

# Chairpersons Annual Report for January 1 to December 2020

## Annual General Meeting

13 April 2021

### Introduction

It is with pleasure I present this report as Chairperson of the Alpine Community Development Trust (ACDT) for the 2020 year. This is the 18<sup>th</sup> year of the ACDT domiciled in Wanaka

### Overview of the year 2020

This year 2020 will certainly be one that we will all remember. The year started quietly with the staff of ACDT settling into their new offices at the Community Hub and adapting to a new way of working. The opportunity to liaise with the other social service providers who are also tenants at the Hub was greatly appreciated and I would like to thank these tenants for the considerable support they have given ACDT over the past year. Someone has always been available to help when we have had clients in need of urgent support. The year totally changed for all of us in March with the level 4 lockdown for COVID. The Hub was closed and we needed to work out very quickly how we could deliver a service without being available for face to face contact. I would like to thank our staff Kate Murray, Kathy Dedo and Nova Knippers for the amazing work they did during lockdown, without thought to their regular hours of work. Things changed very quickly in those first weeks of lockdown as everyone was feeling their way and trying to find solutions to the many problems that were constantly arising. Kate and Kathy took lead roles for the Wanaka region and took part in multiple conference or zoom calls every day. Alongside this Nova answered emails and phone calls from people contacting Community Networks. I am extremely proud of the work that Kate, Kathy and Nova did during this period.

We had to find a new way of working for the Food Bank as we were unable to handle food parcels and we introduced New World vouchers following these being used by QLDC, Civil Defence and Red Cross during lockdown. A voucher continues to be supplied for the purchase of fresh food alongside the canned and dried goods in a food parcel.

Following on from the Level 4 lockdown, we entered a post pandemic period with increased numbers requiring help across all sections of our organisation – food bank, counselling, budgeting, and financial aid. These increased numbers continue and consequently, ACDT has been reviewing all of its services to ensure we are meeting the needs of the Upper Clutha region and that we are appropriately staffed to deliver these services.

### Strategic Planning

The 2020 year has been a year of considerable challenges for ACDT. While the strategic planning process was largely completed in 2019, there was considerable work required to convert the strategic planning document into an operational plan. I would like to thank Kate Murray and Kathy Dedo for the work that has gone into producing a document that not only reflects our strategic plan, but also covers our day-to-day operational plan. This document has become our ongoing work plan and is presented in an updated form at each trust meeting.

## Community Hub Premises

The early part of the year started with Community Networks and LINK settling into their new premises at the Community Hub. The move to the Hub has been more challenging than we had anticipated. ACDT has been used to having its own premises, albeit much smaller than those of the Hub. Planning for office space and food bank space was done some years ago in the early stages of the design phase for the Hub. Since that time, there has been considerable change at ACDT with LINK becoming part of the operations of ACDT, additional staff being employed and growth in the food bank. The move to shared office space for our own staff and shared building space for the Hub as a whole has taken some time to work through. The close communication between Kate Murray as Community Networks manager and the Front Receptionist has been reduced in the Hub and has necessitated a new way of working. Feedback from clients has raised some concerns with the public nature of the Hub when accessing services such as the Food Bank and Social services. Work has been undertaken to address these issues where possible.

## Financial Position

The ACDT presents the financial statement and financial performance for the 2020 year. Many thanks go to treasurer Peter Humphries oversight and judicious management of the finances and management of the bulk funding received for projects.

Peter has been supported by the Finance and Funding committee and more latterly by Glynis Woodrow who has taken a position of Management Accounting Services with ACDT.

The ACDT is grateful to FINDEX for enabling Peter to take the time to manage our accounts and attend Trust meeting

## Funding

As always Community Network/LINK would not exist without the strategic investment of our funders and the public who donate to our various projects and services. The ACDT is committed to recognising the investors and ensuring funding is used wisely and to the full benefit of the people of the Upper Clutha.

In addition to our usual funders, ACDT has received substantial funding for the Ministry of Social Development, Department of Internal Affairs and Queenstown Lakes District Council. This funding has been as a result of the COVID pandemic with both the New Zealand Government and the District Council releasing additional funds to enable ACDT to support the Upper Clutha.

Our major funders for the 2020 year are:

| Operational                      | Project                              |
|----------------------------------|--------------------------------------|
| Central Lakes Trust              | Elsie and Ray Armstrong              |
| QLDC                             |                                      |
| Lottery Community                | Otago Community Trust                |
| MSD Heartlands                   | Queenstown Sky City Community Trust  |
| Graham and Olive Trust           | Rotary Club Wanaka & Aspiring Rotary |
| MSD Food Secure Community        | Foodstuffs                           |
| MSD Community Connection Service | Graham and Olive Trust               |

Total donations received from individuals and community groups increased from approximately \$11,000 ( 62 donors) in 2019 to \$120,000 (178 donors) on 2020. The average size of the donation increased from \$180 to \$1,542

### Food drive/Food bank

Following on from the difficult year with the COVID pandemic, it was decided not to undertake a food drive in 2020. The messaging around food donations has changed from a one-off food drive to a request to the Wanaka Community to donate food on a regular basis through out the year. Alongside this, advertisements for the food bank have encouraged people to use the food bank, leaving their cash for bills such as rent and power.

### Staff and Volunteers

It has been a year of change for the staff and volunteers. With the move to the Hub and then the closure of the Hub during the Level 4 lockdown, the roles of the volunteers on the front reception desk became unsustainable. Unfortunately, we had to dispense with the services of these volunteers. I would like to thank them for the considerable hours they put into their roles with ACDT. We appreciated the work they undertook and the cheerful greetings they gave our clients. We currently have volunteers helping us with the food bank. I would like to thank them for the work they are doing. This work has increased substantially over the past year and is becoming increasingly difficult to manage in the small space we currently have for the food bank. We intend undertaking a review of this service in 2021.

Several new staff were appointed late in 2020 with Glynis Woodrow appointed to manage the financials and Kim Barker has been appointed the Community Networks Community Services Coordinator and Arda Booiman has taken on the role of casual receptionist.

We were disappointed to receive the resignation from Nova Knippers. We thank Nova for her work with Community Networks and wish her well with her new career.

### Trustees and Resignations

All current trustees have indicated they wish to continue as trustees for ACDT. I would like to thank them all for the time they put into the trust both at a governance level and at a more operational level as part of the ACDT committees. I very much appreciate the expertise that the trustees bring from their professional lives.

### Conclusion

ACDT continues in its governance role and in meeting its objectives, purposes and the spirit of the Trust Deed. With the continued growth of the Upper Clutha community and the post recovery from the COVID 19 pandemic, the need to maintain a flexible and responsive Trust continues to be at the forefront of the ACDT.

Raewyn Curin

Chairperson

Alpine Development Community Trust