

# Pasifika Futures Ltd Annual Report 2020







**Pasifika Futures**  
is a Whānau Ora  
Commissioning Agency

Pasifika Futures Ltd.  
is a Limited Liability  
Charitable Company owned  
by the Pasifika Medical Association

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**Cover Image:**  
A workshop underway at the Cook Islands  
Development Agency (CIDANZ), Auckland 2020







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**Dr Kiki Maoate, ONZM, FRACS**  
Chair, Pasifika Futures Ltd

## Kia Orana from the Chairman of the Board

### Kia orana

**W**e are delighted to present the sixth Annual Report for Pasifika Futures, the Whānau Ora Commissioning Agency for Pacific families. In this turbulent year of change, challenge and compassion, we are pleased that Pasifika Futures continues to serve and make a difference to the lives of thousands of Pacific families across Aotearoa New Zealand.

In many ways, Pacific families have carried a disproportionate share of the disruption of COVID-19, and many have experienced first-hand the impact of COVID 19 through illness and loss. At a time when our services are at perhaps their highest need, with our partners we are building ever more momentum in our engagement and impact, and now work with over 19,000 Pacific families and 107,000 individuals. Our nationwide coverage is reaching families throughout the country, in urban and rural areas and in all walks of life.

It is a privilege and honour to partner with Pacific, families, individuals and partner organisations. We place the family at the centre of our care, and work with 59 partner organisations who bring extensive skills, knowledge, networks and professionalism to their services. Our partners and navigators have stepped up to the challenges that COVID-19 has brought with lockdowns, community disruption and loss of jobs and security.

This year we have consolidated our performance and extended our reach to Pacific families, with a 25% increase in families we are reaching. We have grown the number of people we work with and the delivery of positive outcomes for families in areas that matter directly to them. We responded directly to COVID through nearly 18,000 packages of support to over 13,000 families.

Our regular monitoring tracks the progress of Pacific families, and confirms the impact we are seeing from COVID, with many families under stress, increasing debt, and losing employment and training opportunities. Through these challenges, we continue to make a difference and support thousands of families, increase our outreach, and we are pleased that we have met or substantially met all our KPIs.

Partners in the Innovation Commissioning stream have continued to recruit school leavers to develop trades competencies, aligning them with careers in trades; provide STEM experiences for high school students and build leadership skills through sport participation; and create opportunities for enterprising families to test and commercialise their businesses through a collaborative space.

Commissioning for Community partners have contributed to supporting families, particularly youth and children stay connected to their culture and community, nurture their children's educational success, improve health, and engage in regular physical activity. Community partners are also showing a commitment to the wellbeing and contribution of our matua.

I would like to acknowledge the work of my fellow Directors – Dr Francis Agnew MNZM FRANZGP FACHAM, La'auli Sir Michael Jones KNZM MNZN and Dr Siniva Sinclair FAFPHM MPF. I warmly welcome Soana Pamaka BA as a new addition to the Board in 2020. The educational leadership, strategic guidance, and compassion enables the organisation to prosper through your work.

I would like to thank Mrs Debbie Sorensen, her executive team and staff who continue to serve our communities, families, and stakeholders with integrity and diligence. The continued responsible management of the organisation is the foundation of our success.

We have a constructive partnership with Hon Peeni Henare, the Minister of Whānau Ora, who is clear in his expectations and has also recognised the challenges Pacific families have faced in 2020. We sincerely value the support and insight of Hon Minister Aupito Tofae S'ua Willian Sio, Minister of Pacific Peoples, and welcome growing representation of Pacific leaders to the Cabinet and as Members of Parliament.

We remain grateful to all our partners for their constant care and commitment to excellence in their service and impact in their communities in the face of these challenges. Thank you all for the contribution that you have made every day through these difficult times.

In the year ahead, we anticipate fresh opportunities as we hope that Aotearoa and the global community successfully emerge into a post-COVID world. We look forward to renewing our connections with Pacific nations. We have shown throughout our organisation and partner network that we can successfully respond in the face of crisis. In the year to come we look forward to working with Pacific families to achieve their aspirations for prosperity and wellbeing.

We are humbled to serve you and stand proudly alongside you in supporting families success.

**Kia Manuia**



# Pasifika Futures Ltd

## Board of Directors



**Dr Tearikivao Maoate ONZM, FRACS**  
Chair • Cook Island

Dr Tearikivao (Kiki) Maoate is a Paediatric Surgeon and Urologist based in Christchurch. He is a well-respected leader in the Cook Island community and in the health and education sector in both New Zealand and the region. He was awarded an Officer of the New Zealand Order of Merit in 2014 for his dedication and commitment to Pacific Health. In 2015, he was awarded a Commander Royal Crown of Tonga by His Majesty Tupou VI for services to the people of Tonga in health. Kiki is a Fellow of the Royal Australasian College of Surgeons and is the Clinical Director of the Pacific Island Programme. He is Associate Dean, Pacific Health, University of Otago based on Christchurch. Dr Maoate is the Chairperson of Pasifika Medical Association Group.



**Dr Francis Agnew MNZM, FRANZCP, FACHAM**  
Director • Cook Island

Dr Francis Agnew is a pioneer in the development of Pacific mental health services in New Zealand and the wider Pacific region. In 2010, he was awarded a Member of the New Zealand Order of Merit for services to the Pacific community in Mental health.

Francis has been involved in delivering mental health services in the Cook Islands and Samoa and is recognised as an expert in this area. He has provided leadership in the development of Pacific mental health and addiction services in New Zealand and has served on many Government reviews, committees and task forces.

He has a distinguished record of providing voluntary services to the community and actively mentors evolving Pacific clinicians in his area of speciality. Francis is a Fellow of the Royal Australian and New Zealand College of Psychiatrists and a Fellow of the Chapter of Addiction Medicine. He has served as the zonal representative (Australia, New Zealand and the Pacific) for the World Psychiatric Association. Dr Agnew is a Director for Pasifika Medical Association Group.



**Dr Siniva Sinclair FAFPHM, MPH**  
Director • Samoan

Dr Siniva Sinclair was born and raised in Papua New Guinea. Siniva is a fellow of the Australasian Faculty of Public Health Medicine and has completed a Masters in Public Health. She has worked in Samoa as a Specialist Public Health Physician and has worked as a consultant for the World Health Organisation in the Philippines, China, Cambodia, Vietnam, the Solomon Islands and Kiribati. She has worked for UNICEF in Fiji and the Secretariat of the Pacific Community in Samoa, New Caledonia and Fiji. In 2013, she completed the Global Health Delivery summer Intensive Program at Harvard University. In 2017, she was selected to attend the Harvard Business School Women's Leadership Summit. Dr Sinclair is a Director of Pasifika Medical Association Membership Ltd.



**La'auli Sir Michael Jones KMNZ, MNZM**  
Director • Samoan

La'auli Sir Michael Jones has a wealth of public and private sector experience having worked in tertiary education and Pacific economic development. He is currently Strategic Development Manager at Matson South Pacific, a regional shipping company. La'auli is passionate about economic and social development for Pacific people both in the Pacific and in New Zealand. Much of his time is spent with young people and in community empowerment. He is Chair of the Village Community Trust and a Trustee of Pacific Peoples Advancement Trust. In 2003, he was inducted into the International Rugby Hall of Fame recognising his considerable commitment and achievements in rugby as an All Black and as a coach and player for Samoa. In 2017, he was invested as a Knight New Zealand Order of Merit.



**Mrs Soana Pamaka**  
Director • Tongan

Soana Akolotu Pamaka is an educational leader, serving the community of Glen Innes for the past 30 years at Tamaki College. Educated at Tonga High School and the University of Auckland, Soana became New Zealand's first Tongan secondary school principal in 2006.

Soana is passionate about enabling the community through educational opportunities and success, and supporting educational innovation and partnerships. Soana has extensive governance experience, including as a trustee on the ASB Community Trust, and Directorships on the Teach First New Zealand Board, Tamaki Redevelopment Company and Te Papa Tongarewa – The Museum of New Zealand. Soana Pamaka was awarded a Blake Leadership Award in 2018.





**Mrs Debbie Sorensen, C.C.T  
CMInstD, NZRPN**  
Chief Executive Officer

OUR JOURNEY TO DATE

# Malo e laumalie from the Chief Executive

In the midst of a year of global upheaval and crisis, we are humbled to present the Annual Report on the progress of Pasifika Futures – the Whānau Ora Commissioning Agency for Pacific families – and the extensive work that our 59 partners have undertaken to support and sustain families.

In our sixth year of operation, we were faced with the unprecedented challenge of COVID-19. From early 2020, the new coronavirus quickly escalated to a global crisis, and New Zealand was not immune to the challenges that unfolded. Closed borders and a national lockdown stretched the social and material resources of Pacific families around New Zealand, and severed their connections to Pacific communities outside of New Zealand.

COVID presented our partners with sudden and immediate health and wellbeing challenges. Through the last year we worked with Pacific families in responding to the immediate challenges presented by COVID, and at the same time helping to build long-term pathways to prosperity and wellbeing. We mobilised and supported thousands of families, many of whom had not accessed Whānau Ora before.

As the crisis unfolded, Pasifika Futures and the Pacific Whānau Ora network amplified its efforts to provide immediate support to families in need with nearly 18,000 packages of care to over 13,000 families, reaching 19% of the Pacific population. At the same time, we quickly adapted to maintain and build our connections with Pacific families, and worked to meet their needs and aspirations in the face of new challenges.

We have consolidated our strengths and extended our impact, to make sustained positive impacts in the lives of Pacific families. With many of our families significantly affected by the long-term social, health and economic impacts of COVID, our partners outreach makes a critical difference around Aotearoa.

In 2019/20, we completed our sixth year of a second cycle of funding, through which we administered an investment portfolio of \$65 million. We are delighted that a third cycle of funding has been confirmed as a four-year contract.

We continue to ensure this funding is well targeted and reaches families in high need, or can leverage wider improvements in the lives of Pacific families. In the current financial year we expended \$22 million of Whānau Ora Commissioning funding. Our operating overheads remain at 20% of our total funding and we received an unmodified audit report.

We remain committed to being accountable and transparent in our dealings, delivering best practice in our management, and being a responsible steward of government funding to achieve improved outcomes for Pacific families.

We have engaged with 36% of the Pacific community through more than 19,000 families and 107,000 individuals. This report is testament to our commitment and our partners' efforts to meet families' immediate needs, and deliver long-term prosperity for Pacific families. Together, we constantly strive to make a difference, now more than ever in these challenging times. A Social Return on Investment analysis confirms that we are creating the conditions for long-term transformation in the lives of Pacific families. Our \$11.5 million investment generates social value of \$495 million for 22,000 people, translating into a return of \$43 for every \$1 invested. This is truly remarkable.

We are proud of the work and achievements of Pacific navigators, and humbled by the determination, strength, resilience and hope of the participating Pacific families. It is a privilege to be part of efforts to navigate the many challenging waters that we sail in, and to provide calm harbours to shelter from the storms.

My deepest thanks to the families who have brought us into their lives and who trust us to walk with them on their journeys. Thank you to the many partners we work with. Thank you to the Pasifika Futures Board and the leadership from Chair Dr Maoate.

We approach the year ahead with confidence, hope and determination, and welcome all partners on this voyage.

**Faka'apa'apa atu**



# 1. About Pasifika Futures

## Our Vision And Purpose



# What We Do

**Pasifika Futures is a Whānau Ora Commissioning Agency.** We work with regionally based partners to build the capability and capacity of Pacific families. Pasifika Futures supports Pacific families to achieve their aspirations in health, housing, education, training and economic development.



**Economically Independent and Resilient**

We work with Pacific families to build a pathway to **financial freedom**, through reducing debt, increasing income and savings, gaining and strengthening employment and owning their own homes.



**Succeeding in Education**

We build **lifelong learning** with Pacific families, through enrolling in early childhood education, achieving at school, helping families support their children's development, supporting school leavers into education, employment or training, and gaining tertiary education qualifications.



**Healthy Lives**

We work alongside Pacific families to **live longer and better lives** through supporting Pacific families in healthy eating and exercise, immunisation and screening, healthy homes, primary care access, stopping smoking, managing long-term health conditions, and supporting people with disabilities to achieve their aspirations and access services.



**Leadership, Culture and Community Connections**

We build on the **strengths of Pacific communities** to live in **safe and supported environments**, through fostering Pacific languages, strengthening community connections and participation, resolving conflict non-violently, and ensuring elderly people are safe and connected.

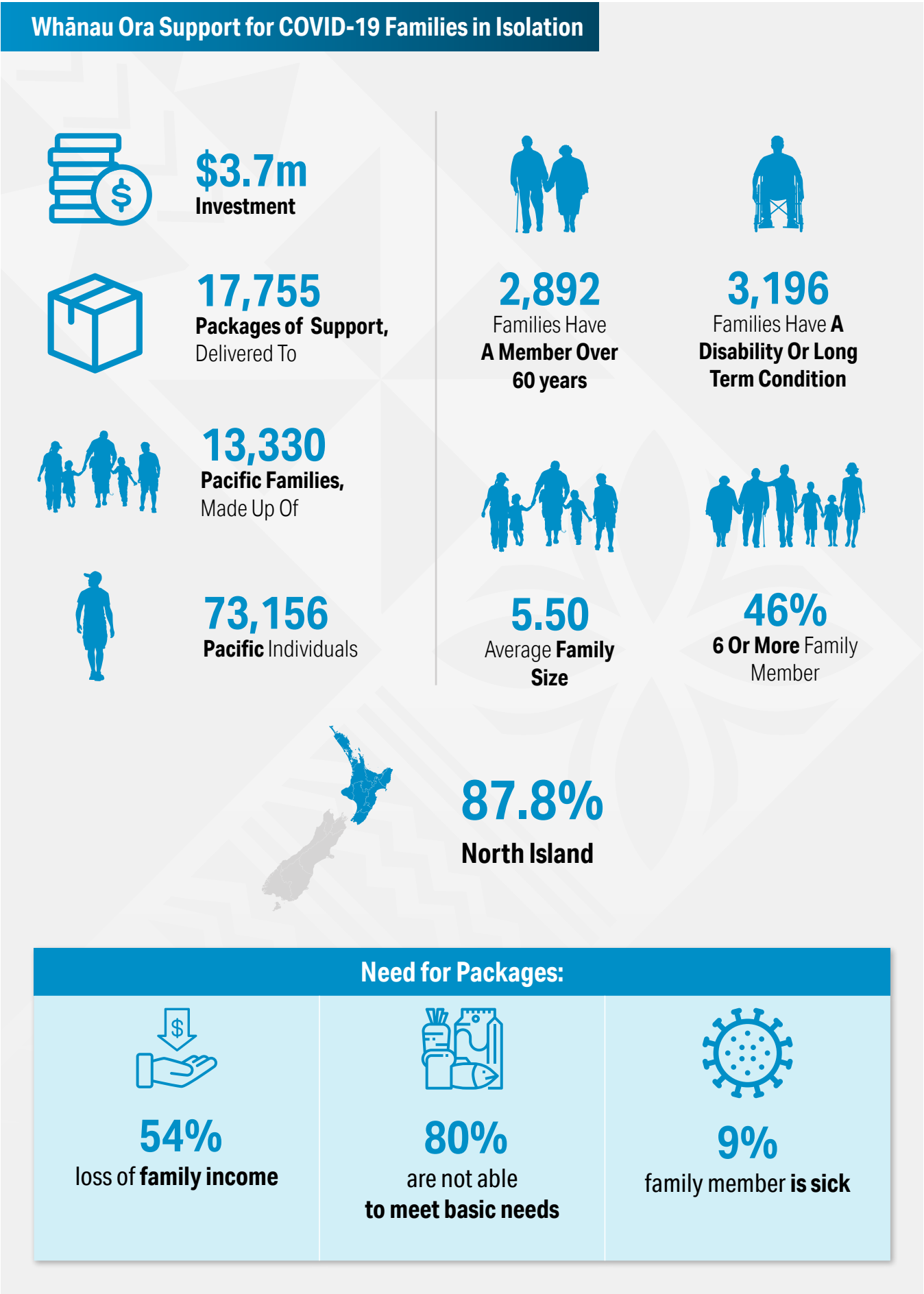


Our Strategy			
The Results We Seek	How We Deliver	Our Organisational Base	Our Financial Resources
Succeeding in education through lifelong learning	Commissioning highly effective programmes, designed to strengthen family capacity and capability through innovation	Effective governance, management structures and business processes, including planning, monitoring and evaluation	Efficient and strategic utilisation of resources
Healthy lives seeing families living longer and living better	Consolidating strategic partnerships that will extend our influence and impact	Highly skilled and well developed workforce that reflects our communities that we serve	Growing our revenue sources including partnerships with industry and philanthropic organisations
Economically independent and resilient with financial freedom	Demonstrating the effectiveness of our programmes through research and evaluation	A credible profile and brand	
Leading and caring for our families, communities and country	Advocating for the needs of Pacific families and communities that build political will and financial support	Knowledge management	

Outcomes Framework: Prosperous Pacific Families				
	Succeeding in Education	Healthy Lives	Economically Independent and Resilient	Leadership, Culture and Community Connections
LONG TERM Achievement (10 years +)	Lifelong learning <i>Increased achievement across all educational pathways</i>	Living longer, living better <i>Increased quality of life expectancy rate for Pacific families</i>	Financial freedom Pacific families will have: <i>Increased capital wealth</i> <i>Increase in average income levels</i> <i>Increase in home ownership</i>	Leading and caring for our families, communities and country <i>Increased leadership in Pacific families, communities and country</i> <i>Increased number of Pacific people in leadership roles</i>
MEDIUM TERM Engagement (5-10 years)	<b>Pacific families are:</b> Achieving educational success Supporting and nurturing educational success Technically literate <i>Increase in the number of students achieving NCEA Level 2, NCEA Level 3 and University Entrance</i> <i>Increase in the number of students achieving tertiary, trades and training qualifications</i> <i>Increase in the number of families improving their literacy</i>	<b>Pacific families are:</b> Smoke free Physically active and making healthy eating choices Managing their health in partnership with health professionals Actively participating in national screening programmes <i>Increase in families engaging in regular physical activity</i> <i>Increase in families making healthy eating choices</i> <i>Increase in families national screening rates</i> <i>Increase in the number of non-smokers</i>	<b>Pacific families are:</b> Economically independent and resilient Reducing their indebtedness Owning and operating their own businesses <i>Increase in employment rates</i> <i>Increase in level of savings</i> <i>Increase in average income levels</i> <i>Increase in the number of owned businesses</i>	<b>Pacific families are:</b> Living in healthy, safe & violence-free environments Strong leaders, influential, foster resilience and empower each other to improve their lives Accept and advocate for the inclusion of our diversity Involved and influential in their civic duties <i>Increase in number of Parents on school boards</i> <i>Increase in Pacific people voting in local, regional &amp; government elections</i> <i>Increase in Pacific people on local, regional, community &amp; national boards</i> <i>Reduction in incidence of mental illness &amp; addiction</i> <i>Reduction in incidence of women, children &amp; elders experiencing abuse</i>
SHORT TERM Participation (1-4 years)	<b>Pacific families are:</b> Well prepared for schooling Identifying their educational pathways Understanding how to support and nurture educational success <i>Increase in children enrolled in quality early childhood education</i> <i>Increase in students participating in NCEA Levels 2 and 3</i> <i>Increase in students enrolling in tertiary, trades and training qualifications</i>	<b>Pacific families are:</b> Embarking on the journey to live a smoke-free and healthy lifestyle Partnering with health professionals in the management of their health Fully immunised Progressing towards achieving their aspirations for those living with disabilities <i>Enrolled with a primary care practice and have a family health plan</i> <i>Increase in families participating in smoking cessation support services</i> <i>Increase in families receiving the full set of vaccinations as per the National Immunisation Schedule</i> <i>Accessing services for long-term conditions and to support those with disabilities</i>	<b>Pacific families are:</b> Becoming economically independent Engaging with support to reduce their debt Engaged in a range of pathways that provide successful employment and business opportunities <i>Increase in families using banking services and facilities better</i> <i>Increase in families enrolling in a range of employment and business courses</i>	<b>Pacific families are:</b> Taking leadership in providing healthy and safe environments for their families Strong in their cultural capital and sense of belonging Understanding the diversity of our communities Actively participating in their communities <i>Increase in participation in culture and language programmes</i> <i>Increase in the profile and participation of families in community and national events for our diverse Pacific communities</i> <i>Increase in participation in parenting and relationship programmes that support healthy and safe environments</i> <i>Participating in local, regional, national and Government events</i>



The Results We Seek			
Succeeding In Education — Lifelong Learning	Healthy Lives — Living Longer, Living Better	Economically Independent And Resilient — Financial Freedom	Leading And Caring For Our Families, Communities And Country
<ul style="list-style-type: none"><li>• Increase in NCEA level 2, 3 and University Entrance rates</li><li>• Increase in tertiary, trades and training qualifications</li><li>• Increase in family literacy</li><li>• Increase in Science, Technology, Engineering and Mathematics participation and achievement</li><li>• Increase in enrolment in quality early childhood education</li></ul>	<ul style="list-style-type: none"><li>• Increase in the proportion of Pacific non-smokers</li><li>• Increase in families engaging in regular exercise</li><li>• Increase in families making healthy eating choices</li></ul>	<ul style="list-style-type: none"><li>• Increased average income levels</li><li>• Increased employment rates</li><li>• Increased level of family savings</li><li>• Reducing family debt</li><li>• Increase in Pacific owned businesses</li></ul>	<ul style="list-style-type: none"><li>• Reduction in the incidence of women, children and elders experiencing abuse</li><li>• Reduction in the incidence of mental illness and addiction</li><li>• Increase in number of Pacific people on local, regional, community and national and government boards</li><li>• Increase in communities accepting and supporting diversity</li><li>• Increase in Pacific people (voting and candidacy) in local regional and government elections</li><li>• Increase in number of Pacific parents on school boards</li></ul>


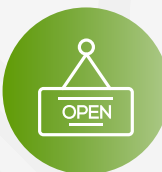
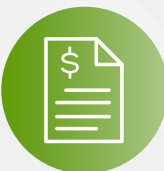











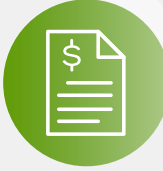





**9,160**  
Network Engagement  
115% of network target 7,981

<b>3,052</b> Core Navigation 103% of Target 2,970	<b>5,402</b> Innovation 120% of Target 4,165	<b>706</b> Communities 160% of Target 440
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Innovation Outcomes

 <b>1,025</b> Families Have <b>Reduced Debt</b> Decreased By 164 From Q3	 <b>45</b> Families Have <b>Business Startups</b>
 <b>1,250</b> Families Have <b>Financial Plans</b> Increased By 134 From Q3	 <b>1,324</b> Families Are <b>On</b> <b>A Pathway To Increase</b> <b>Income</b>
 <b>144</b> Families Are <b>Now In</b> <b>Employment</b>	 <b>144</b> Families Are <b>Now In</b> <b>Employment</b>

Commissioning for Core Navigation

 <b>84%</b> <b>Reduced Debt</b> 2721/3232	 <b>76%</b> <b>Knowledge Of ECE Options</b> 2316/3035
 <b>63%</b> <b>Pathway To Increase Income</b> 2392/3776	 <b>40%</b> <b>Smoke Free</b> 1304/3293
 <b>79%</b> <b>Financial Plans</b> 2568/3232	 <b>83%</b> <b>Health Plans</b> 5471/6568
 <b>64%</b> <b>Now Enrolled In ECE</b> 1929/3002	 <b>83%</b> <b>Community Connections</b> 1311/1572
 <b>76%</b> <b>Plan To Enrol In ECE</b> 1277/1686	 <b>92%</b> <b>Culture And Language</b> 1660/1810

Commissioning for Communities

 <b>89</b> Families Participated In <b>Educational Support</b> <b>Programmes</b>	 <b>147</b> Families Are <b>Learning</b> <b>About Their Culture</b> <b>And Gaining Social</b> <b>Support</b>
 <b>344</b> Families Participated In <b>Health Activities</b>	





Above: Cook Islands Development Agency New Zealand (CIDANZ)

## 2. Empowering Pacific Families

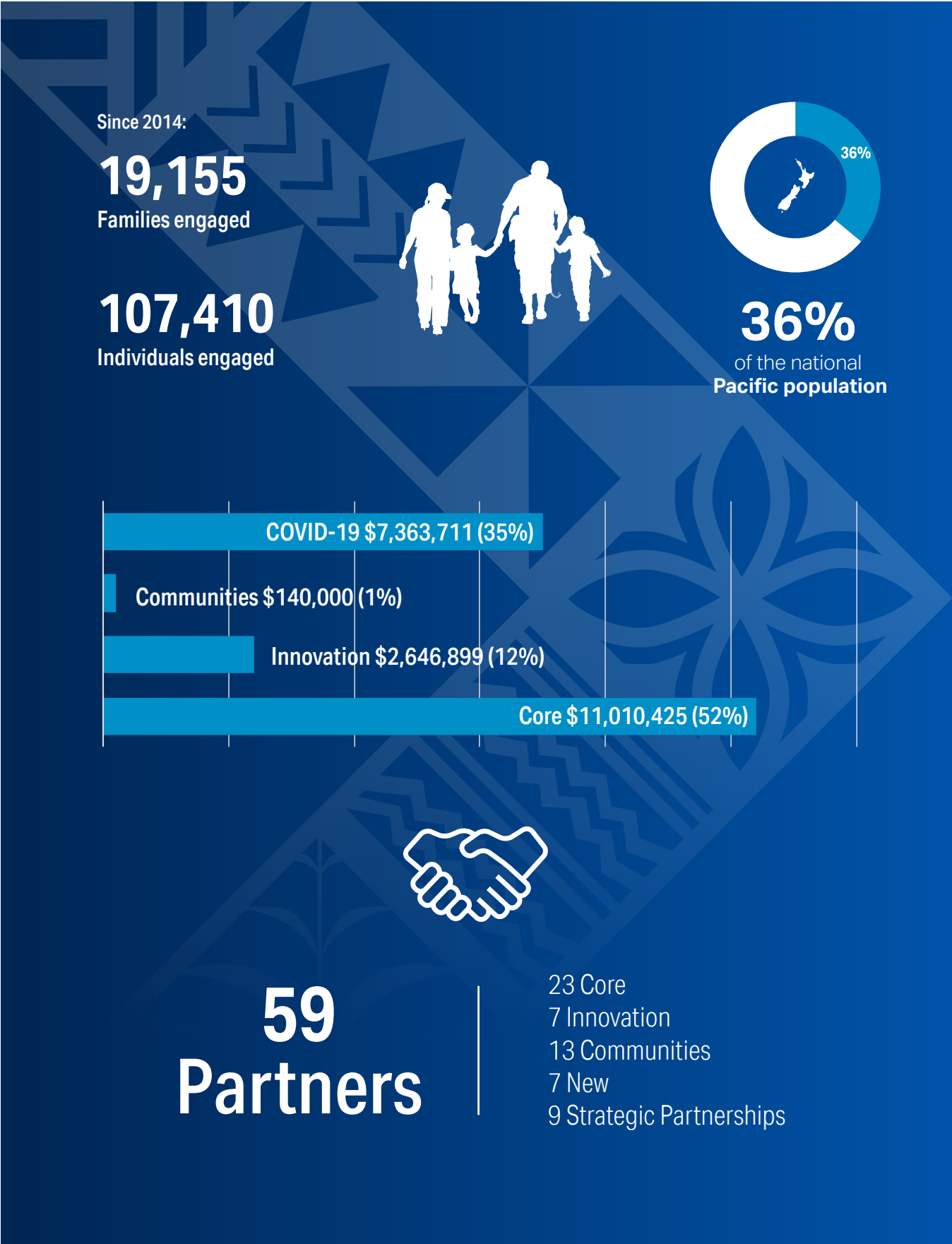
### Our Navigators

Whānau Ora navigators work alongside Pacific families and individuals to strengthen their economic independence, education, health and community connections. Since we began, we have built a network of navigators working through 49 commissioned partners around Aotearoa New Zealand. We are inspired by the knowledge, skills and connections our navigators have in Pacific communities. More than 19,000 families and 107,000 individuals in communities across Aotearoa have already benefited from Whānau Ora.

### Our Commissioning Partners

Our navigators work through our partners, who we commission in the following areas:

- ▶ **Core Navigation:**  
Supporting Pacific families' dreams and aspirations by improving their families' outcomes
- ▶ **Commissioning for Innovation:**  
Innovation programmes investing in innovative approaches to support families to achieve their aspirations.
- ▶ **Commissioning for Communities:**  
Enabling small community organisations to support Pacific families.
- ▶ **Commissioning for Capability & Capacity:**  
Supporting continuous improvement among partners in navigation services, measuring outcomes, and sharing lessons learned.
- ▶ **Commissioning for COVID-19 Response and Resilience.**





Making A Difference

We increase the impact with families by:

- Working with families, not individuals.
- Working holistically with families: in education, health economics or culture and community connection.
- Working with families on the goals that matter to them.
- Working with families from a strength-based perspective, to support self determination.
- Working with families through building relationships, not episodic, transactional sessions.
- Working with families in culturally contextual ways, through Talanoa, acknowledging and understanding the cultural context.
- Investing in innovation and community development of family solutions.

We increase the impact with partners by:

- Working in partnership with commissioned partners, building trusted partnerships and fostering collaboration not competition.
- Measuring the difference partners make supporting family outcomes, not outputs.
- Working in culturally contextual ways, through Talanoa, acknowledging and understanding the cultural context.
- Working with partners to build and use evidence to enable, improve and strengthen positive impact for Pacific family wellbeing and prosperity.
- Building and strengthening outstanding Pacific leaders.
- Investing in the navigator workforce to support high quality navigation practice.

There is no doubt that COVID-19 has had a significant impact on many Pacific families engaged in Whānau Ora. Core Whānau Ora partners completed a significant number of family assessments post COVID-19 Lockdown (called progress-MAST) during Quarter 4.

The progress-MAST process involves Navigators checking in with families to support them to assess their health, economic, education and cultural connection needs, tracking the impact of COVID-19 and reflecting the findings on their updated MAST scores. By the end of Quarter 4, 2551 families completed progress-MAST assessments, representing 92% of the total Core network.

We compared the scores from the families most recent MAST before the lockdown and the first MAST after the lockdown. Our initial review, conducted at the end of the 2019/20 year, reveal the following:

- Families with medium to high debt increased from 33.1% to 37.3%
- Families completing financial plans decreased from 32.1% to 18.7%
- Families regularly defaulting on bill payments increased from 11.5% to 15.3%
- All family members unemployed increased from 27.8% to 28.2%
- School leavers not in education, employment, or training increased from 14.3% to 18.7%
- Children not enrolled in early childhood education increased from 8.6% to 13.8%.

These findings signal that job losses, social isolation and loss of financial resources all took their toll on Pacific families. Yet despite this, our Core Commissioning partners finished 2019/20 with many positive outcomes for participating families, as shown on the opposite page.







Looking Ahead

**As we look ahead to 2021 and beyond, Pasifika Futures will support Pacific families to thrive in what we trust will be a time of opportunity in a post-COVID world.**

We will work alongside our partners to ensure supports are in place, and build new directions for families in the wake of COVID. With substantial new tranche of government investment, we will continue to strengthen the foundations of Pacific families, and look to further boost the number of families benefiting from the support and services we offer.

We will continue to develop our collaborative partnership with our commissioning partners and invest

in the practice of navigation, and co-design innovative solutions to support families.

Navigators remain the foundation of our work and we will work with partners to build their capability and impact. We will continue to gather and analyse data that reveals both our impact and learning for future development and improvement, and work collaboratively to refine key performance measures and data collection so we can actively monitor how we are achieving the changes we seek.

We look forward to working with the government and its agencies to strengthen the wellbeing and prosperity of Pacific families.







### 3. Whānau Ora Stories Of Impact

#### COVID-19 Packages Of Care

Pacific families are highly vulnerable to both the health and economic impacts of COVID-19. This is due to significant social and economic inequalities including low levels of income, high representation in casual work, poor standard of housing, overcrowding and poorer health outcomes, including high rates of long-term health conditions. The Pasifika Futures COVID-19 response plan rapidly addressed this vulnerability by distributing resources to Pacific families in four key areas: providing access to clear, relevant information; supporting families through the national lockdown via packages of care; providing a range of accommodation options including for those with COVID-19, those requiring self-isolation, and displaced people; and connecting families to other resources required.

Pasifika Futures resourced the national Whānau Ora network of providers with a \$7.3 million investment to assemble and distribute family support packages to vulnerable Pacific families during the national level lockdown levels 3 and 4 (late March to mid-May 2020). Support packages were tailored to the needs of families and could include a range of essential food items, grocery vouchers, support with utility and rent payments, petrol vouchers, medicine and mobile phones. Partners with a focus on education, such as Tāmaki and Otahuhu colleges, provided items such as phones, laptops, internet access and mobile data to support student's online learning. Some partners also provided families with further information and contacts for support, such as government websites, healthcare services and hygiene and social distancing information. Referrals to other agencies such as Work and Income were also made.

Partners reported high levels of need and demand for packages in the Pacific community within the first few weeks of lockdown. Some large Auckland providers (The Fono and Southseas Healthcare)

received hundreds of calls per day during this period from people seeking support with food provision, medical care, mental health, access to medications and advocacy with WINZ and landlords. Families also sought support in the areas of domestic violence and financial mentoring. In addition to self-referrals, referrals for packages were also received from agencies such as Kainga Ora, Police, MSD along with schools and medical clinics.

**Overall 13,948 of packages were provided to 11,493 families made up of 61,529 individuals, with support reaching 16% of the Pacific population in New Zealand within 6 weeks.** The rapid mobilisation of this support enabled vulnerable families to stay fed in safe and secure environments, to maintain their health, participate in remote schooling and remain connected with loved ones. One provider (from Tāmaki College) explains how the Packages of Support reduced stress levels for families that were often facing multiple challenges to their financial, material and physical wellbeing:

*"The packages have helped remove stress from families. Moving into week 2 [of lockdown] the reality that some have lost their jobs, the anxiety from isolation is taking its toll on many of our families. Not worrying about food has relieved families of one stress."*

Most families accessing packages of support reported being unable to meet their basic needs (83%). Loss of family income was a further key reason for needing assistance (53%), and 10% required support because someone in the family was sick. Other reasons included needing access to the internet or a laptop, large family/overcrowded house, or matua/vulnerable family member (2%), with many families specifying multiple reasons. One young mother of 5 children that received a package from South Waikato Pacific Islands Community Services describes the impact of lockdown on her family's ability to stretch their food budget, and



another mother, receiving support from the Pacific Islands Community Trust Gisborne, explains how the package bridged the gap while her husband was unable to work:

***"When you first came I said we were alright. But three days into the lockdown on the Thursday, I knew our food was not going to last until payday on Tuesday, so we needed help, as the kids are eating more and there are no specials at the supermarket, so everything costs more."***

***"It really helped especially having all 7 kids at home eating all the time, my husband still hasn't gone back to work so this helps big time."***

Distribution and reach were extensive, with rapid coverage across all geographic regions. The vast majority of receiving families resided in the North Island (85%), with most packages issued in Auckland (64%), equal to the overall Pacific population distribution in the 2018 census.

Packages were distributed across the broad range of Pacific ethnic groups, with receiving families identifying with over 15 different Pacific ethnicities. The largest group of families receiving packages identified as Samoan (37%), followed by Tongan at 36%, and Cook Islands Māori at 16%. Smaller Pacific ethnicities include Niuean 1.8%, Tuvaluan 2.8%, Fijian 4.6%, Kiribati 1% and Tokelauan 1.3%.

The larger size of Pacific families is a strong factor contributing to the heightened demand for support during COVID-19, having the highest proportion of population living in overcrowded housing (39%), and more likely than any other ethnic group to live with extended family or other families in their household . The average size of families receiving packages was 5.4 members, with **nearly half (44%) consisting of 6 or more family members, and 18% reporting having 8 or more family members.** Notably, the family registration form, from which this data was gathered, asked for family rather than household size and it is, therefore, likely that the household/'bubble' of many receiving families is larger than their family size.

Data from the family registration form indicates that **19% of packages were distributed to families with a family member or members with a disability or long-term condition**, with many of these conditions identified by the Ministry of Health as making people more vulnerable to COVID-19 . Cardiovascular conditions were the most frequently reported (21%

of those reporting disability or long-term condition), followed by diabetes (18%) and respiratory conditions (15%). In total, 831 families (7% of all recipients) accessing support are dealing with multiple disabilities or long-term health conditions either by one or multiple family members. This indicates that a significant number of receiving families have very complex needs.

The need for packages of support extended well beyond Whānau Ora families, with two thirds (67%) provided to families not enrolled in the programme. These figures demonstrate both the significant outreach work undertaken by providers, and the large numbers of Pacific families that had not reached out for support prior to COVID-19. Partners reported that receiving families had high expectations for support, with some expressing a need for longer-term assistance due to being unable to work. Partners worked hard to respond to demand by seeking additional funding from Pasifika Futures and other sources, and exit and transition strategies included referring families to other food package providers. However, partners remain concerned about the increased demand and expectation for Whānau Ora services from the community, especially from those non-registered families.

Family stories gathered by partners express both the level of need within the Pacific community during lockdown, and appreciation for the support, which helped relieve anxiety and cushioned the effects of COVID-19 on those whose vulnerability had been magnified. The rapid mobilisation of support and flexible, responsive nature of the packages meant that providers were "able to meet the needs of Pacific families right where they are" (staff member, Fonua Ola). The impact of this support is expressed in feedback from a mother of a family of 6, receiving a package from South Waikato Pacific Islands Community Trust:

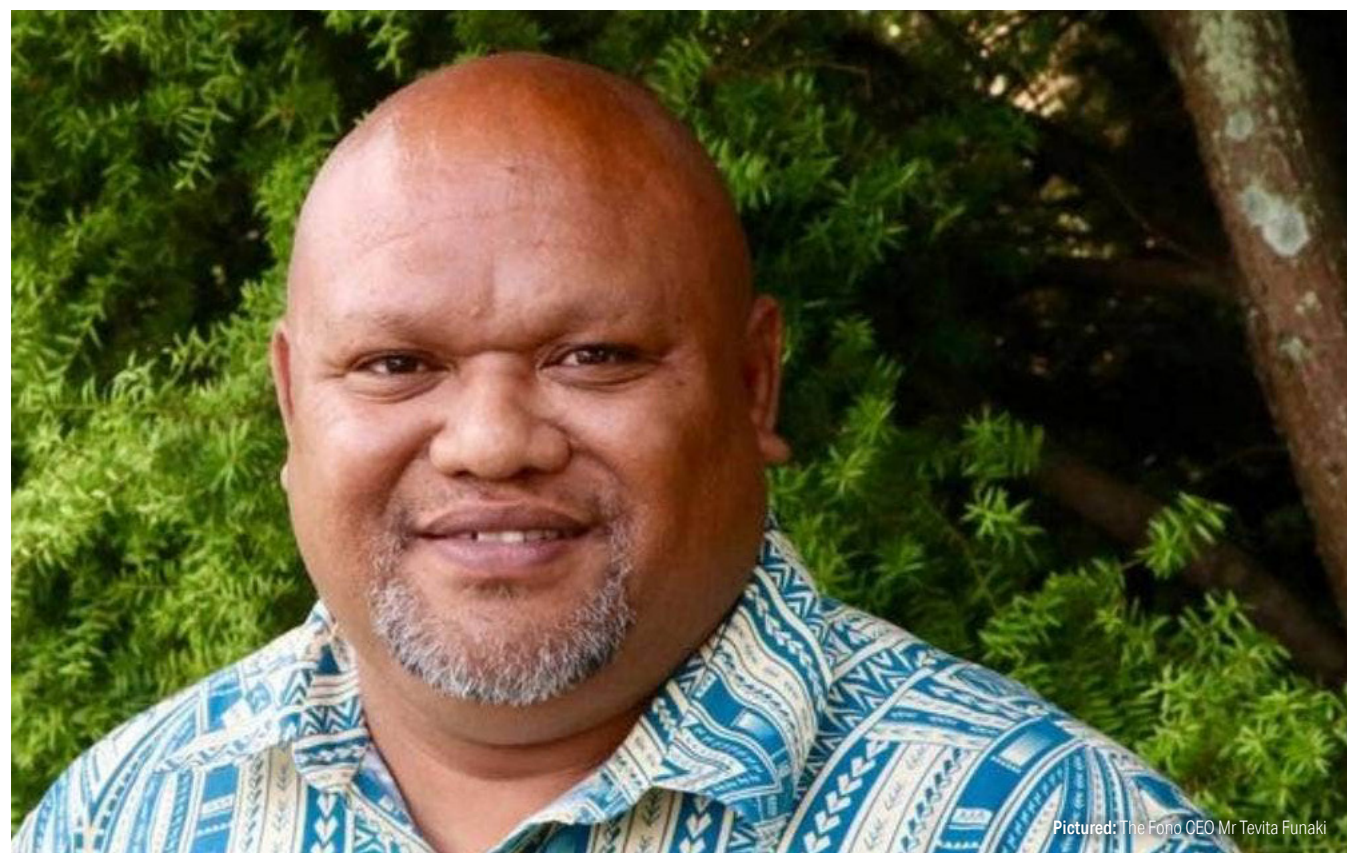
***"You don't know what a lifeline this was."***



Our COVID-19 Response Partners

Core	The Northland Pacific Islands Charitable Trust	Innovation	The Village Community Services Trust Board
	West Fono Health Trust		Cook Islands Development Agency of New Zealand
	Community Approach Trust		Vaka Tautua Limited
	Fonua Ola Network		Otahuhu College Trust Foundation
	Aotearoa Tongan Health Workers Association		Oceania Career Academy Limited
	Mt Wellington Integrated Health Centre		Tamaki College Educational Trust
	Pacific Island Homecare Services Trust	Communities	Wellington Tongan Leaders Council Trust
	Pacific Island Homecare Services Trust - F'ine		Atafu Tokelau Community Group Incorporated
	The South Seas Health Care Trust		Fotumalama Preschool Incorporated
	K'aute Pasifika Trust		Taulanga U
	South Waikato Pacific Islands Community Services Trust		Tuvalu Auckland Community Trust
	Rotorua Pacific Islands Development Charitable Trust		Vinepa Trust
	Pacific Island Community (Tauranga) Trust	New	Solomon Islands Society of Waikato Incorporated
	Pacific Islanders Community Trust Gisborne		Tongan Youth Trust
	Kingsforce Health Charitable Trust		The Tongan Health Society Incorporated
	Taeaomanino Trust		Uso Bike Ride
	He Whānau Manaaki o Tararua Free Kindergarten Association Incorporated		Pacific Health Plus
	Etu Pasifika Limited		Univeristy of Auckland
	Marlborough Pacific Trust		Pacific Leadership Forum
	Pacific Trust Otago		Pacific Media Network
	Pacific Island Advisory Charitable Trust		Elika Consulting Group
	Fale Pasifika O Aoraki Trust Society Incorporated		
	Nelson Tasman Pasifika Community Trust		





Pictured: The Fono CEO Mr Tevita Funaki

### The Fono's Covid-19 Response: Working Overtime To Deliver Holistic Support To Auckland's Vulnerable Pasifika Families

**T**he Fono is the country's largest provider of Pacific health and social services, serving communities with Whānau Ora, medical, dental and social services, along with pharmacy, health promotion, and education across six locations in Auckland and Northland. Meeting the immediate needs of those struggling, including families self-isolating both in managed facilities and at home, has been a key focus of The Fono's Covid-19 work. The Fono's strong relationships with Pacific families, and support from Pasifika Futures and the Whānau Ora network, have been crucial to enabling a swift response to meet Pacific families' unique needs.

At the height of the Covid-19 crisis, The Fono's Social Services team were receiving almost 200 messages and phone calls a day from families requesting support to deal with the wide-ranging health and financial impacts of the pandemic. While the impacts of Covid-19 have been widely felt, the unprecedented demand for the Fono's services highlights the extent to which the Pacific community have been disproportionately affected due to deep existing social and health inequalities. These inequalities are now being further entrenched due to job losses, often leaving a family's sole breadwinner without income, and reduced participation in education as high school and university students leave their studies to take on casual or low-paid jobs in order to support their families. The Fono CEO, Tevita Funaki, describes the multiple vulnerabilities and pressure before the pandemic:

*"COVID is frightening for those people who are living in overcrowded homes. It is frightening for people who are living in cold houses. It is frightening for those people that have chronic illnesses, with co-morbidities and multimorbidities of chronic illnesses. It is frightening for those people who work low paid jobs, multiple jobs and long hours. So, unfortunately, a lot of our people are in those categories."*

Thanks to resourcing from Pasifika Futures, to date The Fono has distributed over 3,000 support packages to Pasifika households in Auckland. The packages include household items and food supplies, but could also include financial support such as helping families with power, rent and internet payments, along with resources to assist with home learning.

***"We have a large family of 7 children, [with] ages ranging from 22 to 11 years of age. The timing of your [package] has meant that we are able to support our eldest daughter who is currently flatting with food, as well as have our cupboards and household filled while we are limited to our homes... this has lifted our spirits and strengthened our faith ... Love and blessings from our whānau to yours."*** – Family with 7 children, receiving a pack from the Fono

As a Whānau Ora partner, the Fono's assistance extends well beyond distributing food and supplies. Just as important has been the ongoing Whānau Ora support which has included budgeting, mental health, access to medications, advocacy with WINZ and landlords, liaising with employers and referrals to other social service providers and government agencies.

Providing Covid-related health support and advice has been another key part of the Fono's response, in addition to meeting the enhanced need for their regular medical and dental services. A medications compliance

initiative was also developed to ensure at-risk and chronically ill patients received the right medications during the two lockdown periods.

In total, The Fono received 222 referrals for Pacific families who have tested positive for Covid and their close contacts. Mr Funaki explained how staff remained in daily contact with those who tested positive, providing them with reassurance and comfort during this tough time. "The families are nervous. There is a level of anxiety there. They need to know that this is not their fault... We are here to make sure the families are okay and that their economic and personal needs are catered for during this time," he says.

The response to Auckland's outbreak has required a different approach, a response that understands the complexity of the context in which many Pacific families live. "There has to be a recognition, and it was really highlighted during this Covid period, that in terms of our Whānau Ora based model of care, that addressing the needs of the family as a whole, in a holistic way, is the way to go" Mr Funaki explains. The Whānau Ora model has proven its effectiveness, "and agencies need to accept that this is how we will support and will continue to support our families".





# 4. Our Work

## Commissioning Activities 2019/20

### Core Commissioning

**Core commissioning involves working with partners to support Pacific families across New Zealand achieve their dreams and aspirations by improving their family outcomes.**

This year’s investment was \$11.01 million.

The intention is that regardless of where a Pacific family lives, they are able to access Whānau Ora support services. Core Commissioning employs a navigation model where families are referred or self-referred to a service provider, they undertake an assessment across four outcome domains and complete a standardised assessment tool. They develop a family plan and focus on the priorities that the family identify. They are supported by a navigator to connect them with the resources they need to succeed. Funding for the programme requires providers to allocate and account for 60% of the funding per family to be provided ‘in kind’. This approach ensures that families are the actual beneficiaries of the programme.

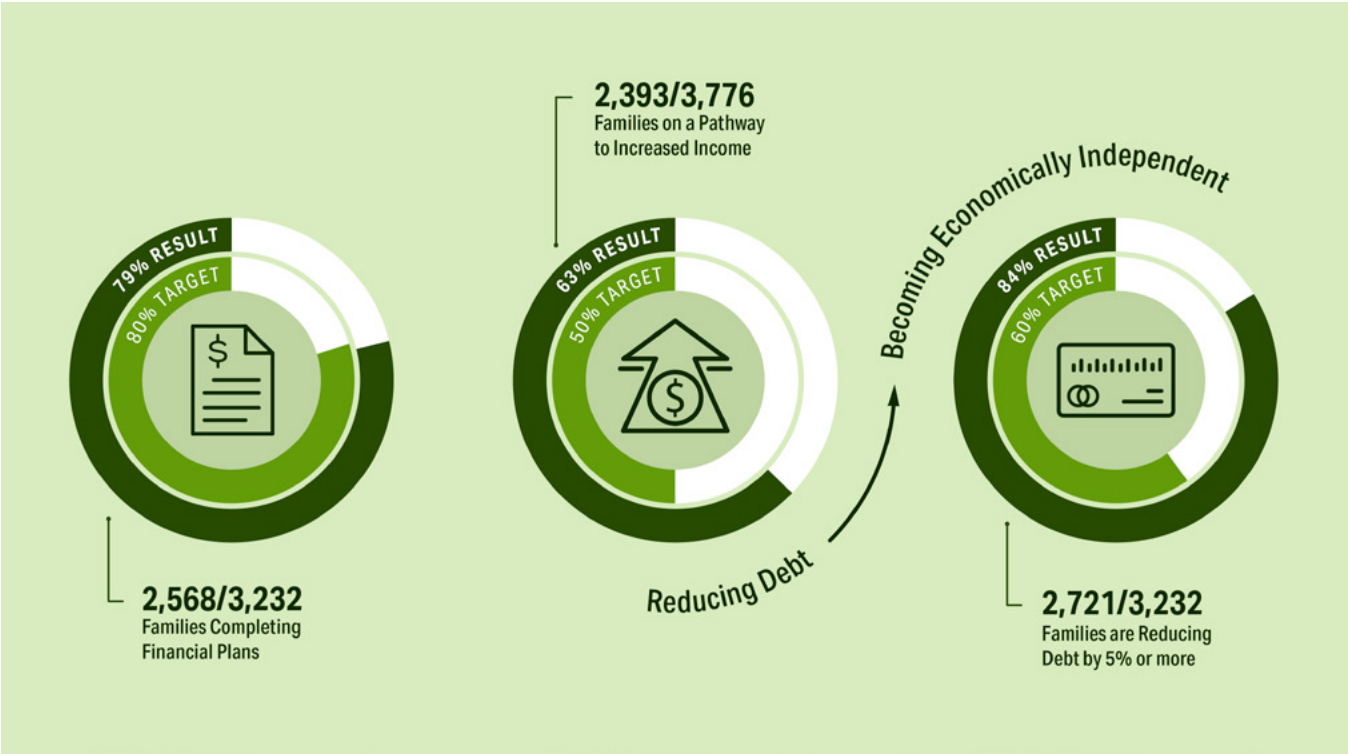
In 2019/20, we worked with 23 core partners, providing support to 3052 families, well above target of 2970 families.

Northland	The Northland Pacific Islands Charitable Trust
	West Fono Health Trust
Auckland	Aotearoa Tongan Health Workers Association
	Pacific Island Homecare Services Trust
	Pacific Island Homecare Services Trust - F'ine
	The South Seas Health Care Trust
	Community Approach Trust
	Mt. Wellington Integrated Health Centre
	Fonua Ola Network
Midlands	K'Aute Pasifika trust
	Kings Force Health Charitable Trust
	Rotorua Pacific Islands Development Charitable Trust
	Pacific Islanders Community Trust, Gisborne
	Pacific Island Community (Tauranga) Trust
	South Waikato Pacific Islands Community Services Trust
Wellington	Taeaomanino Trust
	He Whānau Manaaki o Tararua Free Kindergarten Association Incorporated
South Island	Etu Pasifika Limited
	Pacific Trust Otago
	Marlborough Pacific Trust
	Nelson Tasman Pasifika Community Trust
	Pacific Island Advisory Charitable Trust
	Fale Pasifika O Aoraki Trust Society Incorporated

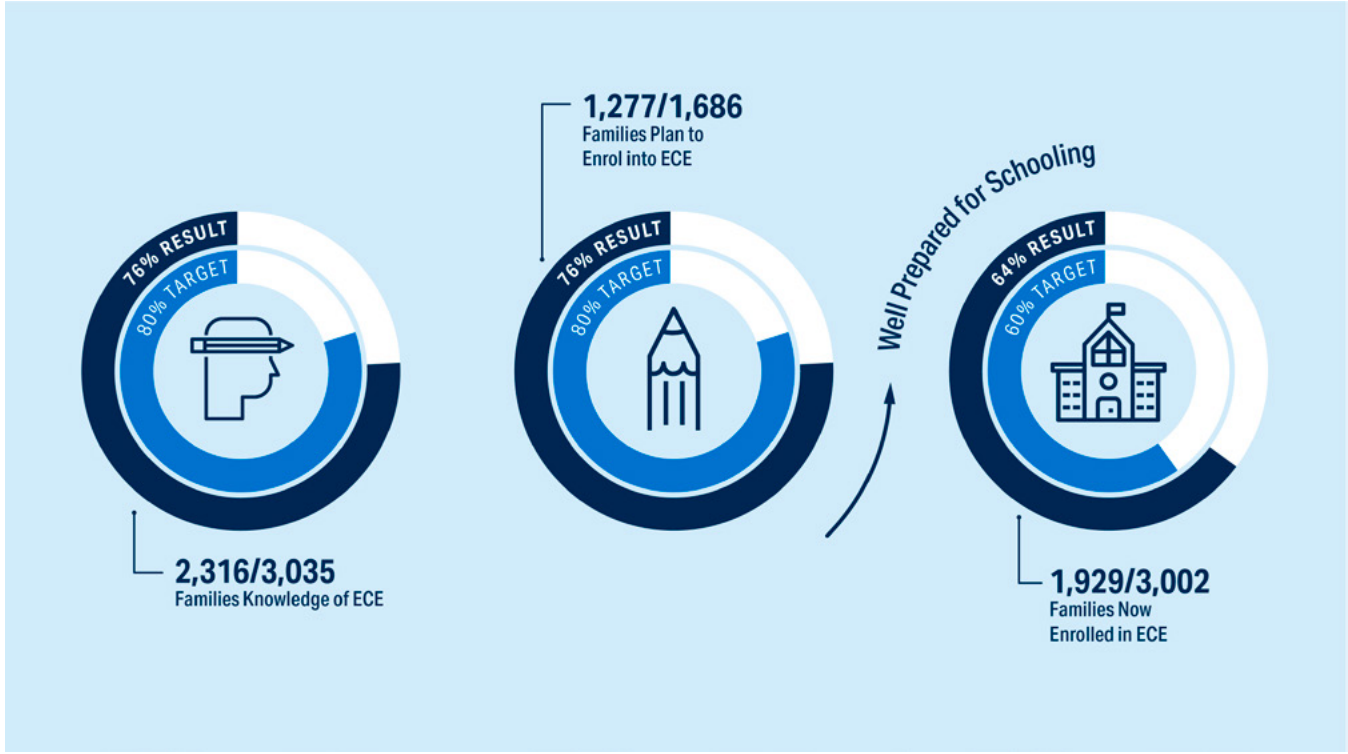


Core Commissioning Outcomes

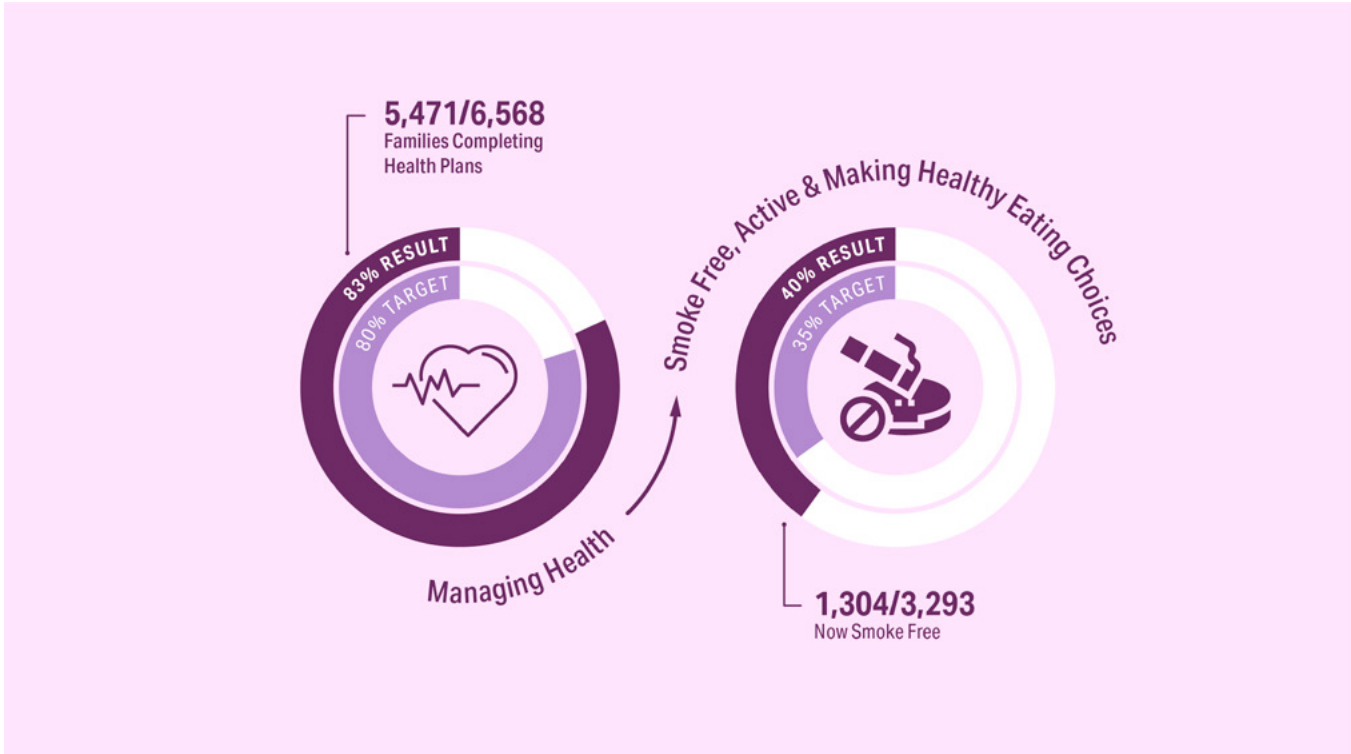
Financial Freedom Outcome Results



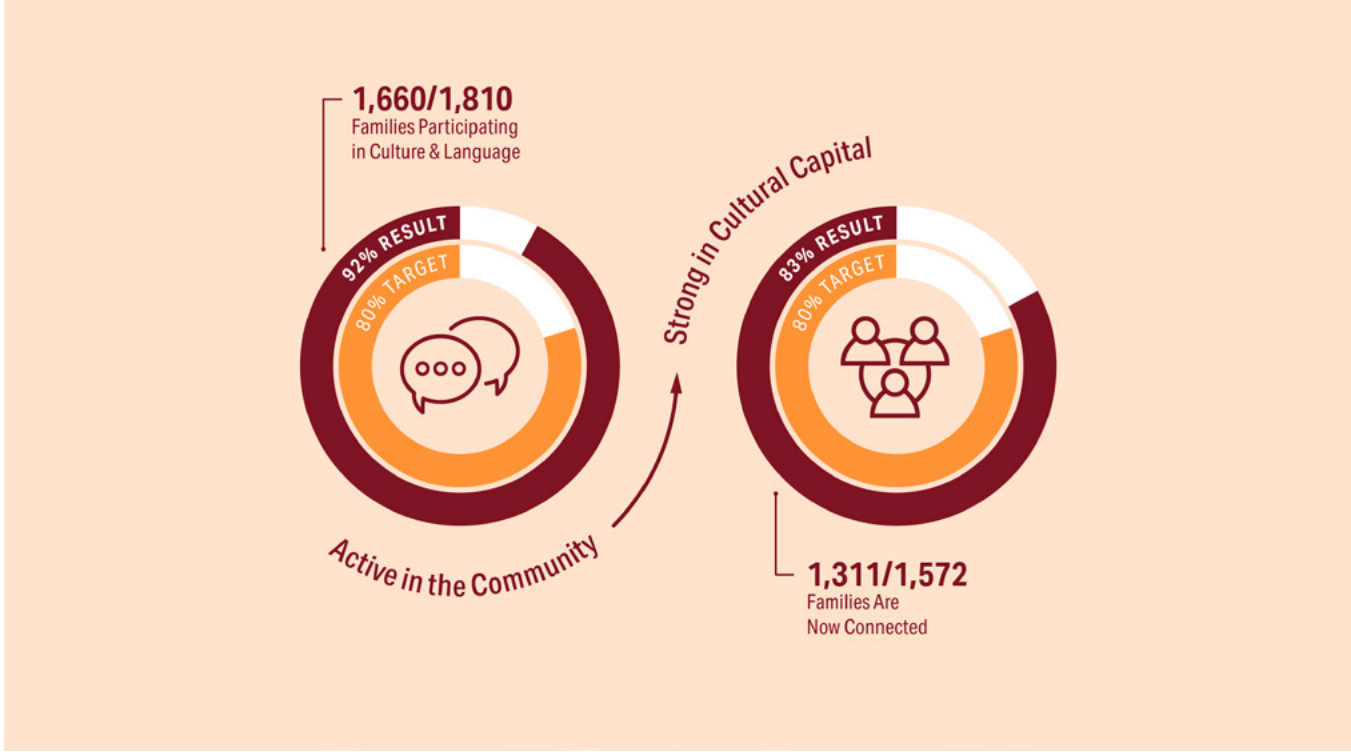
Lifelong Learning Outcome Results



Living Longer And Better Outcome Results



Leadership, Culture And Community Outcome Results





Commissioning For Innovation

Innovation programmes involve working with partners to support families to achieve their aspirations in one or more outcome areas.

This commissioning approach focuses in discrete areas of focus that families have indicated a need to solve and allows us to be flexible and responsive to opportunities that may arise in the future.

This year’s investment was \$2.54 million. Our seven innovation partners reached 5402 families, well above the target of 4500 families.

In the economic and education domains, our partners have assisted Pacific families to make gains in family business start-ups, lifting academic performance, completion of trades training, and completing financial plans and reducing debt. In 2019/20, through our commissioning partners:

- ▶ 1025 families have reduced their debt
- ▶ 1250 families have financial plans
- ▶ 1324 families are on a pathway to increase incomes

All innovation partners worked hard to support Pacific Families within their Whānau Ora programmes and wider communities throughout the COVID-19 nationwide lockdown. A total of 2871 Pasifika Futures COVID packages of support were distributed by Innovation partners to ensure families had access to basic essentials and appropriate information about COVID-19, and that students were equipped for online learning.

Ōtāhuhu College – Stem Leadership Programme

The STEM Leadership Pipeline engages Pacific families in a Science, Technology, Engineering and Mathematics (STEM) programme designed to increase the number of Pacific students entering and completing their tertiary studies and degrees. The programme engages the whole family to inspire, motivate and empower Pacific students to successfully enter and complete tertiary studies and take up STEM courses.

2019 Academic Achievement Results for Otahuhu College STEM students

- ▶ NCEA level 2 outperforming national benchmarks
- ▶ NCEA level 3 outperforming national benchmarks
- ▶ **35% students achieving NCEA University Entrance**

- ▶ **60 students gaining Merit or Excellence Endorsed Certificates**
- ▶ **53% passed Year 13 calculus with 30% achieving merits**
- ▶ **11 students received scholarships to support their studies**
- ▶ 285 support packages distributed by the college to support students and their families over lockdown.

Cook Island Development Agency NZ (CIDANZ) – One Community S.H.E.D.

The one COMMUNITY S.H.E.D – is a think-tank incubator that grows business ideas for social and economic development through a collaborative model of development, production, knowledge sharing and financing. Families are supported to prototype, test and grow various ideas grouped into specific co-operatives under the one brand.

2019/20 Highlights

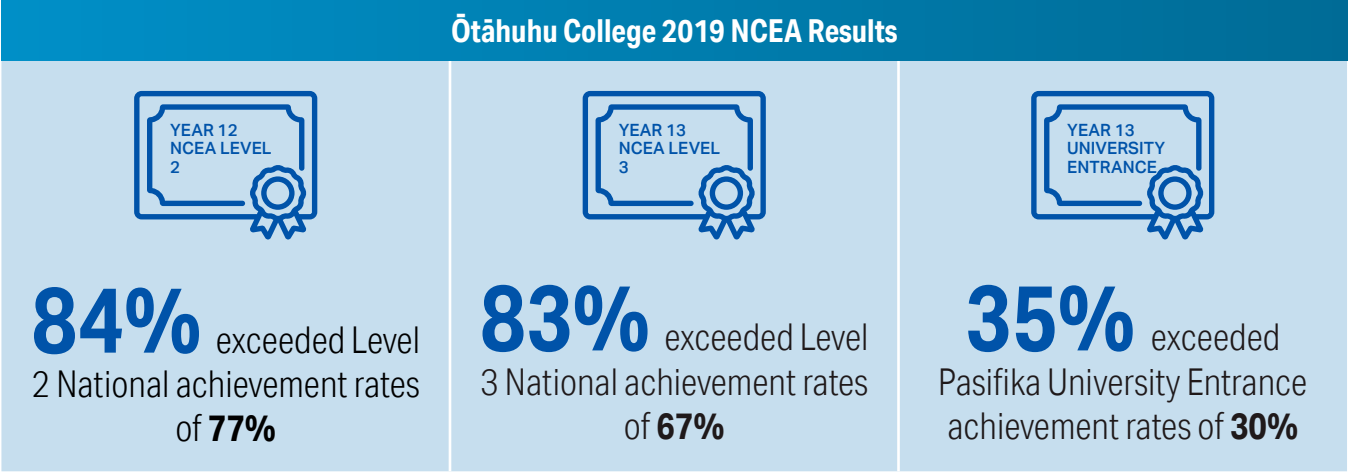
- ▶ 130 new families engaged with the eFAMILY Learning and Earning Development Programme
- ▶ 300 families completed enterprising ‘Family Life Plans’
- ▶ 10 emergent leaders from the 10 Cook Island Regions across NZ identified
- ▶ 3 emergent leaders confirmed on the CIDANZ national board
- ▶ Distribution of 439 support packages to families during covid-19 lockdown.

Vaka Tautua – Financial Literacy

Vaka Tautua provides financial literacy to Pacific families caring for family member(s) with a disability or are elderly. The programme includes an eight-week workshop and one-on-one financial coaching in the families’ homes for another eight weeks. All financial coaches are Pacific and are trained through a partnership with the Commission for Financial Capability.

2019/20 Highlights

- ▶ By the end of 2019/20 582 families had completed the 8-week financial literacy programme, an increase from 518 in 2018/19.
- ▶ 261 COVID-19 support packages were distributed to families



Oceanic Career Academy

Oceania Career Academy is a Pacific-owned and led Private Training Establishment that delivers NZQA Level 1 to 3 Building, Construction and Mechanical Engineering Apprenticeship Training for Pacific young people. There is continual focus on supporting students and their families who are facing serious issues with youth justice and corrections, to re-engage them in education and positive pathways.

2019/20 Highlights

- ▶ 64% of students completed Level 1 and higher trades qualifications
- ▶ 46% of students completed Level 3 and 4 qualifications
- ▶ 94% retention of students in the trades pipeline
- ▶ 17% of students have transitioned onto further degree level tertiary study

The Fono (The Village)

The Village delivers a holistic approach to mentoring and training that offers pathways to allow youth at risk an opportunity to succeed. The Village’s strategy is to extend the mentoring of individual youth into effective mentoring within families, primarily in the form of parenting programmes targeting the specific and unique needs of Pacific people.

2019/20 Highlights

- ▶ Through the Village’s COVID-19 response, over 900 food parcels from the Village foodbank were provided to families across Auckland.
- ▶ All families in the Family Support Programme carried out progress MASTs to evaluate the impact of COVID-19 on them. 18 families improved their MAST

scores and moved from high/medium needs to medium/low needs.

- ▶ The Village Mentoring Programme resumed at alert level 1 and provided its 150 students with the face to face support they struggled without during the lockdown. Students have had important discussions around resilience and ways to equip themselves in the event of another lockdown or pandemic.

Wellington Tongan Leaders Council Trust

Wellington Tongan Leaders’ programme focuses on improving employment and health outcomes and increasing access and participation of Tongan families to services. This successful collective of Tongan church leaders serves as an information hub connecting Tongan families to key services, disseminating information and addressing the above priorities through a series of workshops.

2019/20 Highlights

- ▶ A total of 404 packages were delivered to families in Hutt Valley, Porirua, and Wellington
- ▶ The Council supported students and their families to be equipped for online learning.
- ▶ Despite lockdown, families engaged well with the Porirua Fitness and Training online sessions this programme, and experienced a positive impact on their health as a result.
- ▶ The Wellington Tongan Leaders Council continued to work in collaboration with the CCDHB to run a weekly radio programme to provide a shared understanding to the Tongan community on COVID-19 and the changes and national restrictions taking place in response.





**Pictured:** Tāmaki College students with Pasifika Futures director Mrs Soana Pamaika

**Tāmaki College Educational Trust**

Tamaki College is in its establishment phase, as an innovation partner. The impact of the COVID-19 pandemic on the school meant that majority of the work and setting up of the health and science academy has been delayed. Work is being done to set up the programme for the 2021 school year.

2019/20 Highlights

- ▶ A workshop to introduce Tamaki college staff to PFL, Whānau Ora and the health and science academy.
- ▶ A Talanoa to establish a connection between Tamaki College and Otahuhu College staff who have a shared mission to increase participation, achievement and careers in STEM. This allowed Tamaki College to see first-hand how the successful Otahuhu College STEM programme operates, in order to guide the development of their own programme.
- ▶ Distribution of 535 covid-19 support packages to families and students.

**Commissioning For Communities**

**Commissioning for Communities (or small grants fund) enables eight small community organisations who work with largely volunteer groups to support Pacific families.**

The work these organisations do is often at the heart of our Pacific families' lives.

In 2019/20, 706 families participated in the programmes delivered by commissioning for communities' partners, and 35% above target.

This year's investment was \$140,000.

Highlights of delivery by our partners in 2019/20 included the following:

- ▶ **Atafu Tokelau Community Group** in Porirua supported 59 families through provision of educational programmes to help increase awareness of STEM subjects, social support services and a community facility. During covid-19, Atafu Tokelau were engaged in the covid-19 Support Package Programme distributing 150 support packages to help alleviate financial pressure on families.
- ▶ **The Fotumalama O Le Taeao Aoga Amata** early childhood centre supports the learning needs of Pacific children from the 61 families that are currently registered with them with activities such as trips to Butterfly Creek, Auckland Zoo and community activities. These activities help the children develop their cultural awareness and knowledge from a very young age. During the COVID-19 lockdown, Fotumalama responded to the community by distributing 124 support packages.
- ▶ The Pacific Vaka Haofanga (Safer Boating) programme, led by **Taulanga U** and **Tonga Advisory Council**, has engaged 209 families in safer boating. Taulanga U have also worked closely with parents to support and encourage positive parenting, through a 4-day workshop was completed and covered positive discipline, family health and wellbeing, food and nutrition and physical exercise. They distributed 35 support packages to families during the covid-19 lockdown.
- ▶ **The Tuvalu Auckland Community Trust** engaged 184 families through family focussed activities delivered that include financial capability workshops, and sponsoring of community events that promote healthier lifestyles, youth leadership, community connectedness and family workshops. During

the level 4 lockdown, 58 support packages were delivered to families by the Trust.

- ▶ **Vinepa Trust** supports the educational needs of Pacific school aged children from year 1 to 13 from 28 families. This includes a weekly study hub and supporting the academic learning for students, and other learning resources developed by their teachers and other educational providers. The credibility of the teachers has made it comfortable for the families as they are well known and respected within the community. Vinepa Trust distributed 64 support packages to families during the lockdown.
- ▶ **Solomon Islands Society of Waikato** provides support to 27 families from the growing Solomons community in the Waikato, including school holiday programmes, health workshops and outdoor activities. The Solomon Islands Society responded to the needs of families seeking support by distribution 19 support packages during the level 4 lockdown.
- ▶ **Tongan Youth Trust (Auckland)** has 61 families registered with its weekly NCEA study skill programme in Māngere and Onehunga. Families are also working together to provide support to each other by sharing challenges and experiences.
- ▶ **Canterbury Fiji Bati Rugby League Club - Pacific Series:** The Pacific Series, held in Christchurch in November 2019, registered their largest participation. The club is active in the Fijian community and utilises the sport as an avenue for families to come out of their homes and enjoy the sport. For the Fijian players it is a great opportunity to improve their wellbeing.
- ▶ **Canterbury Fiji Community:** This group facilitated Fijian language classes during Fijian language week in October 2019. The events supported young children and diaspora adults that were interested in learning and maintaining their language as well as receiving knowledge about cultural protocols and Fijian ways of being. Other activities included weaving workshops, cultural protocols, singing and performances throughout the week, a cultural night and a sports day to bring together the Fijian Community in Canterbury.





- ▶ **Canterbury Fiji Community:** This group facilitated Fijian language classes during Fijian language week in October 2019. The events supported young children and diaspora adults that were interested in learning and maintaining their language as well as receiving knowledge about cultural protocols and Fijian ways of being. Other activities included weaving workshops, cultural protocols, singing and performances throughout the week, a cultural night and a sports day to bring together the Fijian Community in Canterbury.
- ▶ **Fiji Community -Hamilton Fanou Ola Project:** Also part of Fijian Language Week, the society targeted 50 families to participate in the week long activities. The priority was to ensure families are connected to the community and feel strong, safe and belong in a positive environment. Activities covered governance training, Fijian language classes, sports and cultural performances.
- ▶ **Paper Run Productions:** 'For My Father's Kingdom' feature followed director Vea Mafile'o's father, Tongan migrant pensioner Saia Mafileo. Driven by his deep faith in God and Tongan culture, pensioner Saia Mafile'o carefully navigates South Auckland urban landscapes and family relationships. The Paper Run production company took the movie to the South Island and so that it could be screened to the Pacific community in Christchurch and Oamaru.

- ▶ **Sunpix Awards Sponsor:** Pasifika Futures sponsored the Pacific Health and Wellbeing Award at the November 2019 Sunpix Awards, which acknowledges those in the community who strive to improve the health and wellbeing of Pacific People. In 2019, this was won by Fuimaono Karl Pulotu-Endemann.
- ▶ **PeteliHEMA Youth Camp:** Pasifika Futures sponsored youth from the PeteliHEMA Youth from Christchurch to attend and host the 'To'utupu Mo'ui Ola Camp to support their wellbeing and personal growth. Youth members took away from camp skills to take upon challenges and opportunities at home, school and in the wider community. More than 60 students participated, with recognition of leadership, talent and different strengths shared amongst the collective.



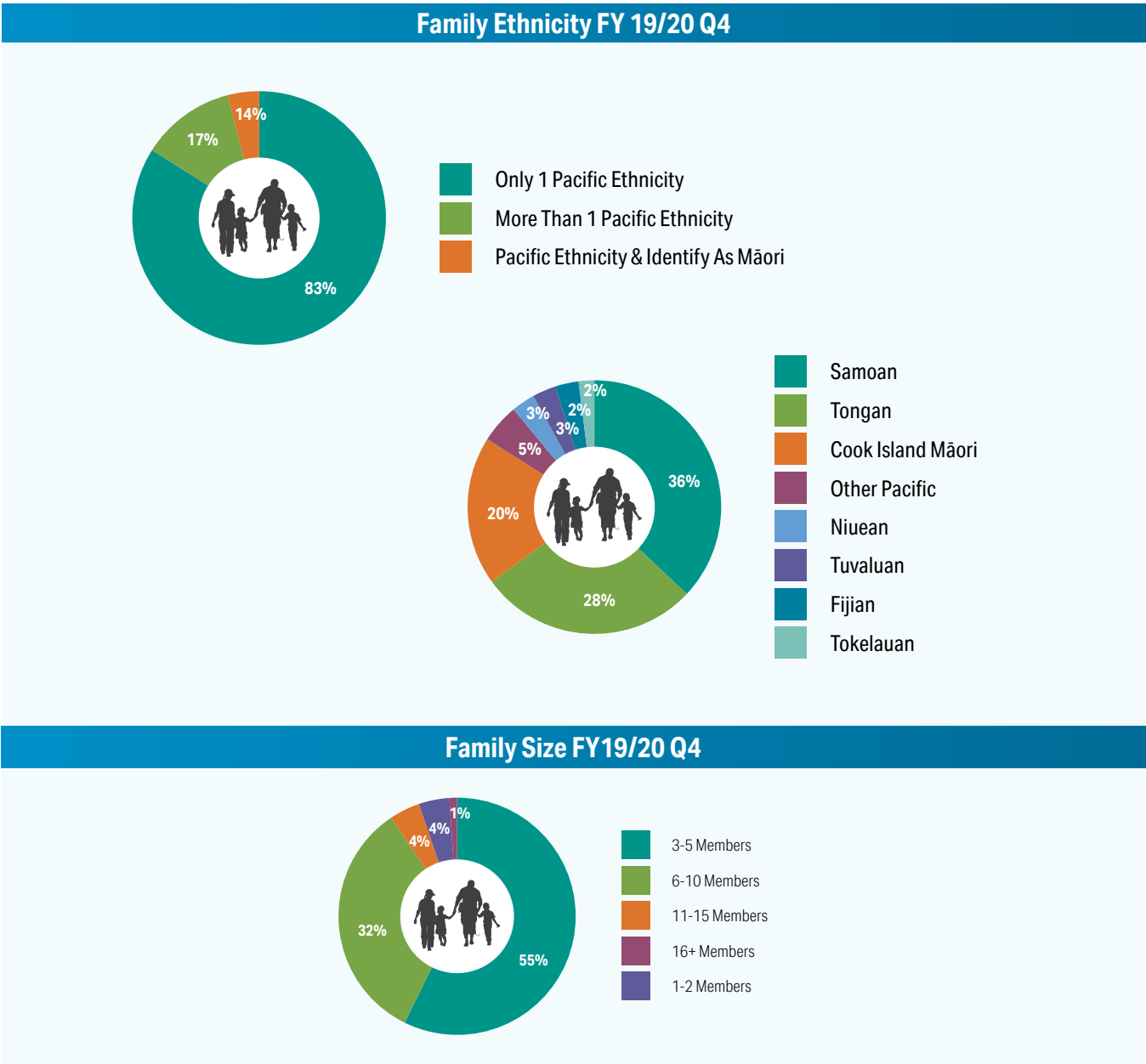
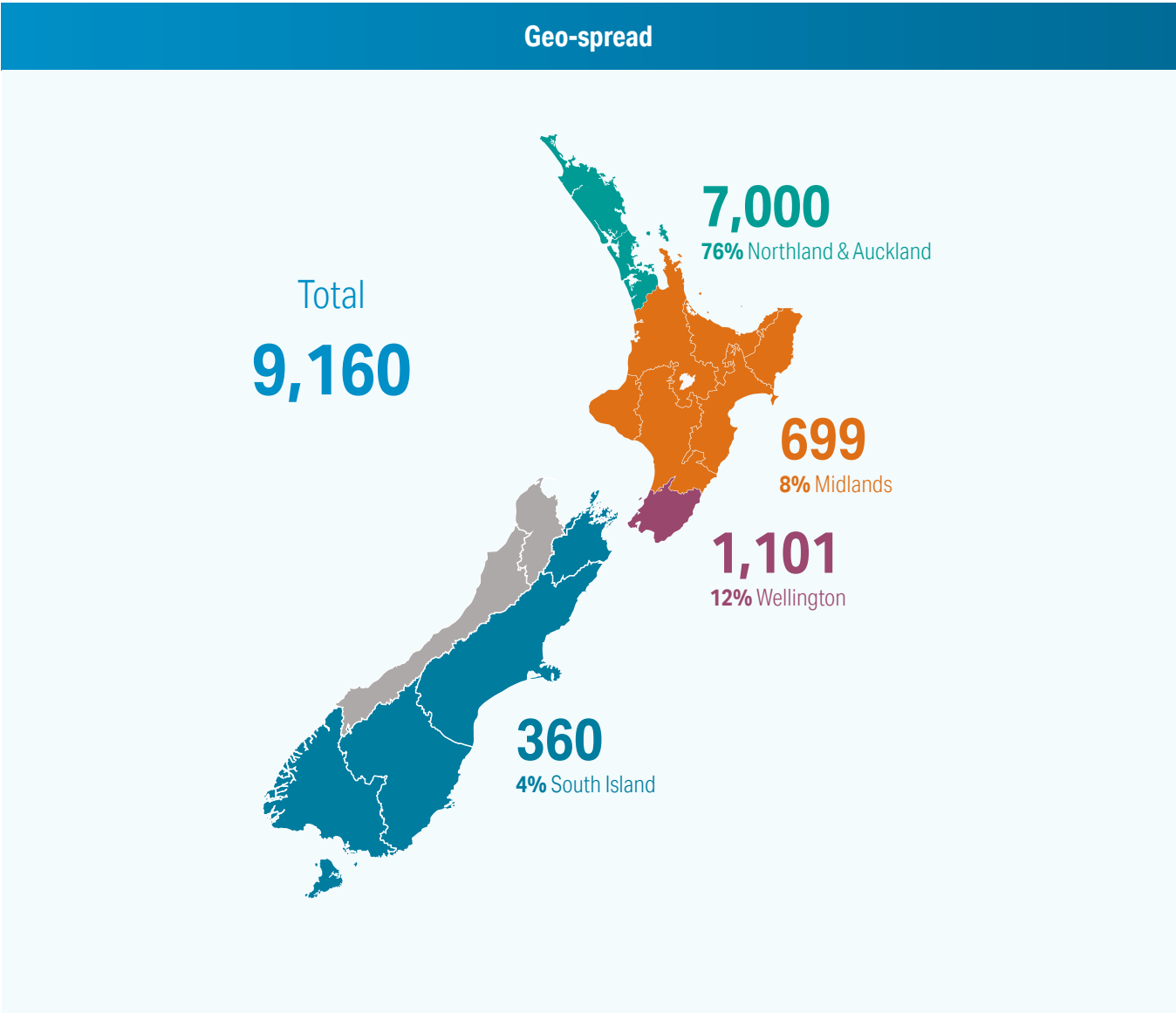


Our Communities

Geographic spread

The geographic spread of families engaged in Pasifika Futures commissioning covers the length of New Zealand, from Invercargill to Kaitāia. Three-quarters (76%) of our families live in Auckland and Northland (7000 families), followed by Wellington at 12% (1,101 families). A smaller but significant number

of Pacific families live in the Midlands region (8%, or 699 families), and the South Island (4%, or 360 families). The residence of engaged families generally corresponds to Pacific population proportions reported in 2018 individual Pacific census data.



Pacific Ethnicities

We have a diverse representation of Pacific ethnicities, with families identifying with over 13 different ethnicities. The majority of families are Samoan (36%, from 3288 families), followed by Tongan (28%, 2522), Cook Island Māori (20%, 1868). Smaller Pacific ethnic groups include Tuvaluan (3%, 286), Niuean (3%, 257), Fijian (2%, 214), Tokelauan (2%, 209). The figure below shows the Pacific ethnic diversity in the network.

A sizeable majority (83%) identified as only one Pacific ethnicity, 17% identified as more than one Pacific ethnicity, and 14% identified as a Pacific ethnicity and Māori.

Family Size

The average family size is 5 members, with 37% (3,409) of the engaged families consisting of 6 or more family members. The majority (55%, 4,997) of families consist of 3-5 members, 32% (2,974) have families of 6-10 members and 5% (435) had more than 10 members in their family. There were 369 (4%) families who did not report their family size.





Measuring The Outcomes That Matter To Pacific Families In New Zealand

**Knowledge of Pacific families’ progress and success in achieving outcomes is a critical component of our strategy.** We work systematically to understand how well families are engaging with our services, and to what extent our families are better off through making progress towards prosperity and wellbeing. Building information and knowledge in these areas is essential to enabling performance and success for Pacific families.

Our evidence shows year on year increases in the number of Pacific families engaging in Whānau Ora. Since 2014, more than 19,000 families, made up of more than 107,000 individuals, have engaged in Whānau Ora. This comprises 36% of the Pacific population in New Zealand, engaged in just six years.

We have seen first-hand that Pacific families often face complex and multi-dimensional challenges. However, those engaged and enabled through Whānau Ora are making significant changes and achieving their goals.

The foundation of tracking progress among our Pacific families is our Measurement Assessment and Scoring Tool (MAST) tool. This allows tracking across four aspiration outcome domains (financial freedom; lifelong learning; living longer and better; leadership, culture and community) for the Pacific families we work with.

Importantly, the families themselves choose the areas that matter to them, and our navigators work with families to achieve positive changes in their lives. Our success is their transformation, and after two years in Whānau Ora, 81.6% of high needs families (949 out of 1163) have reduced their need level.

Our MAST data has shown the deep and significant impacts of COVID-19 on the wellbeing of Pacific families around New Zealand, and this has created some setbacks in progress from where we were early in the 2019/20 year. Yet our navigators and innovation partners continue to achieve positive growth and development for Pacific families in their journeys to prosperity.

Financial Freedom

On entry to Whānau Ora, the majority of families are in high need. Baseline MAST data shows 77% of families are not able to meet basic living costs and 70% of Pacific families earn under \$40,000 per year. Even within this context, after families are engaged and enabled in Whānau Ora, families are making significant, impactful changes in their lives. Families are reducing debt improving their financial capability, and making their way on pathways to higher income and employment.

In 2019/20, we found through our MAST monitoring that:

- ▶ 2,721 families have reduced debt by 5% or more (84%, up from 1,857 in 2019)
- ▶ 2,393 families are on a pathway to increase income (63%, up from 1,970 in 2019)
- ▶ 2,568 families completing financial plans (79%, up from 2,195 in 2019)
- ▶ 45 Pacific families have business start-ups (same as 2019)
- ▶ 144 families are now in employment
- ▶ When looking at changes from initial assessment to most recent MAST updates, we find that:
- ▶ The proportion of families earning over \$40,000 increases from 30% at initial assessment to 47% at the end of the 2019/20 year.
- ▶ Families able to meet basic living costs increases from 23% to 48%.
- ▶ Families with no or low debt increase from 25% to 41%.
- ▶ The proportion of families self-assessing as financial independent increased from 4% to 14%.
- ▶ 419 families now own their own homes, an increase from 5% at first assessment to 6% by the end of the 2018/19 year.
- ▶ Those able to save 5% or more of income increased from 4% to 12%.

Lifelong Learning

Pacific families tell us that educational success and achievement is an important family goal, particularly for children and young people. Pacific families and young people want to gain the skills and knowledge they need to achieve the qualifications, jobs and careers they aspire to.

The evidence across all commissioning streams shows that Pacific families are succeeding in education and achieving lifelong learning outcomes. Families continue to progress in this domain across early childhood education, schooling and in tertiary, trades and training. Once engaged through Whānau Ora, improvements for families included:

- ▶ 1,929 families enrolled in early childhood education (68%, up from 1,547 in 2019)
- ▶ Ōtāhuhu College STEM students outperforming national benchmarks in NCEA Level 2, 3 and University Entrance
- ▶ 587 students working towards trades qualifications at Oceania Career Academy
- ▶ When looking at changes from initial assessment to most recent MAST updates, we find that:
- ▶ Families with ECE aged children who enrolled in ECE increased from 38% at initial assessment to 74% by the end of the 2019/20 year.
- ▶ 4157 children are meeting age-related standards at school (88%, up from 59% at first assessment)
- ▶ 2263 school leavers are engaged in education, employment or training (80%, up from 49% at first assessment)
- ▶ Families supporting their children’s learning increased from 56% to 87%.
- ▶ Families with children completing tertiary, trades or trainings increased from 42% to 61%.
- ▶ Families literate in English increased from 36% to 55%.

Pacific families in the Ōtāhuhu College STEM (science, technology, engineering and mathematics) programme are achieving, supporting and nurturing educational success. Ōtāhuhu College STEM students are outperforming national benchmarks in by 7% in NCEA Level 2 (84% pass rate), 16% in NCEA Level 3 (83% pass rate) and 5% in University Entrance (35% pass rate). These have been a direct result of the work their Navigators have done for and with Pacific Students and their families engaged in the STEM programme.

In 2020 we welcomed Tāmaki College to our STEM programme and we look forward to a similarly successful partnership.



**Living Longer And Better**

Pacific families tell us they want to live longer and better lives, and over 5000 Pacific families have prioritised health, working with our Whānau Ora navigators. The evidence across the network shows us that families are achieving significant health goals.

Through their health plans, and in partnership with health professionals, families are becoming active and are eating healthy, becoming smokefree, engaged in screening programmes, enrolled in primary health care, and are managing their long-term conditions. Since engaging with Whānau Ora, notable improvements recorded through MAST include:

- ▶ 1,304 families are smoke free (40%, up from 39% and 1038 in 2019)
- ▶ 5,471 families have health plans (83% of families, similar to 84% achieved in 2019 and an increase in number from 4037)
- ▶ When looking at changes from initial assessment to most recent MAST updates at the end of 2019/20, we find that:
  - ▶ 3588 families fully immunised (55%, up from 40% at first assessment)
  - ▶ 4222 families enrolled in primary care (65%, up from 45% at first assessment)
  - ▶ Engaging in regular physical activity and making healthy eating choices from 17% at initial assessment to 39%.
  - ▶ Families where all are up to date with cancer screenings increased from 17% to 33%.
  - ▶ Those with long term conditions are managing their health with health professionals, increased from 48% to 84%.

**Leading And Caring For Our Families, Community And Country**

Pacific families are strong in their cultural capital and are actively participating in their communities. The ability to speak a Pacific language, and actively participating in the community are important contributors to wellbeing, and MAST data shows improvement in these and other indicators:

- ▶ 1,311 families connected to a community group (83%, just below 84% in 2019, but an increase from 1053)
- ▶ 1660 families participating in culture and language (92%, up from 84% and 1053 in 2019)

- ▶ When looking at changes from initial assessment to most recent MAST updates at the end of 2019/20, we find that:
  - ▶ Families able to converse in a Pacific language increased from 48% at initial assessment, to 67% by the end of the 2019/20 year
  - ▶ Resolving conflict non-violently increased from 68% at first assessment to 87%
  - ▶ Living in a safe and supportive environment increased from 67% to 87%.
  - ▶ Elderly are safe, healthy, connected, and independent increased from 53% to 85%.









Note: Percentages above are based on number of families that prioritise these outcomes in their activities with Whānau Ora navigators





5. Our Organisational Base

Our Leadership

	<b>Mrs Debbie Sorensen, C.C.T, CMinstD, NZRPN</b> Chief Executive
	<b>Taulapapa Wilmason Jensen, BA, LLB</b> Deputy Chief Executive
	<b>Mrs Seini Jensen, BA, LLB, MA(Hons.)</b> Director of Performance and Evaluation
	<b>Mrs Gina Harvey, BSc</b> Director of People Capability & Governance
	<b>Mrs Lucyanne Laurenson, CertTravel</b> Director of Training & Development
	<b>Avataeao Junior Ulu, PHD, MDS, BA, DipT</b> Director of Pacific Development
	<b>Mrs Rosemary McGlynn, BBus (Accounting), CA</b> Director of Finance
	<b>Mr Ralph Erika</b> Director of Communications

Our Partnerships

Relationships are the core to improving outcomes for Pacific families. Pasifika Futures has been intentional about establishing, nurturing and growing strong and positive relationships with like-minded organisations with similar values and priorities. Our range of partnerships have grown and deepened, across philanthropy, government agencies, and sector specialist organisations. Highlights include:

- ▶ Canterbury District Health Board
- ▶ Auckland District Health Board
- ▶ Ministry of Health
- ▶ Ministry of Pacific Peoples
- ▶ Commission for Financial Capability
- ▶ Foundation North
- ▶ Sky City Community Trust
- ▶ JR McKenzie Trust
- ▶ Rata Foundation

Name	Qualification	Position
Mrs Debbie Sorensen	C.C.T, CMinstD, NZRPN	Chief Executive - PFL
Taulapapa Wilmason Jensen	BA, LLB	Deputy Chief Executive
Mrs Seini Jensen	BA, LLB, MA(Hons.)	Director of Performance and Evaluation
Mrs Gina Harvey	BSc	Director of People Capability & Governance
Mrs Lucyanne Laurenson	CertTravel	Director of Training & Development
Mr Craig Sionetuato	BA	Director of Partnership
Avataeao Junior Ulu	PHD, MDS, BA, DipT	Director of Pacific Development
Mrs Rosemary McGlynn	BBus (Accounting), CA	Director of Finance
Mr Amanaki Misa	MCM,MBA	Etu Pasifika General Manager
Mr Malcolm Andrews	BHSc	Health Engagement Manager
Mr Raymond Pritchard	Microsoft Certificate	IT Project Manager
Mr Bartholomew English	BA, ATCL	Strategy Planner
Mrs Tu Maoate	CBAC Level 2, Computing L2	Administrator
Ms Peni Sina	CertBusAdmin	Administrator
Ms Melanie Iosefa	BAcc, DipBS	Accountant
Ms Rachel Flavell	DipBus	Accountant
Mr Micah Tau	BBus (Accounting and Economics)	Assistant Accountant
Mr Chanel Tukuitonga-Yandall	BDes	Graphic Designer
Mrs Elizabeth Auina-Jones	BA	Practice Advisor, Auckland
Mrs Phaedra Moors	BCA	Membership and Events Coordinator
Mrs Kulisitina Fifita	BTchg	Practice Advisor, Midlands
Mr Charles Salt	BHSc	Project Support Officer
Dr Jesse Kokaua	MSc, PHD Epidemiology	Evaluator
Mr Trevor Guttenbeil	MCom	Evaluator
Ms Sulieti Filimoehala	BCJ, PGCertProfSup	Evaluator
Ms Tiare Jones	MBChB (In Progress)	Evaluator
Mr Eldon Tau	BBus	Data Analyst
Ms Sharleen Mahutoto	BSc, MADS	Data Analyst
Mr Wesley Talaimanu	BSW, GradDipA	Director of Partnership
Mrs Eseta Finau	ONZM,BA,MPH,NZRGON	Manager, Family & Community Relationships
Ms Melitta Rigamoto	BHSc,PgDipPH,MEval	Manager, Evaluation
Ms Saneta Manoa	BHSc,PgDipPH,MPH(Hons)	Evaluator
Ms Mata Nanai	BA(In Progress)	Evaluator
Mrs Sieni Voorwinden	BA, LLB	Partnership Manager, Auckland
Mr John Natua	BSocSc, MPH	Partnership Manager, Midlands
Mrs Melissa Fidow	BCs	Project Manager
Mr Leala Fitu		Data Analyst
Mr Vili Hasiata	MBChB (In Progress)	Student Placements
Ms Ana Taufa	BOH (In Progress)	Student Placements
Mr Lorenzo Havili	BSc (In Progress)	Student Placements
Mrs Halaevalu Tuipulotu		Student Placements
Ms Jasmine Wright	BSc (In Progress)	Student Placements



## 6. Pasifika Futures Ltd

### Financial Statements For the Year Ended 30 June 2020



#### Independent Auditor's Report

##### To the readers of

##### Pasifika Futures Trust Summary Financial Statements

#### Opinion

The accompanying summary financial statements which include, the statement of comprehensive revenue and expense, statement of financial position, statement of changes in net assets and cash flow statement, are consistent, in all material aspects with the audited financial statements for the year ended 30 June 2020 prepared in accordance with the Public Benefit Entity Standards Reduced Disclosure Regime issued by the New Zealand Accounting Standards Board. We expressed an unmodified audit opinion on those financial statements in our report dated 29 October 2020.

Those financial statements, and the summary financial statements, do not reflect the effects of events that occurred subsequent to 29 October 2020, the date of our report.

#### Summary Financial Statements

The summary financial statements do not contain all the disclosures required under generally accepted accounting practice in New Zealand. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial report of Pasifika Futures Trust.

#### The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated 29 October 2020.

#### Trustees' responsibility for the summary financial statements

The Trustees are responsible for the preparation of a summary of the audited financial report, which was prepared in accordance with PBE FRS-43 Summary Financial Statements.

#### Auditor's responsibility

Our responsibility is to express an opinion on the summary financial statements derived from the audited financial report of Pasifika Futures Trust based on our procedures, which were conducted in accordance with International Auditing Standard (New Zealand) 810 *Engagements to Report on Summary Financial Statements*.

We the auditors have no other relationship with, or interests in, Pasifika Futures Trust.

**Forbes Audit and Accounting Limited**  
Auckland  
30 October 2020



#### Pasifika Futures Trust

##### Summary of Financial Statements for the year ended 30 June 2020

Statement of Comprehensive revenue and expense	2020	2019
<b>Revenue</b>		
Government Contracted Revenue	30,367,111	18,015,043
Grant Revenue	360,870	-
Other Revenue	16,266	16,862
<b>Total Revenue</b>	<b>30,744,247</b>	<b>18,031,905</b>
<b>Expenditure</b>		
Administration Expenses	127,649	145,727
Commissioning Expenses	22,859,306	13,975,877
Development Programme	565,760	-
Group Management Expenses	7,096,539	3,883,531
<b>Total Expenditure</b>	<b>30,649,254</b>	<b>18,005,135</b>
<b>Net Surplus</b>	<b>94,993</b>	<b>26,770</b>

Statement of Financial Position	2020	2019
<b>Assets</b>		
Current Assets	9,993,083	1,934,541
Non Current Assets	305,731	367,174
<b>Total Assets</b>	<b>10,298,814</b>	<b>2,301,715</b>
<b>Liabilities</b>		
Current Liabilities	9,036,948	1,134,842
<b>Total Liabilities</b>	<b>9,036,948</b>	<b>1,134,842</b>
<b>Net Assets</b>	<b>1,261,866</b>	<b>1,166,873</b>
<b>Equity</b>	<b>1,261,866</b>	<b>1,166,873</b>

Statement of Changes in Net Assets	2020	2019
Balance July 1 2019	1,166,873	1,140,103
Movement in Equity	94,993	26,770
<b>Balance at 30 June 2020</b>	<b>1,261,866</b>	<b>1,166,873</b>

Cash Flow Statement	2020	2019
Net cash flow from operating activities	8,738,055	(73,509)
Net cash flow from investing activities	(5,486,083)	17,564
Net cash flow from financing activities	-	-
<b>Net increase (decrease) in cash</b>	<b>3,251,972</b>	<b>(55,945)</b>
Cash at 1 July 2019	370,848	426,793
<b>Cash at 30 June 2020</b>	<b>3,622,820</b>	<b>370,848</b>

#### Notes

The summary financial statements have been extracted from the full audited Annual Report dated 21 October 2020. The summary financial accounts cannot be expected to provide as complete an understanding as does the full financial report. A copy of the full Financial Report can be viewed on the Charities Commission web site.

The full financial statements of Pasifika Futures Trust have been prepared in accordance with Generally Accepted Accounting Practice in New Zealand ("NZ GAAP"). They comply with Public Benefit Entity International Standards ("PBE IPSAS") and other applicable financial reporting standards as appropriate that have been authorised for use by the External Reporting Board for Not-For-Profit entities.

The board of trustees has elected to report in accordance with Tier 2 Not-For-Profit PBE Accounting Standards Reduced Disclosure Regime (RDR).





**Pasifika Futures Ltd  
is a Whānau Ora  
Commissioning Agency**

Pasifika Futures Ltd.  
is a Limited Liability  
Charitable Company owned  
by the Pasifika Medical Association

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