

**Before Independent Hearings Commissioners
Rotorua Lakes Council**

**In the matter of 13 applications for resource consent for
contracted emergency housing by Te Tūāpapa
Kura Kāinga Ministry of Housing and Urban
Development**

**Statement of evidence by Visions of a
Helping Hand Charitable Trust**

12/10/2022



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Statement of evidence by Visions of a Helping Hand Charitable Trust

1 Introduction

- 1.1 Sarah Isaac
- 1.2 Social Services Manager – Visions of a Helping Hand Charitable Trust
- 1.3 To provide clarity and context from the heart of Contracted Emergency Housing

2 Background

- 2.1 Visions of a Helping Hand provides a Helping Hand to support whānau to reach their goals, by building on whānau strengths and aspirations with the aim of developing strong, safe, and sustainable communities.
- 2.2 Visions has been providing housing and social services for 5 years in Rotorua and Taupo. In 2017, devastated by the sight of a woman living by Lake Rotorua and washing her children in freezing-cold water from the public toilets, Tiny Deane and his wife Lynley launched Visions of a Helping Hand Charitable Trust, with the aim of assisting people into safe and permanent homes.
- 2.3 Visions of a Helping Hand Charitable Trust has changed the lives of numerous vulnerable people in our community, providing accommodation and wraparound services including Mental Health, Addiction, Social, Parenting and Budgeting supports.
- 2.4 Visions assists clients by looking at their needs and wellbeing holistically and ensures that the correct people and organizations are involved to ensure the best possible outcomes.
- 2.5 Visions is well known for going over and above in all aspects of service. We demonstrate this through moving alongside clients in their entire housing journey.
- 2.6 Covid-19 has significantly changed the landscape of housing in Aotearoa and Emergency Housing Motels has now come into the fold. It is the intention of Visions to see whānau out of Rotorua Motels within 5 years

have the city transformed back to a tourism mecca. Visions is excited to be at the coal face of this mahi and creating vibrant futures for Rotorua whānau and tamariki.

- 2.7 Visions of a Helping Hand has a Board of well-established and skilled trustees. They form a diversely skilled group providing vast experience in housing, social, health, wellbeing, Te Ao Māori, risk management and strategic planning sectors.

3 Visions of a Helping Hand Charitable Trust

- 3.1 New Zealand has a growing homelessness crisis that affects the most vulnerable groups in society, and disproportionately affects Māori. It is crucial that actions are taken now to improve outcomes for our tangata, particularly for Māori. The team at Visions have made it their mission to prevent and reduce homelessness in New Zealand.
- 3.2 Visions provides safe and secure housing facilities to support, and improve outcomes for, the homeless families across Rotorua and Taupō, and assists these families to secure sustainable and long-term housing. At the core of Visions' success is the mahi that Visions undertakes with all residents to facilitate reconnection with the community by providing wrap-around support services and life skills development.
- 3.3 Homelessness is a multi-layered issue with various challenges. Some people are homeless due to housing supply and affordability constraints as well as low income and high housing costs. While others face a range of complex issues such as mental health, addictions, criminal history and family violence, and may require ongoing wrap-around support to maintain housing.
- 3.4 Accordingly, efforts to increase the supply and affordability of housing will only ever be part of the solution and there will always be a need for additional supports.
- 3.5 Being able to maintain housing is essential to wellbeing; a stable and affordable home provides a crucial platform for employment, education and wider community engagement. It is the additional wrap-around nurturing and support services that enable our residents to maintain housing and leads to more durable outcomes overall.

- 3.6 Our future goal is to extend this housing continuum to help families transition to permanent housing solutions, provide purpose built self-sustaining communities and to enable home ownership without the stress caused by unsustainable levels of debt.
- 3.7 **Visions Client Support Services** - This team of 25+ identifies whānau in need of support. They assess client's needs, situations, strengths, and support networks to determine their goals. They support clients to adjust to changes and challenges in their lives, such as housing, family dynamics, education and employment. The team will support clients to set achievable goals and monitor progress. They motivate and encourage clients to activate inherent strengths. Clients will be assessed and referred to appropriate internal and external supports and specialist roles where required.
- 3.8 Practice is client-centred and solution-focused as well as working collaboratively to ensure a high quality of care is delivered. We ensure clients are aware of their rights and advocacy and any concerns around child/adult safety, hazards and incidents are identified, reported, and managed. Communication with internal and external services involved with the client is an important factor.
- 3.9 We promote confidence, skill building, independence, quality of life and inclusion within their whānau and the wider community. The team meets face-to-face with clients at least once a week.
- 3.10 In addition to the above team Visions also have the following roles in our Social Services Team – Family Harm Practitioner, Family Harm Practitioner, Cultural Advisor, 2 x Gang Liaison Officers, Recruitment and Training Officer, Housing Navigation Team. Outside of Social Services Visions also has a highly efficient Management team, Property Management Team and a Housing Maintenance Team. These teams allow Visions to remain with a client right through their housing and wellness continuum until they are at a point where they can be independent, achieving their goals, strength in the whānau and developing strong, safe, and sustainable habits.

4 Visions of a Helping Hand - Contracted Emergency Housing Sites

4.1 **Union Victoria Motel** - situated at 26-28 Victoria Street, Victoria, Rotorua with 4x 2-bedroom units, 4x 1-bedroom units, 12x studios.

4.2 **Alpin Motel** - situated at 16 Sala Street Whakarewarewa, Rotorua which caters for families within the forty (40) self-contained family units.

4.3 **Emerald Spa** - located at 280 Fenton Street Rotorua with 29 units available.

4.4 **Pohutu Lodge** – situated on Meade St, Whakarewarewa Rotorua. This is a whānau motel with 4x studios, 1x 3 bedrooms, 8x 2 bedrooms.

4.5 **Newcastle** – situated at 18 Ward Ave, Fenton Park Rotorua. This is a whānau motel with 15 rooms.

4.6 **Malones** - situated at 321 Fenton St Rotorua with 18 rooms for whānau.

4.7 **Lake Rotorua** – situated on Lake Rd with 38 rooms for whānau.

4.8 Visions Contracted Emergency housing sites are homes to families with the additional benefit of Visions wrap around supports.

4.9 **All onsite Visions' support workers are qualified in their field of employment and speciality.** The specialist team are all qualified in their specific roles to address the underlying issues families are experiencing. The Social Service team has been formed by the close monitoring of incidents and the reoccurring concerns that arise for individuals and families. Visions also works within a Collective – Te Hau Ki Te Kainga and accesses external services that can meet the needs of families. Visions is continuously networking to ensure families are being provided a high standard of quality care. All support service staff hold qualifications and experience that are fit for the job role. They are all trained by qualified senior staff members that have extensive social and health services experience. All staff have a background working in the social and health sector where their skills can be transferred effectively when working with families in CEH. All staff are paired and work in a team, there are no lone workers.

4.10 **We employ a team of qualified social workers who specialise** in Mental Health, Drug & Alcohol Addiction, Family Harm and Domestic Violence and Counselling as well as a Recruitment and Training Officer

who has over 30 years' experience in this field. We also have access to an on-call nurse from Ngati Pikiao.

4.11 **Visions employ a Cultural Advisor**, who offers Te Reo, Karakia, Waiata and ensures the staff adhere to the Treaty of Waitangi by enhancing and putting into practice the values of partnership, participation and protection.

4.12 **Visions has a Housing Team** to house our housing ready clients. The Housing team is made up of Property Managers and Housing Navigators, offering Transitional Housing and then permanent housing.

5 **Triage**

5.1 **Triage** - All clients participate in the triage process with Te Pokapū. Once they are referred to Visions the client is allocated to a room that is suitable to the capacity of their family. Visions' referral hub assesses that the environment, surrounding clients and the community is suitable for the family (see expansion of this below). The rules of stay are discussed thoroughly. All Visions' managed sites have a zero-tolerance policy for alcohol, and illegal drugs and behaviour. These rules are stated in the intake forms and agreed to before entry to CEH. If these rules are not followed a breach letter is given to the tenant. If there is medium to high severity of use the client is referred to the Visions mental health and addictions team. The plan is closely supported and monitored by the onsite Social Service team.

5.2 **Considerations taken when deciding whānau placements -**

- Whakapapa (i.e., the people who whakapapa to Whakarewarewa are often placed in Pohutu pending availability)
- Number of people / beds and rooms
- Play space for tamariki
- Rapport with Visions or support worker (on a particular site)
- Specialist services provided by Visions such as mental health, elderly, or youth
- Other whānau / relationships / connections onsite, both positive (i.e., support) and negative (i.e., conflict).
- Location (considerations for school, work, transport considerations etc)
- Age and stage of children
- Likely length of stay (is the duration known)

- Distance to Security (taken into account for instances such as any protection orders or safety risks that may be in place)
- Suitability if clients need support from whānau or external providers to come onto site. These visitors would be approved prior via our “Special Visitors Approval Process” and Security would be advised accordingly of the days and times these visits are allowed to occur.

5.3 **Actions taken when presenting a potential unit to whānau -**

- Show them the unit (walk through)
- Review and discuss with the whānau
- Regular meetings to ensure ongoing suitability
- Whānau would be moved if it was no longer suited to their needs

5.4 **Steps and assurance made by Visions taken so that overcrowding is minimised.**

This is not a cookie cutter approach, we take into account, ages of tamariki, gender of tamariki, sibling relations, living area sizes, motel manager guidelines. In some instances, we can utilise adjoining rooms, but we would avoid this option where smaller tamariki are involved due to additional hazards to monitor such as extra bathroom/kitchen etc. The entire whānau make-up is considered with every placement and referenced with room configurations. This is not done on a square meter calculation due to looking at the holistic makeup of the whānau and their specific needs. This a complex process with client wellbeing, health, and safety at the forefront of each decision made.

5.5 **Access to play space for tamariki.** At some sites where there are not private or open spaces for tamariki we block off part of the car park and have provided doll houses, bikes, and scooters for tamariki to use.

5.6 Visions is not able in all cases, to accommodate all needs because of availability constraints. For example, a whānau with young children may need to be put in a unit with little play space. All attempts to ensure tamariki of all ages and stages are engaged in age-appropriate activities. These activities will often include “life skill” tasks and projects such as cooking, building planting and maintenance of onsite maara kai. Frequent use of the varied village facilities is made (large grass areas, communal kitchens etc) and we often have Visions CEH tamariki from other sites engage in these activities, so they gain skills, build positive relationships and in turn support networks as well as having fun.

- 5.7 When a site and proposed unit is presented to clients, we ensure that all factors such as aged, based suitability for tamariki both inside the unit, the wider site, and the surrounding areas especially where reserves and other public spaces are available to use. We are always encouraging of tamariki to engage in offsite activities and engagements and Visions works actively with whānau to ensure this occurs and is ongoing.
- 5.8 This includes regular outings excursions particularly during the school holidays so the tamariki and parents can access and appreciate some of the natural environments that are available in Rotorua – e.g., Rangatahi cycling in the Redwoods.
- 5.9 Every motel has a playground and or park within walking distance. Carparks are not encouraged to be played on so Visions staff motivate and encourage parents to use this parks to engage with children. Where possible we have fenced off and created areas for children to play. Most Motels have a playhouse area for the children to use. Carparks are controlled by Security and Social Workers to ensure that parents do not allow tamariki to play and the drivers are mindful of the children on site.
- 5.10 All sites are fitted with “slow vehicle” signage. Social Workers actively encourage parents to access educational opportunities particularly pre-schools and kohanga reo for tamariki which means they are not on site all day and allows parents to attend courses or go to work and children are having active play all day.
- 5.11 **Examples of innovative solutions where we have met the needs of whānau**
- Installation of baby safety gates
 - Giving whānau two units
 - Providing alternative play spaces
 - Encouraging whānau (particularly our elderly) to have medical alarms and making exceptions such as allowing a family member to visit
- 5.12 **Consequences** – If the rules of stay are not adhered to, the Social Service staff issue the client a breach letter and establish a plan with the client to decrease the risk of the unacceptable behaviour occurring again. Onsite laundry services available, Visions also has a commercial laundromat for clients to access in town free of charge.

- 5.13 **Issues / incidents** are followed up by social services and from information gathering further action can include hui, care-plan and or breach. Clients are given a Welcome and Information booklet outlining the conditions of stay and includes complaints procedure.
- 5.14 **We take a preventative approach rather than reacting to issues.** In this regard, we arrange to sit down with our clients in a one-on-one meeting setting and try to plan how to mitigate these issues and to contain them from building. If the plan does not work, we schedule another meeting with them and try see if there is another approach that would work better. While this is happening, we breach our clients if any of our rules are broken or if the safety of themselves and our other clients are compromised. If all else fails, we arrange to meet with Te Pokapu and the client so that we are all able to see what alternatives are available and best suited for the client.
- 5.15 **Each staff member is monitored** to ensure they are providing adequate and effective services to the families they serve. A goal plan is established with all clients. There is a major focus on connection to self, family and community which increases the opportunities to housing, employment, and independence. The Social Service team supports the client to achieve these goals with achievable steps. These are client centred goals that help the client to become self-sufficient and independent. Visions accesses internal and external community services that will benefit the client and are agreed to by the client. These goals are reviewed every 12 weeks or as the client sees fit. Social Services encourages the client and instils belief and confidence. There is a team of two social service members available at each Visions' site.
- 5.16 **There is also a specialist team** who address any concerns that arise with family violence, mental health, addictions, cultural support, or gang conflict. If an incident arises within these areas the specialist can offer another layer of specific support.
- 5.17 We have clients that have come in with substance addictions, who have no supports have gained supports and life skills through Visions and through the motel have connected with other clients and gained lifelong supports. Recovered from their addictions and got long standing supports set up through Visions, but also gained long standing supports from each other.

- 5.18 **We have assisted to change lives by** supporting people to recover from addictions, assisting people address their finances with a community budgeter linked with Visions. With the assistance of our specialist and outside services we have assisted people to recover from previous trauma they have experienced in their lives. We have assisted people to gain employment, build positive relationships, gain employment, gain housing. Education through our programs teaching life skills, linking them up with services for their ongoing needs. I am honestly proud to work for Visions in making a difference in people lives through all the supports we have to enable them to achieve a better life's path.
- 5.19 **Visions has created many programs for CEH residents** staying within our managed sites which include learning to cook and cooking on a budget. Our Preparing for Housing and Future Focused programs teach our whānau independence and interdependence. Internal groups are facilitated within the motels. This includes Te Reo Māori, Tikanga, Men's Empowerment, Rongoa and a Rangatahi program.
- 5.20 **Rongoa** has been a huge success and has encouraged the whole of Visions (clients and staff) to go back to their roots of traditional healing. The preparing for Housing and Shaping your future – has shown to promote self-sustained living. Karate and CrossFit– Focus has been placed heavily on tamariki and increasing their activity and presence in community and having fun being a kid.
- 5.21 **Holidays and celebratory days** such as Father's, Mother's Day and Easter give opportunity for our families celebrate and participate in these events. Holiday programmes for our tamariki to have fun and socialise with their peers, importantly to create memories. There are whānau who take every opportunity to succeed. Services offered by Visions encourage whānau to be the best whānau they can be.
- 5.22 The facilitator also organises holiday programs every school holiday's such as movies, discos, craft activities to make memories for the children.
- 5.23 **The Social Service reporting system is monitored daily.** All engagement with clients is colour coded in the system. This shows a clear view on how many times a client is contacted face to face or via electronic device.
- Green – visited within 7 days

Orange- visited within 14 days
Red – no visitation for over 14 days

- 5.24 The expectation is that all clients remain within the green zone. the contact number for the Visions' Gang Liaisons and direct links to the Police. Visions Navigators are also being enrolled in de-escalation training.
- 5.25 **We often refer to sites as “Villages”** due to the sense of community tenants have built with one another. This village living enables clients to be supported by many, across multiple facets of need in both a giving and receiving sense.
- 5.26 **Visions' Motel operators** have received the suggestion to remove the “Motel” signs at their property and subsequently have agreed to remove the vacancy and motel specification signage. All cones have been removed from all Visions' managed motel sites and all temporary fencing has been replaced with permanent fencing. Visions has provided plants and planter boxes for sites that needed Security and privacy alternatives and landscaping enhancement. There are dedicated, onsite play areas for children at the motel sites that have safe spaces for activities. Parents must always supervise their children. If a child enters the premises after hours the social service team will meet with the family to discuss the importance of children being on the premises for their safety. For all other sites, Social Services Team have information for tenants on the closest parks and free outdoor activity areas, within walking distance.
- 5.27 **The motel staff focus on ensuring the rooms are up to standards,** proving housekeeping service and available to address any issues relating to the room ensuring smooth stay for the residents living in the motel. The social service carries out weekly room inspections to ensure the rooms are maintained in a healthy standard and to see any maintenance works needed.
- 5.28 **Visions has employed a Recruitment and Training Officer** who is dedicated to all Visions tenants in supporting them to find work and overcome any pre-employment barriers, as well as post-employment follow-up. We are working towards our Recruitment and Training Officer to be connected to the business community and be widely promoted as an option for employment vacancies. This would provide a local solution to a

local problem. Visions has formed relationships with external employment agencies who send us employment vacancies regularly.

- 5.29 **The Gang Liaisons and the Social Service team** meet with all gang affiliated members before entry to CEH. Placement by Te Pokapū of gang members to CEH is carefully triaged to ensure there is no cross-over of mixed gang affiliations at any site. Gang members must not display any gang regalia at Visions' managed sites. Visions also employs two full-time Gang Liaisons.
- 5.30 **Visions does not allow any unauthorised visitors onsite.** Before authorisation is approved the person must meet with the Social Service team. Approval will only be granted if there is a valid reason for visitation such as helping with a new-born child or a family member experiencing high levels of grief. This is a case-by-case assessment depending on the situation. If the visitor is approved, they must agree to, and sign the rules of stay. A plan will also state the days and times the person can visit.
- 5.31 **The client data sheet** is updated daily as families enter and exit Visions. This data sheet states the number of families and calculates the number of adults and children at the site. Visions will not over fill a room beyond the room's capacity as this is a health and safety risk. Visions does not subdivide any rooms. Each unit has their own facilities and are not filled over and above the legal capacity. Each unit has one vehicle and one carpark available to each unit.
- 5.32 **Sites must meet the FENZ criteria and insurance is managed by the motel owner.** Visions onsite Social Services staff are required to have a sound understanding of the Site Management Plan and ensure that they are following the rules laid out within, as well as Security, tenants, and management. SMP's are currently in review and will be reviewed once every six months following.

6 Visions After Hours Service

- 6.1 **Summary** - Visions of a Helping Hand provides an afterhours service to support various agencies outside their opening hours for community members within Rotorua. Visions fields and supports on average 80 calls per month from these external sources. The service operates as per the below:

- 6.2 **Monday to Thursday 5pm to 8.30am** - One Visions Social Worker is available to Visions Roaming and Static Security to provide guidance and oversight of tenants and any emergency placements.
- 6.3 Visions provide two (2) x 24-hour Emergency Beds for any after-hours emergencies in the Rotorua area. The main community referrers are Police, MSD, Woman's Refuge, Oranga Tamariki, as well as self-referrals.
- 6.4 Roaming Security receive after hours 0800 4 VISION phone calls. Security will call the after-hours Social Worker if their input is required. Social Services must always be available to support Security.
- 6.5 **Weekend Shift – Friday 5pm to Monday 8.30am** - One Visions Social Worker is available via phone and face to face, from 5pm Friday to 8.30am Monday.
- 6.6 At the beginning of each 8-hour shift, the staff member drives to all Visions motels and check the incidents and logbook. They attend any incidents that need to be Social Services support; if they are high risk, a call to the Security Truck is made and request for them to attend.
- 6.7 A Social Worker is based at a Social Services office for the duration of the shift. They are available via phone at all times.

7 Emergency Placements

- 7.1 Emergency Placements rooms can be accessed for any referring agency e.g., Police, MSD, Woman's Refuge, Oranga Tamariki, as well as self-referrals:
- 7.2 Emergency after-hours placements - only a short-term placement, they must organise further accommodation through Te Pokapu the next morning
- 7.3 These emergency rooms can also be used if current tenants need to be separated.
- 7.4 Visions assures that - Two emergency beds are always available. Name, date of birth and reason for placement are collected and Short-Term Stay Form is completed. Visions Referral Hub is informed of the emergency placement details. Food parcels are made available for anyone who requires.

8 Hardship Packs

- 8.1 Visions provides hardship packs consisting of non-perishable food items and baby products (including nappies, wipes, and formula) if needed
- 8.2 These packs are available to all Visions and the providers within the collectives' clients.
- 8.3 Anyone suffering hardship or facing circumstances where they cannot purchase kai is entitled to one of these packs. Last financial year we supplied 651 hardship packs to whanau. This kaupapa is 100% funded by Visions.

9 Additional Services and Support

- 9.1 Last financial year, Visions provided:
- 9.2 Support to 289 whanau, support to 3284 tamariki, 160,273 bed nights and were open 365 days a year.
- 9.3 Last financial year Visions provided transport for 115 children per day to school, paid for 96 birth certificates for clients, and 325 Christmas presents to tamariki.

10 Complaints Procedure

- 10.1 Visions has a complaints procedure that the community can access if they have concerns regarding the management of the site and community. The Visions website has a phone number and email address where the community can send complaints and ask questions. These are answered in a timely manner.

Visions of a Helping Hand Charitable Trust



Feedback & Complaints Procedure

Visions of a Helping Hand is committed to ensuring that everyone who is employed or engages with the organisation can have their concerns heard, addressed and resolved with positive outcomes for all relevant parties. Visions encourages and learns from feedback of clients, tenants and other stakeholders.

Dealing with these in a positive and constructive manner will help to maintain a harmonious environment and uphold health, safety and wellbeing for everyone.

In general, if you are unhappy with the other clients, tenants or our service, we invite you to speak to a staff member we will address any complaints and aim to resolve them quickly. We hope this will result in improved service, processes and overall client satisfaction.

Your Rights and Obligations when raising a Complaint

You have the right to make a complaint, and to be treated respectfully and fairly during the resolution process. We value your feedback and are committed to resolving your issues in a fair, timely and efficient manner. It is the obligation of all parties to maintain confidentiality as the matter is being resolved, particularly if it involves another client or tenant.

Complaints Handling Procedure

This procedure will ensure complaints are dealt with the same way, every time. Your complaint could include the following steps.

1. Raising the complaint

Bring the matter to the attention as soon as possible to a Visions staff member such as Social/Support worker, Navigator or Management. This can be done either verbally, written, utilising a Visions Feedback/Complaint Form or via an external support person. These should be raised as soon as possible of the incident occurring so that all parties can best try and resolve the issue. Any matters not raised within 30 days of the incident occurring will be considered on a case by case basis. If the staff member is able to resolve the matter, then no further action is taken. If the complaint is not resolved, it will be referred onto the relevant Service Manager.

2. Immediate Escalation

If the matter is of extreme severity an escalation to the CEO and/or Board of Trustees will be made. This is to ensure the matter is dealt with in a rapid, effective and suitable way.

3. Record details of the complaint

Your complaint will be recorded in detail to ensure we understand exactly what the problem is. We are obligated to keep records of all complaints securely stored.

4. Getting all the facts

To ensure that you are understood, we require the details of the complaint i.e. date, time, person/s (client, tenant, staff, service provider, participant or contractor) and location (shelter, drop-in centre, vehicle, excursion or other). We will ask you for a

Policy: Quality – Feedback & Complaints Procedure
| Created & Authorised: Visions of a Helping Hand - CEO |
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written account of what happened – you are welcome to write this yourself or have a staff member record it for you.

5. Discuss options for fixing the problem

State what you would like to happen; it could be a repair, replacement, refund, mediation or apology.

6. Act quickly

We aim to resolve the complaint in a timely manner, and you will be advised that complaints that are received will be resolved within 10 days from receipt. You will be informed if there are any delays in resolving your complaint.

7. Outcomes and Actions

You will be informed of the process outcome and any actions taken. You are welcome to bring a support person to any meetings held.

8. Follow up

You will be contacted to find out if you were satisfied with how your complaint was handled and what we are doing to avoid the problem in the future.

9. Administration

The complaint will be referred to the Service Manager or other delegated authority for sign off when the matter has been resolved. A copy will be filed in the complaints register. Any documentation will be stored electronically for audit and quality improvement purposes.

If your complaint is not resolved or is of a severe nature, you are welcome to write to any of the below:

CEO - Tiny Deane
Visions of a Helping Hand Charitable Trust
320 Malfroy Rd, Rotorua
info@visions.org.nz

The Chairperson of the Board
Visions of a Helping Hand Charitable Trust
320 Malfroy Rd, Rotorua
info@visions.org.nz

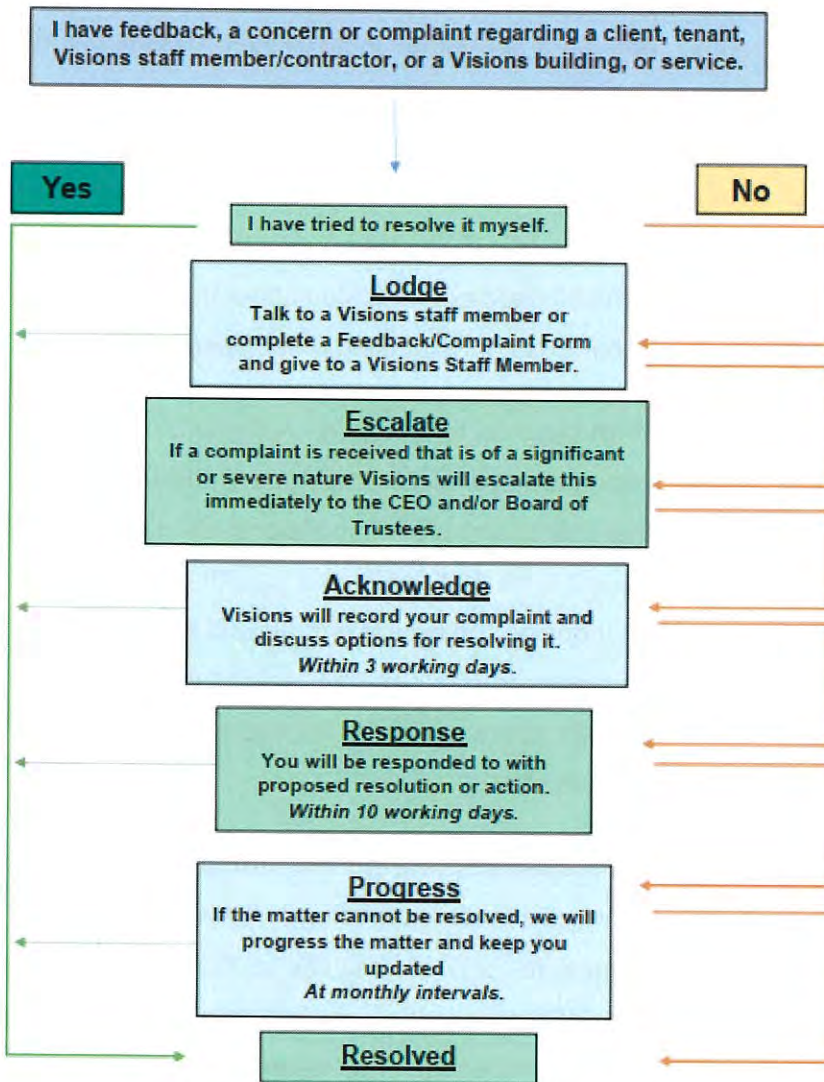
Health and Disability Commissioner – 0800 11 22 33 – Email: hdc@hdc.org.nz

We encourage clients and tenants to provide feedback and complaints to give us the opportunity to resolve them and improve our services.

Our procedure is included in the **Welcome Pack**. The Feedback and Complaint and Form is available at Vision's offices and a Social Worker is available upon request.

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Feedback & Complaints Handling Procedure Flowchart



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11 Cultural Effects

- 11.1 Clients are 100% aware they are not allowed to loiter out the front or rear of the sites. Social Workers and Security monitor this on an ongoing basis and are certain that this activity does not occur.
- 11.2 Often Emergency Housing or homeless people are mixed up with people who reside in Contracted Emergency Housing, causing a skewed reality

and diminished reputation for our CEH whānau who are working hard to rebuild their lives and move on from CEH.

- 11.3 We have previously conducted a holiday programme that including going to the Te Puia site and used this as an opportunity to educate tamariki and learn about their local villages and history. See reporting from this excursion below: “Wednesday - We completed a 2 1/2hr tour at Te Puia. Our tamariki were able to prepare and see where their hangi was going to be cooked. They learnt about our whenua, geysers, carving and artwork. We found Te Puia was an important place to take them as some of our tamariki were not educated about the villages surrounding them and the importance of respecting these spaces”
- 11.4 **With regards to trolley’s** - A Social Worker is available for trips to the supermarket when clients need. In addition, due to the community feel that has been built within Visions villages, clients that have cars will take other clients that don’t have cars to the supermarket. We monitor any sign of shopping trolleys on and around sites very rarely do they appear. Often they appear from non-CEH sites, regardless of where they come from we take an active approach to have these returned to the respective supermarket.
- 11.5 **Immediately following the Sunday Broadcast for a period of 3 days** some clients were standing at the front of the site. They did this in a manner to “protect” their site as they had many people driving past the site yelling profanities and had witnessed people pulling in and out of the Deane’s driveway. They were outside to keep an eye on and monitor this activity.
- 11.6 **Clients are educated at intake and when they get inducted to site.** This also includes the clearly defined boundaries to ensure tamariki are safe from risks around the site.
- 11.7 **Whānau have regular outings to nearby playgrounds;** kids ride their bikes there and often many whānau will go together to socialise and build their communities.
- 11.8 **Future Planning** - A panui will be going to all Pohutu residents and will talk to the importance and mutual respect of the Te Puia site. We would like to initiate a line of open communication with a – dedicated contact

from both Visions and Te Puia. Visions contact will be available 24/7 for these calls. It would be appreciated if Te Puia become aware of anyone entering their site or displaying unsavoury behaviour – alert us so we can investigate and mitigate. Especially when there is potential risk to tamariki. We would also like to engage with Te Puia around opportunities for tamariki to be educated on their surroundings and we would appreciate their support in commencing such activity We will continue to run school holiday and ongoing programmes, to develop opportunities to educate and partner with Te Puia.

- 11.9 **Response from Māori Liaison Cultural Advisor for Visions of a Helping Hand.** “As a descendant of Te Arawa, and a person who has worked within the Māori community of Rotorua for the past 17 years, I believe gives me some validity to respond to issues raised regarding the Contracted Emergency Housing, more so CEH by Visions of a Helping Hand. One of my roles within Visions of Helping Hand is to teach our whānau and staff Te Reo Māori me ōna Tikanga, also the history related to Te Arawa and our people. Through education we also discuss the importance of wāhi tapu, the care and respect that is required for these significant places. There are several people living within CEH that are Te Arawa descendants, also several that whakapapa to Ngati Wahiao, Tuhourangi. Although CEH is not ideal, at this point of time it is the current solution to housing our people. There are plans and processes in place to help our whānau into transitional housing and then through to community housing. Another part of my role is to work with our at risk rangatahi within CEH. We offer a program for our rangatahi called Tama Tū, Tāne Ora. Its purpose is to mentor young males and to instil the values of identity, self-worth, respect, integrity, dignity and leadership. The program has Kaupapa Māori focus where the rangatahi learn mau rākau and haka. We also look to get involved within the community. We have been in the Whakarewarewa forest to do mahi in there. We will be working to develop relationships with Tuhourangi, Ngati Wahiao, Whakarewarewa village and Te Puia and bring our rangatahi to help clean around the village, pick up rubbish, learn about the area and take on a kaitiaki role where they can educate others about the importance of such areas”

12 Security

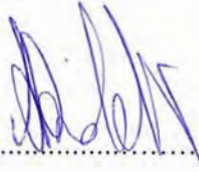
- 12.1 All Security officers are Police Vetted and carry current COA's 24-hour Security is stationed within an office that has a clear view of tenant rooms and the motel entrance. All Security rooms have motel site cameras which are also monitored by the Security guard on shift. A roaming Security vehicle with two officers are available to all sites 24 hours. Security is available 24 hours, seven days a week. All Security officers have been through de-escalation training which includes learning how to handle intimidation and interference. They have access to the contact number for the Visions' Gang Liaisons and direct links to the Police. Visions Navigators are also being enrolled in de-escalation training. Visions supplies on-call Social Services support through the weekends from Friday 5pm to Monday 830am. The Police must still attend events that require their intervention as this is a part of the legal process. The on call Social Services will meet with the family and assess what intervention is required to maintain safety. On Monday a thorough handover is sent to the onsite Social Service team who follow up with the family for further support. All new staff are Police vetted at the point of application and employees are required to present proof of qualification before employment commences with Visions.

13 How would residents fare if it wasn't for CEH

- 13.1 With the example of a domestic violence situation if there wasn't CEH there will be no escape for victims. Or situation where the landlord has evicted a family and if there wasn't CEH the family have nowhere to go. Or a situation where an elderly man who is not critical enough to go into a rest home and not able to afford a rental and if there wasn't CEH he will have nowhere to go. This is just some of the backgrounds of the people who come into CEH. Homelessness could cause mental, health and physical issues, poverty.
- 13.2 The service is helping the residents to move forward. The prime aim of social service is to make the residents house ready and move to houses. There are often underlying issues which have not been addressed before. This includes domestic violence, mental health, AOD use, employment, budgeting, and social service work with residents onsite to make changes in their life and move forward. Social service believes in residents' ability

to independently do things and social services guide them in the right direction to achieve their goals.

Date: 12 October 2022

 P.P.
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Sarah Isaac

