

A landscape photograph showing a large tree on the left, a valley in the middle, and a hill with trees on the right, all silhouetted against a clear sky.

2023 ANNUAL REPORT

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**E ngā mana, e ngā reo, e ngā kārangaranga maha – tēnā koutou
katoa. Kei te mihi ki a koutou e pānui ana i tēnei rīpoata.**

CHIEF EXECUTIVE REPORT

I am honoured to present to you the annual report for ME Family Services for the year ending 30 June 2023. It is with great enthusiasm and a strong sense of responsibility that I assume the role of Chief Executive and take this opportunity to reflect on the accomplishments, challenges, and exciting prospects that lie ahead for our organisation.



A Year of Resilience and Achievement

Despite the unprecedented challenges brought about by the Auckland floods, Cyclone Gabrielle and looming funding cuts, our team demonstrated remarkable resilience and adaptability. We not only weathered the storm but emerged stronger, and more connected in our response to community needs.

Financial Highlights

Although we faced funding uncertainty as the year came to an end, the managers put in considerable effort to preserve current funding while also securing additional funding for the upcoming year. We are delighted to not only sustain the incredible efforts in both the Family Wellbeing and Taiao service domains but also expand our initiatives for the year ahead. This is a testament to the dedication and hard work of our employees and the trust and support of our funders.

Strategic Initiatives

Throughout the year, we implemented a variety of initiatives aimed at positioning ME Family Services for sustainable growth and long-term success. Key highlights include:

Leadership Succession: One significant lesson from the past year is the importance of succession across all organisational levels, where we actively sought out professionals and community members who aspire to enhance their governance skills, enabling them to grow alongside experienced board members. The benefits of succession planning in previous years have come to fruition, where we have progressed staff into leadership positions across ME Family Services. We also identified the need for an Office Manager role and have now introduced this position as we progress.

Flood Response and Advocacy: The Manaaki Tangata and Taiao Teams were part of a collaborative initiative among Mangere-based service providers to mobilize assistance for families who were significantly affected by the flooding. Our involvement helped identify the challenges families were confronting, pinpointing the areas where we could offer assistance, and determining the advocacy required with local government agencies for resourcing.

Community Engagement: This year we lead out two projects for Kainga Ora within the Mangere East area to ensure the voices of families in the community were presented in the future development plans for Mangere East housing.

Outlook for the Future

As we look ahead, we are filled with optimism for the community to thrive and be well. Our team are ready to explore new opportunities to activate the immense potential around us and to improve our service to children, families and the taiao.

In closing, I want to express my sincere gratitude to our employees, customers, and partners for your unwavering support. Together, we will continue to build on the strong foundation of ME Family Services to encourage a thriving and regenerative people and place.

CHAIR'S RESPONSE

Kia ora koutou. What a year ... new shoots are sprouting out of the learnings of COVID-19 and the floods, the new developments in Mangere and the visioning around the world as it will become. We enter this time with a new CE ... awesome work Carole; and a new Board ... and a mix of journeys and joiners ...

A recognition of the leadership team and the staff as they picked up the challenge to learn from the past 30 years and look forward to the next 30. There is hope and courage as we work towards our role in a resilient, regenerative Mangere ... the people and the place.



ME FAMILY SERVICES

IMPACT SNAPSHOT

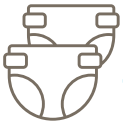
EARLY CHILDHOOD



CREATING A BRIGHTER FUTURE FOR OUR CHILDREN



56
New Enrolments for ECE



9,800
Nappies saved from landfill



63
Tamariki on Current Roll



30
Free Early Childhood Education Hours per day



21
Graduated to Primary School



98
Free meals
Macaroni Mondays
Chop Suey Fridays

MANAAKI TANGATA



ENCOURAGING FAMILIES TO ACHIEVE FULFILLING LIVES



297
Whanau assisted with health services and food



187
Advocacy and support with service providers



475
Participants across all Programmes



128
Whanau supported with education



58
Whanau assisted with Housing



80
Tickets to The Great Kiwi Circus gifted to whanau



150
Life Church Christmas Boxes gifted to whanau

TAIAO TEAM



REGENERATING OUR PLACE



40
Free Pijamas from Middlemore Foundation



3,451
People engaged in Taiao Projects



24,597
KGs Diverted from Landfill



555
Organisations engaged in Taiao Projects



138
Tree Seedlings Planted in Mangere and Otahuhu



4609
Moth pods removed from community



53
Pests caught in traps from community

Early Childhood Education



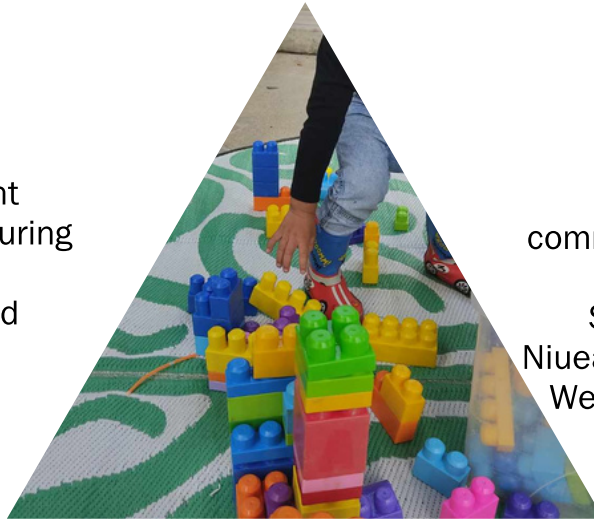
6 Kaiako

5 Kaiawhina

2 Casual Relievers

Curriculum

We are proud to provide tamariki with an environment that is positive, caring, nurturing and well organised with experiences that engage and motivate children.



We continue to celebrate the diversity of our whanau and community through sharing stories, dance, art, music, kai during Samoan, Tongan, Cook Island, Niuean and Te Reo Maori Language Week as well as Matariki & Diwali

We have purchased new resources to continue to promote a rich and stimulating curriculum. These include books, carpentry equipment, science resources, puzzles, balls, Maori-designed cookie cutters, manipulative resources.

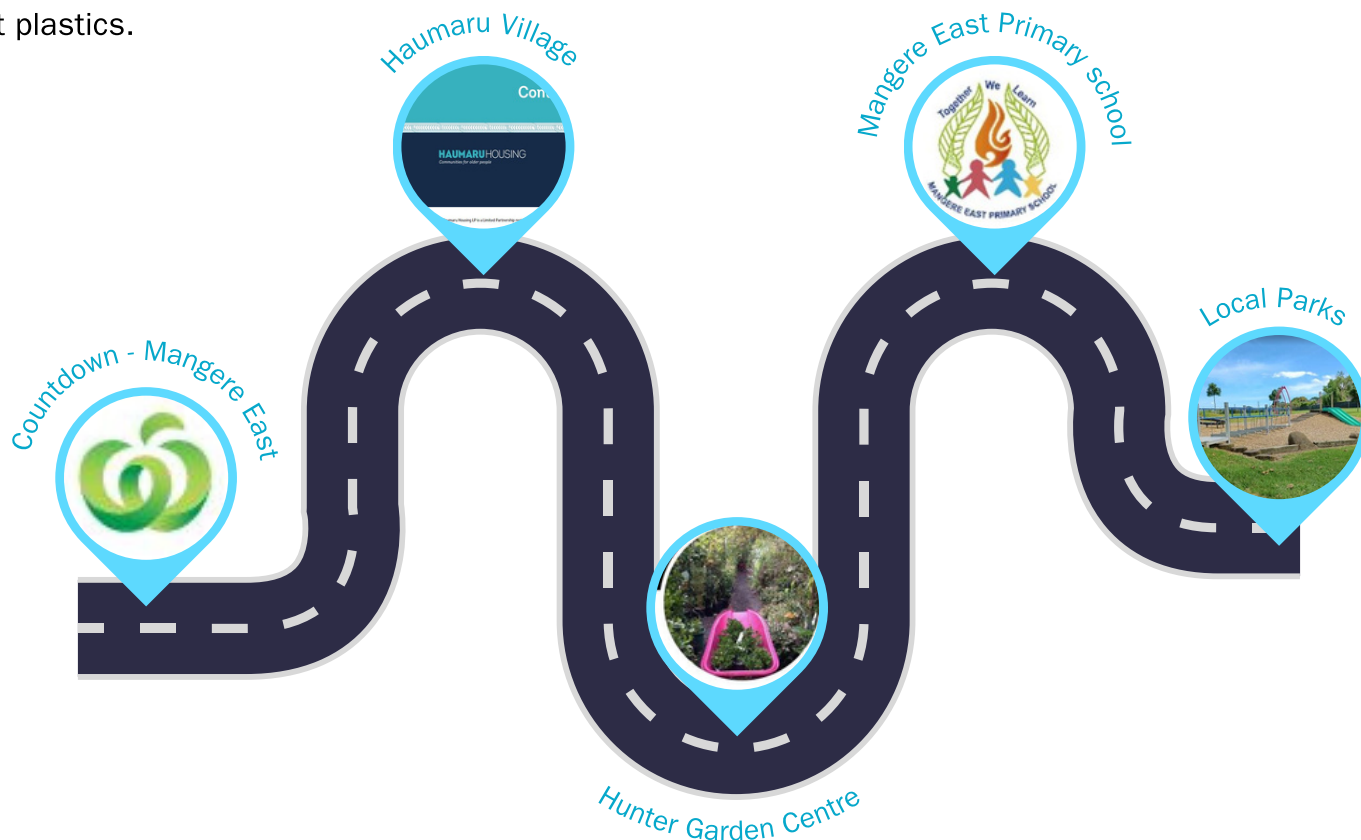
We have completed 30+ policy reviews, strategic plans, professional development, professional growth cycles and our Health & Safety Internal Evaluation



Small Group Trips

We continue to plan for tamariki dispositions and interests.

We have had small group trips to neighbourhood parks, playgrounds, Mangere East Library and Mangere East Primary to attend cultural assemblies. Our children also have enjoyed visiting the Hunter Garden Centre to collect vegetable seedlings for our maara and the local Countdown to do our part in recycling soft plastics.



Our tamariki often visit Haumaru Village on Yates Road. Where we can connect to the community Kaumatua and Kuia. Inter-generational relationships decrease social isolation and increase Kaumatua and Kuia's sense of belonging, self-esteem, and well-being, while also improving the social and emotional skills of our tamariki.





Manaaki Tangata

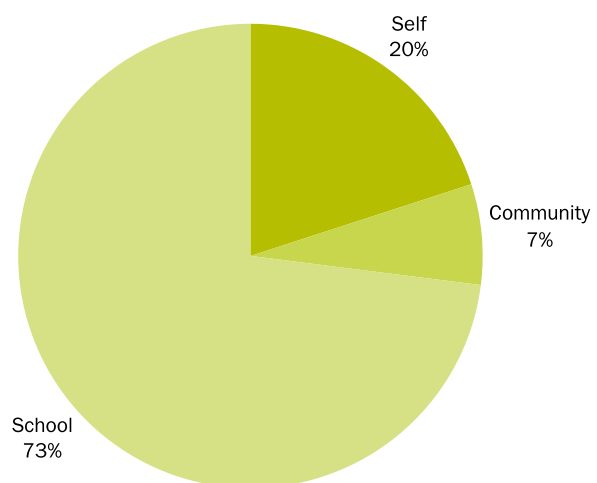
He Korowai / SWIS Manager

- 2** Community Social Workers
- 1** Diversity Worker
- 12** Social Workers in Schools
- 17** Schools
- 1** Resource Recovery Therapist

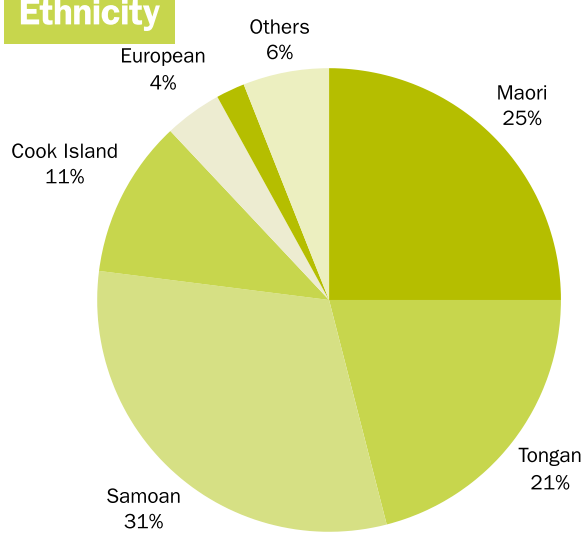


543 Social work support referrals received

Referral Source

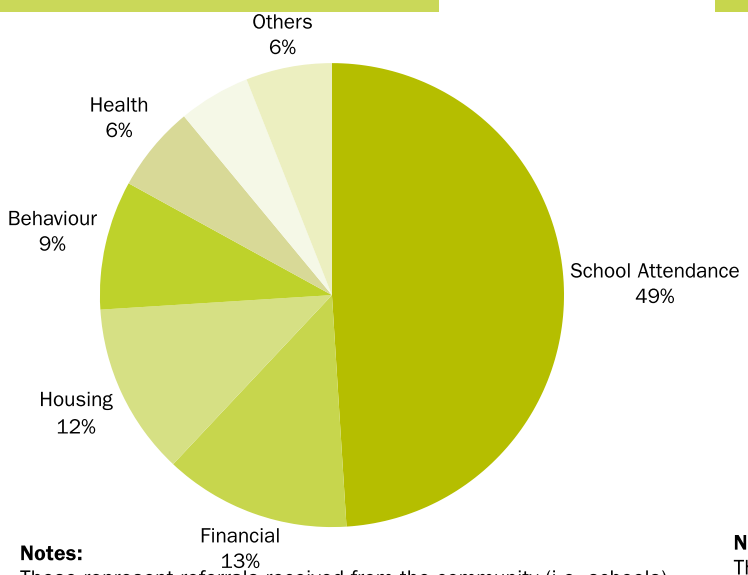


Ethnicity



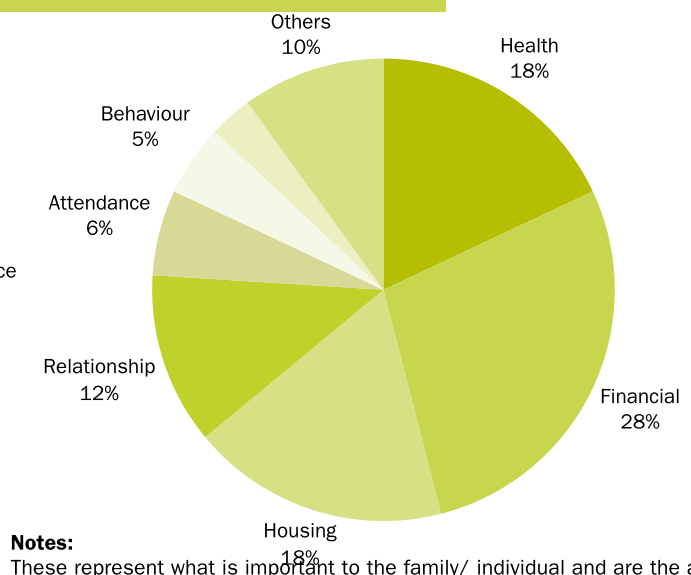
Notes: Individuals identified as multi-ethnic 'Others': Sri Lankan, Fijian, Fijian Indian, Niuean, African, Tokelauan, Sth African and did not disclose

Referral presenting issues



Notes: These represent referrals received from the community (i.e. schools) and other agencies (DHB, other NGOs, etc.) Some families had more than 1 presenting issue
'Others': Grief and loss (2%) relationships incl parenting (2%) Immigration (1%) Learning, NZQA support and advocacy (1%)

Family's presenting issues



Notes: These represent what is important to the family/ individual and are the areas of support families request support for. These are identified via self referrals and once families consent to working with our social workers. Some families indicated requiring support in more than one area.
'Others': Overseas 3% Resources 2% Family harm 2% Grief and loss 1% Immigration 1% Disclosure and NZQA support 1%

Resource Recovery Room

580

Referrals

1 July 2022 - 30 June 2023

Georgina, our Resource Recovery Therapist, oversees the Resource Recovery Room. This is a creative innovation that uses regenerative practices to meet the most basic needs of the community.

Our partnerships with organisations such as Auckland Airport, Junk 2 Go and Ibis Hotels have allowed us to meet people's need for resources whilst also ensuring we are doing our part in decreasing our carbon footprint.

We have received clothing, household goods and furniture which have been redistributed to our community. Our network includes local hotels, businesses and organisations. We have collected clean, second hand household goods and clothing in good condition that whānau in our community want to pass on to families in need.

We have had a number of time-traders helping Georgina throughout this year in exchange for the resources they have received.



Programmes

20

SWiS programmes in 12 schools

- | | |
|-----------------------|-------------------------|
| 9 Seasons for Growth | 1 Mauri Tu |
| 2 Art Therapy | 1 Positive Puberty Plus |
| 1 Tranzformers boxing | 1 Bukas |
| 1 Singing star | 1 Oui Chef |
| 1 I am ME | 1 Uy, Kusinero |
| 1 SHADES | |

14 of the programmes were facilitated by the Social Workers in Schools

6 were externally sourced programmes

Staff are supported and trained to create programmes that target the need of the students. This is reflected in the number of SWiS facilitated programmes vs the number of externally sourced programmes.



1 Diversity programme (representation at a national level) Aotearoa Poitawhiti A Iwi (APAI) Netball nationals

The APAI netball nationals was created to support inclusivity for everybody in sports. The programme outcomes are:

- Diversity support
- Exploring what hauora means
- Understand the history of trans playing in sport
- Advocacy and support
- Mentoring

The team supported by Ashley Tonga, our Diversity Worker, placed 2nd!



Taiao



Taiao Team Manager

Ngahere Regeneration Facilitator

Pest-Free Regeneration Facilitator

Regeneration Practitioner

Stream Regeneration Facilitator

Waste Regeneration Facilitator

Food Scrap Roll out Educator

Ngahere Regeneration

Led by Raquel Santos Sanga, Our Taiao Team have planted 134 different plants and trees this season, with plans to increase this number over the next two to three years.

We worked collaboratively with Kainga Ora, Uru Whakaaro, Auckland Council and Sustainable Schools Project to promote Tiny Forest Project in schools. We now have 7 Māngere schools engaged in the planning for establishment of Tiny Forests on their grounds with coordinated consultation with schools, creating planting plans with Uru Whakaaro.

We engaged and provided native trees to Te Ara-rata Stream, Old School Teaching Gardens and Papatūānuku Kōkiri Marae and some community residents for planting. Additionally we coordinated school and community engagement workshops on the Street tree pilot planting project at Convoir Crescent.

We led the Ashgrove reserve community orchard planting and mulching days, supported the Peninsular Park planting day and the Māngere East Community Centre to reactivate community garden and offered gardening workshops.

Pest-Free Project

Led by Nelly Hikaiti, our Taiao Team conducted weekly visits to Harania Awa and bi-weekly at the Old School Gardens to manage and report on the activity on traplines.

We have conducted pest animal and plant education and provided resources to the community at local events.

We have facilitated Pest-free workshops for ESOL class from Māngere East Community Centre, Parkhaven residents, Garden to Table class from Māngere East Primary School

We ran a Moth plant competition where 16 groups supported and entered this from the Māngere/Ōtāhuhu area

Off the back of all this success we created the Pest-Free Māngere/Ōtāhuhu Facebook group - currently 59 active members advocating for control of pest plants on private properties.



Stream Regeneration

Our team organised Harania Awa Day (June) - forty community members planted 9 trees and cleared rubbish from the area.

We hosted workshops with the Fishman at MEFS, in partnership with Te Ara-rata Stream Team, promoted and facilitated Stream Education sessions with Favona Primary School, Mangere East Primary School, Waterlea School, Ambury Park Centre, Te Kura Maori o Nga Tapuwae, Douglas Bader Intermediate and with OSCAR School Holiday Programmes and continue to advocate for our local awa around illegal dumping and maintenance issues at the awa.



Waste Regeneration

Led by Desmond, our Taiao Team has successfully organised Repair Café at Māngere East Library. This event hosted six local groups running repair stations with 61 participants.

Facilitated gardening and composting workshops for 30 ESOL students from Māngere East Community Centre, Garden to Table class from Māngere East Primary and Parkhaven rest home visitors.

We worked closely with local event organisers, Māngere East Community Centre, twosevenfive, RepFM and Triple Tee to create waste management plans with the aim to host zero waste events.



Te Puna Oranga

Led by Vern, Te Puna Oranga have educated the community with basic gardening and composting skills and have provided a creative space of and for upcycling, have supported many of the Taiao Team's activities this year including redistributing seedlings from Zealandia to community gardens and family homes.

Te Puna Oranga is in the process of re-emerging as a beautiful welcoming space for the community to come together to connect with each other and our taiao.



Climate Action Workshops

ME Family Services delivered two workshops for local community groups and wrote a report for the Local board on community climate action priorities for Māngere/Ōtāhuhu Taiao.

The Māngere/Ōtāhuhu Climate Action Workshops brought together a diverse group of participants, including ahi kaa, local organisations, key community members, and representatives from Auckland Council and Kāinga Ora, to collectively discuss climate challenges and shape a resilient future for our local board.

Collectively we have established some priorities for climate action, these include

- Empowering the community and shifting from consumerism to active citizenship.
- Clean waterways and improved storm water systems
- Greater tree density
- Increased support for local groups and sustainable resourcing



“Mangere is changing” with Kainga Ora

ME Family Services Centre in partnership with Kainga Ora set out to gather people’s thoughts on the future development of the Mangere East neighbourhood. Our commitment to amplify the ideas and voice of our community was the driver behind our partnering with Kainga Ora to ensure that those the development would impact the most, had a say in its design and execution.

Our dedicated team of local individuals, known as Community Navigators, were pivotal in the success of this initiative. With their passion, perseverance, and local insight, they effectively dismantled barriers to engagement and fostered meaningful connections within our community. Their efforts covered a diverse range of activities, including hosting talanoa sessions, conducting surveys, making home visits to residents, organizing events, and actively participating in seven community gatherings in the Mangere East neighbourhood.

Through these engagements, our Community Navigators engaged in dialogue with residents and local businesses, shedding light on their aspirations for the future of Mangere East. These conversations revolved around key elements such as housing development, green spaces, parks, infrastructure, bike lanes, and the revitalization of our streams. The invaluable feedback gleaned from these interactions was collated and presented to Kainga Ora.

We extend our gratitude to our exceptional team of Community Navigators who served as the conduits between our community and Kainga Ora, enabling the authentic voices of our community to be conveyed.

The collaboration between ME Family Services Centre and Kainga Ora in shaping the future of Mangere East stands as a testament to the power of community engagement. As we move forward, we eagerly await the final plan crafted by Kainga Ora, enriched by the valuable insights gathered during this initiative.

Māngere Future Families Research

The Manaaki Tangata team supported Kainga Ora in their Māngere Future Families Research earlier this year. The research focused on families from diverse Pacific groups because Kāinga Ora is aware that current housing designs and types do not meet the needs of Pasifika families. They wanted to better understand:

- How and why the number of people living in Kāinga Ora homes may change over time.
- How families make use of household space – especially if their Kāinga Ora home is too big or too small for their current needs – by arranging sleeping, living and other spaces so they work for them.

For many valid reasons, changes in household size or use are not always reported to Kāinga Ora. ME Family Services, a respected social service organisation that regularly works with Pasifika families in Māngere East, was contracted by Kāinga Ora to speak with 20 Pasifika families to better understand community needs.

Community Engagement



Flood Response

Auckland Anniversary Flooding and NZ Cyclone Gabrielle

 **18**
Streets checked on

 **41**
Houses approached to offer support

 **17**
Families received support with flooding



This was a very stressful and traumatic event for the community, especially after the Covid-19 pandemic. The elderly ended up living in garages, families were living in damp houses or being transferred to emergency housing with no beds, toiletries and clothes. We mobilised the team in a Mobile Resource Room, in our trusty Cargo Van. Families were provided with essentials like food, clothing and blankets.

The swift response across the Manaaki Tangata and Taiao Teams saw several families housed whilst insurance or the landlords figured out what needed to be done following this unprecedented event.

We also educated families on the role of the evacuation centre and the immediate support they can expect from there.

Our Taiao Team worked with the Evacuation Centre on waste disposal options and education, and assisted with resources from our recovery room and collected beds until a sustainable system was in place.



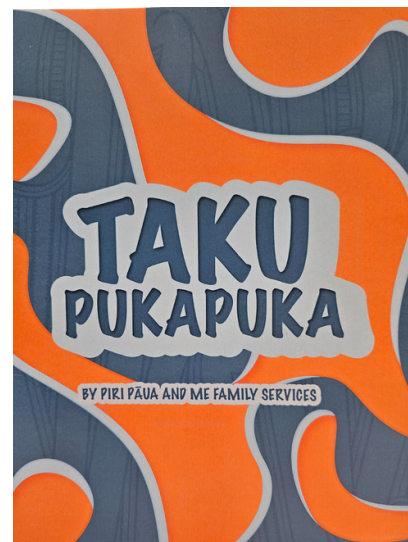
Resources

Nga Hau o Mangere Planting Guide

ME Family Services - Taiao Team worked collaboratively with Mana Whenua, Uru Whakaaro, Kainga Ora and other community partners to produce and launch the Nga Hau o Māngere Ngahere Planting Guide.

Taku Pukapuka

ME Family Services in collaboration with Atawhai Liaina from Piri Paua have created 'Taku Pukapuka.' An activity book we hope to use as an engagement tool to connect with 5 - 6 year olds being supported by our Manaaki Tangata Team.



Awards



Z - Good in the Hood Funding



COVID-19 Response Recognition Award



Community Collaboration Award

Acknowledgements

Thank you to our funders, sponsors and partners who made our work possible this year:

