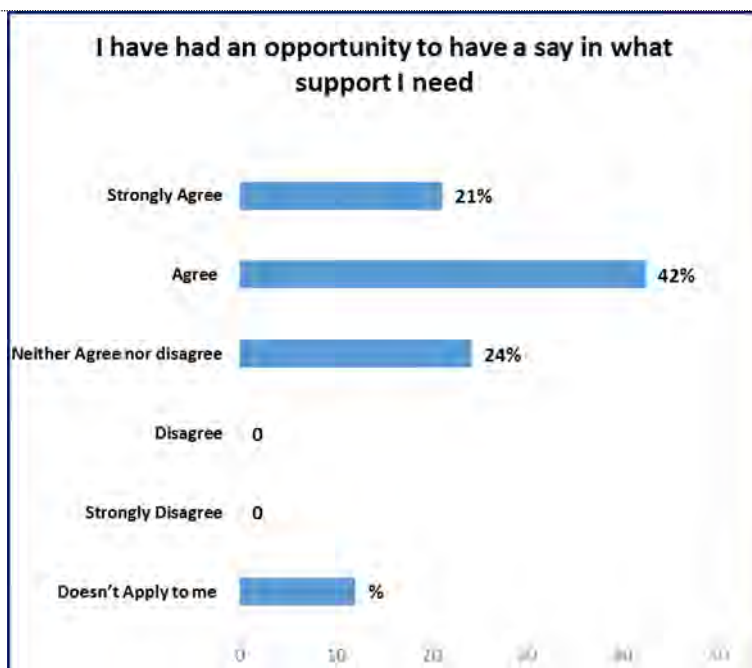


Mental health



Sexual health





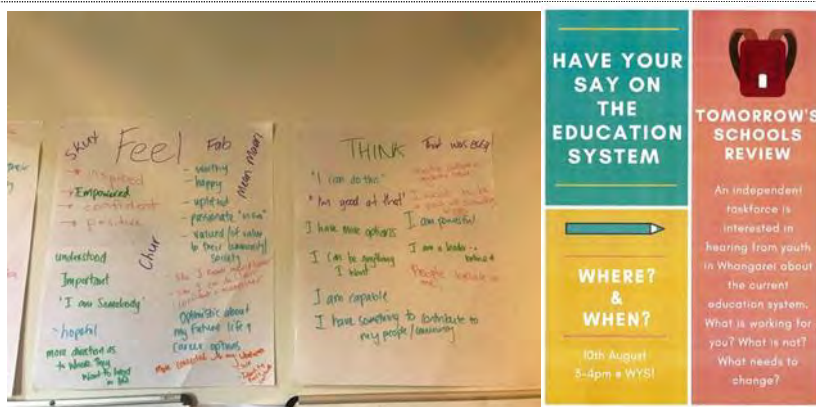
What worked well?

It's great to have established new positive relationships with the Community Development team and we are keen to continue working collaboratively. It was excellent to have Jonny Gritt come and talk to the board of trustees about the Community Development strategy and direction.

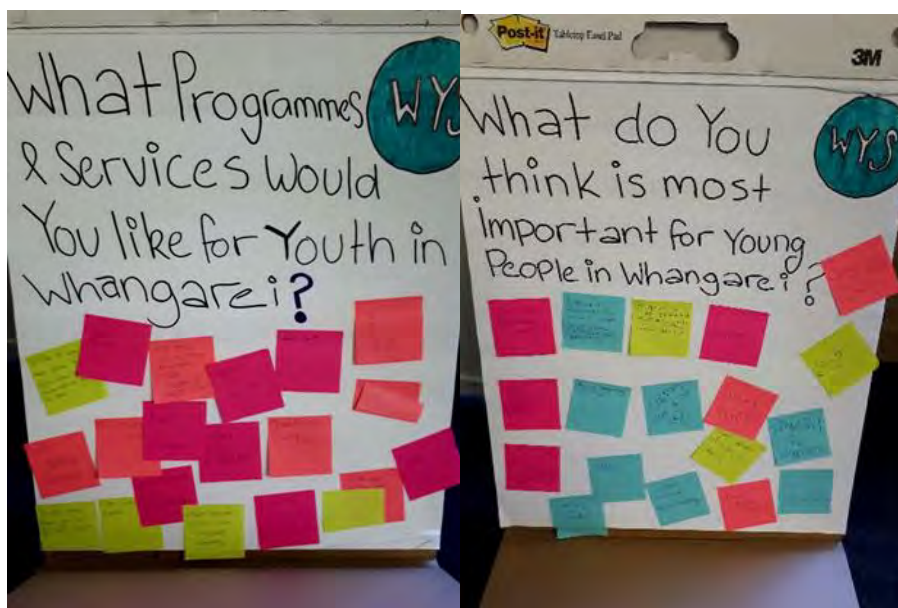
This year it has been good working more closely with Jackie Cooper and supporting the ongoing evolution of the Whangarei District Council Youth Advisory Group. It was positive to share and support the WDC YAG Christmas event and there are more collaborative events planned for Youth Week.

The continued support from WDC with Annual Operating Fund grant helps us maintain our core services for young people. They need a place they feel safe to hang out and just be a young person and have access to youth workers and mentors.

This year we facilitated 'youth voice' into so many local and national initiatives to was great to see staff from the Children's Commission in Wellington sitting on beanbags listening to the young people of Whangarei, hearing their hopes and dreams for the future. We hosted the Mental Health review panel at WYS and again, the panelists from across New Zealand heard directly from Whangarei young people about the challenges they face here in Whangarei as an input into the national mental health and wellbeing review.

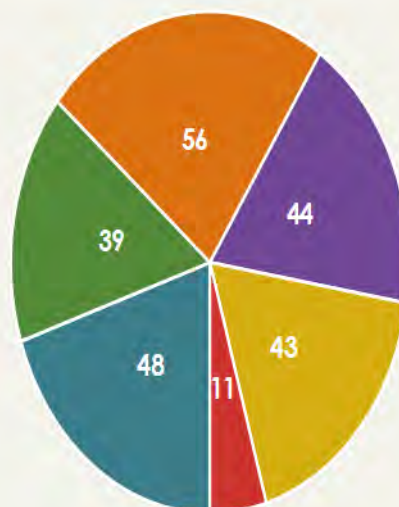


We took our kauapapa to the people this year and been busy conducting a community feedback survey, both online in person in the CBD. This provided a wealth of ideas and feedback which has been a crucial input our new strategic plan.



What do you think is most important for young people in Whangarei?

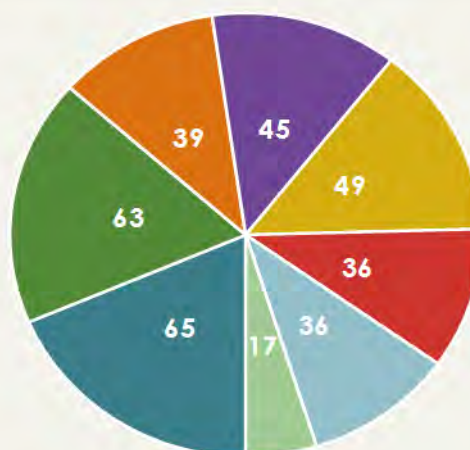
Employment & Education	48
Basic Life Skills	39
Feeling Connected-Whanau, Friends & Family	56
Mentoring & Positive Role models	44
Having positive outlets & things to do	43
Other (please specify)	11



- *Make them feel important, position them as our future leaders, do this through Tika, Pono and Aroha*
- *Inclusive employment, education and mentoring opportunities*
- *"Having a positive identity"*
- *A place to feel safe and comfortable to be themselves and express themselves. Employment growth and more opportunities. Basic life skills. More Creative Arts establishments or opportunities. Maybe a centre focused on ALL aspects of creative arts (e.g. dance, music, music writing, art, graffiti, poetry, etc) WITH a studio)*
"I think we need mentors some of our youth don't have anyone to look up to. They could be partnered with a mentor once a week".

What programmes/services would you like for youth in whangarei?

Life skills services	65
Mentoring	63
Holiday programmes	39
Creative art workshops	45
Cultural workshops	49
Sports programmes	36
Cooking programmes	36
Other	17








Personal development opportunities. Any programmes and services that cater to a diverse range of young people including hard to reach communities such as youth with disabilities

- *Taking youth around to health services etc. (Dentist, 123 clinic, chemist) so they know what to do when they go there and feel more confident etc.*
- *All above and a place for them to be happy, Just fun things for kids to do, especially raining day options.*
- *I think that cultural workshop is amazing! Employment ready programmes (Learn how to produce a CV/Cover letter, but really break it down!!!)*

How could Whangarei as a community best support youth to be positive, thriving, contributing members of society?

Themes

Connect and engage; show all young people that they are valued; be kind and generous; have high expectations (28)	
Provide more opportunities for youth voice/leadership in community activities and development (21)	
Community-wide investment in young people by providing more services and programmes; amenities; and activities (18)	
Mentor, facilitate positive pathways to community involvement, education and employment in a way that matches young person's needs (13)	
Address racism, impacts of poverty for young people and families (4)	

Note: Some participants made more than 1 comment



“Let’s Chalk about Mental Health’ was a local youth led initiative with one of our young people, Anahera, leading the charge for this community event. It was great to be able to support Anahera, Jack and the other young people involved in Future Leaders Whangarei with planning logistics as they take their first steps into event management.

Youth Programmes



Music and open mic and a ‘cool’ place to ‘hang’ on a Friday after school for free



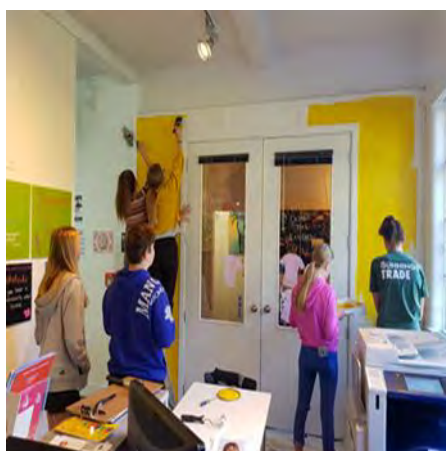
Mt Manaia – some of these young people had never visited Whangarei Heads and getting them up



Sports 101 experiences for young people to try new sports out



Young people getting active weeding

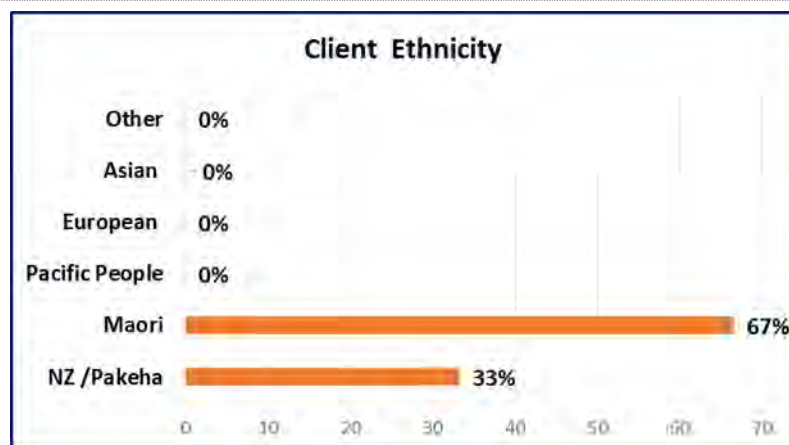


Young people gaining skills



Youth voice workshop – whats needed in our community

What didn't work so well?										
N/A										
Resourcing – In your last application, you provided indicative numbers of volunteer and paid staff, and their expected total hours for the year. Were the actual numbers the same as expected/indicated? If not, please provide some comment.										
Our numbers tracked almost as forecast. Our volunteer board members and office staff are consistent and we very much appreciate their commitment to the youth of Whangarei.										
Who and how many people were involved with or received services from your organisation? How did they benefit?										
<p>During this time we had 2,495 registered clients.</p> <p>Our client membership can be transient and we do have a lot of young people that 'drop in' with extended whanau and friends that sit outside registered members.</p> <p>For our registered members we delivered 7,796 strengths based youth development interventions with young people aged 12 -24.</p> <p>Our service covers young people aged 12 – 24 years.</p> <div data-bbox="164 1258 943 1693" data-label="Figure"> <table border="1"> <caption>Ages</caption> <thead> <tr> <th>Age Group</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>UNKN</td> <td>7%</td> </tr> <tr> <td>20+ yrs</td> <td>0%</td> </tr> <tr> <td>15-19 yrs</td> <td>21%</td> </tr> <tr> <td>12-14 yrs</td> <td>72%</td> </tr> </tbody> </table> </div> <p>Approximately 70% of our young people fall into the 12-14 age bracket.</p> <p>This is a fantastic group to work with in terms of early intervention, role modelling and mentoring for pro social behaviours.</p> <ul style="list-style-type: none"> • 85% of the young people we assisted felt more positive about their future, this is so critical for so many of our young people. • 79% felt better about their employment or education and training opportunities. • 75% felt better about their basic food, clothing and housing needs being met. 	Age Group	Percentage	UNKN	7%	20+ yrs	0%	15-19 yrs	21%	12-14 yrs	72%
Age Group	Percentage									
UNKN	7%									
20+ yrs	0%									
15-19 yrs	21%									
12-14 yrs	72%									



Many of the young people we support come from high deprivation home/care environments. They come to WYS for a warm safe place each day for a few hours, for hot food, free computer and wifi access and for someone to be their cheerleader/mentor/supporter for just a couple hours of the day. The difference we make is huge.

Who did you work with to deliver your project, programme or service?

- Whangarei District Council, regular update meeting with HWM Sherly Mai, the Youth Advisory Group and the Community Development Team.
- Collaborative youth practice with 50+ members of the Youth Network
- Creative Northland
- Te Ora Hou
- Sport Northland
- High schools
- Rubicon
- Youth Services and People Potential
- Te Kapua Whetu
- Regent Training Centre
- Northland Youth Health service provision

Which of the following areas would you like to strengthen? (please tick or highlight)

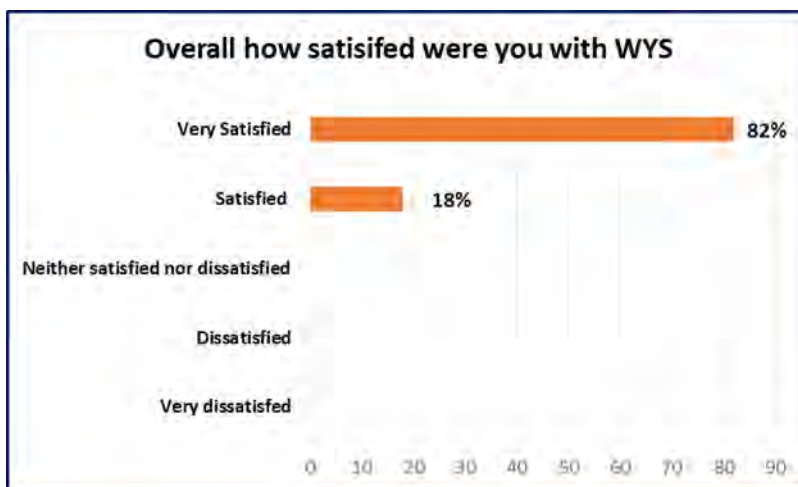
<input type="checkbox"/> Leadership	<input checked="" type="checkbox"/> Marketing/publicity	<input checked="" type="checkbox"/> Facilities
<input checked="" type="checkbox"/> Fundraising	<input type="checkbox"/> Financial management	<input type="checkbox"/> Planning and organisation
<input checked="" type="checkbox"/> Equipment and resources	<input checked="" type="checkbox"/> Volunteers/time	<input type="checkbox"/> General skills/expertise
<input type="checkbox"/> Other:		

Is there anything else you'd like to tell us?

Each year WYS is faced with an operational deficit. We do our best to secure sustainable funding through national government contracts and through raising funds through philanthropy and public awareness activities. Funders are not willing to fund 'bricks and mortar' and day to day operational costs. Many funders will fund specific projects with an end date.

There is no end date for youth of Whangarei. We want to keep them in our city, developing pro social behaviours, to have a place of youth refuge from the challenges many face in their living environments.

We can't do this without ongoing support from the WDC Operational fund. We have a service delivery model that works. If we were to have to cease providing this service it would be a sad day for the young people of Whangarei and the cost of this service provision would shift to other parts of the community that are equally overly committed and short of funds and the potential for escalation of youth issues without support or a safe place to hang out is very real.



Attach:

- Your business plan for the year(s) ahead.

Submit:

Your completed report with your application for next year to funding@wdc.govt.nz.

You can also post it to:

Community Funding
Whangarei District Council

Private Bag 9023
Whangarei 0148

Or drop it in to one of our customer service centres.

*Thank you for contributing to your community and
helping Whangarei to be a vibrant, attractive and thriving district.*

Kia ora Cindy

I have attached the application – Looking Forward, and the report Looking Back and a copy of our annual operating plan that goes through to 30 June 2019.

Our financial year is aligned with our MSD contracts which run July – June each year.

Our 2019/2020 plan will be presented to the board in May and once approved we can update you with the business plan for the 12 months starting 1 July 2019.

I hope that makes sense.

Please let us know if we need to add anything further.

This WDC Annual Operation Fund is critical to us being able to keep our doors open.

There has been a lot of media about our success for a new programme funded through MBIE for 24 months to do intensive work with young people to get them into employment, this is of course fantastic. However it is for that specific programme and has no funding in it for our core services. We are positive through the outcomes in the Looking Back report WDC can see the value of supporting WYS again this year.

Thanks again Cindy

Nga mihi


Bernie



Bernie Burrell | General Manager | Phone: 09 972 7248

Mob: 021 765 040

Bernie.b@youthspace.co.nz

www.youthspace.co.nz or follow us on facebook 

Business Plan 2018/19

- **Priority strategic direction actions colour coded yellow**

			General Management						
	Action	Lead Responsibility	Milestones	Q1	Q 2	Q3	Q4	Relationships	Commentary
Strategic Direction Planning	Ensure WYS service sustainability	General Manager Board	Sustainability action plan in place and actioned/ delivered		X	X	X	PHO DHB WDC Business community NIF	GM work closely with board subcommittee fundraising Seek strategy planning support from CSI High Level sustainability planning and strategy roadmap New strategic direction signed off by board for FY2019/20 Website and partner updates for 1 July 2019
	Ensure WYS services meet the needs of Whangarei youth community	GM	Iwi engagement strategy developed and in place		X	X	X		Noho marae and relationship building with Kaka Porowini marae as a first step Ensure cultural support available through board relationship networks
Strategic Direction	Contract negotiations with NDHB PHO/MVCOY/MYD-	General manager Board Chair /Dep Chair	Confirmed contract for service 2019/20 and beyond Accreditation L3 framework	X			X X	NDHB PHO MOH	Board to keep updated with PHO merger and impact on contract for services SBHS new collaborative model will require diplomatic relationships
Strategic Direction	Increased awareness / engagement of WYS across the community	General Manager & allocates tasks to board and all leads	WYS TALKS # 2019 key awareness platform delivered with extended reach At least an annual meeting with Community Boards/ Groups, WDC, Rotary, Lions, NGO's, to update on WYS vision and needs	Ongoing	Ongoing	Ongoing	Ongoing	HWM WDC Community Development Team	Strategic communications plan Stakeholder analysis and plan Stakeholder/relationship database and key account managers allocated to key relationships
Strategic Direction	Targeting of grants for operational expenditure	GM	Identify funding streams and submit appropriate applications		X	X	X		EA one day per week on grant tracking, applications and accountability reports.
Service sustainability	Maintain accreditation to level 3 delivery NZQA framework	GM	Systems and processes in place to support future 'on the spot' audits against L3 Accreditation				X		Significant accreditation evidence report required.
BAU	Positive and effective governance management relationship between GM and WYS Trust	GM Trust Chair, Dep Chair, Treasurer	Accurate reporting and risk management each month	X	X	X	X		Regular board /GM meetings between board meetings to ensure no surprises for chair
BAU	Key investors contracts/investment plan KPIs are appropriately planned for, delivered and reported on.	GM	Milestone reports are on time, meet the investors expectation and provide an accurate overview of the WYS delivery to agreement	X	X	X	X	Foundation North, Vodafone, PHO/DHB/MV COT	Note December ends Vodafone and Foundation North funding. Key report with board presence due March 2019
BAU	The value of WYS youth intervention is measured with accurate outcomes/ results data available.	GM	Evaluation plan in place	Ongoing	Ongoing	Ongoing	Ongoing	Beth Neil Work on Purpose	Reporting mechanisms deliver accurate outcome results Outcomes report meet key contract requirements
BAU	Staff maintained and supported	General manager	Performance agreements in place and measured	X	X		X		Mid year review January to ensure on track for KPI and development completion by EOFY

	GOVERNANCE								
BAU	Action	Lead responsibility	Milestones	Q1	Q 2	Q3	Q4	Relationships	commentary
BAU	Engaging with Iwi	General Manager and Board Chair	Maori board representation	Ongoing	Ongoing	Ongoing	Ongoing		Board involved in Iwi strategy development as part of big picture strategy – get clarity on what we mean by Iwi Strategy – who are natural partners, who can assist – consider Heemi Kapu-Kingi to lead out some of this work with the board Appropriate Kaumatua/Kuia to assist with cultural guidance to the Board and training and support for staff – Shaquille Shortland tbc
	Implement annual organisational health check to be carried out by board	Board chair	<ul style="list-style-type: none"> Board received WYS 'health check' survey monkey results 			X		Staff Clients Funders	Board regular 'drop ins' at WYS connect with staff Staff invited to board meetings Chair attend team '10@10' bi-monthly to connect and broker easy relationships with staff
BAU	Brand value & Public Awareness	GM Board	Board to identify potential partners, alliances and sponsors e.g. Pay roll giving, events, vehicles	Ongoing	Ongoing	Ongoing	Ongoing	General manager	Will take time to build trusted relationships in the community, need to be an ROI for supporters, this needs to be developed Link to strategy 2019 -2029 Maximise cut through via social media and further develop website
BAU	Board meetings monthly	Board Chair	Monthly agenda and meeting processes delivered within appropriate governance and board procedure	X	X	X	X	Staff GM, Foundation Nth, Vodafone, PHO DHB	Consider collaborative practice sharing with other YOSS boards Invite key speakers across the year – WDC Community Development, Te Ora Hau, Futures NZ, Northland Inc etc
BAU	Standard board induction process in place	GM and EA	Standard induction pack with key WYS components and induction programmes established			X			Standard welcome folder with key documentation Each new board member attend LEAD NGO Governance training which is supported by Volunteering Northland
BAU	Board and WYS Trust support	Executive assistant	Monthly board papers are accurate and prepared on time	Ongoing	Ongoing	Ongoing	Ongoing		Trust functions are effectively actioned with Charities Commission Trustees effectively supported

Action		Lead Responsibility	Milestones	Q1	Q 2	Q3	Q4	Relationships	Commentary
		HEALTH SERVICES							
BAU	Ongoing specialist Youth Health services are delivered in line with NDHB & PHO contract terms and budget allocation	Health Coordinator	Weekly nursing & GP roster is adequately staffed to meet expected demand and within budget		←		→	Schools, PHO & GP, service awareness, allied health referrals	Six monthly and1/4ly reports
BAU	Client data management and reporting systems are in place and used by health team staff	Health Coordinator	Reporting deadlines met with key contractors	X	X			TOMM implementation team	Successful implementation of TOMM New reporting will be required for SBHS
BAU	Team members performance is managed effectively - Nurses - GP	Health Coordinator	By end of Oct performance agreements in place, L&D plans completed and signed off	X		X			Mid year performance check in January
		Health Coordinator and GM	Investigate with GM improved access to S/W for WYS clients		X				Consider social work/Counsellor access via other funded services

BAU	Team members core competencies are updated - CPR, Code of conduct - Practicing cert, Cultural safety etc	Health Coordinator	Annual / bi annual competencies completed and documented		X	X			
BAU	Quality Standards to support service provision Policies are in place	Health Coordinator	DHB Education sourced as appropriate for the team Policies reviewed and updated	←	X		→	Use of PHO/DHB peer reviewers	Completion of policies as follows: • Child protection • Death of a young person • Emergency flipchart • Quality Plan
BAU	Clinical Audit	Health Coordinator oversee Nurse Leah	STI, Pregnancy, Obesity & Mental Health Successful audits completed and documented. STI July, Pregnancy January, Mental Health April, Obesity June	X		X	X		Clinical Audit – STI checks. • How many opportunistic vs came for screening • How many positive results • How many received treatment How many patients with a positive result had a classification Clinical Audit – Pregnancy. • Was WYS the first visit • Did client have LMC • Require referral to TWOT • Was client on contraception • Was this a planned/unplanned pregnancy Referral for TOP/Continued pregnancy Clinical Audit – MH • TRK referrals with sub-classification for referral reason. • How long engaged with WYS pre-referral • Timeliness before CHOICE apt • How many returned to WYS and didn't engage with TRK/had joint care Clinical Audit – Obesity Look at referrals to Green Prescription BMI at start of DP + 6/12 later • How many have we done a BMI of?
BAU	Emergency scenario	Health Coordinator	Staff updated on emergency management	X	X	X	X		Full team emergency scenario and review per quarter
BAU	Medication management safety	Health Coordinator	Health team adhere to medication policy and processes		X				Review of standing orders, Yearly tests to update/assess RN knowledge
BAU	Maintain effective communication with other service providers	Health Coordinator	Attendance at DHB/PHO MDT meetings Patient case reviews with GP's allied health partners as appropriate	←			→	GPs PHNs	Outreach into schools and community Youth focused, strengths based care approach fostered with all allied health partners/providers
BAU	Promote synergies between WYS and Maori Health providers	Health Coordinator GM	Maori Health providers know about WYS health services and we see collaboration and patient referrals, co –delivery/home visits as appropriate	Ongoing	Ongoing	Ongoing	Ongoing	Maori health providers	Links with GM and board Iwi strategy and relationship development Maori Health action plan needs named Rongoa practitioners, kuia & kaumatua. To discuss with Joby at Pehiawiri Marae.

									<p>All clinicians to discuss with young people regarding their culture and ways we can increase engagement.</p> <p>To strengthen relationships with Maori Health providers.</p>
BAU	Low key info evening workshops at schools re how to handle stress, anxiety & increase resiliency – in line with SLM.	Health Coordinator	<p>Young people feel safe and supported by health services. Young people experience less mental distress and disorder and are supported in times of need.</p> <p>To arrange time with schools</p>	Ongoing	Ongoing	Ongoing	Ongoing		Website and FB content is regularly updated and provides a way to inform and further engage youth in WYS health services

Finance & Administration									
	Action	Lead Responsibility	Milestones	Q1	Q 2	Q3	Q4	Relationships	Commentary
BAU	Annual audit and EOFY final accounts	Finance Officer	Annual accounts and audit are completed to approval standard and signed off by the board and lodged with Charities Commission		X				Ensure Auditor processes in place Consider impact of Chart of Accounts changes on out year audits
BAU	Documented finance systems manuals	Finance Office	SOP/'How To' manuals are in place	X					Update as any changes impact
BAU	Business team cost centres and budget maintenance	Finance Officer	Managers are updated on a monthly basis on team cost centres and budget variances. Midyear budget review Dec	Ongoing	Ongoing	Ongoing	Ongoing		
BAU	Monthly accounts processing	Finance Officer	Accounts processing to standards No financial irregularities reported	Ongoing	Ongoing	Ongoing	Ongoing		
BAU	Financial reporting	Finance Officer	Appropriate systems are in place for Xero to ensure efficient reporting	Ongoing	Ongoing	Ongoing	Ongoing		
BAU	Financial transactions	Finance Officer General Manager	No financial irregularities with use of WYS bank accounts or credit cards	Ongoing	Ongoing	Ongoing	Ongoing		Financial delegation are adhered to at all times
BAU	Fortnightly payroll	General Manager	Staff are paid accurately and on time	Ongoing	Ongoing	Ongoing	Ongoing		
BAU	HR and personal files	Executive assistant	Staff HR systems are appropriate and maintained efficiently	Ongoing	Ongoing	Ongoing	Ongoing		
BAU	WYS Office support	Executive Assistant	Stationery and supplies, facilities functioning effectively	Ongoing	Ongoing	Ongoing	Ongoing		SOP/'How to' manuals are in place
BAU	GM Office support	Executive Officer & Finance Officer	Effective support of GM office function	Ongoing	Ongoing	Ongoing	Ongoing		
BAU	Policy support	Executive assistant	All policies on line and updated by third quarter			X	X	GM Leads	Leads deliver policy relevant to their discipline, GM signs off, all staff access in their day to day delivery

		Youth Adult Partnership Coordinator							
	Action	Lead Responsibility	Milestones	Q1	Q 2	Q3	Q4	Relationships	Commentary
BAU	Youth Adult Partnership continues to develop	YAP coordinator	Vodafone investment plan KPIs are met	X	X	X	X	Vodafone key contact	Funding ends Dec 2018
		YAP coordinator	Foundation North investment plan KPI's are met	X	X	X	X	Foundation North and CSI support team	Kete and Resource are released by EOFY
		YAP coordinator	The value of YAP learnings are documented and shared through appropriate agencies/networks	X	X	X	X	Whangarei Youth Network NYOSS	Consider conference presentation to share learnings NYOSS network to share learnings is important KYS, Evolve and PNth YOSS as comparison bench mark services
		YAP coordinator	Promotion and awareness	x	x	x	x		KETE and resources are on Website and FB content is regularly updated and encourages participation

Action		Lead Responsibility	Milestones	Q1	Q 2	Q3	Q4	Relationships	Commentary
		Youth Development							
BAU	Youth development programmes engage young people to attend WYS	Youth Work Team leader	1/4ly service samples report progress success & engagement						No complaints are received about WYS youth programmes Consider service model review – what's not working?
BAU	Team members performance is managed effectively	Youth work team leader	By end of Oct performance agreements in place, L&D plans completed and signed off		X				Ensure Auditor processes in place Unsolicited positive feedback is received about WYS youth team delivery
BAU	Youth 'Drop in' space 'day to day' delivery is within the kaupapa of WYS and in line with relevant legislation	Youth work team leader	Weekly YW roster is adequately staffed to meet expected demand and within budget	X	X	X	X		No complaints are received about WYS youth team
BAU	TOMM client profiles and monthly data reporting is in place & used by all staff	Youth work team leader	Reporting deadlines met with key contractors	X					Accurate data reporting systems in place
BAU	Monthly YOSS programme delivery is within in budget	Youth work team leader	Positive budget results per quarter.	X	X	X	X		Midyear budget review Dec to inform Jan – June programme planning
BAU	Holiday programmes are tailored to the WYS youth profile and support developmental opportunities, capability building and self esteem	Youth work team leader	Holiday plan signed off a month in advance of delivery Plan provided to WDC, Youth Network, Schools and community networks two prior	Ongoing	Ongoing	Ongoing	Ongoing		WYS success stories in the media 'What's On' in the Advocate coverage Positive client samples post-holiday programme delivery Collaborative delivery in increased
BAU	Youth Space@ Your Place – equity of access to minimise transport barriers	Youth work team leader	Outreach delivery school programme delivered in 3new school communities engaged One outreach session per month	Ongoing	Ongoing	Ongoing	Ongoing		Case study stories are captured with appropriate permissions No in appropriate use of FB messages, images Website content update each quarter
BAU	1:1 mentoring	Youth work team leader	Successful pilot report from Tauraroa Area School		X				Evaluation findings used to fund further 1:1 mentoring Case study stories are captured with appropriate permissions No in appropriate use of FB messages, images

		Research & Evaluation							
	Action	Lead Responsibility	Milestones	Q1	Q 2	Q3	Q4	Relationships	Commentary
BAU	Research & Evaluation included in Youth and Health business plans	Clinical Lead Youth Lead	Evaluation plan signed off TOMM and client satisfaction recording and reporting approaches are in place	X				Vodafone key contact	Funding ends Dec 2018
		GM	Annual evaluation strategy provided to board	X					Regular meetings with contract evaluator to ensure we are capturing strengths based youth participation – the value for investment story, case studies

		Fundraising							
	Action	Lead Responsibility	Milestones	Q1	Q 2	Q3	Q4	Relationships	Commentary
BAU	Annual fundraising and Grants plan	GM Executive assistant - Grants 1 D/P/W	Fundraising approach approved by board Standard 'Pitch' developed for staff, board			X		Board members Ian Smedley 'Owls' Business community	Critical to increase awareness and over time build business support of WYS
BAU	Grant and funding calendar	Executive assistant	Calendar updated provided for each monthly board meeting	X	X	X	X		Executive assistant role include 8 hours per week for grant applications
BAU	Grants acknowledgement and donor loyalty	Executive assistant GM & Board	Appropriate acknowledgement systems in place		X				
BAU	Budget	General Manager	Fundraising, communications and awareness activity within budget				X		Very limited budget, maximise social media Consider valued relationships with Northland Age, 'support in kind' piggy back copy from key advertisers
BAU	Event Management	General Manager Board support	Plan and manage signature event/s RevUP key fundraiser 2018/19				X		Consider time of year and crowded 'event' calendar – point of difference, support and dollars
		Communications & Awareness							
	Action	Lead Responsibility	Milestone	Q1	Q2	Q3	Q4	Relationship	comment
Strategic Direction	Increased awareness of WYS across the community	General Manager Board support	WYS TALKS #2019 March 2019			X	X		Maximise local media – press releases WYS TALKS signature event leverage media exposure Maximise social media, work with Vodafone support
BAU	Brand management	General Manager	Brand guidelines developed and socialised with team and board				X		
BAU	Public relations	General Manager	Communications strategy with key messages for staff and board signed off and socialised				X		
BAU	Communications	General Manager	Quarterly newsletter on line and printed available to community		X	X	X		
BAU	Online presence	General Manager	Online channels meet usability standards and increase reach and awareness : website, Facebook, , Twitter, Instagram		X	X	X		

			Relationship Management						
	Action	Lead responsibility	Milestones	Q1	Q 2	Q3	Q4	Relationships	Commentary
Strategic Direction	Re-engage with local iwi	GM	Iwi engagement strategy in place and being actioned		X	X	X	Heemi Kapu-Kingi Shaquille Shortland NHSS Kaka Pororwini marae	
Strategic Direction	National Youth One Stop Shop NYOSS	General manager	WYS represented appropriately in key service provision discussion	Ongoing	Ongoing X	Ongoing	Ongoing		Attendance and contribution at NYOSS annual conference
Service sustainability	DHB /PHO – enhanced WYS and PHO relationships Foundation North, CSI, Mayor, Vodafone Foundation	General Manager Health Lead Coordinator	Quarterly contract relationship meetings a minimum	Ongoing	Ongoing	Ongoing	Ongoing		Ensure all key supporters are kept informed of events, media releases, successes
			Volunteer management						
	Action	Lead Responsibility	Milestones	Q1	Q 2	Q3	Q4		
Strategic Direction	Increased use of skilled volunteers to support WYS operational functions where possible	General Manager Youth, Health and Executive Assistant	Maintain annual training schedule to cover all volunteer areas			X	X		
		Executive assistant	Create a database of 'on call' volunteers to.		X				All volunteers must be police checked and meet WYS standards of privacy, confidentiality

			How we work						
	Action	Lead Responsibility	Milestone	Q1	Q2	Q3	Q4	Relationship	comment
Training & Develop ment	Ongoing staff training on Tikanga Protocols and Treaty of Waitangi principles	General Manager Kiawhina All leads	Ensure services are culturally appropriate Ensure responsiveness to Maori part of day to day how we work with patients, whanau, community		Ongoing	Ongoing	Ongoing		Seek opportunities for mentoring, sharing of best practice and organisation benchmarking – ‘Ask an Expert’ into WYS approach
	Team working together/Every Day Values are demonstrated in work delivery	All staff	Midyear internal staff survey – measure how Every Day Values are working			X			
IT SUPPORT & HELP DESK	IT Support	General Manager	IT support systems improved Service performance measures in place Information architecture reviewed and improvement plan developed		X	X	X	TMG Vodafone	Executive assistant Need standard user profile and ‘SOP/How to’ simple quick fix Staff need training in how to maximise technology Consider much more mobile staff delivery Implement information architecture in 2018/19 year
Health & safety	New H&S policy implemented	General Manager	New policy implemented in WYS scale and context			X	X	EMA NYOSS PHO and MVCOT	Review alongside any material from NYOSS Ensure new H&S guidelines and processes are integrated into WYS systems & D2D
	Incident , audit and guidelines are in place	General Manager	Appropriate incident and review processes are in place	Ongoing	Ongoing	Ongoing	Ongoing		

