

COROMANDEL INDEPENDENT LIVING TRUST

ANNUAL REPORT

2017



COROMANDEL INDEPENDENT LIVING TRUST COROMANDEL - AOTEAROA - NEW ZEALAND

www.cilt.org.nz
07 866 8358
cilt@cilt.org.nz

Tiki HOUSE
45 TIKI ROAD
COROMANDEL 3543

Starting in 1994 with a focus on disability issues, the Coromandel Independent Living Trust (CILT) has become a broad-based community services provider for the Upper Coromandel Peninsula. We were the first organisation in the Waikato to sign an integrated contract with Government to help achieve this. We belong to six national federations/associations and operate a range of essential services under a community development model aimed at strengthening the community and enhancing the wellbeing of all people in the Upper Coromandel.



CONTENTS

1	Introduction
3	Cilt projects and Locations
4	Our Values, Vision and Mission
6	Chairperson's report
7	Executive Trustee's report
9	Community services
9	Heartlands Service Centre
10	The Resource Centre
11	Transport services
13	Volunteers
15	Disability support services
15	The Work Co-op
17	Artists In The Making
19	Education programmes
19	Computers In Homes
20	Incredible Years parent Programme
21	Coromandel Kiwi Can
25	Environmental initiatives
25	Harray Walking Track
26	'The Goldmine' Re-use Centre
27	Family support services
27	Whanau Social Services
28	Tautoko Tamariki
29	Strengthening Families
30	Integrated Safety Response
31	Social Housing
32	Well Housed Coromandel
33	Financial Report
35	Human Resources



CILT PROJECTS AND LOCATIONS

'Tiki House' - 45 Tiki Road, Coromandel - The Resource Centre | Heartlands Service Centre | Community Transport Services

The Work Co-op - 316 Wharf Road, Coromandel

'Kiwi Can' - Coromandel Area School, Thames South School, Colville School

Artists In The Making - Arthur Street, Whitianga

Coromandel Refuse Transfer Station, and The Goldmine Community Re-use Centre- Hauraki Road, Coromandel







Samuel James Reserve Building - 545 Kapanga Road Coromandel

The Harray Walking Track - Connecting Wharf Rd to Rings Road

Kapanga Flats - 505 Kapanga Road Coromandel - Pensioner Housing



OUR OBJECTIVES

-  To make a positive difference to people's lives
-  To strengthen relationships with stakeholders
-  To seek opportunities that benefit our community
-  To be sustainable
-  To be innovative
-  To be a leading provider

OUR VALUES



VISION

TO ENHANCE THE WELLBEING OF ALL PEOPLE IN THE UPPER COROMANDEL PENINSULA



MISSION

TO RESPOND TO NEED BY WORKING COLLECTIVELY
TO STRENGTHEN OUR COMMUNITY

THE NUMBERS

During 2017:

CILT employed 1 full-time staff member 25 part-time staff and 8 casual workers

We were a finalist in the Thames-Coromandel Hauraki Business Awards, in the Community Organisation Category

Over 50 volunteers supported our projects

We made 5000 support contacts to local residents

Our free community computers were used over 1000 times

Over 30,000 people visited the information centre in the Samuel James Reserve

12 refurbished computers were distributed to families in the community to keep

The community van made 49 trips to Thames and carried 279 passengers.

BNZ staff took part in a working bee to maintain the Harray Track

Thousands of people visited the Resource Centre.

Over 30 people participated in our Vocation Services Programme

Facilitators delivered our incredible years Parent Programme to parents in Coromandel and Whitianga

CILT Kiwi Can delivered lessons to over 300 students in 2017

CHAIRPERSON'S REPORT

Vicki Sephton

On behalf of the trustees of the Coromandel Independent Living Trust, I am pleased to present the 2017 Annual Report. During the year strong leadership and a committed team of staff and volunteers enabled us to continue to achieve our objective of delivering high-quality services that make a difference to the lives of the people in our community.



Despite the relative isolation of the community, CILT's team continued to build and strengthen networks with other local, regional and national, and even international agencies and professional bodies. Currently CILT holds contracts with, or is supported by, almost twenty government agencies and receives the support of over thirty other agencies or groups.

During 2017 further partnerships were developed through participation in the Integrated Safety Response pilot with NZ Police, the Computers in Homes programme with the 20/20 Trust, and the investigation into a community Wi-Fi network with Coromandel Area School. These initiatives demonstrate CILT's commitment to being innovative and to providing further opportunities to strengthen our community.

In June our Executive Trustee, Mike Noonan, undertook a study trip to Scotland to look into social enterprise organisations which trade for the benefit of the larger community rather than for the private gain of a few. His findings have exciting implications for CILT, as the goals of social enterprise link with our objectives of providing improved social, environmental and economic outcomes for our community. We now have in place a strategic goal of building on the success of our first social enterprise project, 'The Goldmine' Community Re-use Centre.

Another major development during 2017 was the beginning of a process to establish a community hub in Coromandel. The vision is for a vibrant centre of community life that brings together a wide range of social, cultural, and recreational services and groups in a purpose-built centre. This project is an exciting one that offers tremendous advantages to our community, and will allow us to work more collaboratively with other organisations to the benefit of all.

Our continued success in delivering quality services is a result of the expertise, experience, and dedication of our staff. They are supported in this by over fifty volunteers from our community.

I would like to acknowledge the diverse range of skills, experience and knowledge the volunteers bring to our organisation: they are a valuable and integral part of our team. I thank them for their willingness to work together for the betterment of our community and their commitment to supporting us to achieve our goals.

On behalf of the trustees, I would like to thank our Executive Trustee, Mike Noonan, the staff, and my fellow trustees for their continuing hard work, dedication, and commitment to making a difference to the lives of the people in our community.

As a team, we are in a sound position to meet the exciting challenges of 2018.

EXECUTIVE TRUSTEE'S REPORT

Mike Noonan



An unveiling ceremony for our late Chair, Airini Tukerangi, was held early in January 2018, marking her passing on 4th January 2017. This reminded us all of the great contribution she had made to the Coromandel Independent Living Trust (CILT). During the year we lost another friend, Jo McNeil, who had worked tirelessly for CILT for fourteen years supporting the Work Co-op with her arts and crafts skills. In December we were saddened by the death of Graeme Steele, an enthusiastic volunteer at The Goldmine, our community re-use centre.

Throughout the year the main thrust of development at CILT was the expansion of our social work and whānau support services. We entered a pilot scheme for Integrated Safety Response (ISR), whereby we belong to the Hauraki East Waikato Collective, along with other groups in Whitianga, Whangamata, Waihi and Thames. We also focused on increasing the contribution of volunteers to the organisation, which has had the positive spin-off of spreading knowledge of CILT's many and varied services throughout the community. Another benefit is giving those people the opportunity to gain work experience and eventually get paid work, possibly at CILT.

The introduction of the Enabling Good Lives strategy in Waikato means that disability support services will undergo radical change. This is very relevant to CILT as we hold a Vocational Services contract with the Ministry of Social Development. In the future, rather than CILT providing programmes such as the Work Co-op and Artists in The Making (ATM), it is probable that individuals will receive their own funding to buy their own services.

In Whitianga, at Artists in the Making, we farewelled Anne Bowden after 15 years with us, and welcomed her brother, John Hawken, as the new Coordinator. Anne started and developed the ATM programme, and using artwork as a vehicle, gave a new dimension to the lives of many disadvantaged people. She created an extensive network of supporters and always advocated for CILT in their community. We acknowledge her huge contribution to our success in providing a service that helps people realise their potential.

During the year, we began working with the Coromandel Area School (CAS) at the request of the Coromandel-Colville Community Board to investigate a community broadband network service in the town. We gained agreement in principle, and through the generosity of the school we should be able to provide Wi-Fi at very high speeds throughout Coromandel Town by mid-2018.

In May the CILT Trustees were invited to become Trustees of the Coromandel Community Services Trust (CCST), which now continues as an associate trust to CILT. One of the major assets of CCST is the community services van, which can be used by groups and individuals for transport to events in Coromandel and further afield. Bookings and drivers for the weekly shopping trip to Thames have been organised through CILT's Resource Centre since the inception of both trusts in 1995. The new arrangement has enabled us to streamline the overall operation of the van. Later in the year a weekly Friday service to Whitianga was introduced to complement the Thursday run to Thames. CILT wishes to acknowledge the efforts of the preceding trustees in managing the van over a considerable period of time.

The highlight of 2017 for me was my study trip to Scotland in June and July. I acknowledge the support of Driving Creek Arts and Conservation Trust and The Supported Life Style Hauraki Trust in making this possible. The purpose was to investigate the Scottish success with social enterprise organisations. In six weeks I was able to visit a great number of such organisations in both urban and rural settings, and appreciate how beneficial they are for a wide range of people, not only the disadvantaged members of communities. Much of what I learnt is applicable here and so I was glad, on my return to New Zealand, to participate in the Social Enterprise World Forum, held in Christchurch in September.

None of this would have been possible without the support of my wife, Alison Carter, who worked hard to plan, organise and assist me during the trip and on the subsequent report.

During my travels I also saw the workings of the Impact Hub, a world-wide network where people offer mentoring, capability-building and social enterprise in a supportive environment. There is now an initiative being driven by WINTEC to promote the Impact Hub concept in the Waikato and we are considering our options in this sphere.

2017 marked seventeen years for CILT in Tiki House. CILT makes rooms available through Heartland Services for government agencies, as well as for a wide variety of other service providers. We have outgrown Tiki House and believe that a fully accessible purpose-built community facilities hub is now necessary. It would also open opportunities for sports and recreation groups, as well as individuals who would otherwise be working in isolation at home, to work in a vibrant, stimulating environment with access to numerous resources.

To this end, CILT received funding from the NZ Lottery Grants Board for a feasibility study. We appointed Tony Kane of Phae Group Limited to undertake this study, and he engaged Peter Sephton to support him in Coromandel. We see the local Thames Coromandel District Council as an essential partner in this exciting development, where they will have the opportunity to commission elements of the building which they see as advantageous to the community, but with little financial risk to them. Suitable land has been identified in Pound Street, 200 metres from Tiki House, and agreement in principle has been given for CILT to develop a building on this site.

The year ahead promises to be a busy and exciting one. I feel proud to be the Executive Trustee of an organisation where a great group of people, employees and volunteers alike, continue to provide essential services to our wider communities. And of course our appreciation goes to our new chairperson, Vicki Sephton, as well as our other Trustees, Margaret Harrison and Andy Reid for their generosity of time, sound governance and ongoing support.



COMMUNITY SERVICES

The main hub of CILT's activities is 'Tiki House' in Coromandel Town. From this location we operate the following services:

The Resource Centre

Heartlands Service Centre

Community Transport Services

The Community Mobility Van

HEARTLANDS SERVICE CENTRE

Heartlands is a government-funded interagency initiative that enables people in rural areas to access government services. The Centre is based at Tiki House in Coromandel Town and is accessed by local residents and those living in the isolated communities of Colville, Port Charles, Papa Aroha, Koputauaki, Kennedy Bay, Whangapoua and Manaia. In addition to government agencies, other social services providers regularly book the rooms to see clients.

In the last 12 months, there were 1781 face-to-face appointments with a government or non-government representative at the centre. There were 3389 support calls, emails, faxes and face-to-face queries related to seeing visiting agencies, an increase of approximately 500 on 2016. Twenty-three government agencies and 16 non-government agencies visited the Centre during this period. Agencies accessing the rooms included Probation Services, Māori Land Court, the Inland Revenue Department (IRD), Community Mental Health, the Accident Compensation Commission (ACC), Workwise, as well as counsellors, computer tutors, speech and language therapists, Incredible Years Parent Programme facilitators, an osteopath, lawyer, masseuse and naturopath.

The Heartlands service also provides teleconferencing facilities, which are often utilised by the Waikato District Health Board (DHB) for training purposes.

Local residents appreciate the convenience of having so many agencies and services accessible in one location in the centre of the town.

IN 2017:

16 NON-GOVERNMENT AGENCIES AND 23 GOVERNMENT AGENCIES USED THE CENTRE

CILT FACILITATED 1781 FACE-TO-FACE APPOINTMENTS

THERE WERE 3389 CALLS, EMAILS, FAXES AND FACE-TO-FACE QUERIES

COROMANDEL RESOURCE CENTRE

A BUSY 'ONE STOP SHOP' FOR COMMUNITY SERVICES

The Coromandel Resource Centre is a busy 'one stop shop' for local residents, based in Tiki House in the heart of Coromandel Town. It provides information on health and disability services, funding to enable people to attend hospital appointments in Thames and Hamilton, and rooms for agencies not located in the area to hold regular clinics.

CILT is a full member of the New Zealand Federation of Disability Information Centres and the Māori Disability Group, Te Roopu Tikai Hunga Hauaa. Specialist knowledge on health and disability services is provided at a number of CILT sites by project coordinators.

During 2017, the Resource Centre provided over 5000 support contacts to local people, up by nearly a thousand on the previous year. This increase arose as a result of new contracts CILT gained with the Ministry of Social Development in the area of family support services, and also because the Coromandel Budget Advisory Service and Foodbank moved their offices into Tiki House. These contacts, which include those with a disability, are through face-to-face enquiries, phone calls, emails, letters and faxes. Most requests are related to accessing physical and mental health services, social housing and support groups.

To empower residents to access their own information on services, the centre has three free computers, funded by the New Zealand Federation of Disability Information Centres. The WEKA computers are available on site and were used over nine hundred times in 2017. In addition to accessing information on health and disability services, residents use the computers to gain information on government and council processes, access MyMSD, write CVs and to search for work and volunteering opportunities. The centre also provides fax, scanning, copying, laminating and binding services and a community notice board.

IN 2017:

WE PROVIDED OVER **5000 SUPPORT CONTACTS** TO LOCAL RESIDENTS

OUR WEKA COMPUTERS WERE USED OVER **900 TIMES** BY PEOPLE IN THE COMMUNITY



COMMUNITY TRANSPORT SERVICES

The Community Transport Service enables patients with a Community Services Card from the isolated rural communities of the Upper Coromandel Peninsula, to access health care at Thames Hospital and Waikato Hospital. This vital service is funded by the Waikato District Health Board. In 2017 our funding adequately met local demand for the service which allowed us to fund transport to 675 eligible hospital appointments.

Patients are offered cheques to attend hospital appointments in their own vehicles and a dedicated team of volunteer drivers is available for patients who are unable to drive. Petrol vouchers are also available for those who do not have photo ID and are therefore unable to cash a cheque at a bank.

Through an arrangement with ACC, we are continuing to provide volunteer driver services to patients entitled to ACC funding, which is a very worthwhile system for those entitled to such support.

We had eight drivers available to drive Coromandel patients. It is these dedicated volunteers who make it possible for this wonderful service to continue to be offered to our community.

Annual surveys are conducted to obtain feedback from patients and for us to make any improvements required. Some of the comments from the surveys are below:

“Awesome service, staff, and everything. Very happy.”

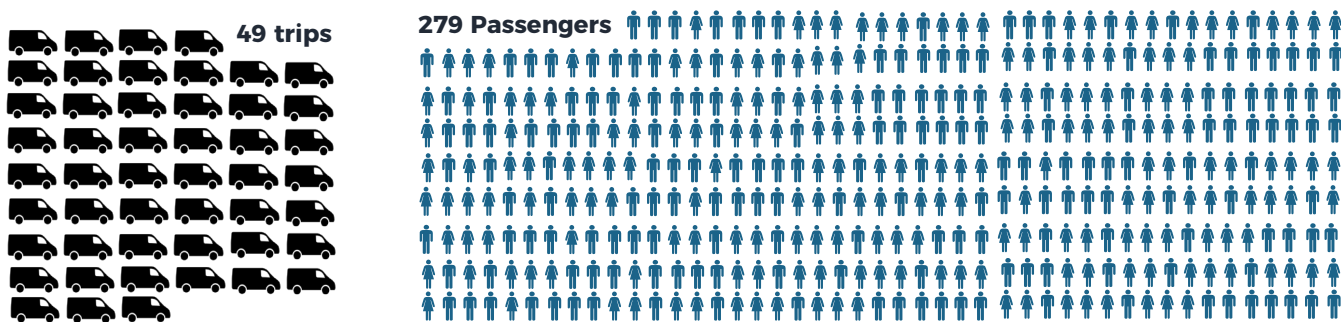
“Without this service it would be very difficult for me and my family to go to important medical appointments.”

MOBILITY VAN

IN 2017 **11 VOLUNTEER DRIVERS TOOK 49 TRIPS** CARRYING **279 PASSENGERS** TO THAMES FOR DENTAL APPOINTMENTS, SHOPPING, WINZ AND COURT VISITS.

This fantastic service runs every Thursday providing there are enough passengers (minimum of 3). It collects locals from their homes and drops them back at the end of the day. CILT organises the bookings for the weekly trips and the drivers are all volunteers.

A trial to run the van to Whitianga on Fridays proved largely unsuccessful. A decision was made at the end of the year to trial this service on a monthly basis..

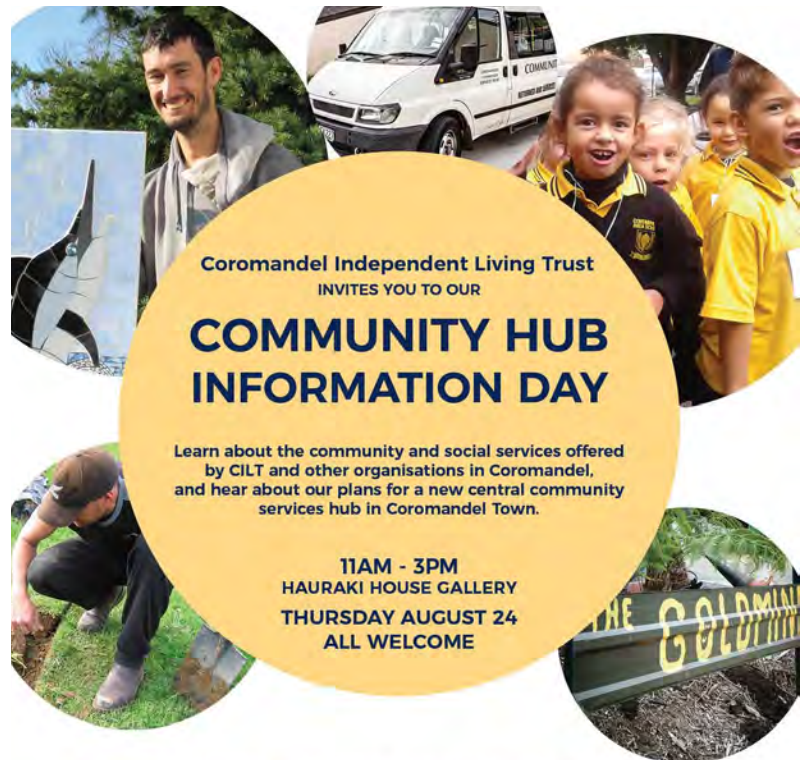


COMMUNITY HUB EXPO

In August 2017 we held an information day in Hauraki House Gallery for our proposed Community Hub.

This was a succesful event, with many people coming along to find out about CILT's various services, and our plans for the future.

Find out more about our proposed Community Hub here:
cilt.co.nz/hub



VOLUNTEERS

Carol Sutherland – Volunteer Coordinator

Our team of volunteers make it possible for CILT to provide services that otherwise would be difficult, and in some cases, too costly to deliver.

Volunteer drivers

Volunteer drivers for medical appointments in Thames and Waikato enable people with a Community Services Card in our rural communities to access health services not available locally. In 2017 we had eight drivers and are always on the lookout for more. Drivers for the Community van, which CILT took over from the Coromandel Community Services Trust in 2017, also numbered eight and they provided a regular Thames service for local residents to attend hospital and other appointments, as well as to go shopping.

A weekly Friday trip to Whitianga was trialled during the year but the numbers did not justify such a regular service and it will be scaled back to once a month in 2018. This will still give people who do not drive, or choose not to, the opportunity to go over the hill, do some shopping or catch a movie.

It is because of the willingness of volunteers to help others be more mobile and access services beyond Coromandel Town that these transport systems are available. Users frequently express their gratitude for them.

Recycle and re-use

Since the establishment of 'The Goldmine' Re-use Centre, volunteers have been collecting tools for the workshop. As donated tools come in volunteers assess their functionality and refurbish where needed. 'The Goldmine', thanks to the volunteers, has the core components of a workshop which has not required any funding to materialise.

Space at the Goldmine is at a premium but the objective is to have a fully functional workshop where not only are tools available for metal recovery, but items can be given a new lease of life by volunteers. Qualified volunteers can check and repair electrical items that otherwise would end up in landfill. Furthermore, testing electrical items throughout CILT premises can now be done in-house. The Goldmine Volunteer team also worked towards providing more shelter for goods thus freeing up space in the workshop.

During the year metal recovery was undertaken by volunteers, which is much appreciated as this increases the recycling levels and returns for CILT. Expanding this rate of recovery will depend on the rationalisation of the Refuse Transfer Site (RTS) metal pile.

CILT lost a wonderful and keen volunteer when Graeme Steele died in an accident at home. His gentle nature and enthusiasm for 'The Goldmine' is sadly missed. He was exactly what one would expect from a volunteer, always willing to give time for the betterment of the community.

Off-site

Volunteers also worked off-site, carrying out alterations on other CILT premises, making items for CILT use, and checking and refurbishing items in their own workshops.

Volunteers by default are good people, as they want to give to the community and they see CILT as a means to do so. Both CILT and the wider community are indebted to them.



In 2017 over 50 Volunteers supported our projects in 2016. They helped with working bees, driving people to hospital appointments, driving the Community Van, establishing the workshop at 'The Goldmine', gardening for pensioners, tagging and testing electrical equipment, teaching people to sew, fixing bikes, fundraising and much much more!

Volunteer Profile - Terry Ames

In 2017 Terry Ames started volunteering at 'The Goldmine' Re-use Centre in the workshop, working alongside retired electrician Graeme Steele. This meant that donated electrical goods could be checked according to NZ electrical safety regulations and sold through 'The Goldmine' shop, thus increasing the life span of items and reducing waste.

Tragically Graeme died and is missed by family and friends and fellow volunteers. With Graeme gone we lost the ability to regenerate electrical items. However, Terry stepped up and volunteered to become qualified so that the re-use system could continue. CILT paid for both his training and the new testing equipment in order to be fully compliant with NZ safety legislation. With this training and equipment, Terry will be able to take his skills beyond 'The Goldmine', enabling CILT to provide electrical test and tag services to businesses and private individuals.

Through volunteering Terry helps the community to re-use and recycle, keeps CILT electrically safe and can offer needed skills to the community through a social enterprise.

In having that spirit of generosity towards the community Terry is more than willing to lend a hand in other areas such as helping Coromandel kids repair and re-use a bike.

Terry is part of a volunteer team that contribute their time and skills to help CILT deliver services to the community. As such they are an integral and highly valued part of the organisation.



"I STARTED VOLUNTEERING AS A WAY TO FILL IN MY TIME, AT CILT I FOUND THAT I STARTED TO ENJOY THE WORK AS WELL AS GIVING TO THE COMMUNITY"

DISABILITY SUPPORT SERVICES

The Work Co-op

Artists In The Making

THE WORK CO-OP

Jean Ashby - Coordinator

The Work Co-op has been operating out of a villa in Wharf Road in Coromandel Town for over 17 years and is run like a big whānau where everyone supports each other to set and achieve goals. The programme supports people within the township and remote outlying areas who have a disability. We also assist Probation Services clients to complete their community service hours and safely reintegrate into the community as well as helping youth to transition from school into employment and training.



The Work Co-op is very involved with the community, and much valued for their work. In 2017 participants provided catering for events at local marae and within the township, mowed the lawns at local urupa and helped kuia and kaumatua with household and gardening chores.

Every week art classes are held with the participants in a variety of different media, the results of which sold well throughout the year or were given to family and friends. Table place mats, cards and cushions were the most popular items purchased.

Early in the year the whole team went to Whitianga for Anne Bowden's farewell party. She had been the coordinator of the Artists in the Making Programme for many years. As the evening progressed the guitars came out, the waiata were beautiful and the dancing magical. We stayed the night and enjoyed the beach the following day before driving back to Coromandel.

Another highlight of the year was a visit in August by ten female group members to the Hamilton Craft and Quilt Fair. They came back with lots of bright ideas for future creations.

Sadly, we would like to acknowledge the passing of Jo McNeil in September. She had worked tirelessly for the Work Co-op for over fourteen years teaching arts and crafts. Jo brought an infectious energy to the programme, making learning fun and enjoyable. At the same time she was humble and encouraging. Her cheekiness and kindness is missed by all of us at the Work Co-op.



ARTISTS IN THE MAKING

John Hawken - Coordinator

Artists in The Making (ATM) is a day programme for people with a disability which operates two days per week in Whitianga. Since opening in 2002 we have had over 105 people attend this service. We use art and craft to develop creative skills, build confidence and self-esteem, and break down isolation. We also encourage participants to connect to other services and employment opportunities. In 2017 we had 17 people coming to ATM, with a combined total of more than two thousand hours of attendance. Our activities have included mosaic work, painting, china painting, and glass fusing in a microwave kiln.

2017 saw some changes at ATM. Anne Bowden retired in March with John Hawken taking over the helm. Anne founded ATM sixteen years ago after seeing the need to support people with disabilities in a community-based environment. During her tenure, Anne built a cohesive, encouraging and supportive group framework, greatly contributing to participants' wellness.

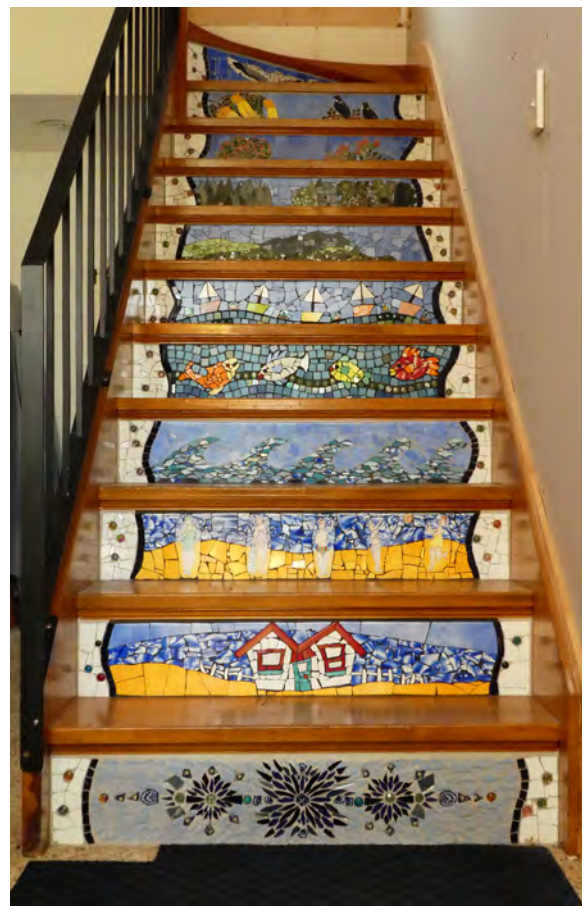
John brings some new skills to the programme, having worked in a range of different settings, and with interests in photography, woodwork and mixed-media sculpture. There was some initial apprehension within the group around having a new coordinator, but this soon disappeared. One strategy Anne introduced was to have some of the more experienced mosaicers teach John how to do a mosaic. This proved to be a very effective ice-breaker.

During the year we worked to expand the group's mosaics skills by introducing pre-cut shapes that members could then use in their designs. These artworks have included poppies, a swordfish, 3-D stars, a Betty Boop portrait, a butterfly, and a Playboy bunny head. One group member also used wood and wire to represent a fence on a mosaic of a milk tanker. One of the members made some very nice-looking doormats, using small stone tiles previously donated to The Goldmine.

This year we opted to have a mid-winter dinner at the Mercury Bay Club which was attended by most of the group. It was great to see people relaxing and enjoying each other's company.

During the year, John attended the Inclusive New Zealand Conference with Mike Noonan. At the conference, John and Mike presented the findings of an Action Research project funded by Inclusive New Zealand. The research examined feedback from a sample of CILT's service consumers, and we were delighted to report that the feedback was extremely positive and appreciative.

We finished the year with 11 of us, plus Kiwi Can Coordinator Marlene Johnson from CILT, having a lovely Christmas lunch together and sharing presents at the Mercury Bay Club once again.



EDUCATION PROGRAMMES

Computers In Homes

Incredible Years Parent Programme

Coromandel Kiwi Can

COMPUTERS IN HOMES

Matt Sephton - tutor

In 2017 we ran the Computers in Homes programme. This was a national programme supported by the 20/20 trust, with an aim to give basic computer training to parents with school aged children. With schools increasingly moving to computer aided learning, many parents who lack computer skills are finding themselves unable to help their children with schoolwork.

8 participants completed the course, which consisted of 10 x 2 hour sessions, held at the Coromandel Area School. At the end of the course, each parent received a refurbished computer to keep.



INCREDIBLE YEARS PARENT PROGRAMME

Kate Donoghue - Facilitator

CILT facilitated three Incredible Years Parent programmes during 2017, two in Whitianga and one in Coromandel. We are able to run these programmes through funding from the Ministry of Education.

The programme aims to positively influence the lives of all the participants and, most importantly, their children. Over 30 parents were involved and more than 70 children will have benefitted from the extra skills that the parents report in their final evaluations.

The feedback is always positive. Two parents stated:

"It's been amazing for our family. I've learned stuff that will stay with me for ever. Things weren't that good....when I started the course but I can honestly say that our whole family has a totally different feel. I now have a tool kit of what to do when issues arise. Every parent should do Incredible Years."



Incredible Years Parent Programme
14 session course, begins March 1st
Coromandel town

14 WEEK COURSE STARTS MARCH 1st.
Free for parents
Thursdays 5-8pm (with a light kai)

The I.Y Programme:

- Strengthens adult - child relationships
- Reduces problem behaviours
- Practices strategies to manage behaviour
- Promotes children's development

The Incredible Years® is a highly successful parent programme provided to families around New Zealand. This programme involves parents attending fun interactive weekly group sessions. We know parenting can be challenging at times and some support can make a big difference! The sessions are 3 hours each and involve plenty of time to discuss and practice new ways to manage children's challenging behaviour, get ideas for growing positive social skills in children, and find ways to enhance relationships in families.

Contact us for more information, or to register your interest:
T. (07) 866 8358 / E. cilt@cilt.org.nz / www.cilt.org.nz

Delivered by The Coromandel Independent Living Trust

The Incredible Years®
Parents, teachers, and children training series

"I can't speak highly enough about Incredible Years. Meeting every week with other parents with similar issues has been so valuable for us. The whole way the course is structured with the practices between sessions and the phone calls from Dana and Kate. It's been so amazing. I feel that I'm on track now with my parenting. Thanks so much."

Kate Donoghue facilitated two programmes, with Dana Vaughan co-facilitating in Whitianga and Sally Stevens in Coromandel.



KIWI CAN is a life-skills and values programme aimed at 5 – 12 year olds and was designed as part of a range of programmes founded in 1995 by mountaineer Graeme Dingle and lawyer Jo-anne Wilkinson. It is a whole-school programme with all students in years 1-8 attending one session a week throughout the school year.

The Graeme Dingle Foundation focus is ***‘Transforming young lives forever’***.

CILT is licensed to deliver four of the Graeme Dingle Foundation core programmes: Kiwi Can, Stars, Career Navigator and Project K. These programmes have been actively operational in our community for over 10 years. Our overall aim is to guide participants towards a positive and fulfilling life path, benefiting both the individuals and their communities.

Pupils from Colville School, Coromandel Area School and Thames South School continue to enjoy the benefits of the Kiwi Can programme, which has been proven to reduce truancy and encourage kids to stay in school longer. It also reduces bullying and improves resilience and confidence. The positive effects of Kiwi Can spread outside the classroom, into the schools, families and communities where it is delivered.





In 2017, we delivered high-energy, interactive and challenging lessons to over 300 students around our four themes – Positive Relationships, Respect, Integrity and Resilience. The three schools involved have appreciated having Kiwi Can and say that we complement their school culture and the values they promote.

Our Kiwi Can leaders during 2017 were Gemma Lee, Jasmine O’Neil, and Emma Hawkins . We have formed a very effective team with diverse strengths and interests. All our leaders are great role models who, as well as leading action-packed and professional Kiwi Can lessons, are involved in the community in a variety of activities and have built long-lasting positive relationships with both students, parents and schools.

Each year our leaders attend a professional development camp at the Kiwi Can National training in January. This is where all the Kiwi Can Leaders and Coordinators from around the country get together and attend workshops, swap ideas and learn new and exciting tools for our lessons. At the end of this training camp our leaders always come back excited and ready to use their new skills in the classroom.

During 2017 the Kiwi Can programme was coordinated by Marlene Johnson, who has a background in fitness and is a highly motivated individual, passionate about the youth of Coromandel.

2017 Kiwi Can Programmes

TERM	THEME	MODULE	CATCHPHRASE
1	Positive Relationships <i>Whakawhanautanga</i>	Positive Communication Co-operation Friendship	“Cooperation and communication is the key / to build a friendship between you and me”.
2	Integrity <i>Pono</i>	Honesty Responsibility Reliability	“We show integrity in what we do / being honest, responsible and reliable too.”
3	Resilience <i>Taikaha</i>	Understanding Emotions Self Discipline/Control Dealing with Challenges	“Keeping calm and in control / helps us all to reach our goals” Kiwi Can says “STOP...THINK...GO!”
4	Respect <i>Manākitanga</i>	For Ourselves Respectful Communication For Others	“I’m proud of where I come from, I’m proud of who I am, I’m proud to be a Kiwi, because a Kiwi Can!”



KIWI CAN DELIVERED LESSONS TO OVER **300 STUDENTS** IN 2017

Kiwi Can Fundraising

In 2017 our Kiwi Can leaders volunteered their valuable time to help raise much needed funds for the purchase of resources, equipment and prizes for our tamariki. Part of our fundraising for Kiwi Can is holding our famous Kiwi Can disco. It's great to see many students from surrounding schools coming together for these fun-filled nights and having a wonderful time. Without the volunteered time given by our leaders and their fundraising efforts our supply of resources and prizes for our students and lesson would be very slim.



Supporters

Sanford Ltd
The Lion Foundation
Coromandel Area School
Colville School
Thames South School
Graeme Dingle Foundation
Ministry of Education
TCDC Coromandel/ Colville Community Board
Colville Social Service Collective (CSSC)
DV Bryant Trust
Star and Garter Hotel
John and Jean Norton
Grassroots Trust
Z Energy



2017 Kiwi Can Participant Schools

Coromandel Area School

The Kiwi Can Leaders align their lesson planning closely with the school's programmes, delivering quality, professional sessions with links to their values initiative, the National Curriculum and Key Competencies in particular. In 2017 it was a pleasure to be part of the Junior Camps, Sports Days, Cross Country, as well as the town treasure hunt with Rooms 4 and 5, and the end-of-year junior prize-giving.

Colville School

Again the leaders continued to develop excellent professional relationships with staff and aligned their planning wherever opportunities presented themselves. Colville School students always embrace theatrical and role-playing opportunities as a method of embedding our themes and concepts and of portraying their learning to others. Highlights for the leaders in 2017 were helping out with the Colville sea-life and beach clean-up, and the school's Grandparents' Day.

Thames South School

Once again 2017 saw our leaders travel to Thames South School from Coromandel, a 50-60 minute drive every Friday. Although this can be a tiring trip at times, it is all worth it when we hear the heart-warming greetings from the tamariki as we walk through the gate. Our leaders have a great relationship with students and teachers at Thames South School and our team absolutely love going there. We also love helping out with the Cross Country and Athletics Days, and attending school assemblies.

The Kiwi Can team appreciate the support we receive from the staff of all three schools as well as that given by the local communities. It really is a team effort.

Quotes from School Principals:

Tui McMillan – Colville School Principal

"Kiwi Can continues to be a valued teaching partner at Colville School. The children at small schools are like siblings to each other and the very close relationships they form can produce negative responses because of this lack of choice of buddies when choosing play or learning spaces. Kiwi Can teaches children about respectful negotiation and the value of friends and colleagues. Colville School children talk with knowledge about respect and they understand that getting on with each other and learning as a team can be far more valuable in life than individual achievement. Thank you to Kiwi Can for these important lessons for our tamariki."

Joan Hart– Acting Principal for Coromandel Area School

"Thank you, Marlene. We really appreciate the way your programmes feed into the wider education of our students. We are all looking forward to another great year. Thank you for your work, energy and the thought you put into the work your team do here."

Kim Nikora – Thames South School Principal

"The team is a key part of how we work here."

ENVIRONMENTAL INITIATIVES

The Harray Walking Track

The Goldmine Reuse Centre

THE HARRAY WALKING TRACK

First opened in 2009, the Harray Track continues to be well-used by both local residents and visitors to the area. As part of CILT's responsibility for the ongoing maintenance of the track, it was inspected monthly during 2017 to assess its condition and to identify any changes, especially after major weather events.

After a request from a neighbour on an adjacent property, who was having difficulty with the public wandering onto their land, we noted that some of the current signage was not up to standard and that it was not doing the job we needed it to do. New directional signage was erected to help solve the problem and help the public identify the correct path or direction to take.

Over the 2016-2017 Christmas period, the Moehau Environment Group (MEG), together with the Coromandel Area School, laid traps along the track, and during March and April of 2017 we were lucky enough to have MEG take it upon themselves to do some track clearing, which is something they do when they have traps laid on tracks. CILT appreciated this immensely and gave MEG a donation for their work.

CILT is very grateful to the Thames Coromandel District Council for having access to the Coromandel Colville Local Economic Development Grant funds and we are thrilled that more funding has been granted so we are able to continue with the maintenance of the track in 2018.



On the 23 August 2017 CILT was lucky enough to be chosen for the BNZ Closed for Good. The Coromandel BNZ staff along with CILT's Operations Manager Marlene and other volunteers spent the day on the Harray Track where they weeded the many stairs, laid anti-slip netting on one of the walking bridges and restacked rocks for the creek crossing.

A huge thank you to the BNZ Coromandel girls and volunteers the work you all did was invaluable.

‘THE GOLDMINE’ RE-USE CENTRE

Benjamin Rudolph - Goldmine Coordinator

Since opening its doors to the public in late 2016, the Goldmine has proved to be a shining example of what can be achieved when hard work and perseverance come together.

Early this year we had our official opening. In attendance were members of the public, local and national government representatives and also those who put in a huge effort to make the idea a reality.

Our aim of minimising the amount of “stuff” going into landfill has been successful. Every day we see people bringing in their unwanted items, ranging from beautifully crafted antique oak tables and vintage glass oil bottles to everyday useful items like toasters, cups and household furnishings. The local and wider community have been very generous in donating these goods, enabling us to achieve our goal.

At one time we had a woman bring all of her mother’s belongings to us because she was moving to Australia. She had boxes of plates, candles, some bedding and a whole lot of other household items. She also had some rubbish she wanted to drop off. When the operator at the Refuse Station checked to see if there were any recyclables, he found a large family bible with an intricately embossed cover, which dated back to the late 1800’s.

On average we had about 300 – 500 people visiting the shop every month. There are many regular customers who come sometimes two or three times a week. Not everyone takes something home when they leave, but we love that they come in to browse anyway. It is often said that you just don’t know you need “that certain something” until you see it on one of our shelves waiting for you. And with our prices so affordable that item can sometimes be hard to resist.

We also had many people from outside the region coming in and loving what they saw. The most common comment was that their town needed a Goldmine of its own. People really appreciated the work that we were doing and the layout of the small shop. Many left positive comments in our visitors’ book talking about their experiences:

Over the last twelve months the Goldmine has been embraced by the local community. And this support has contributed to the success of this venture.

“Best second hand shop in Coro. Keep it up”

“Can’t wait to get back here every year. Bargains galore.”

“The best shop in Coromandel.”



The Goldmine Opening Ceremony - 24th March 2017

FAMILY SUPPORT SERVICES

Whānau Social Services

Tautoko Tamariki

Strengthening Families

Integrated Safety Response

Abuse Prevention

WHĀNAU SOCIAL SERVICES

Julie Douglas, Jean Ashby, Mike Mann - Social Support Coordinators

At Whānau Social Services we offer social work, advocacy and counselling support for families which is child-centred, family-focused and strength-based. The overarching goal is to help parents/caregivers/whānau improve skills in order to resolve problems, thus promoting better family relationships, child development, health and welfare. We assess what the issues are, locate and access community services and supports, and guide people to the right agencies.

In the wider Coromandel area isolation from services, lack of suitable housing and inadequate resources can impact on families and family relationships. Families work well when they are free from violence, share healthy relationships, have access to housing, and have the resources they need to flourish. Our approach is to work alongside families, supporting them to build on their strengths and achieve their goals.

This year the service has provided support for 56 family members, helping with housing, day-to-day care of children and securing appropriate benefits. We are pleased to see that our clients are gaining a greater understanding of the harmful effects of family violence and excessive alcohol and drug abuse, and are seeking to make changes in their situations.

We believe that our kaupapa fits perfectly with the vision of CILT: Safe, respectful and peaceful relationships.

The contract for the service is funded through the Ministry of Social Development.

Support through this service is accessed via the CILT Resource Centre. Julie Douglas and Jean Ashby coordinate these referrals.

The referral process and criteria is also available on the CILT website www.cilt.org.nz

**NO REIRA
NGA MANĀKITANGA O TE WĀHI NGARO
KEI RUNGA I A TATOU KATOA
TE ANO TATOU**

TAUTOKO TAMARIKI

Julie Douglas, Jean Ashby, Mike Mann - Facilitators

This programme offers support to individual families who, for a variety of reasons, require parenting and relationship support. The service was initially developed for parents who were unable to attend an Incredible Years Parent Programme, but has now grown to include family harm and non-violence support.

Our programme is child-centred, family-focused and strength-based. The overarching goal is to help parents/caregivers/whānau improve their parenting skills and to help them resolve problems to promote better child development, health and welfare.

The focus is on enhancing parenting practices and behaviours, and promoting violence-free homes through tailored plans. These encourage positive communication, positive discipline techniques and interaction between parents and children, building relationships, and locating and accessing community services and supports.

Facilitators individualise plans and support for the client and family needs at the beginning of each programme. Clients are asked to set their own personal goals and are supported to bring about change within their situations/relationships through education, coaching, resources, support, learned skills and strategies. These goals and plans are evaluated throughout the programme and can be changed to reflect the client's needs.

CILT has seen an increase in the number of individuals and families seeking help to deal with domestic violence and alcohol and drug issues. During the year we have supported 47 family members and feedback has indicated that clients have benefited from the Tautoko Tamiriki both in their family relationships and in their confidence in parenting.

Jean Ashby, Mike Mann and Julie Douglas coordinate referrals.

**AHAKOA HE ITI HE POUNAMU
ALTHOUGH IT IS SMALL IT IS A TREASURE**

STRENGTHENING FAMILIES **WHAKAPIRIPIRI NGA WHĀNAU**

Julie Douglas - Coromandel North Regional Facilitator

Strengthening Families is a process which supports families/whānau struggling with life's challenges. It brings together the family and the various Government and NGO agencies that have a part to play in helping the whānau achieve desired outcomes, providing families with co-ordinated access to services and integrated support.

The process is designed to meet the unique needs of each family/whānau, helping them to build on their strengths and achieve their dreams with support from social services, schools, special education, health providers, NGOs and community services. By promoting cooperation between these organisations, everyone involved works more effectively and efficiently with the families/whānau involved. As a result families feel stronger and more connected to their communities. The process also gives power to families to discuss who will work with them and what the main issues are for them.

The aim is to offer help before a family/whānau has serious problems requiring intensive or statutory intervention. This service has been particularly valuable in the Coromandel and Colville communities, where many families/whānau with dependent children and/or young people with multiple needs require support. With agencies and institutions such as Work and Income, hospitals and specialist care being over an hour's drive away, access to such social services for our clients is often difficult.

Over the past year the Strengthening Families service has supported three families in the Coromandel/Colville area. CILT receives referrals from various organisations and agencies and the need for this service is evident in the positively changed circumstances for many children. The core funding for this initiative is shared between the Ministries of Education, Health and Social Development.

Julie Douglas and Jean Ashby facilitate these meetings.

NĀ TŌ ROUROU, NĀ TAKU ROUROU KA ORA AI TE IWI
WITH YOUR FOOD BASKET AND MY FOOD BASKET THE PEOPLE WILL THRIVE

INTEGRATED SAFETY RESPONSE

Julie Douglas, Jean Ashby, Mike Mann

Coromandel Independent Living Trust along with its partners CAPS Hauraki, Family Safety Services, Hauraki Family Violence Intervention Network, Waihi Resource Centre Incorporated, Whangamata Community Services Trust and Victim Support formed the Eastern Hub Collective in October 2017. We successfully tendered a proposal to the Ministry of Social Development to provide services dedicated to the delivery of Integrated Safety Response within the Eastern Waikato Police District.

The Integrated Safety Response (ISR) initiative is a new way of government and non-government agencies working together as a team to deal with family harm. The purpose of ISR is to provide safe and efficient services for those impacted by family harm where there has been a report to the police, or where a prison release referral has been received from the Department of Corrections.

The importance for CILT as part of this initiative and collective partnership is that we can work together in our community to more effectively co-ordinate the range of family violence services available and develop the broader whānau focus that comes from community collaboration.

As part of the Eastern Hub Collective, CILT is committed to making a real difference to the lives of family/whānau we work with. If we can work transparently with all those within the immediate environment, then sustainable change to behaviours is more likely to occur.

As rural NGOs reaching throughout Hauraki and to the top of the Coromandel Peninsula we have tried and tested experience of meeting the needs of our communities and whānau through innovation and collaboration. Thus we welcome the opportunity from MSD to extend this collaboration into partnership with the ISR process in the Eastern Waikato Region.

SOCIAL HOUSING

Kapanga Flats - Kapanga Road Coromandel



CILT continues to own, run and maintain the only community social housing available in Coromandel. All 14 flats are fully tenanted and we have a waiting list which is reviewed each time there is a vacancy. In 2017 only one flat came vacant and we allowed one tenant the possibility of changing flats before filling it. Our appreciation to the Tenancy Allocation Committee, as always.

We have increased the planting in the gardens as part of the ongoing maintenance and upkeep. Like many other rural areas throughout New Zealand, our community lacks affordable, quality housing, resulting in many people living in inferior circumstances. CILT still has ambitions to improve the housing situation in our area, and we have ongoing discussions with the Community Board about potential surplus reserve land which we could use to build social housing. We are also in talks with other providers in the field, such as the Thames Pensioner Housing Trust and The Supported Life Style Hauraki Trust.

Other options we have been investigating include whānau housing. Because the new government has a focus on children and housing, we are more optimistic than ever that we will be able to get back into housing development again.

SAMUEL JAMES RESERVE BUILDING

Kapanga Road Coromandel

The Samuel James Reserve building, which CILT restored in 2010, continues to be a hugely popular facility with locals and visitors alike. Located in the heart of Coromandel Town in pleasant surrounds, it acts as a central meeting place as well as performing two important functions: housing the Information Centre and providing public toilets.

CILT receives rent from the Coromandel Business Association for the Information Centre which continues to be well patronised. Almost 31,000 visitors called in this year. We have installed donation boxes in both toilets to contribute to the ongoing maintenance.

Thanks to our volunteers, the building received its annual spruce up before Christmas, leaving it sparkling clean for the holiday season.



FINANCES

Jo Scott CA - Financial Controller

2017 was a successful year financially for CILT with an operating surplus of \$35,915 after capital funding of \$4,890. This enabled us to make up for losses in prior years and set the Trust up well for 2018.

Income of \$911,023 brought close to a million dollars into the community. Costs amounted to \$875,108. CILT employed more than thirty staff, worked with ten contractors and over 50 volunteers.

Gaining new contracts to help others in the community contributed to the surplus. Our Community Support Services Coordinator Julie Douglas did a great job in this domain, thus ensuring CILT became involved with the new Eastern Hub Integrated Safety Response Collective. Members of the Collective have a contract through CAPS Hauraki to work with the NZ Police and Oranga Tamariki Ministry for Children. This means faster local assistance for families experiencing domestic violence. CILT also gained a new Ministry of Social Development abuse prevention contract, which together with the Strengthening Families and Whanau Support contracts, kept our Social Workers very busy.

CILT facilitated three Ministry of Education Incredible Years Parent Programmes during the year, an increase on the usual one or two.

Extra small donations are very helpful. Our thanks go to the Star and Garter Hotel who donated to the Kiwi Can programme from their fundraising pizza nights. We also put donation boxes in the Samuel James Reserve toilets in December, which we hope will provide a small contribution towards the costs of operating the facility.

The Goldmine Community Reuse Centre banked over \$40,000 during its first year of trading from the sale of donated goods which would otherwise have gone into landfill. The official opening ceremony in March was a highlight of the year for all those involved in bringing this project to fruition.

Executive Trustee Mike Noonan, accompanied and supported by his wife Alison Carter, travelled to Scotland to study Social Enterprise activities there in August and September. This left us busy back at home. My thanks to Marlene Johnson who was extremely helpful then and throughout

the year, handling operations on the environmental initiatives front, and also coordinating the Kiwi Can team, which operates in three local schools.

The CILT Finance team commenced its own social enterprise project towards the end of the year. From October onwards we brought in \$1,000 a month through assisting other community groups with their accounting and payroll compliance obligations. We plan to grow this service during 2018.

The funding for the two vocational services programmes, the Work Co-op in Coromandel and Artists in The Making in Whitianga, continued without any CPI increases, as has been the case for many years. Jean Ashby and John Hawken managed to do a fantastic job running these programmes on a shoestring budget.

We were extremely grateful to philanthropic funders who ensured that we were able to achieve all we do for the community and also to the volunteers who gave their time with no financial reward.

Assets

The Trust had \$140,311 funds in the bank at balance date. Most of this was funding received in July which must last until the end of the contract term of 30 June 2018. This also included a grant from the Lotteries Commission to do a feasibility study for the building of a new community hub for Coromandel Town. Our organisation has grown significantly since moving into Tiki House nearly 20 years ago, and with more organisations coming from outside the area Coromandel needs a bigger and better place to deliver a wider variety of services. We are looking forward to working with other community organisations, sports groups and businesses to develop a highly functional, fully accessible working space for the Upper Coromandel.

Fixed Assets

The book value of the fixed assets was \$1.555 million as at 31 December 2017. This was mainly comprised of the fourteen pensioner flats in Kapanga Road, the new Goldmine Community Re-use Centre building plus three vehicles, office computers, and other plant and equipment.

Liabilities

Creditors, accrued leave and income deferred totalled \$276,927.

The balance of the loans with Housing NZ Corporation for the Kapanga Road flats was \$859,584 at balance date and this is steadily being repaid. This loan amount includes a suspensory loan of \$380,000 where repayment may not be required if we adhere to the terms of the loan.

Equity

The Trust had accumulated funds of \$575,854 at balance date.

Full audited 2017 year financial statements can be found on the CILT website:
www.cilt.org.nz/resources
Or at the Charities Register :
<https://www.charities.govt.nz/charities-in-new-zealand/the-charities-register/>

HUMAN RESOURCES

Jo Scott

CILT had a few changes early in the year at the Goldmine and at the Refuse Transfer Station. Also John Hawken came to join us at Artists in The Making in Whitianga which ensured a smooth transition and kept everyone happy despite the founder of the group Anne Bowden leaving to pursue her artistic ambitions.

Anna Galvin moved from working on the front desk to join the Finance Team, where she has rapidly learned to use Xero accounting software. Stella Cowley came on board at the end of the year to take over the CILT HR Coordinator role as Lou Rust announced her retirement as from early 2018.

Carol Sutherland did an excellent job during the year recruiting volunteers and keeping us safe in her role as Health and Safety Coordinator. We were all pleased to have Matt Sephton join us to help with IT hardware and software. As part of this role, he updated and modernised the CILT website and together with Kaye Anderson published the CILT Annual Report. Matt also found time to tutor a Computers in Homes course for local school children and their families, and started to organise a community wifi system at the request of the Coromandel/Colville Community Board.

John Gaffikin-Cowan continued to assist Mike Noonan and in this role prepared many funding applications for CILT. Trish Tenboom-Tuiavii kept our offices clean and tidy at Tiki House and Rhys Williams cleaned the Samuel James Reserve building. Sam Ward helped us out in the office at Tiki House and the team at the Work Co-op all pitch in with various jobs in the community.

Kate Donoghue, Dana Vaughan, Julie Douglas and Sally Steven were our Incredible Years Parent course facilitators and Julie also led the Community Support Services team consisting of Jean Ashby and Mike Mann.

Eric Strauss, then later Ian Martin had the challenging job of working at the Refuse Transfer Station in Hauraki Road, together with Reg Mangakahia and Dave Lysaght who both worked part time during the peak summer period.

We started the year with Lucy Te Wani, and then Benjamin Hassan as our Coordinator of the Goldmine Re-use Centre. Benjamin did some innovative marketing on Instagram, Trademe and Facebook for the Goldmine and Marlene Johnson kept the local community up-to-date with what was happening at CILT and the Kiwi Can programme on Facebook. Guy Macindoe from Sustainz Ltd continued to keep an eye on what was happening with regard to CILT's various environmental initiatives.

Two of our Kiwi Can Leaders had babies during the year: Emma Hawkin from Thames and Jasmine O'Neil from Coromandel. We were pleased that they planned to continue as CILT employees. Kiwi Can leader Gemma Lee did a variety training courses during the year which will also benefit other CILT programmes.

Rochelle Still and Kaye Anderson were our friendly faces on the front desk in the Resource Centre. They were very busy with patient travel claims, managing room bookings for numerous agencies and services, as well as ensuring the Community Van trips ran weekly to Thames. We also welcomed Erana Masters to CILT at the end of the year to train as a reliever for the Kiwi Can team and to learn the front desk role.

The CILT Trustees, especially our Executive Trustee Mike Noonan, led the team continuing to search for new ideas and ways for the organisation to work best for the community.

We look forward to 2018 and especially the new Community Hub development.

CILT Annual Report 2017

45 Tiki Road
Coromandel
Aotearoa NZ
Phone: 07 866 8358
www.cilt.org.nz
Email: cilt@cilt.org.nz