

**CILT - COROMANDEL INDEPENDENT LIVING TRUST**

# **2019 ANNUAL REPORT**





**“We all want to live in a strong,  
happy and healthy community:  
CILT works hard to achieve this”**



# CONTENTS

* 4	WHO WE ARE
* 5	CHAIRPERSON REPORT
* 7	EXECUTIVE TRUSTEE REPORT
* 10	RESOURCE CENTRE
* 12	VOLUNTEERS
* 13	MOBILITY VAN
* 14	SOCIAL HOUSING
* 16	ARTISTS IN THE MAKING
* 17	THE WORK CO-OP
* 18	WHANAU SUPPORT SERVICES
* 19	INCREDIBLE YEARS
* 20	THE BIZARRE
* 21	THE GOLDMINE
* 22	THE HARRAY TRACK
* 23	DIGITAL CONNECTIVITY
* 24	KIWI CAN
* 28	THE HUB
* 30	HUMAN RESOURCES
* 32	FINANCIAL

## Who We Are

CILT - Coromandel Independent Living Trust - provides a broad range of community services to people in the upper Coromandel Peninsula.

Based in Tiki House, in the heart of Coromandel town, we have a team of 30 part time staff and two full time, with nearly 60 volunteers supporting our activities.

Our various programmes are aimed at addressing needs in the community, with a vision to improve the lives of all people in the Upper Coromandel Peninsula.

Our programmes broadly focus on 6 key areas:

**Disability Support**  
**Community and Whanau Support**  
**Digital Connectivity**  
**Care for the Environment**  
**Education**  
**Rural Isolation**

Based around the values of:

**Kaitiakitanga**  
Respectful Relationships

**Whakawhanaungatanga**  
Our Obligations

**Manaakitanga**  
Care for all people



## CHAIRPERSONS REPORT

VICKI SEPHTON



“OUR VALUES OF  
WHAKAWHANAUNGATANGA,  
KAITIAKITANGA, AND  
MANAAKITANGA ENCOMPASS  
OUR BELIEFS ABOUT WHAT  
REALLY MATTERS AND GUIDE  
US IN OUR WORK”

On behalf of the trustees of Coromandel Independent Living Trust, I am pleased to present the 2019 Annual Report.

This year, CILT celebrated being part of the Coromandel community for 25 years. Established in 1994 to provide information about disability to people in the community, CILT has grown into a unique organisation that provides, and successfully delivers, a broad range of programmes and services aimed at addressing needs to support people in our community. We currently deliver more than fifteen programmes across ten sites, including social housing, whanau and community support services, disability support, education programmes, transport assistance, and environmental projects.

We are also committed to the continued identification of the changing needs of our community: looking for new ways to meet these needs through innovation and the development of strategic partnerships with other groups.

Of major significance during this year has been the strengthening of our relationships with local iwi, developed through consultation processes. We have established a strong foundation for developing ways to work together to meet the needs of our community. This has exciting potential for our organisation.

During the year, the Coromandel Bizarre Charitable Trust very generously gifted us the ownership of the iconic “Bizarre” second-hand shop. It is a wonderful addition to our organisation as it allies with our objective of seeking opportunities that benefit our community. We are very mindful of the responsibility this brings and we are committed to ensuring the Bizarre continues to flourish for our community.

Rural isolation is a challenge for our community which we address through our range of services and programmes. Adding to these this year has been our innovations around digital connectivity. We have established a free WiFi network covering the Coromandel Town centre, made possible with support from Thames Coromandel District Council, Trust Waikato, and The Coromandel Area School. We have also become a delivery partner for Spark JUMP, providing a programme for families with children who do not have internet and who cannot afford to maintain a fixed line connection.

During the year we continued to progress towards our goal of creating a facility that brings together a wide range of social, cultural, and recreational services and groups in a purpose-built centre: the Coromandel Community Hub. The gifting of the land by TCDC and the successful application for grants from Tourism Infrastructure Fund and DV Bryant Trust are major steps towards us completing this project.

As a trust, we are aware of the need to regularly examine and reflect on our objectives and strategic direction. Early in 2019, all staff and trustees had the opportunity to participate in a strategic planning day, reviewing our strategic goals and exploring the future direction of the organisation. Of particular importance was the time given to examining our core values and reflecting on how these are translated into our day to day practices. Our values of Whakawhanaungatanga, Kaitiakitanga, and Manaakitanga encompass our beliefs about what really matters and guide us in our work.

I am very proud of the way our staff and trustees embody these values. We have a strong, dedicated team reflecting diversity, skill and expertise. They are supported by over sixty volunteers from our community. I would like to thank them for the diverse range of skills and knowledge the volunteers bring to our organisation; they are a valuable and integral part of our team.

My special thanks go to Mike, our Executive Trustee, who leads by example and continues to serve the organisation with skill, experience and hard work. His drive to constantly seek new opportunities and innovative approaches to meet the changing needs of our community is at the core of CILT’s success.

My thanks also to my fellow trustees for the support, knowledge and commitment they bring to the trust. As a team, we can look forward with confidence to the exciting challenges of 2020.

# EXECUTIVE TRUSTEE

MIKE NOONAN



It has been a busy time at CILT this year and for me personally my biggest task has been advancing the Coromandel Hub, a long term project that requires a lot of energy and support. I have attended over 24 meetings throughout the year in Coromandel, Thames, Hamilton and Wellington. These have involved consultation with MPs, Councillors, international advisers, funders, as well as architects project managers and local business, not to mention in-house discussions with staff and Trustees.

The TCDC transferred the land at Pound Street to CILT in August. CILT had entered into discussions with Te Patukirikiri, the mana whenua for that area, which resulted in an agreement for joint ownership of the land once the building is completed. CILT will retain full ownership of the building with Te Patukirikiri co-owning the land. CILT looks forward to enjoying a relationship with Te Patukirikiri into the future.

Another highlight of the year was in June when the Coromandel Bizarre Trust passed on the ownership of The Bizarre to CILT. This is an iconic building in Coromandel and we thank them for placing their faith in us to keep it going.

The Bizarre in co-ordination with CILT's management of the Goldmine ReUse centre at the Refuse Transfer Station run on the philosophy of Reduce, ReUse, Recycle. The operation of both relies on volunteers and we were pleased to see that The Bizarre's enthusiastic team of volunteers made the transition to CILT with the building. We thank them for this; we couldn't have done it without them.

Volunteers are essential to all of CILT's work. There are nearly 60 volunteers on the books in all, with 25 regulars, who support of CILT's 18 programmes across 12 sites.

We were deeply saddened this year to lose Maggie Wikaira one of our first volunteers and employees at the Coromandel Work Co-op. She was much loved by all and her contribution to the Work Co-op was immeasurable. Moe mai ra e Maggie.

The work undertaken by volunteers includes household maintenance and repairs at the Kaumatua Flats where new bathroom units and safety rails have been installed. There is constant demand for volunteer drivers for hospital appointments in Thames and Waikato, as well as the regular Thursday shopping trip to Thames. This year CILT introduced the “Van Meanders”, an occasional offering of day outings around the Peninsular to such places as Port Charles, Kuaotunu, the Miranda Hot Springs and the Thames Saturday Market.

At the end of March, the volunteers were treated to a day’s fishing trip in the Gulf, and then in December a very successful Volunteers’ Christmas BBQ was held in Tuck’s Bay.

In May, CILT began implementing the Community Wi-Fi project at the request of the Community Board and with the support of Coromandel Area School and Trust Waikato. In June, CILT became a regional partner for Spark’s JUMP, enabling between 20 and 30 people with no Internet access at home to go online. CILT also obtained funding from CEDACT for a Young Learners’ Licence Programme, which was run by a dedicated local person. Twenty-one people attained their licence. We hope to support it again in 2020.

We our delivered The Incredible Years Parenting Program for the first time in Colville this year and received great feedback.

Our Whanau Support Services have markedly increased with CILT being a key part of a successful bid for a Whanau Resilience Programme that will help strengthen whanau in our area.

Rather than talk about all of our programmes, I’ll let you read about them individually in the body of this report, but I must mention how encouraging it is that we continue to have new young staff, many of whom have grown up locally, now coming on board in a variety of roles. CILT supplies training where necessary along with supervision around professional development. For those involved it is satisfying to see the results of their work in the community in which they live. This is a privilege all of us at CILT share.

I thank our Trustees, staff, volunteers and contractors for making this all possible.



# We are building a better community

In 2019 we delivered over 18 programmes and services across 12 sites to people in the upper Coromandel Peninsula.

The Work Co-op catered  
9 community events

Kiwi Can taught  
valuable life skills to  
over 200 students



We funded  
transport to  
812 hospital  
appointments



60 Volunteers  
supported our  
activities

14 people with  
a disability  
participated in  
Artists In the  
Making



Over 6000  
people used the  
free WiFi network



We provided  
subsidised wireless  
internet access to  
15 families



The Goldmine  
diverted  
nearly 3000kgs  
from landfill

# THE RESOURCE CENTRE

THE BUSY HUB OF OUR ACTIVITIES IN  
COROMANDEL TOWN



**THE RESOURCE CENTRE  
IS THE BUSY HUB  
OF OUR ACTIVITIES.  
OUR TRAINED STAFF  
PROVIDE ADVICE AND  
SUPPORT FOR PEOPLE  
AND WE COORDINATE  
OVER 15 PROGRAMMES  
AND SERVICES TO  
IMPROVE THE LIVES  
OF ALL PEOPLE IN THE  
UPPER COROMANDEL  
PENINSULA**

The Coromandel Resource Centre based in Tiki House in the heart of Coromandel Town provides a range of services for residents

During 2019, the staff at the Resource Centre made a positive difference to many residents in the community by providing over 8000 support contacts supplying specialist knowledge on health, social and disability services, social housing and support groups.

CILT believes that Digital connectivity through access to internet and digital services empowers people and enriches the community. The Resource Centre staff support residents to access their own information on services and to communicate with other organisations, government departments and family with the use of three free computers. A scanner, printer and fax are also provided at a low cost. The FIRSTPORT computers were used over 1000 times in 2019.

## Support Contacts

The trained staff at the Resource Centre provided over 8000 support contacts, providing information on health, social and disability services, social housing and more.

## Networks

Thanks to our diversity of programmes and the other organisations operating alongside us, we were able to connect people to other providers to receive the support that they need.

# HEARTLANDS SERVICE CENTRE

**ENABLING RURALLY  
ISOLATED PEOPLE TO  
ACCESS KEY GOVERNMENT  
AND COMUNITY SERVICES**

Heartlands is a government-funded interagency initiative that enables people in the isolated communities of Colville, Port Charles, Papa Aroha, Koputauaki, Kennedy Bay, Whangapoua and Manaia alongside Coromandel Town access to government services and social services providers.

In the last 12 months, 14 government and 20 non-government agencies visited the Heartlands centre. There were 2858 support calls, 1971 emails/faxes, 5358 face-to-face queries and appointments related to seeing these agencies.

The Heartland service centre enable CILT to grow community support services capacity and capabilities which benefit our communities

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

# COMMUNITY TRANSPORT SERVICE

**WE SUPPORTED 221 PEOPLE  
TO ATTEND 812 HOSPITAL  
APPOINTMENTS**

One of the main activities in the Resource Centre is distributing travel subsidies to people who hold a Community Services Card.

During 2019 this service was used by 221 people who were funded for transport to 812 hospital appointments. Of these, 696 were self-drive and, for those patients who were unable to drive themselves or didn't have a car, our team of 7 dedicated volunteer drivers made 116 trips to appointments.

# ACC TRANSPORT SERVICE

Through an arrangement with ACC, we provided 14 volunteer driver services to patients entitled to ACC funding.

With one of the lowest hospital "no-shows" statistics in the district we know that by providing funding and drivers for patients to attend appointments we are enhancing the wellbeing of people in the Upper Coromandel.



An afternoon was spent celebrating with volunteers at Tucks Bay on the 5 December, international volunteers' day.

# VOLUNTEERS

**VOLUNTEER INVOLVEMENT IS VITAL FOR STRONG AND CONNECTED COMMUNITIES**

**OVER 2000 HOURS OF VOLUNTEER TIME INVESTED IN THE COMMUNITY IN 2019**

CILT places high value on its many volunteers and the contribution they make to both our organisation and the lives of the people in our community

CILT had a team of almost 60 volunteers during 2019 giving their skills and free time to various community projects on a regular basis.

2019 also saw 10 Year 11 & 12 CAS students assisting our volunteers in maintenance on the Kapanga Kaumatua Flats and with upcycling projects at the Goldmine.



Volunteer Sid Waara during a social fishing trip for volunteers

# MOBILITY VAN

**CILT WORKS WITH THE  
COROMANDEL COMMUNITY  
SERVICES TRUST TO  
ADMINISTER THE CCST  
MOBILITY VAN**

**DURING 2019 THE CCST  
VAN TOOK 38 TRIPS TO  
THAMES, TRANSPORTING 256  
PASSENGERS**

The Coromandel Community Services Trust van runs a regular weekly trip through to Thames each Thursday.

This is a door to door service for anyone requiring transport to and from Thames to attend dental or medical appointments, shopping, WINZ appointments or for those in need of a day out to connect with others. The community van has a wheelchair hoist and can accommodate up to 8 passengers. We have seven drivers all of which are volunteers and work on a rotating roster system. During 2019 the CCST van did 38 trips to Thames, transporting 256 passengers. 37% of these trips had a fully booked van.

The community services trust van also offers excursions to various destinations on the peninsula for passengers to attend a range of activities on offer or just to take in the sights. The highlights of these trips in 2019 would be attending the Tuia 250 festival in Mercury Bay and to the movie theatre. During 2019 we delivered 8 trips transporting 43 passengers.





# SOCIAL HOUSING

**CILT IS THE ONLY REGISTERED COMMUNITY HOUSING PROVIDER IN THE EASTERN WAIKATO**

CILT continues to own, run and maintain the only community social housing available in Coromandel. We are pleased to be able to continue to offer quality accommodation to our local community elders especially with the supply of rental properties being severely limited within the district. Like many other rural areas throughout New Zealand, our community lacks affordable, quality housing, resulting in many people living in inferior circumstances.

The 14 Kapanga Kaumatua flats CILT owns are located near the centre of the town, within walking distance to shops, health care and social services. Seven of the flats are bedsits that were purchased from the Thames Coromandel District Council in 2008 through the use of the Housing Innovation Fund from Housing New Zealand Corporation, while the other seven are one-bedroom purpose-built dwellings constructed by CILT in 2012. The flats are provided for people aged over 60 with limited assets, low incomes and who are able to live independently.

All 14 of our flats are fully tenanted and due to local need far outstripping supply we have a waiting list which is reviewed each time there is a vacancy. In 2019 four flats came vacant and all were filled again from the waiting list. Our appreciation to the Tenancy Allocation Committee, as always.

The flats and grounds continue to be improved by CILT, tenants, Work Co-op participants and volunteer support. CILT also provides parking for the Coromandel Community Services Trust mobility van at the Kapanga Kaumatua Flats site. This is very handy for the tenants who regularly use this service for weekly shopping trips to Thames and the monthly outing that is organised by CILT to places of interest around the Peninsula.

As a registered community housing provider, CILT is able to support new tenants on low incomes to access the Ministry of Social Development's Income Rent Related Subsidy. We encourage all potential tenants and people in the area with housing needs to contact Work and Income to find out if they are eligible for this subsidy.

We are always looking for innovative ways to meet the housing needs of people in the Upper Coromandel Peninsula. We have identified a need for emergency housing and also group housing for individuals who would suit a group environment better than living on their own. Opportunities to meet these needs continue to be investigated

Volunteers giving one of the flats a bit of a spruce up





# ARTISTS IN THE MAKING

## ART PROGRAMME FOR PEOPLE WITH A DISABILITY

“I AM ENJOYING DOING LANDSCAPE MOSAICS – LOCAL SCENES FROM THE AREA. ITS NICE TO BE SUPPORTED ARTISTICALLY AS I’M BLIND. ATM GIVES ME THE FREEDOM TO EXPRESS MY CREATIVITY”



**14 people through the programme over 91 days in 2019**

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 107 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 2019 we have had 14 people attending ATM, with a combined total of more than 2460 hours of attendance. During the lifespan of the group our activities have included mosaic work, painting, china painting, and glass fusing in a microwave kiln.

Primarily the group has been working on mosaic artworks this year, but has also completed tie-dying, freehand sculpture and candle-making

During the year John Hawken started work on building several pieces of equipment that will be needed to get the group’s screenprinting activity happening. This work will be completed in 2020.

John Hawken resigned as ATM Coordinator in November, and Amanda Hawken stepped up from her reliever position to be appointed the coordinator.



# THE WORK CO-OP

## VOCATIONAL SERVICES PROGRAMME

**THE WORK CO-OP IS LIKE A BIG WHANAU, SUPPORTING EACH OTHER THROUGH OUR DAY TO DAY NEEDS AND ENCOURAGING ONE ANOTHER TO ACHIEVE OUR GOALS.**



The Work Co-op has been operating out of a villa in Wharf Road in Coromandel Town since 2000. The Work Co-op is a community house where everyone is like a big whanau, supporting each other through our day to day needs and encouraging one another to achieve our goals.

The programme supports people within the township and remote outlying areas who have a disability. We assist Probation Services clients to complete their community service hours safely reintegrating them into the community as well as helping youth transition from school into employment and training. We will be supporting and encouraging student volunteers in all different areas based at our whare.

The Work Co-op participants are often out and about in our wonderful community, enjoying conversation with the locals and travellers passing through. In 2019 we took on a new role, each week transporting goods between our local resale shop - the Bizarre - and The Goldmine, sometimes picking up a bargain of our own.

We have the use of a workshop situated at The Goldmine, where participants can use work tools in a safe environment, going through induction trainings, helping them understand how the workshop runs.

One of our much loved Kuia passed away in August. Margaret (Maggie) Wikaira filled our whare with character every day, welcoming all who entered the front door, singing and telling stories about her past.

Maggie has family who participate at The Work Co-op. Her passing once again showed the strength of the family bond here at The Work Co-op, bringing everyone together to support one another.

After 22 years of coordinating the Work Co-op, Jean Ashby took on more responsibility in Whanau Social Services. Gemma Lee took on Jean's role in October.

# WHANAU SUPPORT SERVICES

**IN 2019 THE WSS TEAM  
- ABBY DOYLE,  
JEAN ASHBY  
AND MIKE MANN-  
CONTINUED TO WORK  
COLLABORATIVELY  
WITH SEVERAL  
AGENCIES AND  
COMUNITY GROUPS  
TO SUPPORT FAMILIES  
IN THE UPPER  
COROMANDEL.**

## **STRENGTHENING FAMILIES**

## **INTEGRATED SAFETY RESPONSE**

During 2019, Whanau Social Services provided support for 47 families/whanau in the Coromandel area.

Whanau Support Services supports families and young people with achieving positive social and health outcomes. Through our office, we offered assistance for a range of challenges including: mental health, family violence, addictions, social isolation, affordable housing, unemployment, transportation, medical support, and vocational opportunities.

Whanau Support services values multiagency collaboration and utilizes community links and resources to best support families. We work in partnership with several agencies and organizations including: Hauraki Maori Trust Board, Police, Coromandel Area School, Te Wharekura o Manaia, Probations, Family Safety Services, CAPS Hauraki Youth Services, Te Korowai Hauora O Hauraki, Mental Health Services, Maanaki Centre, Whitianga Community Services, Colville Social Services Collective, Budget and food bank services, Thames Hospital, and Oranga Tamariki.

At the beginning of December 2019, CILT bid farewell to Social Worker Abby Doyle who during her time at CILT worked in Whanau Social Services and delivered Strengthening Families and Incredible Years Programming. CILT will be welcoming a new Social Worker to the Whanau Social Services Team, Abbey Namana, in January 2020. Abbey Namana will be providing social work, counselling, case management, and Strengthening Families facilitation to the Coromandel community, alongside Jean Ashby and Mike Mann

Additionally, the Whanau Support Service office continued with their facilitation of the Strengthening Families programme. Two families were supported with achieving their goals through a cohesive facilitation process. This opportunity for interagency support allowed for families to have all the agencies they are involved with come together to create one unified support plan that is led by the whanau's wishes.

In 2019, the Whanau Support Service office continued working with the Integrated Safety Response. Through this programme 92 families were assisted with safety planning and local support services. ISR is a huge resource for identifying families who may want support in the area, who may have not otherwise known of their options of resources. Families are responded to and assessed very quickly, within 48 hours of the initial family violence report, and with collaboration from the police and local social service agencies they are assisted with a support plan.



# INCREDIBLE YEARS PARENT PROGRAMME

**INCREDIBLE YEARS PROVIDES PARENTS WITH SKILLS TO BETTER MANAGE CHILDREN WITH BEHAVIOURAL PROBLEMS, CREATING A HOME ENVIRONMENT THAT IS CONDUCTIVE TO POSITIVE SOCIAL AND EDUCATIONAL OUTCOMES.**

In 2019 two Incredible Years Facilitators led the IY Basic Pre-school Aged Parenting Programme, for its first time in the Colville Community. Eleven parents were supported through a 14-week programme focused on building resources and strengthening parent-child relationships in order to help promote children's emotional, social, and academic skills. Parents worked together to share experiences and learn new strategies for reducing challenging behaviours.

Parents within the community met the programme with open arms and took an active role in supporting one another to try on new Incredible Years based strategies. Parents reported really benefiting from the following: practicing relationship building through play; setting more definitive rules and boundaries, particularly around meal time and bed time; and growing in practicing self-affirmations and calming techniques both for themselves and with their children.

Additionally, in the first session, many parents reported feeling alone in their parenting experiences and made it a personal goal to feel more connected to other parents in the community. By the end of the programme, the parents shared their avid appreciation for each other and for having a space where they could both offer and receive support and build friendships. It was wonderful to see parents develop close relationships and create opportunities for ongoing support for one another even beyond the 14-week period of the group.

CILT has collaborated with the Ministry of Education in order to facilitate Incredible Years programmes in the Coromandel Peninsula for several years. Incredible Years Parenting programmes were also held in Whitianga and Coromandel during 2019.



## THE BIZARRE RESALE SHOP

**IN JULY WE WERE  
HANDED THE KEYS TO  
THE BIZARRE - AN ICONIC  
SECOND HAND SHOP IN  
COROMANDEL TOWN**

In July 2019 the Trustees of The Bizarre - a wonderful second hand shop in Coromandel Town - generously passed the ownership of this iconic and essential community institution over to CILT.

We acknowledge the great work done by the outgoing trust and volunteers to keep the Bizarre operating in Coromandel Town, making quality goods available at affordable prices and providing funds to local groups through community grants. CILT is committed to continuing this good work.

Since CILT took on the management, the Bizarre has continued to thrive, with a very busy December leading into summer. The Bizarre is staffed by 12 volunteers who all love working there. Their contribution is key to the success of this enterprise and we value the time they commit.

## Reduce - Reuse - Recycle

The Bizarre and The Goldmine work together to reduce waste and make quality goods available at affordable prices.

# THE GOLDMINE RE-USE CENTRE

**IN 2019 NEARLY 3 TONNES OF USEFUL ITEMS WERE DIVERTED FROM THE COMPACTOR, AND OVER 6,000 INDIVIDUAL ITEMS WERE RE-SOLD BACK INTO A SECOND LIFE**

In 2019 The Goldmine continued to minimise the amount of waste going into our local landfills by taking in unwanted goods and putting them back into the community to give them a second life.

We noticed a small drop in the amount of goods that we received which we took as a positive indication that people were either finding other avenues for redistributing their unwanted goods or that they were holding on to them for longer.

In total we saved just under 3 tonnes of goods from going into the landfill and sold over 6000 individual items.

In the last 12 months we also brought on another staff member for one day a week to help organise community workshops in our Remakery. These will get underway in the second half of 2020.





# THE HARRAY TRACK

## 4KM WALKING TRACK IN COROMANDEL TOWN

The Harray Track continues to be popular with locals and visitors alike.

This year we undertook an extensive upgrade project, regravelling large sections of track and upgrading the steps. The regravelling was made much easier thanks to a new Power Barrow, which we purchased thanks to a grant from NZ Community Trust (NZCT)

Early in 2019 The Coromandel Golf Club - which borders a large section of the track - felled a large number of trees. While this meant the track was closed for a significant time, it gave us the opportunity to do work on the track, and also opened up the view out across Coromandel.

Local Environment group MEG undertakes regular trapping, targeting mustelids and rats.



Photos: Before and after regravelling.

# DIGITAL CONNECTIVITY

**REDUCING FEELINGS OF ISOLATION AND DISCONNECTION BY HELPING PEOPLE GET CONNECTED ONLINE**

**15 families received subsidised wireless broadband**

**Coro WiFi had over 4000 users in 2019**

**Our Firstport computers were used over 1000 times**



In 2019 we ran four initiatives aimed at supporting Digital Connectivity:

**SKINNY JUMP:** Providing subsidised wireless broadband for families with children or families without access to the internet.

We became a delivery partner for JUMP in August and by the end of the year 25 families had signed up for subsidised broadband.

**CORO WIFI:** A town wide free WiFi network. We worked closely with the Coromandel Area School to utilise the fast fibre connection located there. The network is a mesh network, with wireless links between access points installed on buildings through the town.

The first access point went live in May, and over the year the network has expanded with the addition of 7 more access points, providing near seamless coverage across the northern section of the town centre. We aim to have the network covering the entire town centre by the end of 2020.

The network had an average of 500 monthly users, and over 4000 logins over the year.

Coro Wifi was supported by Trust Waikato, Thames Coromandel District Council, The Coromandel Area School, and The Coromandel Colville Community Board.

**FIRSTPORT computers:** Three computers are available for the public to use in the Resource Centre and three at the Work Co-op. The computers in the Resource Centre were used over 1000 times.

**DORA:** DORA (Digital On-Road Access) was set up in 2012 with support from InternetNZ to provide a mobile learning centre in Christchurch following the 2011 earthquake. We supported the DORA bus to come to Coromandel where we taught lessons in safe online banking. These lessons were run in Coromandel, Whitianga, Thames, Tairua and Whangamata through September and October.



# KIWI CAN

## LIFE SKILLS AND VALUES PROGRAMME

**OVER 200 STUDENTS  
ATTENDED KIWI CAN  
400 LESSONS  
DELIVERED IN 2019**



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, each week of the school year. The Graeme Dingle Foundation focus is ‘Empowering kids to overcome life’s obstacles’.

CILT is licensed to deliver four of the Graeme Dingle Foundation core programmes: Kiwi Can, Stars, Career Navigator and Project K. Kiwi Can has been actively operational in our community for 15 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 and Coromandel Area 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 walls, into the schools, families and communities where it is delivered.

In 2019, we delivered high-energy, interactive and challenging lessons to over 200 students around our four themes – Positive Relationships, Respect, Integrity and Resilience. The schools involved have appreciated having Kiwi Can and say that we complement their school culture and the values they promote.





2019 KIWI CAN LEADERS

“THANK YOU FOR EVERY-  
THING YOU HAVE ORGANISED  
FOR US ALL THIS TERM. I LOVE  
SEEING THE CLASS HAVING  
SUCH FUN LEARNING IMPOR-  
TANT LIFE VALUES AND SKILLS  
FROM YOU.”

ROOM 5

Our Kiwi Can leaders during 2019 were Gemma Lee, Jasmine O’Neil, Brianna Moody and at the end of 2019 we had the addition of Daina Brown and Kana Tenboom. 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, schools and community members.

In January of each year our leaders attend an intense three day professional development camp at the Kiwi Can National training. 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 2019 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.

## 2019 KIWI CAN PROGRAMMES

TERM	THEME	MODULE	CATCHPHRASES
1	Positive relationships <b>Whakawhanaungatanga</b>	Positive Communication <b>Cooperation</b> <b>Friendship</b>	Recipe for a positive relationship: 1 Take a dollop of friendship 2. Add some active listening 3. Stir in some good conversation 4. Bake for as long as you can
2	Integrity <b>Pono</b>	Honesty <b>Responsibility</b> <b>Reliability</b>	<i>We show integrity in what we do, being honest, responsible and reliable too</i>
3	Resilience <b>Taikaha</b>	Understanding Emotions <b>Self Control / Self Discipline</b> <b>Dealing with Challenges</b>	<i>Dont shout and stomp about, take a deep breath, hold it in, now let it out</i>
4	Respect <b>Manaakitanga</b>	For Ourselves <b>Respectful Communication</b> <b>For others</b>	<i>If I respect your strengths and you respect mine we'll both shine</i>

# KIWI CAN FUNDRAISING

**WE THANK ALL OUR SUPPORTERS,  
WHO MAKE THE CONTINUED  
SUCCESSFUL RUNNING OF KIWI  
CAN IN OUR SCHOOLS POSSIBLE:**

**SANFORD LTD  
THE LION FOUNDATION  
COROMANDEL AREA SCHOOL  
COLVILLE SCHOOL  
GRAEME DINGLE FOUNDATION  
MINISTRY OF EDUCATION  
COLVILLE SOCIAL SERVICE  
COLLECTIVE CHARITABLE TRUST  
GRASSROOTS TRUST  
SKY CITY HAMILTON COMMUNITY  
TRUST  
TRUST WAIKATO  
COMMUNITY ORGANISATION  
GRANT SCHEME  
COMMUNITY WAIKATO TINDALL  
ANNUAL FUND  
CEDACT - KELTIC FAIR  
KMART  
NZ RUGBY  
IAG**

In 2019 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 this year we were lucky enough to work alongside our local Sanford team after they offered to organise a stall selling Mussel Fritters at the 2019 Seafood Festival with all proceeds of \$1039.90 going to our Kiwi Can Programme.

The Coromandel 4 Square also were kind enough to donate a number of Charlie Beach Towels to use which they sold on site at the 4 Square with 100% of proceeds going to our programme. We were present with a cheque for \$675 from the owners Damien and Renee.

The screening of Sir Edmund Hillary's 'Ocean to Sky' was another fundraising opportunity we had in 2019. We have great support from the Coromandel Business Community who allow us to have donation tins in their shops.

Without the volunteered time given by our leaders and their fundraising efforts our supply of resources and prizes for our students and lessons would be very slim.

The Kiwi Can Leaders align their lesson planning closely with our schools programmes, delivering quality, professional sessions with links to the school's values initiative, the National Curriculum and Key Competencies in particular.

In 2019 our leaders enjoyed organising and taking part in School Camps, Sports Day's, Cross Country, Grandparents Day and Colouring Competitions. And in 2019 our tamariki made good luck videos to send to the All Black for the Rugby World Cup.

The Kiwi Can team appreciate the support we receive from the school's staff as well as that given by the local communities. It really is a team effort.

## KIWI CAN COMMUNITY PROJECT

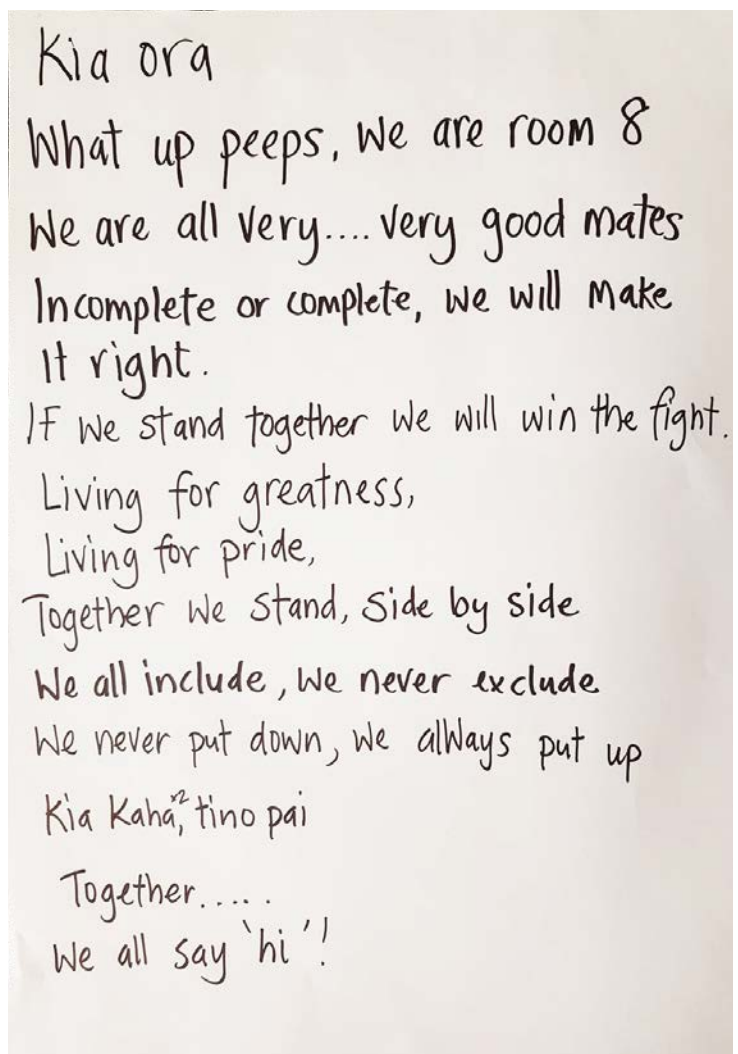
Each year our leaders and tamariki take part in a community project. This not only teaches our tamariki that it is good to give back to our community but is beneficial to our local community.

One of our projects this year has been finishing off a mural fence line which will be placed at the Driving Creek Railway. This has a potential of 60,000 visitors annually to see this. We also completed beach cleanups and community rubbish clean ups keeping inline with our module of caring for our environment.

We also had a **Wheels' Day** for the local pre-school. This is a really fun day where kids bring their bikes or anything that has wheels such as scooters or skateboards.

"THANKS FOR A GREAT TERM OF KIWI CAN. THE CLASS HAS BEEN CHALLENGED WITH THE WEEKLY CHALLENGES THAT HAVE BEEN SET BY THE KIWI CAN TEAM. WHAT I HAVE ENJOYED IS THE HONESTY THE CLASS HAS SHOWN IN MARKING THEMSELVES. MANY THANKS"

ROOM 4



Kia ora  
What up peeps, we are room 8  
We are all very.... very good mates  
Incomplete or complete, we will make  
It right.  
If we stand together we will win the fight.  
Living for greatness,  
Living for pride,  
Together we stand, side by side  
We all include, we never exclude  
We never put down, we always put up  
Kia Kahā, tino pai  
Together.....  
We all say 'hi'!



# THE HUB

**A COMMUNITY HUB;  
A PLACE WHERE PEOPLE  
CAN GO TO MAKE  
FRIENDS, PURSUE  
COMMON INTERESTS  
AND FIND SUPPORT  
WHEN THEY NEED  
IT- A PLACE THAT'S  
WELCOMING, INCLUSIVE  
AND CONNECTING**

A major focus through 2019 has been the establishment of a purpose built centre - Coromandel Hub - to ensure further development and sustainability of our services into the future.

This project is to provide a modern, enduring, collaborative environment where the social and community needs of the people of the Upper Coromandel Peninsula can be met; this includes health and wellbeing through providing space for health professional and sports, recreation and community clubs.

To complement the delivery of social and community services it is proposed to provide hot desk space and facilities for work from home businesses, and an Impact Hub. This co-working environment will create opportunities for local entrepreneurs and small business owners to increase their work opportunities and create higher value work.

**“CILT HAS THE PEOPLE AND EXPERIENCE TO TAKE THIS  
CONCEPT AND, WITH CONTINUED COMMUNITY SUPPORT AND  
APPROPRIATE FUNDING, SUCCESSFULLY PLAN, BUILD, AND  
OPERATE A COMMUNITY HUB”**

**COROMANDEL COMMUNITY HUB PROJECT FEASIBILITY STUDY**

## PROGRESS IN 2019

October	Resource consent submitted.
August	Land transferred to CILT from TCDC
July	\$531,000 confirmed to go towards tourism amenities.
July	Ground core samples taken for analysis
May	Community consultation, funding applications and design ideas continue.
April	Funding application to Tourism Infrastructure Fund for public amenities.
March	Strong support from Coromandel business community including Aquaculture, Tourism and Hospitality industries.
February	Thames Coromandel District Council resolve to transfer land at Pound Street to CILT for Hub.
January	Discussions underway with preferred Architect and design requirements being fine tuned.





The CILT Bows team enjoying the win.

# HUMAN RESOURCES

**IN 2019 WE PROVIDED  
EMPLOYMENT FOR 31  
PART TIME EMPLOYEES  
AND 6 INDEPENDENT  
CONTRACTORS IN A  
TYPICAL WEEK**

They say that the only constant in life is change and it has certainly been a year of big and exciting changes at CILT in 2019. As always people move and grow over time and this year has been no different in that regard with some choosing to move on to fresh challenges and places.

We have had a year of renewal with many staff changing and expanding their roles within the organisation. This has followed on from a staff survey that was carried out mid-year. In order to see how we can best face the challenges of the future, we sought to fully utilise the skills and ambitions of the staff that we already have, and also to highlight where we may have any gaps that might need filling, to put us on a sound footing for the future.

We have provided employment for 31 part time employees and 6 Independent Contractors throughout the year. CILT recognises that we are a key provider of much needed employment opportunities within our local community and, as such, always endeavour to keep our employment of new staff as locally based as possible.

With “The Bizarre” community opportunity shop becoming part of CILT in July, we appointed Ali Amos and Brooke Redman, along with the 12 volunteers who help to keep the shop ticking over successfully.

Jo Scott and the Finance team welcomed Jasmine O'Neil, who had previously been with the Kiwi Can programme, to help with both Finance and HR tasks as well as in the Resource Centre. Anna Galvin has taken on the new role of Service Delivery Coordinator for the organisation as well as her duties in Finance.

With John Hawken leaving from the Artists in the Making programme, his wife Amanda took over as the Interim Coordinator until a permanent appointment is made in the new year. Lesley James and Noel Wilkinson came on board at the Refuse Transfer Station as the Second Operator and Reliever there and both have helped to keep the site operating to a high standard.

We also welcomed Daina Brown and Kana Tenboom to the Kiwi Can programme and Daina is also working in the Resource Centre. Gemma Lee has moved out of the Kiwi Can programme to become the Work Co-Op Co-ordinator in order to allow Jean Ashby to focus on her many other tasks for CILT.

We were all greatly saddened in August to hear of the passing away of Maggie Wikaira. Maggie had been a friend and great support to many within CILT over the years, and she has been greatly missed, especially at the Work Co-Op.

Abby Doyle resigned from her role as one of the Social Workers at the end of the year as she was to move to the South Island, so we will see a new Social Worker in the New Year, but, as Abby's plans later changed, she will come back in the New Year to help run the Incredible Years programme. Incredible Years programmes were successfully run this year in Whitianga, Colville and Coromandel by Julie Douglas, Dana Vaughan and Bronwyn Blair, ably supported by Kate Donoghue.

Carol Sutherland left her role as Volunteer Coordinator mid-year and this role has been taken on by Rochelle Still who has been carrying this out as well as her work in the Resource Centre.

John Gaffikin-Cowan has continued to assist Mike Noonan in his role throughout the year and has helped prepare many funding applications for CILT as well.

The CILT Trustees capably lead the whole organisation, especially Mike Noonan our Executive Trustee, and they have worked very hard all year to help keep the organisation running in top shape in order to best help the local community. Mike has also worked especially hard to raise awareness nationally about the work that CILT undertakes and to foster key networks to facilitate this work.

We are all looking forward to the exciting developments that 2020 will bring, especially as we continue to progress towards our new Community Hub project and as new opportunities present themselves.

# FINANCIAL REPORT

## FINANCE TEAM REPORT FOR THE YEAR ENDING 31 DECEMBER 2019

**2019 CAPITAL FUNDING**  
**\$773,846**

**SURPLUS FOR THE YEAR**  
**\$769,557**

**OPERATING LOSS**  
**\$4,290**

We are all pleased that CILT's total revenue doubled during the 2019 year! This included capital funding of \$773,846 and we were left with a small operating loss of \$4,290 and a total surplus for the year of \$769,557. However it is the story behind the numbers that is the most important, with several milestones for CILT during 2019.

Marlene Johnson our Operations and Health and Safety Co-ordinator had even more work to do when in July the Trustees from the Coromandel Bizarre Trust handed over to the CILT Trustees the running of "The Bizarre" - Coromandel's well loved local opportunity shop. While this initially presented some challenges, thanks to the wonderful volunteers who stayed on with us, there was a streamless changeover on the retail side and the shop has since been well managed by our new Bizarre Coordinator Ali Amos.

The Bizarre has fantastic synergy with The Goldmine reuse centre that we operate at the local refuse transfer station and all staff at both sites, including the RTS site operators, have been working well together to encourage the community to put less into landfill.

CILT staff and Trustees will be forever thankful to the Bizarre Trustees for the gift of the land and buildings in Coromandel's main street.

Efforts continue with the development of the Coromandel Hub project. Council have now gifted the land in Pound Street to CILT and work continues with the Architect and planners to gain consents. Our staff continue to apply for funding to enable this project to continue and the whole community will be able to benefit from the jobs it will create.

Participants in our disability programmes in Whitianga and Coromandel continued to have the opportunity to socialise, share a meal and learn various crafts and art from each other as well as participate in other CILT programmes and within the community in various ways such as assisting kaumatua with lawnmowing and catering at tangi.

Efforts continue to provide more social housing in the Upper Coromandel and to ensure life is well for the tenants at our 14 kaumatua flats in Kapanga Road. We have enjoyed working with the Coromandel Community Services Trust and volunteers to provide outings for the tenants and other older people in the community who do not get the opportunity to travel out of town very often. Our year ended with CILT leading a community assessment project which will assist Council to plan for an Age Friendly Coromandel.



We were all very proud when CILT's Kaiawhina Jean Ashby who has lead our disability programme since it's inception was elected to both the Coromandel Area School Board and the local council community board during the year. Jean worked closely with our Social Workers Abigail Doyle and Mike Mann to assist local families who need support.

Our Incredible Years Parent Programme was very busy during the year with programmes held in Colville, Coromandel and Whitianga, benefitting over 40 local whanau

CILT has a strong culture and values and our staff are immersed in the community working closely with local Police, schools, the Business Association, staff and other local organisations such as Thrive Coromandel Trust who run the local information centre from our building in the Samuel James Reserve.

Our IT expert Matt Sephton is a great role model who puts himself out there to help others to achieve in the IT sector, Matt did a lot of mahi with national organisations such as Kiwibank and Spark to bring various programmes to Coromandel in 2019 which encourage families to get online and provide information to keep people safe online. Matt has also worked with Council, Coromandel Area School and the Ministry of Education so our community now has free wifi in the top half of town and he is continuing work to extend this signal further south. Just 2 other communities in Aotearoa have rolled out an initiative like this one

In the finance team we have had Jasmine O'Neil join us from the Kiwi Can team. Jasmine is learning the ropes and proving invaluable. Anna Galvin has been continuing her studies in accounting and management and achieving excellent results. Anna's role has been extended to that of Service Delivery Coordinator and she has been encouraging us all to up our game even more. Anna and John Gaffikin-Cowan have been successful with various funding applications by being able to provide clear data and graphics.

**THE TRUST WAS IN A STRONG POSITION AT 31 DECEMBER WITH TOTAL ASSETS OF \$2.575M UP FROM \$1.701M AT THE SAME TIME IN 2018 AND NET ASSETS \$1.349M COMPARED TO \$578K.**

Michelle Fisher from HR supports our 31 staff and also the Kanga Flats tenants in her housing role and we have a great team at the Tiki House Resource Centre (including our regular volunteer Dee and Sam Ward) who assist those who come to use our computers, make inquiries about disability, and organise drivers and process patient travel claims. Rochelle Still who has worked with our volunteer drivers was the perfect person to become CILT's Volunteer Coordinator.

The Kiwi Can team with guidance from the Graeme Dingle Foundation have continued in their quest to grow great kiwi kids and help the school children from Colville and Coromandel to be confident and resilient.

Staff attend monthly staff meetings & join the Trustees in the annual strategic planning meeting, and the Trustees hold quarterly board meetings. It is not all work with small mid and end of year celebrations and a picnic also held at end of year to thank the volunteers. We also had two CILT teams who enjoyed healthy competition playing two rounds of business house bowls during 2019.

The Trust was in a strong position at 31 December with total assets of \$2.575M up from \$1.701M at the same time in 2018 and net assets \$1.349M compared to \$578K.

## In 2019 CILT worked with a broad range of other agencies and organisations locally, regionally and nationally to deliver community and social services:

### Local

Te Patukirikiri  
Ngati Pukenga ki Waiau  
Ngati Porou ki Harataunga ki Mataora  
Ngati Huarere  
Thames Coromandel District Council  
Coromandel Area School  
Colville School  
Colville Social Services Collective  
Mercury Bay Area School  
Moehau Environment Group  
Coromandel Foodbank  
Family Safety Services  
Driving Creek Railway Ltd.  
Coromandel - Colville Community Board  
Colville Community Health Services Trust  
Spirit of Coromandel Trust  
Coromandel Budget Advisory Services  
Te Wharekura O Manaia  
Coromandel Bizarre Trust  
Seagull Centre Trust  
CAPS Hauraki  
Whitianga Social Services  
Whangamata Resource Centre  
Waihi Resource Centre  
Thrive Coromandel Trust  
Coromandel Information Centre  
CAPS Hauraki Youth Services  
Age Concern Thames  
Te Korowai Hauora O Hauraki  
Thames Hospital  
Manaaki Centre  
Coromandel Family Health Centre

### Regional

Community Waikato  
Support Providers Allied Network Trust  
Trust Waikato  
Waikato Institute of Technology (WINTEC)  
Waikato District Health Board  
Waikato Regional Council  
The Supported Life Style Hauraki Trust

### National

Community Mental Health Services  
Alternative Education National Body  
New Zealand Housing Foundation  
Oranga Tamariki  
The Blind Foundation  
Ngati Kapo  
Te Roopu Tiaki Hunga Hauaa  
Department of Corrections  
Workbridge  
Ministry of Education  
Kainga Ora  
Ministry of Social Development  
New Zealand Lottery Grants Board  
Sanford Ltd.  
Community Organisation Grants Online  
NZ Community Trust  
Department of Conservation  
NZ Police  
Ministry of Health

### THESE BUSINESSES AND ORGANISATIONS ARE REGULAR TENANTS OF TIKI HOUSE:

Purnell Ltd  
Bodymechs Ltd  
Total Hearing Care  
Counseling and Family Therapy Services  
Manaaki Centre  
Department of Corrections

Hauraki Maori Trust Board  
To Korowai  
ACC  
Dementia Waikato  
House of Travel

### CILT IS A MEMBER OF OR AFFILIATED WITH THE FOLLOWING ORGANISATIONS:

Community Housing Aotearoa  
Community Networks Aotearoa  
Inclusive NZ  
Social Services Providers Aotearoa  
Techsoup  
Firstport  
Coromandel Business Association  
ACE Aotearoa

Hauraki Family Violence Collective - Eastern Hub  
Waste Management Institute NZ  
Disabled Persons Assembly (NZ)  
Volunteering Waikato  
The Graeme Dingle Foundation  
Community Recycling Network  
NZ Federation of Disability Information Centres (NZFDIC)  
NZ Disability Support Network

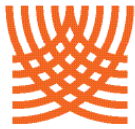
# Thank you to these organisations for supporting our activities in 2019



**MINISTRY OF SOCIAL DEVELOPMENT**  
TE MANATŪ WHAKAHIATO ORA



**ORANGA TAMARIKI**  
Ministry for Children



**Trust Waikato**  
TE PUNA O WAIKATO



**Community Organisation Grants Scheme**



**Office for Seniors**  
Te Tari Kaumātua

Administered by the Ministry of Social Development



**COMMUNITY WAIKATO**  
"Thriving Communities"  
Hapori Mauriora



**D.V. BRYANT TRUST**  
Enhancing Human Welfare in the Waikato



## Coromandel Independent Living Trust

45 Tiki Road, Coromandel  
cilt.org.nz  
07 866 8358