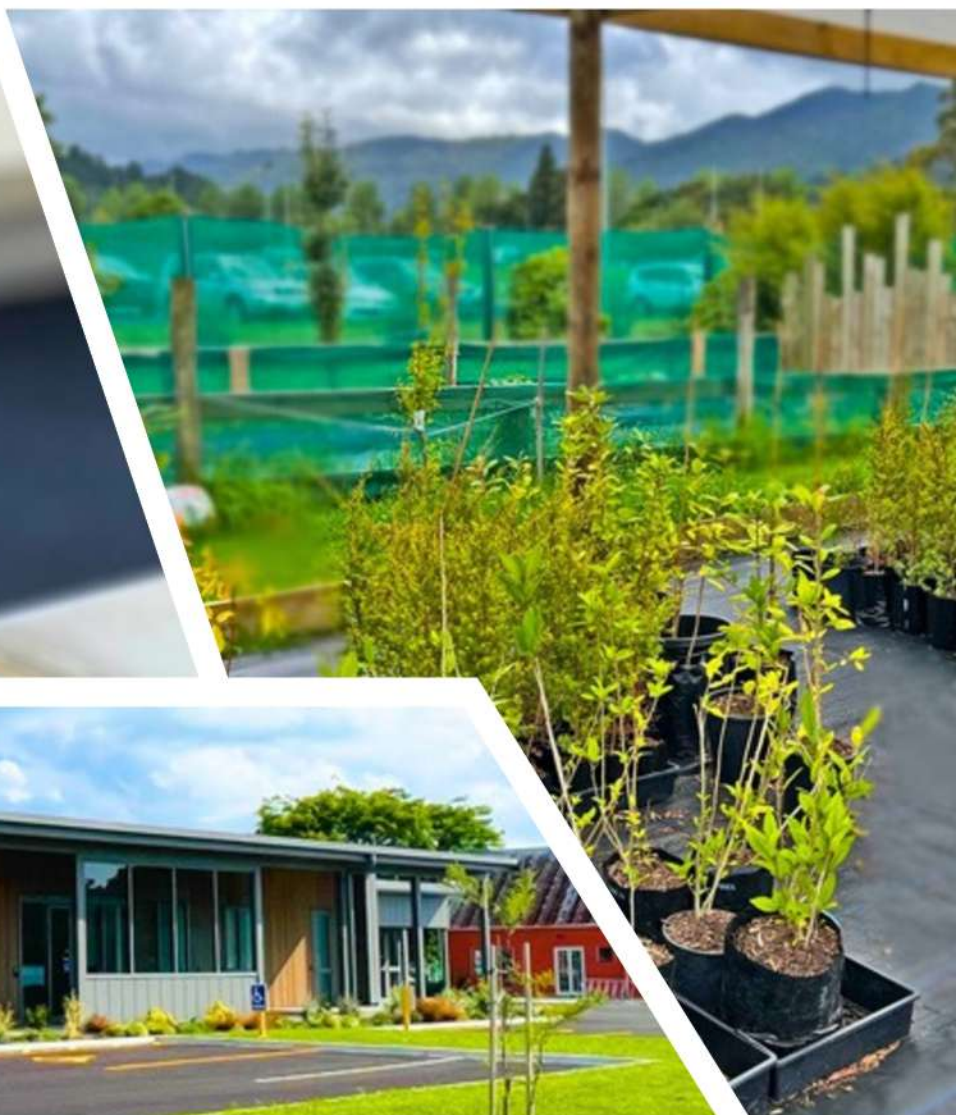




COROMANDEL INDEPENDENT LIVING TRUST  
Te Roopuu Whaiora

# ANNUAL REPORT 2023

*Improving the lives of all people in  
the Upper-Coromandel Peninsula*



[WWW.CILT.ORG.NZ](http://WWW.CILT.ORG.NZ)





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# FROM OUR CHAIRPERSON

**Vicki Sephton**



On behalf of the trustees of the Coromandel Independent Living Trust, I am pleased to present our 2023 Annual Report.

The end of 2023 saw the completion of a major project for the Coromandel Independent Living Trust: our purpose built new premises in Coromandel, Te Pūtahi Whaiora. The vision for this project was first presented to us by our Chief Executive, Mike Noonan, in 2014. A positive feasibility study involving extensive community consultation was followed by a number of years of fund raising and working with our architects, Chibnall Buckell on design. The efforts of Mike and his team to secure all the funding from outside our community was remarkable. Significant contributions came from Lotteries Community Facilities Fund, Trust Waikato, and Ministry of Business, Innovation and Employment, Tourism Infrastructure Fund. We are very grateful for their support.

Critical to our success in getting this project started was the purchase of the land in Pound Street from Thames-Coromandel District Council, with the support of the Coromandel Colville Community Board. Our shared ownership of the land with mana whenua, Te Patukirikiri, promises us security and sustainability of the project.

Construction of the facility began in September 2021, led by local builder Steve Wilson and was completed towards the end of 2023. A blessing and official naming of the building took place during Matariki, 2023. The name, Te Pūtahi Whaiora, meaning a gathering place for well being, was selected after consultation and is a fitting description of the importance of this facility and its place in our community.

Te Pūtahi Whaiora, is the most significant public project in the Upper-Coromandel for many years. It will be not only a place to coordinate and deliver community and social services, it will also ensure further development and sustainability of our services into the future.

2023 was also significant in that it was the first year in twenty-eight years of operation that we had not been led by our founder, Mike Noonan. Mike had built CILT from its modest beginning in 1997 with one contract to provide support to people living with disabilities to the strong position it is in today. His retirement presented us with many challenges as we adjusted to this change in leadership, coinciding with the loss of some key personnel. The staff are to be commended on how they navigated the change process and came through as a strong, committed team.





During the year we were honoured to host a range of visitors who were interested in observing our programmes in action. Of particular note was the visit by the Deputy Prime Minister, Carmel Sepuloni, who toured our new premises and spent time with our Creative Spaces participants. A visit from Mike King, promoting his “I Am Hope” programme was another highlight.

Throughout 2023, we continued to grow and thrive as an organisation, implementing projects and initiatives which aim to strengthen and build resilience in our community.

Our Creative Spaces programme, funded through Arts Access Aotearoa, aims to increase access to the arts for people who experience barriers to participation. This programme saw significant growth in the numbers participating and in the range of creative arts offered during the year. The feedback indicated that the positive impact of this programme on mental and physical well-being cannot be underestimated. The development of close links between both the Creative Spaces programme and our community participation programme, Te Mana Tangata, has reaped significant benefits for participants and has strengthened both programmes.

Our team of social workers continued to provide essential support to the most vulnerable in our community during the year. The continuation of the contract to provide the Community Connector Service impacted positively on a significant number in our community, alongside our existing whanau support services, particularly following the adverse weather events earlier in the year. An increase in the demand for our social services is worrying, but we are fortunate we have the staff and are provided with the resources to meet this demand.

One of our strengths as an organisation is the support we receive from our wonderful team of volunteers. Whether it be driving our van to Thames, serving at the Bizarre, sorting through donations at The Goldmine, or planting in the nursery, we are very grateful for the time given by members of our community to support our work.

As an organisation we understand the need to collaborate and partner in order to deliver our services, and to grow. I wish to acknowledge and thank the many funders, organisations, groups and individuals in our local community and beyond who continue to support us and enable us to deliver our services and grow as an organisation.

I also thank my fellow trustees for their continuing work, dedication and support. In 2023 we welcomed two new trustees, Kevin Ngapo-French and Anna Galvin, who both bring in-depth, local knowledge and experience working with our community.

As a strong and committed team, we can continue to look forward to bringing to fruition our many exciting and significant developments in 2024.

# WHAT IS THE COROMANDEL INDEPENDENT LIVING TRUST?

Coromandel Independent Living Trust is dedicated to improving the lives of all people in the Upper Coromandel Peninsula and reducing barriers to participation. We recognise needs in our communities and deliver programmes to address those needs.

Starting in 1994 and currently operating out of 150 Pound Street in Coromandel Town, we employ about 30 staff, and have over 50 local volunteers that support our activities. Our transport and disability programmes have become essential to the lives of many people in Coromandel.

## OUR VALUES & VISION

Our purpose is to work collectively to strengthen our community in response to need.





# OUR STRATEGIC APPROACH 2022-2027

## OUR STRATEGIC GOAL

Build connections and support opportunities to work collaboratively by engaging with iwi, community and stakeholders.

## HOW WE ACHIEVE THIS

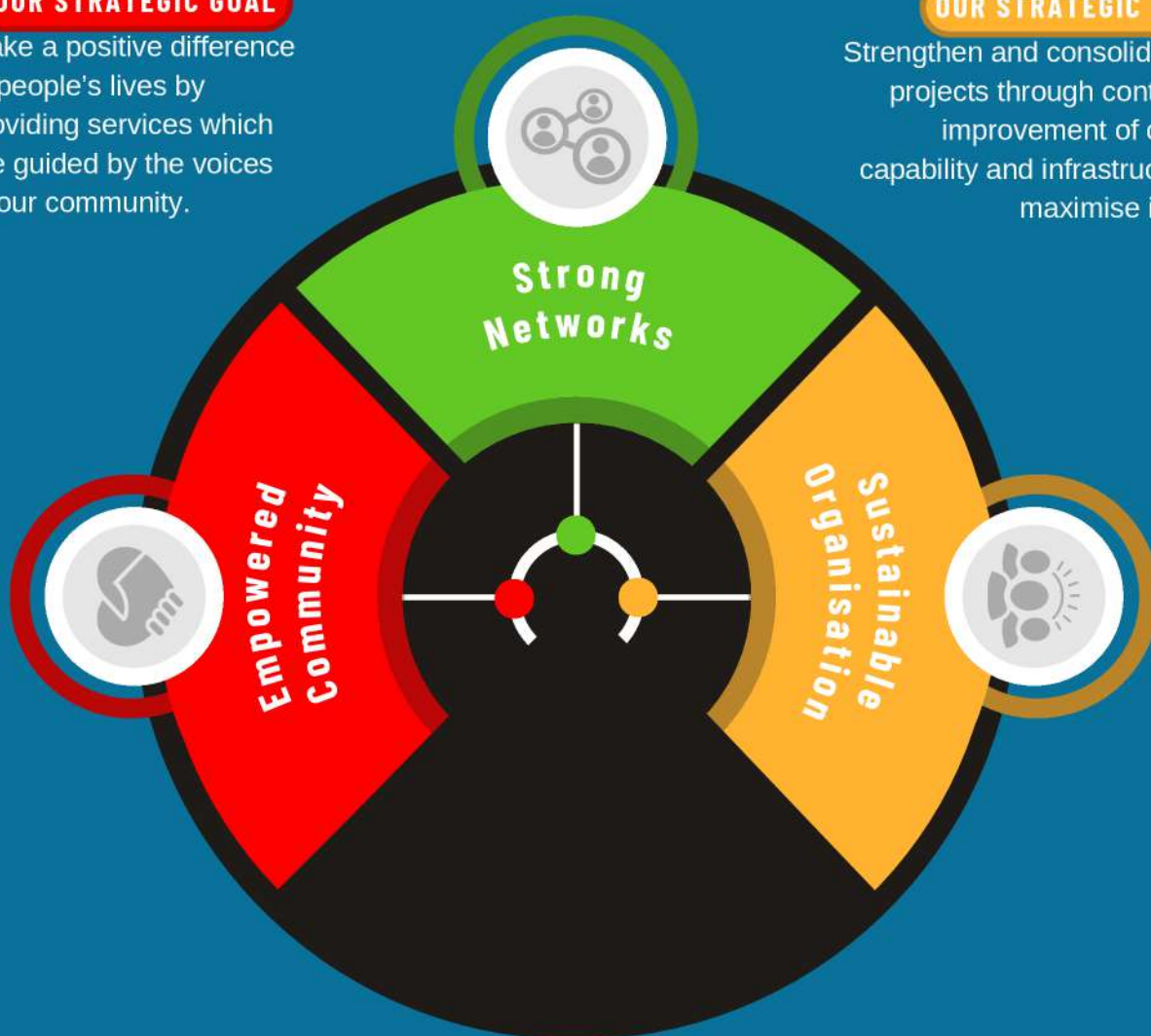
- Promote effective and regular communication with our community, partners and stakeholders.
- Advocate locally, regionally, and nationally for the needs of the most vulnerable in our community.
- Embed our commitment to Te Tiriti o Waitangi in our relationships and decision making.

## OUR STRATEGIC GOAL

Make a positive difference to people's lives by providing services which are guided by the voices of our community.

## OUR STRATEGIC GOAL

Strengthen and consolidate our projects through continuous improvement of culture, capability and infrastructure to maximise impact.



## HOW WE ACHIEVE THIS

- Deliver quality services and programmes to meet identified needs.
- Maintain our focus on social wellbeing, disability, housing, and education.
- Continuously review our effectiveness to ensure we are making a positive difference.

## HOW WE ACHIEVE THIS

- Equip staff with the skills and capabilities they need to deliver quality services.
- Strengthen social enterprise projects.
- Improve and embed understanding of Mātauranga Māori.
- Be financially sustainable and resilient.





# OUR PROGRAMMES

*Delivering over 14 different projects  
across the Northern Coromandel  
Peninsula...*



# THE RESOURCE CENTRE

The Resource Centre in Coromandel Town is the heart of our organisation, offering a variety of services to our community year-round. As a full member of the New Zealand Federation of Disability Information Centres and the Māori Disability Group, Te Roopu Tikai Hunga Hauaa, CILT provided specialised knowledge on health and disability services at our Te Pūtahi Whaiora site. Our staff addressed queries in person at the Resource Centre, as well as by phone and email, with most requests concerning access to physical and mental health services, accommodation, public facilities, the foodbank, budget services, and support groups.

The Resource Centre also offered access to computers and photocopying services, arranges community transport and hospital visit bookings, and managed room bookings for a variety of service providers and our Heartlands tenants.



## COMMUNITY TRANSPORT

The Community Transport Service is essential for residents of the isolated rural communities of the Upper Coromandel Peninsula, providing access to healthcare at Thames Hospital and Waikato Hospital. Funded by Te Whatu Ora and the NZ Transport Authority, this service allowed our dedicated volunteers to transport eligible community members to their hospital appointments in 2023. This service was critical as there were no public transport services to our town that year.

Additionally, CILT managed the Mobility van on behalf of the Coromandel Community Services Trust, aiding community members with limited transportation options, particularly the elderly and those with disabilities. We offered a weekly, affordable trip to Thames for shopping, specialist medical appointments, or visiting friends and family. We also provided petrol vouchers to people travelling for non-hospital medical appointments such as dentist and optometrist appointments, thanks to funding from WRC.

**85**

HOSPITAL TRIPS  
BY VOLUNTEERS

**576**

TRAVEL CLAIMS

**6**

VOLUNTEER  
DRIVERS





## HEARTLANDS SERVICE CENTRE

Heartlands, an interagency initiative funded by the Ministry of Social Development, aims to provide people in rural areas with access to government services and address the challenges of rural isolation. The initiative ensured that individuals living in rural and isolated communities had equitable access to the services and support they need through online, telephone, and in-person assistance, while also fostering stronger connections between their communities, the government, and community services.

Heartlands is designed to enhance kanohi-ki-te-kanohi (face-to-face) access to services in regions where such services might otherwise be unavailable. This approach is crucial in rural and isolated areas, as people often prefer face-to-face support, especially when dealing with complex issues. Our Heartlands site served as a community hub, providing a physical space for individuals to connect with government and community organizations and with each other.

In 2023, numerous government and non-government agencies accessed the Heartlands centre, including Probations service, Te Korowai, Te Whatu Ora, TCDC and Maanaki Centre. We also provided access to legal services and a range of health providers to our community.



*"Heartlands is at the heart of a community, providing access to government and community services for our rural community."*



# SOCIAL HOUSING KAUMATUA FLATS

Like many rural areas in New Zealand, our community struggles with a lack of affordable, quality housing, forcing many, especially the elderly, to live in substandard conditions. As a government-accredited community housing provider, CILT owns and maintains fourteen affordable accommodation units in Coromandel Township to address this issue. By the end of 2023, all units were fully occupied, with a growing waitlist. We began the process of ensuring all of our social housing met the healthy homes standards.

Additionally, we supported new low-income tenants in accessing the Income-Related Rent Subsidy. This subsidy, provided by Te Tūāpapa Kura Kāinga - Ministry of Housing and Urban Development (HUD), covers the difference between what a public housing tenant can afford and the market rent for the property. We remain committed to finding innovative solutions to meet the housing needs of people in the Upper Coromandel.

## DIGITAL CONNECTIVITY

The Resource Centre made computers accessible to the public through funding from Whaikaha - Ministry of Disabled People and Firstport. Additionally, we offered photocopying and laminating services. We provided Skinny Jump, a low-cost prepaid broadband service for those without a home broadband connection due to cost barriers, connecting sixty-one eligible whānau in 2023.

In 2019, CILT established Community WIFI around the township in partnership with the Coromandel-Colville Community Board, and we continued to expand this service in 2023 to address the internet accessibility issues faced by many in our community. There was an average of seventy users a month accessing the WIFI.



**14**

COMMUNITY  
HOUSING UNITS

**61**

SKINNY JUMP  
USERS

**CORO  
WIFI**

**693**

FIRSTPORT  
USERS



# INCREDIBLE YEARS PARENTING PROGRAMME

The Incredible Years Parent programme, delivered by CILT, is a fourteen-week programme for parents of children aged three to eight, which provides parents with skills to better manage children with behavioural problems, creating a home environment that is conducive to positive social and educational outcomes. The programme is part of the Ministry of Education's (MOE) Positive Behaviour for Learning initiative, and is funded by MOE.

The programme brought together parents from the community each week for fourteen weeks for a two hour session focused on developing approaches to use at home with problem behaviours, such as aggressiveness, ongoing tantrums, and acting out behaviour. These sessions were facilitated by our two qualified IYP facilitators.

The IYP facilitators supported the parents to reduce challenging behaviours in their young children, while increasing their social and self-control skills. These positive behavioural changes also helped children to engage in learning. Parents engaged with and supported each other to learn effective child management strategies.

During 2023 we provided two fourteen-week sessions, which were attended by twenty-three caregivers from the communities of Whitianga and Coromandel.

"The Incredible Years programme has given me more confidence in my parenting along with tools and strategies for handling difficult behaviour."







## WHĀNAU SOCIAL SERVICES

Whānau Social Services provided support for almost fifty families in the Coromandel area during 2023 through social work, counselling, and advocacy support. The Whānau Social Services team helped families work to improve their problem-solving skills, foster healthy relationships, enhance their health and welfare, and access community services and supports. A large number of individuals sought services due to a lack of access to assistance such as Work and Income, vocational opportunities, employment, and affordable housing. As CILT also provides a budget service and foodbank assistance, there were many opportunities to coordinate the provision of services across the organisation to better meet the needs of whānau during the year.

## INTEGRATED SAFETY RESPONSE

In 2023, the Whānau Social Services team continued working with the New Zealand Police via the Integrated Safety Response. Through this programme, fifty-four families were assisted with safety planning and social worker support. ISR is a way to identify families who want support, but may have not been aware of the options or resources. Family harm incidents responded to and assessed very quickly, within forty-eight hours of the initial family harm report. With collaboration from the police and other local social service agencies whānau were assisted with an individual support plan.

## STRENGTHENING FAMILIES

The Whānau Social Services team continued with their facilitation of the strengthening families programme during 2023. Strengthening Families is a process where multiple organisations come together with a whānau who have tamariki or rangatahi in their care to plan and organise support services. Our Strengthening Families coordinator was able to tailor the support to suit each individual whānau ensuring their needs were met through a process which kept the whānau at the heart of the process.

# COMMUNITY CONNECTOR

During 2023, we delivered a Community Connector Service: one of only three organisations able to offer this service on the Coromandel Peninsula. Community Connectors provide short-term support to individuals, families and whānau to prevent and minimise the impacts of hardship.

Our Community Connector was able to connect individuals and whānau to various services, using a collaborative approach across services and agencies. This service has proven to be a vital part of our response to meeting the high demand for support for those suffering hardship, during 2023.



**48**

Whānau supported through WSS

**54**

Integrated Safety Responses

**111**

Whānau supported through Community Connector

**45**

Clients supported with Driver Licensing

## RANGATAHI SUPPORT

For young New Zealanders a driver license is more than just a license to get on the road. It's a pathway to getting a job and participating fully in society. Our rangatahi face barriers to getting a license including rural isolation, financial hardship, lack of documentation, or access to a suitable vehicle.

Working in collaboration with Valley Education Driving Academy, our coordinator identified drivers and supported them by taking them through to Thames to lessons led by John Lawson, who was vital to the success of this project.

Forty five rangatahi gained either their restricted, full or learners' license. We provided two defensive driving courses for twenty young people as well as providing two learners' license programmes in Coromandel with eighteen participants.

This was a highly successful initiative which resulted in rangatahi not only gaining a license, but increased confidence, enabling them to drive legally and access employment opportunities.





## COROMANDEL FOODBANK

The Coromandel Foodbank continued to respond to an increasing demand for their services during 2023 due to financial hardship and increased living costs. Foodbank was particularly important during the adverse weather events, when whānau in our community were affected by road closures resulting in isolated communities. Working in collaboration with our Community Connector and social workers, our team was able to support these whānau with food deliveries as well as providing wrap around services when needed. As well as offering a weekly foodbank service, we were also able to provide emergency food parcels when needed.

We would like to thank Richardsons Real Estate Coromandel for their support in helping to organise a toy drive to add to our Christmas 2023 food parcels.

## BUDGET ADVISORY SERVICE

The budget advisory service worked closely with Foodbank during the year, providing a confidential and non-judgmental service to help individuals take control of their finances. Our qualified Financial mentors provided a one-on-one service focusing on empowering people to get control of their money. They worked alongside the individual, their family and whānau, building trust and taking into account the complexity of their needs. Our financial mentors also supported their clients to make connections with other services, including our Whānau Social Services team, to ensure they got the wrap-around support needed.

**414**

Whānau members  
supported with  
parcels

**198**

Support sessions  
with the Budget  
Advisory

**64**

Budget Advisory  
clients





The Te Mana Tangata programme, formerly the Work Co-Op, has been part of CILT since 1997 and is one of its longest-running programmes. Funded by the Ministry for Social Development, it supports people with various disabilities in the township and remote areas. The programme is housed in a refurbished building leased from the Thames-Coromandel Community Board, next to the new Hub building, Te Pūtahi Whaiora.

In 2023, Te Mana Tangata operated five days a week, sharing with participants skills like cooking, budgeting, computer use, and relationship building in a safe, whānau-based environment. Many participants also joined the Creative Spaces programme, offering art activities and social contact. The programme emphasised manaakitanga and whakawhanaungatanga through the care provided by facilitators and support workers. Participants also engaged in community volunteer work, including gardening and supporting The Bizarre, Te Pūawai and The Goldmine Re-Use Centre.

**12**

Artists tutored  
Creative Spaces  
workshops

## CREATIVE SPACES

In 2023, our organisation received funding from Arts Access Aotearoa to expand our arts programme, Artists in the Making. This initiative increased access to the arts for those facing barriers such as disabilities, mental health issues, age-related vulnerabilities, cultural isolation, or poverty.

Through the Creative Spaces network, we employed local artists to teach their crafts. This provided participants with a variety of art media to explore in workshops, including painting, ceramics, raranga and marbling. The programme focused on fostering a supportive environment, breaking down isolation, and promoting skill development and enjoyment. Creative Spaces played an important role in building a more inclusive, healthier and happier community.



# ARTISTS IN THE MAKING

Our Artists in The Making programme, which has operated very successfully for almost twenty years in Whitianga, uses art and craft to develop creative skills, build confidence and self-esteem, and address feelings of social isolation for people living with a disability. Artists in the Making programme operated for two days a week during 2023 under the guidance of the programme facilitator and support workers. Operating under the Artists in the Making umbrella, the Creative Spaces funding enabled us to expand the programme to Coromandel during 2023 for two days a week. The programme has grown in popularity since it began with regular attendees and groups often at capacity with up to fifteen people attending each session within a wide age range from thirteen to ninety.

The participants took part in the Whitianga Art Expo where they were able to display and sell their work.

This programme has seen huge benefits for both participants and the artists employed to teach their skills.



"Art group gives me a peaceful place to connect with nice people, and relax from the stresses of life. It's very satisfying to create a work of art in a supportive environment."



## 23

Artists in The Making participants

## 84

Te Mana Tangata & Creative Spaces participants



# THE GOLDMINE RE-USE CENTRE

The Goldmine is our community re-use centre located at the Refuse Transfer Station. The aim of the Goldmine is to divert re-useable goods waste away from landfill and into new homes at affordable prices.

In 2023 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. Like many other community projects, the Goldmine operated on the generosity of volunteers supporting our staff.

## THE REFUSE TRANSFER STATION

CILT entered into a contract with Waste Management in September to operate the Coromandel Refuse Transfer Station (RTS). Holding this contract enabled us to strengthen and streamline our waste minimisation programme, with the Goldmine and the RTS able to work together to share resources and divert landfill from the compactor. This included increasing the RTS opening hours to seven days a week.



**51**

Tonnes of waste  
diverted from  
landfill





# THE BIZARRE

“The Bizarre” is a second hand, recycling shop which CILT owns and operates for the benefit of the community. Our purpose is to have good quality household products and clothing available for affordable prices. During 2023, the Bizarre linked in with our other environmental project, the Goldmine, to more effectively place recyclable products for sale. The Bizarre Manager was supported by a wonderful team of seventeen volunteers, many of whom have provided years of service to our community and bring a wealth of experience and skill.

The profits from the sales at the Bizarre are put towards the Bizarre Community Grants Fund, which in 2023 provided funding grants to community groups, thus continuing the legacy of previous Bizarre trusts.



17

Volunteers  
supported The  
Bizarre

## TE PŪAWAI (PLANT NURSERY)

The Native Plant Nursery project, located at our Pound Street site under a lease from Thames-Coromandel District Council, is an environmental project focusing on regenerative and restorative native planting for the Coromandel district. During 2023, with the support of the Probation Service, we built a new shaded planting area and began a planting project on the site, including fruit trees. Plants grown from locally sourced seeds were raised for sale as a social enterprise initiative. Future planning includes developing a māra kai to support the community and the Coromandel Foodbank by providing fresh produce year-round.



# OUR PARTNERS

In 2023 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 Social Services Collective  
Driving Creek Railway Ltd.  
Coromandel - Colville Community Board  
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

## National

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

## Regional

Waikato District Health Board  
Waikato Regional Council  
The Supported Lifestyle Hauraki Trust

## **Businesses/Organisations that are regular tenants of CILT:**

Purnell Ltd  
Counselling and Family Therapy Services  
Department of Corrections

Progress to Health  
Peninsula Osteopaths  
Te Korowai Hauora o Hauraki

## **CILT is a member of or affiliated with the following organisations:**

Community Housing Aotearoa  
Community Networks Aotearoa  
Inclusive NZ  
Social Service Providers Aotearoa  
Techsoup  
Firstport  
ACE Aotearoa  
Hauraki Family Violence Collective  
(Eastern Hub)

Waste Management Institute NZ  
Disabled Persons Assembly NZ  
Volunteering Waikato  
Community Recycling Network  
NZ Federation of Disability Information  
Centres(NZFDIC)  
NZ Disability Support Network



# THANK YOU

to the following organisations for supporting our activities in 2023!



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



**Lottery Grants Board**  
Te Puna Tahua  
LOTTO FUNDS FOR YOUR COMMUNITY



Digital Inclusion  
Alliance Aotearoa



**ORANGA TAMARIKI**  
Ministry for Children



**Trust  
Waikato**  
TE PUNA O WAIKATO



**MINISTRY OF EDUCATION**  
TE TĀHUHU O TE MĀTAURANGA



**NZCT**  
NZ COMMUNITY TRUST

**COGS**  
Community Organisation  
Grants Scheme



**Te Tari Kaumātua**  
Office for Seniors



**grassroots**  
trust



# **COROMANDEL INDEPENDENT LIVING TRUST**

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