enrich Group

ANNUAL REPORT 2021

McKenzie Centre
Realising a child's potential

enrich+

enrich Group
management services

enrich+
property trust

ENRICH+ SERVICES & PROPERTY TRUST BOARD CHAIR REPORT 2021

Well, it's been a year of change and challenge across the Group, and it's through these times we thought about our purpose and role within the Group.

For the Property Trust we have prepared the ground for the next stage of development, understanding what will give us the right fit for our organisation and the strategic footprint for the exciting times ahead of us. The property trust has benefitted immensely from the guidance of Andrew Johnson and Scott Ratuki as fellow trustees. The trust really seeks to provide a commercially driven property plan and activity which provides long term security for the whole organisation so it can deliver for a greater number of clients in an increasingly uncertain environment.

Looking at the purpose of Spectrum Energy we realised that change was needed to stay relevant and signal our intentions to grow and develop the organisation with other like-minded entities. We took the decision to change the trust to Enrich+ Services which represents the wider purpose we represent and how we collaborate with other organisations is one of our pathways for growth and expansion. Again, these decisions are guided by the experience and wisdom of my fellow trustees Paul Bennett and Maree Haddon-Silby.

I would also like to acknowledge the collaborative relationship the board has with Karen Scott as CEO and the Senior Management Team. Together we strive for a better future which is client and outcome focused.

Simon Lockwood

Chairperson

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McKENZIE CENTRE
BOARD CHAIR REPORT 2021

McKenzie Centre is so much more than just a service provider working with children. 'Realising a Child's Potential' is at the heart of everything the centre does, even in a pandemic. During those most difficult times the Centre was able to retain its focus on early intervention for children from birth to school age who have disability or developmental delays.

Covid-19 and its disruptions presented enormous challenges to Centre Director Trisha Benge and her staff which they overcame with great aroha and empathy.

It was also challenging for our children and their whānau and I know from the feedback I have received, that the Centre provided much-needed kindness and support. It was by working in partnership with whānau in their natural and not so natural learning environments that our staff were able to continue to identify children's needs and abilities.

That continuum of services through a child's life, which we did so well during Covid-19, requires us finding and working with other community partners. To find those partners, and to develop other projects so we can expand the range of services McKenzie Centre provides, the centre must be able to rely on the trustees and the wider Enrich Group, its kaitiaki (guardian), to provide the appropriate support. And they can.

It is the trustees' responsibility to do all we can to help the centre achieve operational success by providing strategic and cultural leadership.

We are fortunate we have trustees of such calibre as Maree Haddon-Silby, Shelley Campbell and our long serving stalwart Ken Williamson to guide us as we made significant strategic decisions that I am sure will position McKenzie Centre very well for the future.

Next year, McKenzie Centre celebrates its 38th birthday. Here's hoping we will be able to celebrate together and reflect on providing excellent quality early intervention services now and for many years to come.

Paul Bennett

Chairperson

McKenzie Centre
Realising a child's potential

GROUP CEO REPORT 2021

Our service users, the clients we provide disability support for, continue to be at the heart of our decision-making, never more so than in this fiscal year.

The challenges of Covid-19 meant we had to remain agile and responsive to the needs of the people we serve, their whānau, the community and our valued staff all of whom showed incredible resilience and commitment during the ever-changing environment.

One of the most important decisions Enrich Group made this year, in order to support and strengthen our front line, was to streamline our back-office functions into another entity called Enrich Group Management Services.

It joins Enrich+, McKenzie Centre and Enrich+ Property Trust as full partners in Enrich Group, the kaitiaki (guardian).

Joining those entities in the Enrich Group family of services is our 50:50 partnership in Active+ Waikato which delivers physiotherapy and rehabilitation services in Waikato, King Country and Bay of Plenty.

Combining skills and resources in the back-office functions of Human Resources, Finance, Information Technology and Marketing and Communications adds value and greater workplace efficiencies across those services.

Enrich Group's motivation is to ensure we deliver high quality, and sustainable whole-of-life services across the lifespan. This means that every individual (and their whānau) who choose our services, have the support and tools in place to lead their best life.

For all those families and individuals who choose to use our services, thank you for trusting us to do that.

Continued...

I am immensely proud and touched by the many stories I hear about how our staff made a difference in your lives. To our staff I thank you for the manaakitanga and commitment you showed during these challenging times.

Sometimes we have so much going on in our lives that we do not take the opportunity to reflect on the excellent work we all do and that will be a focus for Enrich Group in the next financial year.

Thank you to my executive leadership team: Trisha Benge (McKenzie Centre), David Ireland (Enrich+), Matthew Falconer (IT), Donna Rawlings (Enrich Group Management Services), Janet Steffert (HR) and Cat Tomey (Enrich+ Property).
You are an amazing team, who made what has been sometimes very difficult times, easy.
We have achieved so much in a brief time and that is a credit to the skills and commitment that you put in.

I would also like to acknowledge the service managers, service leads and team leaders across the entities for their continued passion and commitment to ensuring that they treat each individual and family that access our services with respect, care and partnership.

To the Enrich Group board – Simon Lockwood, Paul Bennett, Shelley Campbell, Andrew Johnson, Scott Ratuki and Maree Haddon-Silby - my grateful thanks for your guidance and support.

During the year we changed the board focus from Enrich+ to the group as a whole and more specifically on group strategy, finance and investment.

The decisions we make mean Enrich Group, and its family of organisations with their common and complementary services, support people with disabilities and those living with autism and neurodiversity from a strong and caring base.

Karen Scott

CEO

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www.enrichgroup.org.nz

ENRICH+ GM REPORT 2021

This has been a year of resilience, responsiveness and flexibility.

- Resilience - due to the added pressures from Covid-19
- Responsiveness - because we responded to the challenges and always ensured our clients' support came first
- Flexibility - because we were willing to change the way we do things in order to provide the best support possible.

The number of clients we supported increased more than 20 per cent with considerable growth from our Supported Independent Living and Specialist Support services.

We also saw an increase in the number of clients experiencing challenges from both a disability and a mental wellbeing perspective.

The increased complexity of anxiety and depression presentations placed staff under added pressure, requiring the implementation of enhanced staff support and training.

We undertook a number of key infrastructural changes including implementation of a new financial system, client management system and IT infrastructure framework.

I wish to acknowledge the staff who faced the year's challenges. They supported our clients and each other in what was a very difficult time.

I would also like to acknowledge our clients, family/whanāu, providers and everybody else who helped Enrich+ . Without your support we would not be able to continue the work we do.

David Ireland

General Manager

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MCKENZIE CENTRE DIRECTOR REPORT 2021

Our parent-led initiatives support families and advocates for changed attitudes towards disability.

We work in collaboration to deliver better services and outcomes and have an offering of tailored family and community focussed services including education, therapy, information and training.

Our innovative, evidence-based programmes and resources help families to take control of their own learning and wellbeing.

The Covid 19 pandemic changed the way we work, but what did not change was our delivery of the best outcomes for tamariki and their whānau.

We increased our use of tele-practice resources which required us to adopt new approaches and allowed our staff to provide undisturbed services to families.

The benefits included convenience, time saving, decreased transport costs and a wider reach that would not be possible with only person to person appointments.

We ran online training courses and parent support meetings which would usually have been done face-to-face.

Tele-practices have been useful and, in the future, will become a 'typical' component in our service delivery with its greater flexibility and convenience.
However tele-practice is not always suitable for our whānau because of a lack of equipment, access to suitable technology and data and technical issues caused by poor internet and cell phone connections.

In recognising the untapped potential of a peer workforce, and to reflect our overarching family-centre practice approach, we brought a cohort of family peer connectors together to build family capacity and contribute to better futures.
By recognising them as equals, and remunerating them appropriately, the five parents we employed as family peer connectors became an integral part of our McKenzie Centre team.
Louise Were of Hikitia Consultants assisted us by evaluating our peer workforce project and other related mahi.

It is vital that McKenzie Centre build networks and partner with others to deliver better services and strengthen outcomes to whānau. For example, we contributed to the development of the Ministry of Health's Child Disability Services future operating model.

Continued...

McKenzie Centre is part of the Enrich Group, the entity that acts as the kaitiaki for the family of services which have complementary services to support people with disabilities and those living with autism and neurodiversities.

By being included in the strategic planning and decision-making for the whole group, McKenzie Centre can focus on increasing efficiencies, so we meet the demand for our services.

Our passionate and diverse team share a commitment to helping whānau achieve their goals.

We have a culture of learning and reflection and we value professional development to revise our knowledge base and utilise current research in questioning and evaluating our practises.

Our team shared their work in various forums, and we continue to support a range of undergraduate students with the aim of increasing capacity and impact by building a stronger community to benefit everyone.

Helen Gempton, who resigned on 30 June, had a long and varied relationship with McKenzie Centre for over two decades starting as a parent, then as a trustee and lastly as our business manager. We thank her for her outstanding contribution and the major part she played in making McKenzie Centre a life-changing experience for our children and whānau.

Our dedicated board of volunteers supports McKenzie Centre with diverse experience, united by their commitment to children and families. Each of our board share their time and talents and it is important that they know they are valued and appreciated.

McKenzie Centre would like to thank all our volunteers, supporters, champions and donors who help us be the best we can be every day.

Thank you with sincere gratitude and respect for everyone who supports our mission – 'Realising a Child's Potential' - what we do is not possible without your collective effort, contribution and support.

Ngā mihi nui

Trisha Benge

Centre Director

McKenzie Centre
Realising a child's potential

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SUPPORTED LIVING 2021

HIGHLIGHTS Supported Independent Living **INCREASED** more than **30%** over the year with equal growth across both the Waikato and Bay of Plenty regions.
Many of our clients needed support for their mental health concerns along with the development of life skills to help integrate them into the communities of their choice.

SUPPORTED Number of individuals supported has risen from 77 at June 2020 to 109 in June 2021 representing a **30% INCREASE** in 12 months. On a weekly basis this represents a move from 590 hours of support per week to 810 hours of support per week.

GEOGRAPHIC Geographically we supported clients in Waikato, King Country, Thames Coromandel, Bay of Plenty and Ruapehu districts with most of them in Hamilton, Tauranga and Te Awamutu.

DIVERSITY Clients supported are across a wide range of ethnic and cultural backgrounds with approx **20%** being reported as **MĀORI**.

AGE RANGE Clients have ranged between **15 - 70+** years of age.
41% in the **30 - 39** age range : **14%** in the **40 - 49** age range : **12.5%** in the **50 - 59** age range.

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SUPPORTED ACTIVITIES 2021

HIGHLIGHTS Our bases at Te Awamutu, Princes Street and Ruakura provided a wide range of community and facility based programme for clients. Client numbers at **TE AWAMUTU INCREASED 7%**. The Art House programme is proving increasingly popular and has direct links to the local artistic community. Works of art from this programme gained national recognition through the annual IHC art awards.

SUPPORTED Ruakura client numbers **INCREASED BY 24%**, noting that some of this increase was due to a shift of clients from Princes Street in order to meet the higher client support requirements. Ministry of Health-funded clients from our Regional Intellectual Disability Support Accommodation service saw an increase in Princes Street numbers. Across the 3 centres there has been a **SLIGHT INCREASE** in client numbers moving from **179 TO 187** clients supported.

GEOGRAPHIC Geographically we supported clients from Hamilton, Te Awamutu, King Country and other parts of the Waikato.

DIVERSITY Clients supported are across a wide range of ethnic and cultural backgrounds with approx:
18% reported as **MĀORI**
4% reported as **PACIFICA**
64% reported as **NEW ZEALAND EUROPEAN**

AGE RANGE Clients have ranged between **15 - 70+** years of age.
20% in the **20 - 29** age range : **26%** in the **30 - 39** age range : **21%** in the **49 - 60** age range

REGIONAL INTELLECTUAL DISABILITY SUPPORTED ACCOMMODATION

This service delivers life skills and day activity programmes according to the agreed individual care and rehabilitation plan of each client. To better reflect the rehabilition focus, we changed the way we deliver this service. Before, a client entered the service and stayed until they left Enrich+. Now, as clients risk and behaviours decrease, they move into another Enrich+ service that reflects a more community inclusive focus.

Four of our clients transitioned into our Supported Activities service in Princes Street with great success.

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AUTISM GROUPS 2021

HIGHLIGHTS Our autism groups continued to provide ongoing support in the development of socialisation skills and community integration skills for autistics , particularly aimed at those under 25. We re-introduced these groups to Tauranga at the beginning of 2021 with a pattern of **SUSTAINED GROWTH**.

SUPPORTED We have supported **94** individuals through the Kids+, Teens+, Youth+ and Tabletop+ groups during the year.

GEOGRAPHIC Geographically we have supported clients across the Hamilton and Tauranga (BOP) regions.

DIVERSITY Clients supported are across a wide range of ethnic and cultural backgrounds with approx:
10% reported as **ASIAN/INDIAN**
10% reported as **MĀORI**
61% reported as **NEW ZEALAND EUROPEAN**

AGE RANGE The majority of participants are in the **5 - 14** age group, but with **INCREASED NUMBERS** starting to appear in the **15 - 24** age range as well.

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SPECIALIST SUPPORT 2021

HIGHLIGHTS The Specialist Support client caseload **GREW FROM 17 TO 36 CLIENTS** which meant we had to maintain a wait list.
We now provide diagnostic assessments for clients after we secured a new revenue stream through Waikato DHB's Infant, Child and Adolescent Mental Health service.
Private/fee for service client requests also **GREW**.
We continued to support the McKenzie Centre in Hamilton which provides early childhood intervention and support for children from birth to school age who have developmental delay or a disability.
Our relationship with the Waikato University internship programme continued and we will maintain that relationship for our clients.
Private and agency referrals from Tauranga also **INCREASED**.

SUPPORTED We have provided support to **94** individual clients.

GEOGRAPHIC Geographically we have supported clients across Hamilton and the Bay of Plenty region.

DIVERSITY Clients supported are across a wide range of ethnic and cultural backgrounds with approx:
4% reported as **ASIAN/INDIAN**
8% reported as **MĀORI**
30% reported as **NEW ZEALAND EUROPEAN**

AGE RANGE Clients have ranged in age from **5 TO 59 YEARS**.

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SUPPORTED EMPLOYMENT 2021

HIGHLIGHTS The employment environment has been extremely difficult due to the ongoing impacts of Covid-19. This, coupled with less engagement from our clients, meant the service had to work harder finding employment opportunities.

Changes within Ministry of Social Development meant we had **FEWER REFERRALS** while the ministry implemented the changes.

TAURANGA was an exception to this where **REFERRALS REMAINED CONSISTENT**.

Among our clients, we saw an increase in mental health challenges, especially with anxiety and depression.

SUPPORTED A total of **107** individual were supported throughout the year

GEOGRAPHIC We have supported clients from Hamilton, Te Awamutu, Waikato, and King Country districts with the majority being based in Hamilton and Te Awamutu areas.

DIVERSITY Clients supported are across a wide range of ethnic and cultural backgrounds with:

9% reported as **MĀORI**
4% reported as **PACIFICA**
74% reported as **NEW ZEALAND EUROPEAN**

AGE RANGE Clients have ranged between **18 - 63 YEARS**.

34% in the **20 TO 29** age range : **18%** in the **30-39** age range : **18%** in the **40-49** age range : **16%** in the **50-59** age range.

McKenzie Centre 2021

HIGHLIGHTS Family Peer Workers roles established to build community and natural supports. We have increased our service delivery options by providing online services and workshops. We have provided 20 workshops this year. Workshops have been facilitated by our staff and our whānau.

SUPPORTED we have supported **171 FAMILIES**, who have preschool aged children with disabilities, this year with our range of service options.

GEOGRAPHIC **57** families live beyond HCC boundary. **114** inside HCC.

DIVERSITY Numbers of whānau supported are across a wide range of ethnic and cultural backgrounds with:

- **65** reported as **MĀORI**
- **6** reported as **PACIFICA**
- **61** reported as **NEW ZEALAND EUROPEAN**
- **36** reported as **ASIAN**
- **3** reported as **OTHER**

AGE RANGE Preschool children and their whānau

CELEBRATION QUOTES FROM OUR WHĀNAU

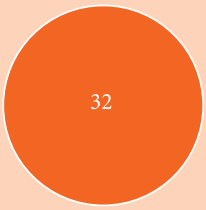
"I cannot say enough about McKenzie Centre. It's a God send. Because of this Centre, my husband and I are more confident as parents. McKenzie Centre removes isolation and builds confidence, and you cannot ask for more than that."

"The relationship between our family and McKenzie Centre is so good. We feel we are part of McKenzie Centre and we can use the skills we learn there in our day-to-day life."

EMPLOYEE STATISTICS 2021

McKENZIE CENTRE

EMPLOYEE GENDER

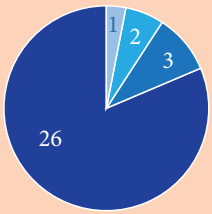


100% Female 0% Male

EMPLOYEE AGE

34% 55-64 yrs
19% 35-44 yrs
13% 65+ yrs
16% 45-54 yrs
13% 25-34 yrs
6% 20-24 yrs

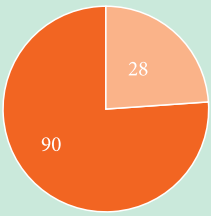
EMPLOYEE SERVICE AREA



25% Services
3% Admin
2% Management
1% Exec Team

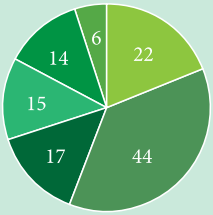
ENRICH+

EMPLOYEE GENDER



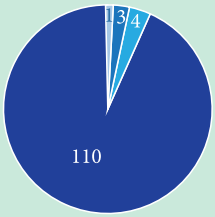
76% Female 24% Male

EMPLOYEE AGE



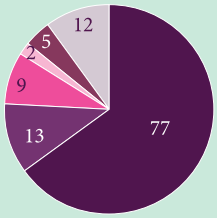
12% 55-64 yrs
14% 35-44 yrs
5% 65+ yrs
13% 45-54 yrs
37% 25-34 yrs
19% 20-24 yrs

EMPLOYEE SERVICE AREA



93% Services
3% Admin
3% Management
1% Exec Team

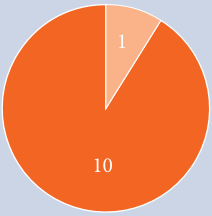
EMPLOYEE ETHNICITIES



65% Euro/Pakeha
2% Pasifika
8% Euro/Maori
11% Maori
4% Asian
10% Other

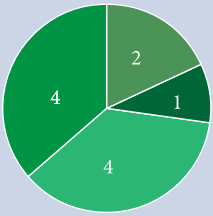
ENRICH GROUP MANAGEMENT SERVICES

EMPLOYEE GENDER



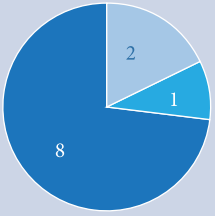
90% Female 10% Male

EMPLOYEE AGE



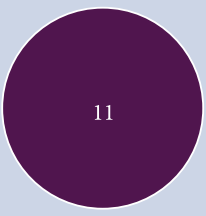
36% 55-64 yrs
9% 35-44 yrs
0% 65+ yrs
36% 45-54 yrs
18% 25-34 yrs
0% 20-24 yrs

EMPLOYEE SERVICE AREA



0% Services
73% Admin
9% Management
18% Exec Team

EMPLOYEE ETHNICITIES



100% Euro/Pakeha
0% Pasifika
0% Euro/Maori
0% Maori
0% Asian
0% Other

A BIG THANK YOU TO OUR 2021 SUPPORTERS

Supported by Lotto New Zealand
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COGS Community Organisation Grants Scheme

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