



MPHS COMMUNITY TRUST ANNUAL REPORT 2020/2021

PEOPLE, PRIDE, PLACE

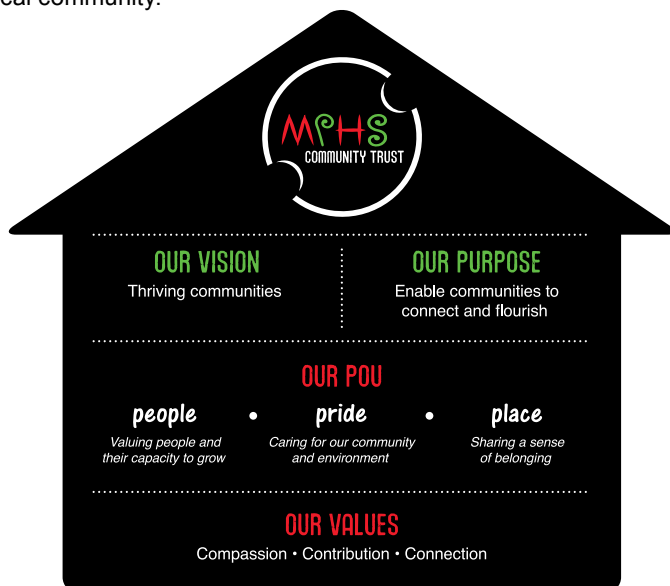
We are proud to present the MPHS Community Trust Annual Report 2020/2021.

We exist to ‘**Enable communities to connect and flourish**’. We remain passionate about seeing our three Pou in action. **People** – valuing people and their capacity to grow, **Pride** – caring for our community and environment, **Place** – sharing a sense of belonging.

We believe our values – **Compassion, Contribution and Connection**, are more important than ever. We continue to aim high and to aspire to reflect these values in all that we do.

MPHS Community Trust Key Outcomes

- Create opportunities for our local community to engage in quality programmes and projects that improved their connection, well-being and sense of belonging.
- Invest in members of our community to challenge them to discover their dreams, inspire learning and support them to live the lives they want.
- Provide venues, resources and community space to host activities that meet the needs of the community.
- Successfully manage social enterprises that make positive contributions to the local community.



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MPHS COMMUNITY TRUST REPORTS



WILL WARD CHAIRPERSON'S REPORT

Tēnā tātou katoa

Greetings to you all. I hope you and your whānau are safe and well.

For many people living in Tāmaki Makaurau the past 12 months have been very challenging. We have responded brilliantly to a collective desire to ensure we remain safe; thinking of our whānau, our communities and those who are vulnerable. This unifying spirit has been so evident within the MPHS team, other community organisations in West Auckland and the wider community as a whole.

There has been some extraordinary work undertaken in our communities over the past year, including at this current time. MPHS and many other community organisations have responded to what our communities need; sometimes during very uncertain times. I would like to acknowledge this mahi and share the appreciation of the MPHS Board for everyone's efforts.

There has been much to celebrate too. Outside of the lockdown periods the MPHS team has excelled. Outcomes have vastly exceeded expectations, connections continue to grow and flourish, Tipping Point revenue continues to increase resulting in our ability to increase funding and service responses in our Youth Studio.

The manner in which our team has responded typifies their courage, sense of connection and love for their work and community. Very well done to the team. Kathryn, your leadership has been significant during this time of uncertainty. The Board is so very grateful.

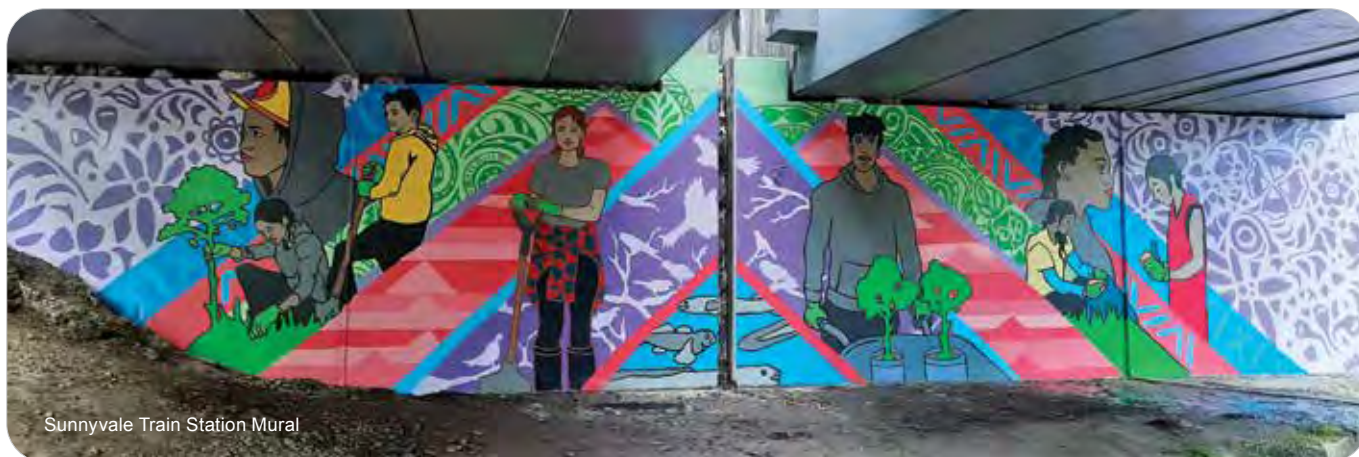
To our local partners, friends, supports and funders, thank you for your support during a time that we acknowledge has also been difficult for you. Your ongoing backing means we can support great outcomes. It is not something we take for granted and we remain committed to you and to those we serve.

Finally, I would like to thank my Board colleagues who are an extraordinary group of passionate individuals. This year has seen us meet more regularly, having more frequent discussions on our finances as we ensured our services and staff continued to be looked after during the significant disruptions we all experienced.

I finish by acknowledging Rosemary Allen who stepped down as a Board member after many years of exceptional service. Thank you Rosemary. It is such a privilege to lead such a wonderful team of talented and humble leaders.

Ngā mihi nui
Will Ward
Chairperson





Sunnyvale Train Station Mural

KATHRYN LAWLOR CEO REPORT

Tena koutou,

Our community has had to be resilient over the past year and as I write this, we are again in uncertain times here in Tāmaki Makaurau with another outbreak of COVID-19 causing extra stress and pressure for so many within our community.

What we did hear over the past year, and after the initial COVID-19 lockdowns, was how much the community valued the programmes offered at HubWest. Our programmes filled up very quickly, further illustrating how important social connection is to the individual and collective wellbeing of a community.

We have continued to focus on promoting and supporting community action, working alongside the community to identify their needs,

and fulfilling our purpose of providing opportunities 'to enable communities to connect and flourish'. This would not be possible without a wonderful and dedicated team of community developers and place makers who we are blessed to have at MPHS Community Trust.

I hope you will enjoy reading our new annual report profile series. This year we've profiled four of our staff and our board chair, all amazing examples of why we are so very proud of our MPHS people.

Over the past year we farewelled two incredible women, Repeka George-Koteka and Rosemary Allen. Repeka and Rosemary both made long-standing and significant contributions to our development and mahi and we will miss them.

I would like to acknowledge and thank our supporters, funders, stakeholders and community who walk with us to achieve our vision of 'thriving communities'.

The next year will present new challenges and opportunities for us all as we adjust as a community to the 'new normal'.

Ki te kotahi te kakaho ka whati, Ki te kapuia e kore e whati / Alone we can be broken. Standing together, we are invincible.

Ngā mihi
Kathryn Lawlor
Chief Executive



COMMUNITY PROGRAMMES

FILLED WITH JOY

The JOY Club (Just Older Youth) is for our older members of the community. With the effects of COVID-19 especially hard on our older population, it took courage and a real commitment to the JOY Club for our members to come back out.

Now the group has been re-established, members are back enjoying weekly club days, with morning teas and onsite activities along with outings to Tipping Point, West Op shop, the Arataki Visitors Centre and local cafes. Outings are often a highlight for JOY Club members as many only have limited transport options.



CONNECT, LEARN AND OF COURSE PLAY!

Playgroup is a free once-weekly group located at HubWest. Playgroup is for parents and caregivers and their under-fives.

Coordinators and parents organise fun activities so that parents and caregivers, along with their babies and pre-school children, can connect and enjoy learning together in a fun and always playful environment.

KIDZ RULE AT KIDS CLUB

On Thursday afternoons, West Auckland children aged 6-10 years met up at Kids Club to learn the important skill of upcycling. Participants make artistic creations out of items that can be upcycled like old fabric, wood off-cuts, junk and other inorganic items that might otherwise have gone in the rubbish.

With a core group of Kids Club regulars, who have attended the club for the last two terms, Kids Club gives children the opportunity to meet other people their own age that they would not normally meet and play with. Different themes each term help to keep Kids Club members engaged, entertained and creative.

Kids Club provides a safe place for local children to stay connected, physically active and to develop new friendships – all while having lots of fun!

"I love Kids Club and want to come to HubWest more!"

 *8-year-old member*



PEOPLE, PRIDE, PLACE EVENTS

AT THE CORE OF MPHS

Two People, Pride, Place events have been held this year. The first event was smaller due to rain but we improvised and brought it indoors! The second event was a very popular day attended by nearly 400 locals who thoroughly enjoyed the rides, games and food.

People, Pride, Place events are a great opportunity to showcase MPHS's programmes while getting the community together for some fabulous free fun.



CELEBRATING MATARIKI

WITH A QUIZ AND KA PAI KAI

Our ever-popular event 'Quiz and Kai Night' was enjoyed this year during Matariki, a first for MPHS.

The event saw 120 people celebrating Matariki at our quiz night, with free kai and a prize hamper for the winning family.

THE S.U.N IS SHINING

S.U.N – GIVING LOCAL PEOPLE A SENSE OF PRIDE IN THEIR PLACE

At S.U.N. (Shape Up Neighbourhoods) we believe Henderson can be a place where local residents should feel proud of their neighbourhood. We help to reduce waste in Henderson by working with local residents to clear 'big rubbish' from their streets and houses. We then celebrate this community action by hosting a free BBQ to connect with our community and thank everyone who participated.

This year we also activated a S.U.N project in Glen Eden and we look forward to creating even more opportunities for West Auckland residents to get together and enjoy the S.U.N!



SNAPSHOT OF A S.U.N PROJECT:

- One street
- Nearly half the houses
- Four loads totalling 1.12 tonnes
- Two loads rescued for reuse
- Four families who formed a new connection with neighbours
- Not a bad day's work!



**Home Interaction Programme
for Parents and Youngsters**
Learning to learn together



GETTING HIPPY WITH IT

HIPPY, our free, home-based, education programme is run over two years. Families work with a local community 'tutor' who delivers workbooks and materials to the home each week and works through them with whānau.

The workbooks and activities help to build strong school readiness skills like literacy, maths, science, physical education and art, all while strengthening positive child/parent bonds.

We continue to hear of great success stories, with 'HIPPY children' achieving high academic outcomes at school and 'HIPPY parents' choosing to study or change career after their experiences of being involved with HIPPY.

We are so proud of the impact HIPPY has had, and is having, on more isolated families, helping them to positively engage with their community and to better understand the services and support available to them.

HIPPY families get notified of the exciting and vibrant MPHS programmes going on throughout the year, and often become involved in MPHS and importantly, participate more in local community activities.

Another HIPPY highlight is our fortnightly group meetings. Parents and caregivers get together at MPHS where we provide workshops and interest sessions. Food related workshops are always popular! This year they included sushi and making dumplings. HIPPY definitely embraces the diversity of culture we are lucky enough to have out west. Many of our HIPPY parents are mums and our makeup tutorial and hairdressing sessions were really popular too.

Lockdowns meant we had some exciting group meetings cancelled, but we are always looking forward, not back. We are committed to making sure that our HIPPY group meetings continue to provide a safe and fun meeting space for parents and children to learn, relax, and make friends.

Check out our new HIPPY Henderson South Facebook page, it's resulted in more enrolments, is helping build up our already excellent reputation and is a great way to see what's going on at HIPPY!

f hippyhendersonsouth

"HIPPY helped me figure out what I wanted to do for work after HIPPY. I was able to complete my Art Degree and study to be an art teacher."

👤 HIPPY Tutor



PROJECT TWIN STREAMS

This year the MPHS Environmental team continued work across 20 hectares of native green space encompassing the Oratia, Opanuku and lower Waikumete streams.

The project is a strong platform to provide communities with an opportunity to build strong relationships while engaging in environmental restoration.

Project Twin Streams groups remain very active with a wide variety of groups and individuals working along the streams to help ensure the riparian ecosystem reaches its full potential for the community in all areas – cultural, goods, regulator and life supporting.

Project Twin Streams enables communities to act as environmental stewards and exercise kaitiakitanga of important green spaces and streams.

"This is a beautification project, and not only will this enhance and brighten up the area, it will help people get the feeling that this is a safe and well cared for place."

👤 **Auckland Council Community Empowerment Unit**



To find out more about Project Twin Streams visit:

projecttwinstreams.com

[f projecttwinstreams](https://www.facebook.com/projecttwinstreams)

SUNNYVALE TRAIN STATION MURAL

AUGUST 2020

Thanks to funding and support from Auckland Transport and Auckland Council, we were able to upgrade the Sunnyvale Train Station mural. The existing mural was 11-years old and was faded and damaged.

The mural is on the concrete wall underpass bridge at Sunnyvale Train Station and overlooks the Oratia Stream and bush area. It is right beside the shared path in an area full of wildlife, home to native birds, and

various aquatic native fish species such as short and long-fin eels, crans and common bullies, inanga.

The new mural has an environmental message incorporated into the design. It illustrates young people as active guardians of our local stream and the wildlife that lives there, contributing to our ecosystem by planting trees, weeding and keeping the area free.



STORIES AS YOU WEAVE WORKSHOP

FEBRUARY 2021

On a beautiful fine day last summer, we started a sold-out workshop 'Stories as you weave' with a blessing from Kaumatua George, of Te Kawerau ā Maki.

We were privileged to have Donna Kerridge with us, a respected traditional Māori healer of Waikato Tainui descent, with us to share stories about the beneficial uses of Harakeke (flax).

We were shown so many wonderful uses for Harakeke. From a pair of sandals, jokingly called Nikes through to using Harakeke for mobile phone holders, baskets, hats and mats.

Kelly King, an expert weaver, showed participants a stunning Korowai (cloak) she had constructed. It was made entirely from the muka (prepared fibre) of the Harakeke. She explained how she used a patu (club) to beat the fibre to soften it, and showed us how to use a shell to strip the muka from the flax leaf.

"The philosophy of Māori Healing is that the first patient is always the land."

We learnt that Harakeke gel is very good for people with eczema, and can even be used to help loosen our bowels!

With much thanks and appreciation to Glenn Browne – Community Programme Ranger, Auckland Council, who invited MPHS Project Twin Streams to co-host this event.

Thanks too for funding from the Māori Engagement Fund.

We want to also express a great deal of gratitude to Te Kawerau ā Maki as mana whenua of the area where our workshop was hosted. We were reminded that "You do not have to have title to land in order to protect it. Just because we don't own the whenua (land) anymore, does not absolve us our rights of kaitiaki. As long as we breathe, our job is to care for the land."

A crew from the Natural Environment Defence Foundation filmed the workshop to share it with their networks, check it out at the link below.

<https://mega.nz/file/Y0hmzZKB#tsNUj0UwMGeFnimFmOj67tbQvGRNy4vaZDfW29Aeays>



BOOK LAUNCH AT VIC BOOKS IN WELLINGTON

NOVEMBER 2020

Dr Catherine Knight is a writer and environmental historian. She has published four books relating to NZ's environmental history, including NZ's Rivers. Included in her newest book, *Nature and Wellbeing in Aotearoa New Zealand*, is reference to our very own Project Twin Streams.

Dr Knight was particularly interested in nature within urban or neighbourhood settings. Project Twin Streams reflects this perfectly. She was very keen to better understand the wellbeing benefits for urban children and other communities who may have fewer opportunities to experience outdoor pursuits.

The team outlined the creative activities undertaken within Project Twin Streams, activities like mindfulness sessions, arts and crafts, rubbish clean-ups, weeding, planting and mulching, sculpture, leaf printing, stream water testing and treasure hunts in the bush. Our work, and these activities, are all mentioned in her book.

"All of you will have your own favourites, might be Ken the fisherman, or Rachel the Kaihikatea protector, Tiaki Learning Centre -or- Project Twin Streams in Auckland which is an amazing riparian planting programme which has been going for more than 20 years."

 *Professor Bruce Clarkson,
University of Waikato*



A YEAR OF HIGHLIGHTS AT YOUTH SERVICES

SPRING

We had 46 attendees at our October Holiday Programme which was held during term break. Partly due to only just coming out of a lockdown, we had slightly lower numbers than usual including the absence of many of our youth leaders. But as always, our staff took the challenge and turned it into an opportunity and we were able to focus on building young leaders within the group.

We believe working through some of the issues our youth leaders were dealing with helped them to build resiliency, especially in relation to conflict resolution. They could also see first-hand how their contribution positively impacted the holiday programme and their peers.



SUMMER

Our well-attended January programme ran for three weeks. It offered our young people a fun, educational and collaborative space to interact with their peers. We had consistent numbers, with a peak of 58 participants, including many new attendees.

Our first-time participants were demographically diverse and gave the programme a renewed sense of excitement and inclusivity. We received very positive feedback from everyone involved including parents and caregivers who expressed their gratitude for a programme that caters to tamarki and gives them such a memorable experience.

Our youth 'inhouse' programmes kicked off in March. The Animation and Game Development classes with

Bruce McLaren Intermediate School remain popular subjects for the school, with the classes fully booked. Students are excited to be in the studio and are always well-mannered and willing to learn.

We have also seen an influx of new students to our after-school programme. Students are eager, enthusiastic and excited to explore the possibilities that the studio has to offer.

"Grateful that there is a program like this available for my two sons. Will definitely enrol them next programme."
👤 *Mother of two participants*



AUTUMN

The April holiday programme was a huge success once again and was our most attended event. A common reaction from parents and caregivers of first-time attendees was amazement that the programme was free, inclusive and so diverse, with tamariki from many cultures and backgrounds in attendance.

One day we had a quick pivot due to unexpected terrible weather spoiling our plans for the day. Our staff and youth leaders came up with an excellent alternative plan, we took everyone to the Auckland Art Gallery and had a great time exploring the many national and international renowned works on exhibit.

The holiday programme is starting to become a real destination for young people, and we must give credit to the staff and youth leaders who truly embody the inclusive values of MPHS.

WINTER

June was a month of continued learning for MPHS youth members. Many of our students have become really proficient in the creation of graphic images on Photoshop, which is a great skill to have. It's always so exciting and encouraging to see the willingness so many of our students have to broaden their skills in creative software. We even moved on to animations! The animations were based on a positive story about each young person's dream career, creating an animation to portray how they can achieve these goals.

As the studio becomes even more popular with local youth, having several activities running at the same time is proving to be very important so that we keep interest levels high. In June we started a new mural that will be headed by our older youth members. They have already mapped out the design and will be working on it for the remainder of 2021.

The studio has become part of their weekly schedule for many youth members who began attending this year. Many parents have come in and given really positive feedback about the projects that their children have made during their time here.

Having a creative space like the studio in our community is so important. We continue to get great feedback from our youth members and their whānau with really positive comments about the project work completed this year.

"My grandson has been coming home raving about the holiday programme and how much he is enjoying himself."

 *Grandfather of participant*



A GLANCE AT OUR WORK IN 2020 - 2021

COMMUNITY CONNECTIONS

1770 participants at community events

125 participants at Governance events

165 Kids Club participants

183 Play Group participants

27 JOY Club participants

8 Youth Voice participants



58 activation of spaces and/or street clean up events



HIPPY

HENDERSON SOUTH & HIPPY RANUI

146 families engaged with

"Being a HIPPY tutor taught me commitment, persistence, resilience and time management. I was able to see the parents of children gain confidence as they continued doing HIPPY with their children. The second language speakers of English improved their English as well!"

HIPPY Tutor

HIGH TECH YOUTH STUDIO

555 members signed up

HUBWEST

COMMUNITY FACILITIES

5,183 hours booked

36,504 participants

37, 813 users

1,739 bookings



TIPPING POINT RECYCLE SHOP

Around 420 tonnes diverted from landfill

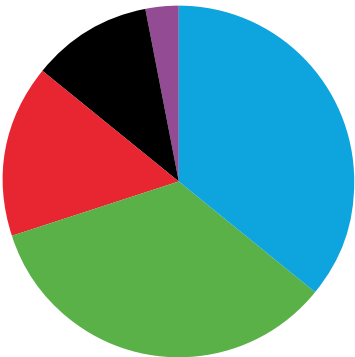
BREAKAWAY HOLIDAY PROGRAMME

307 participants

"Hopefully you guys are back in the next holidays! My son comes home and talks about the days, the events and what he learnt. I'm really glad something like this exists in our community!"

👤 Mother of participant

BREAKAWAY HOLIDAY PROGRAMME ETHNICITY



- Pacific 36%
- Māori 34%
- NZ/European 16%
- Asian 11%,
- MELAA 3%



2,174 volunteers

985 trees planted

155 kgs of rubbish collected

8 community public events

1 mural painted – and it’s amazing!

"I believe the intention of Project Twin Streams includes helping people to understand their connection, the health of the streams, their own actions and behaviours, and wider sustainability issues."

👤 Tina Samuelu, MPHS Community Coordinator for Project Twin Streams (Lower Oratia, Opanuku and Waikumete Streams)

THANK YOU TO OUR SUPPORTERS

Thank you to our volunteer Governance Board: Will Ward – Chairperson, Mark Chelton – Deputy Chairperson, Natasha McDowall – Treasurer, Kimberly Rees, Debbie Raroa, Esther Goh and Lionel Anderson.



PRIDE IN OUR PEOPLE

PROFILE SERIES
No.1

A passion for community work and a genuine love of being involved with people, led Christine Wang to her role as HIPPY Coordinator for Henderson South.

Christine says that it is her belief that belonging to a community widens people's connections and in doing so, makes their community closer.



CHRISTINE WANG

A bit about Christine

In 2008, Christine came to Aotearoa to study Early Childhood Education. Now married with two daughters, Christine explains how running a local dairy was the start of her involvement with the West Auckland community.

"Running our shop meant we were engaged in lots of community events, in fact our shop became a real hub of the community," says Christine. "It was a pick-up point for local newsletters, we worked with local business owners to sell their products and we were a drop-off point for community members' parcels. We even had a Facebook page to help keep the community updated on what was going on in our area. We knew pretty much everyone in the community!"

Why MPHS?

After feeling so connected to her local community through running a dairy, Christine says that MPHS continues this link to the community and is a place where anyone is welcome to pop in and have a chat.

"We have programmes that cater for people aged from 0 to 99," explains Christine. "MPHS is a place where people work with immense heart and who sincerely value people, pride and place."

"A combination of my teaching background and being a mum myself, inspired me to devote my skills to supporting families to engage in their children's learning, all while building



positive parent-child relationships. My role as HIPPY Coordinator enables me to do this."

Tell us more about HIPPY

"HIPPY is a research-based programme that has been in Aotearoa for almost 30 years and is linked to both Te Whāriki – the Ministry of Education's early childhood curriculum and the New Zealand curriculum. HIPPY helps children transition successfully into school while encouraging parents to be actively involved in their children's learning," says Christine.

"HIPPY tutors, who are also members of that community, deliver workbooks to families at their homes. I'm really proud of the way HIPPY brings families together at group meetings and other community events. HIPPY truly represents the power of community connection and establishes a sense of belonging for families".

Staying positive

Christine started in her role while Tāmaki Makaurau was in lockdown but says she now sees this as giving her unexpected opportunities.

“Because I started in lockdown, I had to see past more traditional ways of recruiting and promoting HIPPY. I could be really creative and got to think outside the box,” explained Christine.

“Having the support of our CE, gave me the confidence to try different things. When I ran the dairy, I developed useful communication skills including promoting businesses through social media. This really helped when lockdown hit and enabled me to keep the programme running.”

“To still be able to meet our objectives, keep families connected, react quickly and come up with strategies to keep the programme moving forward has made me more resilient and adaptable,” says Christine proudly.

“I’ve learnt that we must always be proactive, follow up with families and keep close connections with ECEs, schools and other organisations in the community. This helps to keep HIPPY’s awareness strong in the community and we succeeded even when it got challenging.”

Tell us about those challenges

For a programme that requires face-to-face contact, lockdowns can be really disruptive. Christine says that with COVID-19, lockdowns and different alert levels, many people’s lives have been turned upside down.

“There was definitely fear and anxiety at the beginning when COVID first hit but it was great to see the community pulling together, following the rules and getting back to routines when they could”.

“COVID meant there were lots of times when people could not get together,” says Christine. “So, it was very heartening to see the big turnout at HIPPY graduation. After a year of unprecedented ups and downs, HIPPY families turned up at graduation and celebrated their achievements with loved ones. This is an example of community motivation and commitment to our programme, it really invigorated me to meet the challenges of the past year head-on, to continue with the mahi and persist with making positive changes in our community.”

Points of pride

“One thing I am so proud of being part of with MPHS, is that when I am out in

the community, I always come across people who have either participated in MPHS’s programmes, worked with us before, hired our venue or have come to our events,’ says Christine with a big smile. “The lovely feedback people share about MPHS, the connections they made through us and the positive changes MPHS has made for them... they are just priceless.”

“We make a difference. The unique way HIPPY works with families to establish a trusting and long-term professional relationship makes me so proud. There have been so many magical moments when parents send through videos of their children writing their name for the first time, counting up to 20 and the excited faces after successful science experiments.”

“It is such a rewarding job. We plant seeds of hope for people and watch them flourish and shine.”



PRIDE IN OUR PEOPLE

PROFILE SERIES
No.2

Clarence Lomiwes is the experienced Youth Program Manager at MPHS. Clarence continues his collaborative work with young people with pride, and enjoys watching their confidence increase as their skills improve.

What attracted you to this role?

I grew up in the area but there were no programmes offered like this for young people. I knew that youth programmes could really help our rangatahi, so when I was approached and given the opportunity to start a youth programme, I jumped at the chance.



CLARENCE LOMIWES

We slowly but surely built up our core participants to become a solid group who regularly held free community concerts and events. We also run free holiday programs in the West Auckland Area.

These early experiences showed me the strength of the youth's perspective; how it can be such a powerful expression of the community but is sometimes a voice that is not always heard.

What excites you about youth services?

I love being able to collaborate with young people. It's awesome to watch them grow in confidence through the programmes and activities we run. It really is the most gratifying aspect of my role at MPHS, and there are many!

We have had young people, who start with us at the age of 11, go on to be the first in their families to graduate high school and then attend university. I take a lot of pride when listening to their testimony and hearing how MPHS was a place of safety, collaboration and learning for them. Watching each person open new doors of opportunity, and seeing others be inspired by their example, is one of the many things that I enjoy about my role.

A favourite moment from the year?

When we were able to open our doors again after our first COVID lockdown. Seeing how excited our members were



to be back in their space was one of my favourite moments.

Thoughts for the future?

My team and I would like to continue to provide activities, projects and events that allow young people to build and increase their creative skills and leadership capabilities.

I hope that the lessons and feeling of belonging that our young people have experienced at MPHS will then be passed down by older members to new participants. Continuing the sharing of knowledge is important, but so is sharing an attitude of collaboration, inclusion and empowerment amongst our youth.

Having a culture of encouragement towards our young people is one way to build the future of our community.

ALWAYS IN THE HUB OF IT ALL

HubWest is a community facility that caters to a diverse range of users. It provides a youth studio, generous hall and meeting rooms and a commercial grade kitchen. HubWest is rented out to community groups and organisations for meetings, workshops, classes, social activities and events, conferences, training and AGMs.

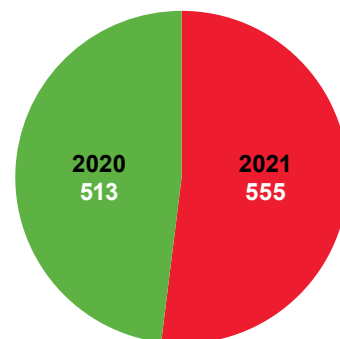
Our regular and new users continue to praise HubWest for its clean and fresh rooms, ease of booking and helpfulness of staff. This year we also distributed flyers about Hubwest to local West Auckland businesses and were thrilled that so many people already knew about the facility and spoke so positively

about it. It may just be a building, but it's also a well-loved hub with community at its heart.

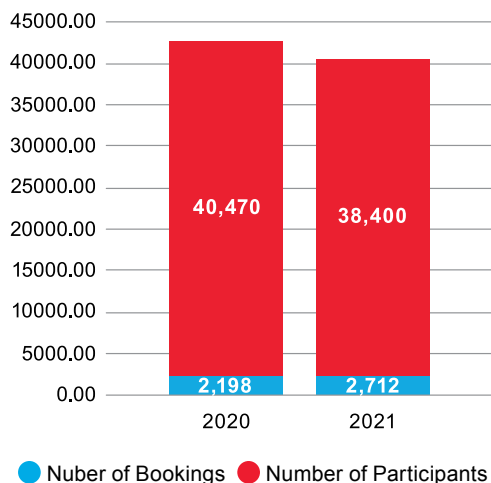
Reduced income due to COVID has certainly meant a more difficult year for HubWest, but that isn't enough to keep a good team down and we still have great relationships with our regular hirers and have even managed to bring on board new regular users. In fact, even with the impact of lockdowns, 37,813 people used HubWest last year.

Summing up HubWest might be best left to a regular user who said: "Awesome venue – awesome staff!"

HIGH TECH YOUTH STUDIO MEMBERS SIGNED UP



HUBWEST BOOKINGS



ALWAYS TIPPED IN THE RIGHT DIRECTION

Over the past year, Tipping Point has continued to develop as one of MPHS's high profile social enterprises, always focused on the MPHS kaupapa of 'People, Pride and Place'.

Like for many, this year saw both challenges and successes for Tipping Point. COVID-19 cast a shadow across the 2020/2021 financial year with the team starting this year operating under Alert Level 2 restrictions. Of course, that didn't stop our team from giving their all and working with energy to ensure the safety of staff and customers.

Thankfully, much of the rest of the financial year was under the relative freedom of Alert Level 1, meaning we were back in earnest to diverting from landfill and working on sales.

Tipping Point operates as an ethical and sustainable business with goals that align to the three pou of MPHS.

The first Pou – 'People' – valuing people and their capacity to grow

Tipping Point continues to provide volunteer opportunities to people who may have barriers to employment, and transitioning them into paid work where we can. Two new members have joined our staff as others have moved on to new opportunities.

We have also continued to support the community through the donation of goods to community organisations and individuals in need. And we continue to offer our customers affordable items for re-use and 'zero-cost disposal' for unwanted, re-useable items.



50 The Concourse
Henderson, Auckland

TippingPoint.org.nz

[f MPHSTippingPoint](https://www.facebook.com/MPHSTippingPoint)

The second Pou – 'Pride' – caring for our community and environment

Diversion from land-fill and the rescue of items and materials that can be reused is the main activity of Tipping Point and maximising this is a key metric. We know that every item kept out of the waste stream benefits our





environment and the community. Surplus funds generated by this business activity are returned to the community through the activities of the MPHS. The more we divert and sell, the more we help the environment and support the community; a true example of circular economy in action.

This year we have been able to significantly grow our diversion totals and so increase the funds for charitable community use.

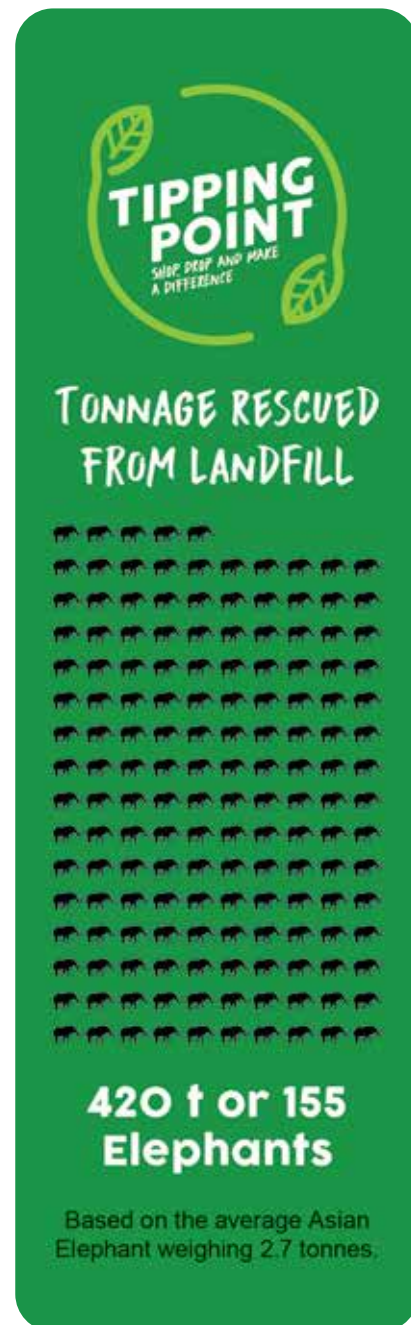
The third Pou – ‘Place’ – sharing a sense of belonging

Tipping Point is fast becoming a true West Auckland institution. The team has a real commitment to what we do and the communities we serve. Our customers include regulars, locals and non-locals, and they all contribute to a sense of community inclusion in what, some might say, is the most unlikely of settings. This is illustrated with an increasing online engagement and a growing presence and following on social media.

With the redevelopment of the transfer station site into a Resource Recovery Park (part of Auckland Council’s Waste Strategy 2040) we believe that Tipping Point and its connection to the community is only going to get stronger.

We are moving the Tipping Point shop to a new location on site, providing easier access that will be better separated from heavy vehicles and the operation of heavy machinery.

Planning is well underway and it is expected that these changes will only increase our capacity to divert from landfill, increase re-use, meet the needs of greater numbers of customers and return even more to the community.



PRIDE IN OUR PEOPLE

PROFILE SERIES
No.3

Lorien Doherty has worked as MPHS's Programmes' Manager since February 2021. In this profile, Lorien shares what she loves about her work and talks about some of the challenges of the past 18 months.

A bit about Lorien

Married for 20 years with a seven-year-old daughter, Lorien's professional background is varied but has been mainly focussed in not-for-profit organisations. Lorien describes the common thread in her work as being people, community and lots of event management work.

LORIEN DOHERTY

"I love the detail and the 'what ifs' of this kind of work," explains Lorien. "I'm a bit of a curious cat, and I love to meet people and make them feel welcome. I started my career working in the corporate space, but I soon saw the light and knew what was right for me. My first not-for-profit role was at the SPCA and I haven't looked back."

West is best – and so is MPHS

After a stint living in Dublin and Western Australia, Lorien has lived in West Auckland for 27 years and has called 'beautiful Waitākere' home for the past 15 years. Lorien explains how living and working out west gives her a great quality of life.

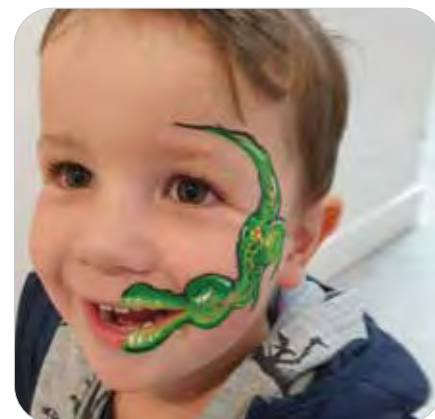
"Living out west is great. After years of working in the city, I realised a 15-minute commute to work would give me so much more time. It made sense to me to live and work in my community.

It means you already have knowledge of the area because it's your home, your neighbourhood, your community."

"I had heard about MPHS's meaningful community work and that was a big draw. Our CE, Kathryn Lawlor, has a community background and she really 'gets it'. Also, MPHS is whānau friendly and that's very important being a working Mum."

"I'm the Programmes Manager. This means I'm responsible for making sure MPHS's programmes run well. We deliver opportunities for our local community to connect with each other in ways that are meaningful to them. It's a fun job, always something to do and there's so much variety in my work."

"I get to work with some pretty cool people who have a great sense of humour. Our staff is exceptionally friendly and passionate about what they do."





Lorien says that knowing her role at MPHS contributes to making people's lives more enjoyable really adds value to her role.

"Helping people feel connected and to have a sense of belonging... that's a really great job."

COVID challenges

Lorien explains that three of her programmes were adapted during COVID-19, running online to keep the momentum and connection going. While her larger events can only run during Level 1, she says that most of her other events can operate within a Level 2 framework.

"I spent my first day with MPHS in lockdown," laughs Lorien. "That didn't slow me down though, I'm used to working from home, so that part was easier for me. But like so many other parents and caregivers, trying to home-school at the same time as working meant I've had to learn to work a bit



differently. I've learnt you have to have courage and try something new."

"Us westies are a resilient bunch and we're proud of West Auckland. I do believe that through adversity there is opportunity. If you can just hold tight, pivot and change things up a bit, there is light at the end of the tunnel."

"It's been really really tough for so many people during this pandemic, and if, in our roles, we can give others a chance to connect, earn an income, learn something new and look after others – then we are doing a good thing."

Looking forward

Lorien says that MPHS programmes must continue to meet the needs of its community and also evolve to meet new needs. She believes it's important MPHS uses tools to easily evaluate and market to make sure they are reaching those most in need, while being flexible enough to change what is offered based on feedback.



Final thoughts

"I would like to acknowledge our funders and the community we serve," says Lorien. "Without them both, our work wouldn't be possible."



GOVERNANCE & BUSINESS HUB

The MPHS Community Trust Governance and Business Hub programme was developed to help address an identified need for free governance training for West Auckland residents and organisations. The key purpose of our work in this area is to build capacity in our local community.

Topics covered this year were wide ranging and we covered issues like Governance Essentials along with themes like strategy and resilience (really needed in these current trying times).

We constantly seek input and feedback from our community to help us fine-tune our training, we want to make sure what we deliver is what is needed and relevant to our communities.

This year our workshop themes included:

- Governance versus management
- Legal obligations
- Cyber security
- Resilience
- Governance essentials

In addition to larger workshops, we also offer mentoring hours with an expert who provides personalised one-on-one training and support to community groups.

With lots of people becoming more familiar and comfortable with the use of Zoom and online meeting platforms, we have been able to offer workshops in-person or online. Having both options has actually helped us meet the needs of busy community groups even more.

A big thank you to the Henderson-Massey Local Board for their ongoing support of the MPHS Community Trust Governance and Business Hub. We really appreciate it.

"I would like to say a big thank you for organising our Governance workshop training session on Saturday 22 May 2021. Our workshop went really well and everyone thought that it was very informative. I could hear lots of praise for the content and the way in which the information was delivered. Just positive vibes from our group!"

👤 *Melba at Te Atatū Marae*



Sport Waitakere Team at Resilience Workshop

PRIDE IN OUR PEOPLE

PROFILE SERIES
No.4

A self-proclaimed 'West Aucklander born and bred' Agnes Misipati, MPHS HubWest Coordinator, speaks fluent Samoan and English and passable Tongan. Along with her husband, Agnes is raising seven children but still found the time and energy to apply for the role of HubWest Coordinator in 2017.

Talofa lava, malo e lelei, kia ora, hello.

"I always believe you are not just helping one, but you are helping many."

"I first came to work at MPHS in 2015 as a casual worker while also volunteering at my children's school and in the Henderson and Whau communities," says Agnes.

"I experienced first-hand the rewards of community involvement, and with the HubWest Coordinator position, I saw an opportunity to make a difference, to have a really positive impact on my community."

Agnes is known for resolving booking requests and general enquiries quickly and efficiently. She says that her friends and work colleagues would describe her as dedicated to her role and open minded when dealing with others.

AGNES MISIPATI

"We have such a diverse community here in West Auckland," explains Agnes. "And I firmly believe it important to be thoughtful and respectful of cultural diversity, race and gender; actually, we should all be respectful of everyone's individual differences."

Misipati motivation

Being the mother of seven children, it is unsurprising that Agnes points to her whānau as her key motivator.

"My children have always motivated me and I know that my work with MPHS is positively impacting them," says Agnes proudly. "They see me in my role and so are learning to care for their community, communicate with different people and further their skills and talent. As a family, this has inspired us to give back to the community, my children are developing as volunteers and they are building a relationship with the community. Their growth in this area is obvious and I could not be prouder."

"Being involved with MPHS, my children have always attended the various activities and events we run and have even assisted with HubWest maintenance! My whole family is always encouraging others to connect with MPHS and our programmes."

A favourite spot at HubWest?

Agnes laughingly admits that she's the loudest in the office and is only half joking when she says the lunch table is a favourite spot.

"I won't lie, I love our office lunch table!" says Agnes with a big smile. "Not only do I like to eat, but it's a really good opportunity to share and laugh with my wonderful colleagues. I really enjoy hearing about their work and the amazing things going on at MPHS. But really, the thing I love most about HubWest is when we host groups that involve activities or events for children or for people with special needs. Wherever there are kids hanging out and enjoying what we offer at HubWest, that is going to be my favourite place that day."



PRIDE IN OUR PEOPLE

PROFILE SERIES
No.5

MPHS's Irish/Kiwi Board Chairperson, Will Ward, has a strong, long-standing connection with West Auckland and has been Chair of the Board for seven years. When he's not acting in his capacity as MPHS Chair, Will is National Manager – Leadership and System Change, at Te Pou.

In this profile, Will talks about his continued passion for community well-being and his absolute admiration for the hard-working staff at MPHS.

Read the following with an Irish accent for full effect!



WILL WARD

After a year and a half of an OE that was supposed to be for 3-6 months, Will and his partner Anna decided that New Zealand and the Kiwi way of life was for them. Will says he's loved the 20 years he's been here, and New Zealand / Aotearoa is definitely home, but the past 18 months have been difficult with his entire family still in Ireland.

"I come from a small, rural and very well-connected Irish community," says Will. "I am the oldest of seven, and my siblings and parents are all in Ireland. For me, family is really important and like for so many of us, being physically separated from my family for so long has been tough. We talk every week and have been staying connected as best we can."

How did you and MPHS meet?

"I was working for a mental health NGO just down the road, and the team I was leading was connected with MPHS, particularly Project Twin Streams. I quickly understood and related to the kaupapa of MPHS, I could see first-hand what can happen when we enable and enhance more connected communities.

Will says that communities thrive from being more connected and that our environment thrives from being protected. He believes we need both for each other to prosper.

"There's an intersectionality there," explains Will. "We need well-connected communities and a thriving environment

for both to flourish. After 30 years working in the mental health, addiction and social services space, I know it takes more than specialist health services alone for people to truly blossom. That's where MPHS ticks so many boxes."

What stands out to you as exceptional about MPHS?

"Honestly, the trust that the West Auckland community has with MPHS. MPHS staff have created this trust and it continues to grow. Our staff is this community. They are from here; they live here and this is a really key part of what gets us the outcomes we get.

Will believes that there is a lot New Zealand could learn from an organisation like MPHS and other community organisations that do so very much with so very little.

"Community organisations like MPHS do marvellous work with little resource and often rely on volunteers. Imagine the potential if real investment was made in these organisations, the outcomes could be truly extraordinary!"

Show me the money!

"MPHS is really fortunate to have ongoing strong relationships with our external funders and we have philanthropists who support us along with opportunities to apply for grants. We are indebted for all their continuing support and we would be lost without it," says Will gratefully.



“But I will be forever hopeful that we will see more investment in ‘top of the cliff’ health and well-being services like MPHS. Actually, we’re even earlier in the piece than the top of the cliff; we’re half way back in the paddock! I don’t think that the wider health sector necessarily understands or appreciates the outcomes that organisations like MPHS achieve in the well-being space and I hope that starts to change.”

A bit about the Board

As a long-standing member and current Chair of the Board, Will knows the importance of having the right people in the right place.

“We have a committed and compassionate Board. During the difficulties of COVID and lockdowns we focussed on doing whatever it took to support our staff, it was our primary focus for quite some time.”

Will also says that keeping the Board dynamic and energetic is important.

“We have some Board members who have been there since the beginning, and we have two relatively new Board members, both bringing fresh new ideas and perspectives to the Board.

“There are times when we have tension or when members don’t have consensus, but I never feel down or negative leaving an MPHS Board meeting, and that’s a privileged position to be in.”

Doing more

Will says that there is an ever-increasing commitment for MPHS to do even more to reflect Te Ao Māori and honour Te Tiriti o Waitangi.

“Māori perspective and mana whenua representation are critical to us. We have created a new role, a kaitiaki role, for someone who can offer a Te Ao Māori lens to help guide our waka.”

And finally...

“I want to reiterate my gratitude and awe at the work of our team. The staff, led by the extraordinary Kathryn Lawlor, are exceptional people. MPHS is what it is because of our people. Our team went into overdrive after lockdown, working even harder to achieve outstanding outcomes, including being able to independently resource the Youth Studio for another year from Tipping Point funds.

“Actually, I think it might have been our best year ever.”



OUR FINANCES 2020/2021

WHAT CAME IN?

Overall, MPHS's financial position is healthy and shows sound equity. Considering the ongoing disruptions of COVID-19, this is a positive and pleasing result.

Of note:

- Our revenue increased by 3% compared with the previous financial year
- Our revenue from contracts increased by 5%
- Tipping Point (Recycle Shop) or Social Enterprise income increased by a staggering 31%
- Use of HubWest increased by 42%, resulting in a 14% growth in revenue

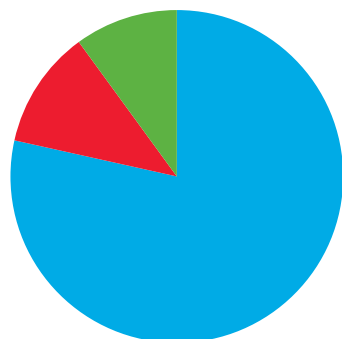
We note that revenue from grants decreased by 15% this financial year. However, this was directly related to the completion of a three-year funding project for 'Empowering Women.'

A copy of MPHS's audited financial statements is available from the Charities Commission website.

www.register.charities.govt.nz

Search for MPHS using number CC46419.

WHAT WENT OUT?



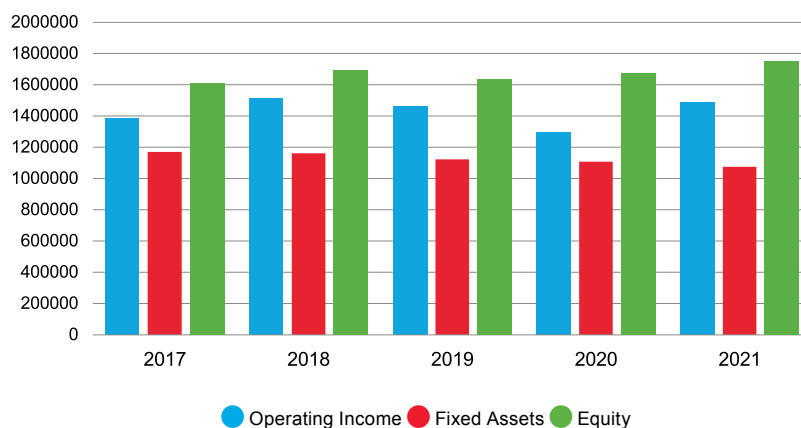
- Employees & Volunteers Related Cost
- Operational Cost
- Administration & Other Expenses

WHAT NEXT?

During the 2021/2022 financial year, we are working on:

- Developing and continuing the growth of social enterprises
- Developing partnerships with funders; and
- Working towards sustainable community organisation

FINANCIAL OVERVIEW





MPHS COMMUNITY TRUST

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www.mphscommunity.org

people • pride • place