

WANAKA COMMUNITY HUB



2022 ANNUAL REPORT

Community
Networks
Wānaka



LINK
UPPER CLUTHA

ALPINE COMMUNITY DEVELOPMENT TRUST

Operating as

COMMUNITY NETWORKS/LINK



CHAIRPERSON'S REPORT

It has been another busy year with the post Covid landscape changing yet again. As an organisation, we have continued to review our focus and adjust as new needs in the community have been identified.

This has included identifying a gap in the provision of services to the older community and applying for funding from Te Hau Toka to begin a new programme aimed at providing ongoing support and connection for older people. We also established a Community Shuttle Trial operating regular services on a route around Wānaka and Lake Hāwea, after recognising that the lack of public transport can be a real barrier for people in our community. Our longstanding services have also continued and we have had a wonderful team of volunteers support us to provide the Foodbank, Community Gardens, Wheels to Dunstan and various other community services.

As the year has progressed it has become apparent that retaining and securing funding is becoming increasingly challenging, so securing sustainable, long-term funding to enable certainty of service provision is becoming an important focus. We are very grateful to our key funders: Central Lakes Trust; Ministry of Social Development (MSD); Queenstown Lakes District Council (QLDC); and Sky City; as well as all the local organisations and donors that support us - which this year has included a significant donation from the Red Bridge River Park Trust. We remain in a positive financial position with some cash reserves, but we have taken a cautious approach to spending as we are aware that future funding is uncertain.

At the end of the year we regretfully accepted the resignation of our co-manager, Kathy Dedo. Kathy has been a key team member during a challenging few years and she will be very much missed. We know that the services Community Networks/LINK provide are an integral part of the Upper Clutha community and we are fortunate to have a fantastic team led by Kate Murray, the manager of Community Networks/LINK. I would also like to express my appreciation to the trustees for their commitment and enthusiasm in helping to support ACDT over the past year. After farewelling Raewyn Curin and Wayne Hudson during the year we are working on recruiting additional trustees to continue to support the organisation. We are aware that all of the people involved with ACDT, including staff, trustees and volunteers, have a true community ethos and their support means I am confident that ACDT is very well placed for whatever challenges lie ahead.

Rebecca Karamaena, Chair

TREASURER'S REPORT

January 1– December 31 2022

The financial year from January 1 to December 31 2022 has seen the Trust approach another turning point, with a more uncertain environment around future funding. Towards the end of 2022, the funding outlook for the 2023 year had become more stable. However, the Trustees remain conscious that the funding landscape could change in the future. For December 31 2022, the Trust's total revenue decreased by \$77,454 (-10%) to \$702,707. Total expenses also increased by \$76,444 (+12%). The Trust is reporting a deficit for the December 31 2022 year of \$34,788. This deficit should be viewed in the context of the historical surpluses reported in recent years (2021: \$119,110).

The Trust has strengthened its cash position. The bank accounts and cash balance at the beginning of the period totalled \$431,311, and at the end of the period, \$499,418. In response to future funding uncertainty, the Trustees decided to increase the term investments balance to \$300,000, to represent approximately six months' operating expenditure in cash reserves (2021: four months').

Unused donations and grants carried forward were \$492,512 as at 31/12/2022. The Trust uses accrual accounting principles to recognise the funding revenue over the life of its contracts – some of which span across multiple financial years.

As at 31/12/2022, the Trust is in a financially sound and resilient position. Despite the future funding uncertainty, the Trust is well placed to continue the delivery of its services and projects over the next 12 months.

Peter Humphrey, Treasurer



ABOUT COMMUNITY NETWORKS/LINK

our vision:

Upper Clutha people
can thrive, not just
survive

our purpose:

Provide a one-stop
community support
and connection
centre

our values:

- Bold and creative in our approach;
- Innovative in our thinking;
- Inclusive in our relationships;
- Open-minded and appreciate of diversity;
- Honouring community voice

Legal Name: Alpine Community Development Trust

Entity Type and Legal Basis: Charitable Trust and Registered Charity

Registration Number: CC20120

Established: December 1 2003

Postal address: Wānaka Community Hub, 34 McDougall Street

Contact: info@communitynetworks.co.nz | 03 443 7799 | communitynetworks.co.nz

ABOUT COMMUNITY NETWORKS/LINK

our trustees

Community Networks/LINK is governed by the Alpine Community Development Trust (ACDT). The board meet monthly and are responsible for the governance and strategic direction of the organisation. The board bring a diverse set of skills and experience, and represent a cross sector of the community.

Trustees for 2022:

- Rebecca Karamaena (Chair)
- Peter Humphrey (Treasurer)
- Quentin Smith
- Vicki McDermott
- Tegan Hall
- Adrienne Taylor

our team

Bringing a range of expertise, the team at Community Networks/LINK are hardworking and dedicated to supporting community wellbeing.

- Kate Murray and Kathy Dedo (Co-Managers)
- Kim Baker (Community Services Coordinator)
- Joanna Perry (Community Development Coordinator)
- Heather Clay (Social Worker)
- Daisy Watford (Food Security Coordinator)
- Nicola Plumridge (Community Support & Connection Administrator)
- Yvonne Walker and Arda Booiman-Moorman (office support)
- Glynis Woodrow (financial services support)

our volunteers

We are incredibly fortunate to have the support of over 50 volunteers, including Trustees, Meals on Wheels and Wheels to Dunstan drivers, Justices of the Peace, Foodbank, Family Support and Community Gardens at the Hub volunteers.

"My volunteer was happy to do anything and go with the flow. She tried to build a relationship with my kids and encouraged me as a mum. I had someone new to chat to and an extra pair of hands to get chores done."

- Family Support participant

REVIEW OF ACTIVITIES

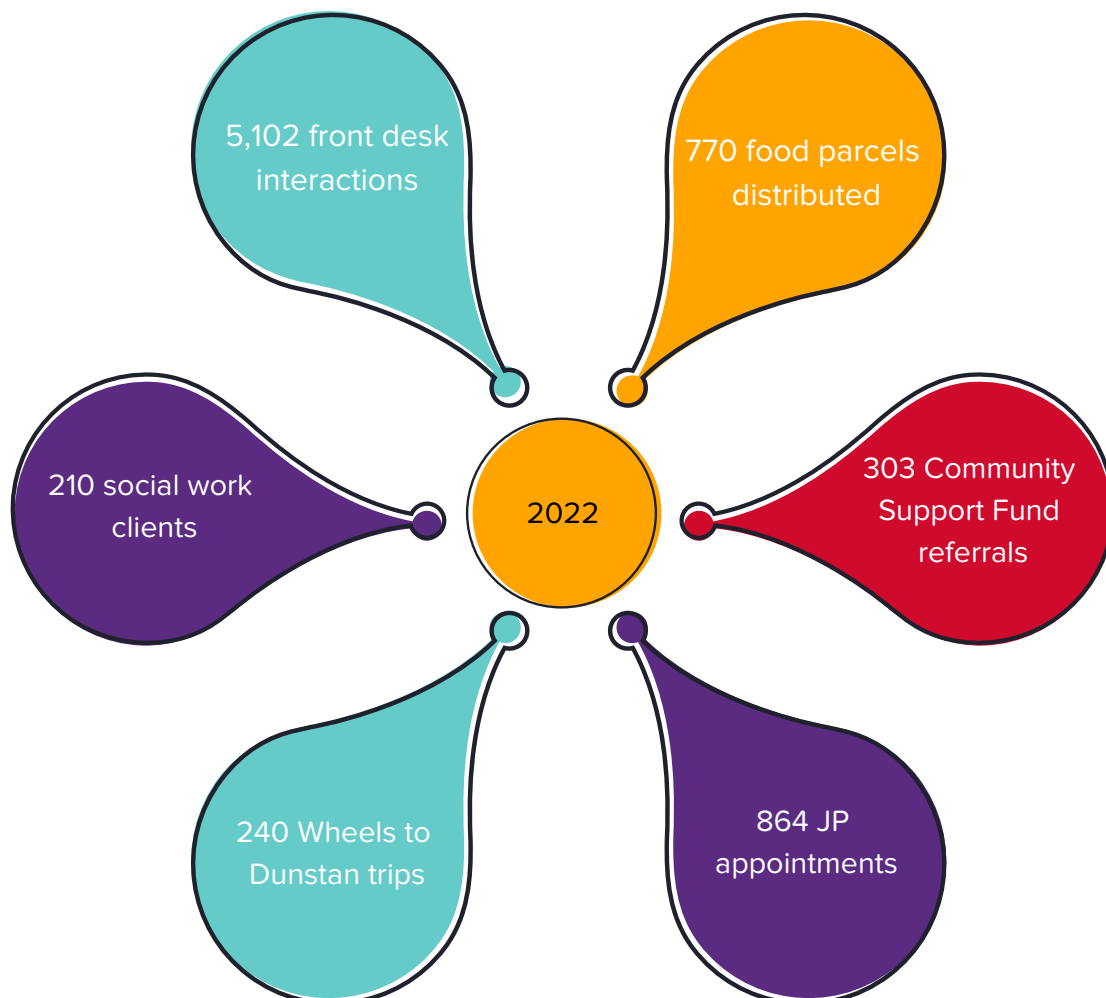
STRATEGIC PRIORITY 1: BUILDING RESILIENT WHĀNAU AND INDIVIDUALS

The broader impact of Covid on the community has been felt far and wide and this, along with the rising cost of living, has resulted in an increase in pressure on the community. Our role as the region's one-stop community support and connection centre was integral to the wellbeing of the community.

Offering direct support to clients as they present at our centre is a unique aspect of our organisation.

This includes:

- Foodbank and financial support (vouchers and one-off household costs such as firewood and power);
- Connection to a range of government and community services;
- Face-to-face support from our Social Worker;
- Health and wellbeing resources and support, e.g. with the cost of private counselling.



BUILDING RESILIENT WHĀNAU AND INDIVIDUALS

Foodbank and financial support

We provide access to a range of practical support to help with day-to-day needs, including food parcels, vouchers and assistance with living costs through the Community Support Fund. Of the 303 approved referrals to this fund in 2022, 54% identified their main contributing stressor as financial hardship, followed by mental health at 36%. 14 families were supported with school-related expenses such as uniforms and stationery through the No Child Misses out element of the fund.

Government and community services

Our community support and connection centre continued to provide a gateway to government and non-government agencies, local services and social support, including monthly Community Law; IRD; MSD Superannuation; Immigration; and JP clinics.

CN/LINK coordinates the Meals on Wheels delivery in the Upper Clutha region and noticed a gap in service provision in 2022 so arranged meetings with relevant stakeholders to determine a system for meeting the need in the community. We also coordinate the bookings and administration for the Wheels to Dunstan transport service (which connects to the Health Shuttle to Dunedin Hospital) for medical appointments.

Health and wellbeing

Our new website enables us to store and maintain health and wellbeing resources which help people access support, such as free resources, helpline information and our Counselling and Mental Health Services database.

Social work support

Our Social Worker engaged with 210 clients in 2022 and met with 120 other individuals to offer brief advice or connection to further support. The main issues were broadly welfare/economic related, driven frequently by health issues, family breakdowns and restructure. These predominant themes are frequently interrelated.

Employment is easy to obtain in the area, but housing/accommodation remains a major barrier to being able to live and work here. The cost of living is increasing and access to formal health care services has not changed or improved in 2022. Covid has had a slightly lesser impact on social work service in 2022, as it has become more endemic than pandemic.

“[The Community Support Fund] is an incredibly important and valuable source of funding to help local people who are in distress and struggle financially”

- Counsellor



STRATEGIC PRIORITY 2: BUILDING RESILIENT AND CONNECTED COMMUNITY

Collaboration

Community Networks/LINK continues to facilitate collaboration among social sector groups and across community segments through bi-monthly Upper Clutha Interagency meetings. We are an active participant in community action initiatives, including the Wānaka Alcohol Group; Social Services Snapshot; Champion for Older Persons Group (now Reconnecting Seniors Network); Food Security Network; Central Lakes Mental Health and Addiction Network; and the Suicide Post/Prevention Group.

We have also maintained close communication with local organisations including neighbourhood associations, Chamber of Commerce, Lake Wānaka Tourism, QLDC, Wao Aotearoa, WAI Wānaka, Emergency Management and the social sector.

Community group support

We have supported community groups in their development and evolution with advice on legal formation, funding, strategic planning and marketing. The Community Group Support Fund helped boost the capability of 7 community groups in 2022.

"Big thank you to Community Networks/LINK for helping us get started and grow as an organisation."

- Community Group Support Fund recipient

BUILDING RESILIENT AND CONNECTED COMMUNITY

Community development

We work to enhance community wellbeing and resilience by enabling action on key grassroots community issues. Key projects in 2022 included:

- The Family Support Programme, which commenced in early 2022 and supported 10 local families with pre-school age children. Volunteers offered companionship and assistance with household tasks for between 2 weeks and 8 months.
- The Community Shuttle Trial, which ran for approximately 3 months and transported 665 people between Hāwea, Hāwea Flat, Albert Town, Three Parks and Wānaka.
- The Reconnecting Seniors project, which commenced in November 2022 to encourage and create opportunities for seniors to get and stay connected, in the community and at home. Activities so far include 65 Christmas giftboxes going out to isolated seniors before Christmas, monthly coffee mornings, marketing support for Dell Taylor/St John Saturday lunches; and networking with providers and community groups/representatives to build a picture of everything that is happening for seniors in the Upper Clutha. Activities in the near future include a monthly calendar of activities and events for seniors, and a midwinter music and food social event.
- The Food Security Network collaborated on a wide range of projects and initiatives including the launch of more community produce stands, a three-day Neighbours Day event, a stall at the EAT Wānaka event led by Wao Aotearoa, a community kitchen and a number of growing workshops. We worked with QLDC and Wao on their food resilience project by co-hosting a two-day food resilience workshop.
- Life Skills Classes were provided at Mt. Aspiring College, to enable youth engagement and citizenship and facilitate youth input into Council-led future-planning work.
- In September 2022, we developed the model for our Community Gardens at the Hub to increase productivity for the Foodbank. The boxes are maintained by volunteers who, in exchange for their time, receive fresh produce and monthly community growing workshops led by volunteer gardening experts. Workshops so far have included how to grow leafy greens and how to care for tomatoes.
- The Connection Café (free drop-in networking events connecting people and providing information and resources on various community-building topics) in May, 'What's happening for migrants in the Upper Clutha?' focused on QLDC's Welcoming Communities initiative and migrant support, partnering with QLDC.
- Calm Minds offered a programme supporting parents of primary school aged children.

"When I arrived in town, my car engine had seized and Covid-19 had seen many businesses close down. I was not prepared for so many challenges and the Foodbank helped me get through that first month. Then I got a job and everything went uphill from there. So, thank you Foodbank!"

- Former Foodbank client

HOW WE DO IT: OPERATE A HIGH-PERFORMING ORGANISATION

Review service offerings
to stay current

Visible leadership
of the community sector

Maintain efficient systems

Maintain sustainable funding

Enhance profile

Visible leadership of the community sector

Community Networks/LINK were listed as a finalist for the 2021 igniteWānaka Awards outstanding not-for-profit category, alongside our peers at WAI Wānaka and Wao Aotearoa, and attended the gala dinner on June 11 2022.

Maintain efficient systems

Community Networks/LINK successfully achieved Level 3 accreditation with the MSD in 2022 – a major effort to review and improve organizational systems and processes.

As an organisation, we commenced a managed service agreement with IT Centre in August 2022 that has improved and streamlined our IT systems.

OPERATE A HIGH-PERFORMING ORGANISATION

Maintain sustainable funding

Community Networks/LINK has attracted increased funding due to our key role in Covid response and recovery, with an expectation that there will be an ongoing increase in need, opportunities, and outcomes. ACDT has reviewed its organisational effectiveness and structure, with a result of increased staffing to meet increased outcomes.

The ACDT Chairperson's Report lists our other funders, to whom we are grateful and without whom we could not operate.

Enhance profile

Through our marketing and communications strategy, we have continued highlighting by theme the services provided by Community Networks/LINK, and our many community partner agencies, through our channels - including Facebook; Instagram; email newsletters; Wānaka App blogs (and blogs on our website); and advertising via local print media and radio.

We launched a video storytelling series in May to build awareness and encourage the community to engage with certain CN/LINK activities: community gardens; the Community Shuttle Trial; and the Foodbank.

Along with our new website, rack card and flyers, this strategy has consolidated our identity as one organisation and grown community awareness around what we do.

