



THE
CAUSE
COLLECTIVE

Getting to the Heart
of Social Change





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Contact Details

The Cause Collective

13 Ronwood Avenue Manukau

PO Box 276002, Manukau Auckland 2241 New Zealand

Ph: +64 9 869 2433

Em: info@thecausecollective.org.nz | **Wb:** www.thecausecollective.org.nz

Content

Chairman's Letter	3
Chief Executive's Report	7
Who we are	11
What makes us different	12
Our Vision	14
Our Purpose	15
How we do that	17
Our Vision, Our Mission, Our Values, Our Ultimate Goal	18
Our Strategic Goal	19
Our Board	21
Our Initiatives	22
Indigenous Systems Return	25
Do Good Feel Good	29
One Love South Auckland	33
Healthy Families South Auckland	37
Workplace Wellbeing Ecology	43
Nga Vaka o Kāiā Tapu	45
Prepare Pacific	49
Financial Overview	53



Chairman's Letter

Uluomatootua Saulaulu Aiono ONZM



In Aotearoa New Zealand the Minister of Civil Defence Peeni Henare declared a national state of emergency on 25 March 2020 at 12:21pm. New Zealand entered Covid-19 Alert Level 4, the most restricted level, at 11:59 pm. Everyone was required to stay home. Exemptions applied only to people in a very small number of designated essential services.

Without hesitation our CEO Rachel Enosa and The Cause Collective (TCC) Board overturned all the organisation's priorities. It was clear that this deadly infectious disease required real time data to effectively measure and anticipate infection rates, community transmission, triage scale, lockdown breaches, privation, and unmet need.

As a result, Covid-19 has further entrenched TCC's core concept: getting to the heart of social change. At the heart is an individual – adult; child; resident, ratepayer, voter, citizen, immigrant, visitor. Covid-19 has forced individual and collective social change at all levels, all ages, all ethnicities, and social groupings.

Soon after, the Northern Region Health Coordination Centre (NRHCC), had enlisted TCC to support with Pacific community communications, behaviour change and insights workstream. The NRHCC is made up of district health boards (DHBs) and is chaired by Counties Manukau DHB CEO Fepuleai Margie Apa.

This resulting contract has enabled TCC to keep Pacific communities and providers updated using both retrospective and real time data.

Although TCC staff had to work from home during Alert Level 4 lockdown, one or two were able to return after New Zealand moved into Alert Level 3 lockdown on 28 April 2020 at 11:59pm. Stringent social distancing rules applied. These were relaxed when NZ moved to Alert Level 1 at 11:59pm on 8 June but reimposed at 12:00pm 12 August when Auckland moved back up to Alert Level 3 with the rest of the country shifting up to Alert Level 2.

As forecast in my Chairman's letter last year TCC began collecting data in February in several streets in Te Wiri (Wiri). This



Otara Town Center



launched another area for our One Love initiative, created in 2018 by TCC field work in four foundation streets of Māngere. TCC collects data from its resident partners which marks the first ever deployment of demand aggregation data collection in New Zealand. Using this data TCC surveys and estimates unmet needs in households on the designated Māngere and Wiri streets. TCC's demand aggregation platform will continue in development and deployment for progressively larger cohorts of the community.

We are delighted to report that TCC's design, development, implementation, and deployment of its Workplace Wellbeing Ecology approach has been highly rated in an independent review. Conducted by Mr Gareth Chaplin, Principal Economist, at the NZ Institute of Economic Research (NZIER), the review identifies outstanding gains at dairy giant Fonterra's Takanini plant. This is important for TCC and its funders because effective social change must make a difference in the workplace - a primary lifetime locality and environment with multiple downstream consequences for staff social cohesion and family participation. The NZIER report suggests insightful improvements for TCC's approach will help to incorporate and generalise TCC's Workplace Wellbeing Ecology useability for a wide range of workplaces and organisations.

CEO Rachel and her amazing crew have continued their work and negotiations for projects with the Ministry of Social Development (MSD), Accident Compensation Corporation (ACC), Ministry of Health NZ, and the Ministry of Business, Innovation & Employment (MBIE). The MBIE project for Pasifika work skills, young entrepreneurship and micro-credentialling is a substantial

initiative over four years. Covid-19 recession, economic hardship and wide unemployment makes the MBIE project critical. For this reason, we aim to report strong progress by this project in our next annual report.

Covid-19 has presented us with incredible challenges. Once in a lifetime, certainly, with lessons and questions which will last a lifetime. The TCC crew have been fast, responsive, compassionate and diligent in dealing with Covid-19's direct and indirect effects on stakeholders, providers and South Auckland communities. This star performance continues unabated. It has attracted the attention and approbation of senior Government Ministers and the Prime Minister.

Thank you to our Deputy Chair Dr Pauline Kingi CNZM; our Chairman Finance Audit & Risk Mr Leo Foliaki (PWC Senior Partner); and our Establishment Chairman Dr Siro Fuata'i. Thanks also to Alliance Health Plus CEO Mr Wayne Williams for his support and mental mileage. I also acknowledge Alliance Group CFO Mr Umesh Chandra for his financial management and general back-office support.

Mr Uluomatootua Saulaulu Aiono ONZM, Chairman



Chief Executive's Report

Rachel Enosa



When I welcomed back the team from their Christmas break in January, we talked about our aspirations for the next six months, as well as the start of a new decade, symbolising a new season for The Cause Collective.

Many of our staff talked about the organisation being ready to 'go public' about its work and that it was time to activate our advocacy mechanisms for equity and wellbeing in South Auckland. The Covid-19 global pandemic has had an unprecedented impact across society, particularly for Pacific peoples and South Auckland communities. On 23 March, the Prime Minister announced that the country would be going into

lockdown two days later in a bid to 'go hard and go early' to eliminate Covid-19 from Aotearoa. Then everything changed.

Truth is we had been monitoring the Covid-19 situation overseas since the beginning of the calendar year and had started scenario planning for Covid-19 in advance of the first lockdown. As we are not a frontline service, we decided our best contribution was to help inform Pacific peoples and South Auckland communities about what they should do to prepare to protect their families and help prevent the risks and spread of the deadly disease.

We started the Prepare South Auckland Facebook page and within the first week almost 8000 members had joined. In April, the Northern Region Health Coordination Centre (NRHCC) engaged us to establish a Communications and Behaviour Change workstream to help reach Pacific communities – the online platform 'Prepare Pacific' was created. From April 2020 to 30 June 2020 our online reach for the Prepare Pacific campaign was 1,201,756 with online engagements being 577,655. This far exceeded our expectations.

Our One Love South Auckland neighbourhoods started to provide feedback in real time about what was happening on the ground during the Alert Level 4 lockdown.



This information came from South Auckland neighbourhoods in Māngere and Te Wiri (Wiri) and was invaluable intelligence for government officials in Wellington to help inform decision making. The ability of the team to gather insights and our deployment of demand aggregation data will fundamentally change the way we gather insights across the respective teams. This will lead to a realignment of the organisation's operations to an integrated operating model and the introduction of an Impact and Evidence team planned for 2020 - 2021.

A personal highlight this year was that Nga Vaka o Kāiga Tapu (Nga Vaka), led by The Cause Collective, mobilised 1200 family violence workers and community advocates throughout the country to tackle increased family violence in New Zealand's Pacific communities during Covid-19 Alert Level 4 and 3 of the first lockdown. This included work to deliver radio programmes in eight different Pacific languages and using online forums to raise awareness about where Pacific families could get help and support for family violence. We also activated a network of practice for those who had previously completed the Nga Vaka training programmes.

While much of the mentioned work took part in the last quarter of the year it remains front of mind for our team. We are regularly asking ourselves, what is our greatest challenge in a Covid-19 operating environment? There are many but the one we find to be most pertinent to our work is stopping the system from reverting to 'thinking and acting' the way it did pre-Covid. Inertia is the enemy of social change because it keeps the complex tricky problems in place and hard to change.

Yes, the past six months has brought with it much disruption and change, but that is what The Cause Collective is built for – positive disruption and social change. While there are tough times ahead for Pacific peoples and South Auckland communities, we are focused on making sure that the opportunity to create the conditions for social change are not lost.

There are many organisations that have been critical to the work of The Cause Collective 2019 - 2020 and I wish to mention the Northern Region District Health Boards, Ministry of Health NZ, Ministry of Social Development (MSD), Ministry of Business, Innovation, and Employment (MBIE), Ministry for Pacific Peoples (MPP), Foundation North, Auckland Council, and Auckland Tourism, Events and Economic Development (ATEED). I also thank our community partners and in particular: Do Good Feel Good's 10 Youth SKWADS, One Love South Auckland residents, as well our Māori and Pacific provider network.

I also wish to acknowledge The Cause Collective Board and staff who have worked tirelessly to uphold our vision for social change – strong families, strong communities, living well longer - during times of great uncertainty and extraordinary change.

Rachel Enosa, Chief Executive



Malae Fesilafai hall on Trevor Hosken Drive, near Puhinui Creek.

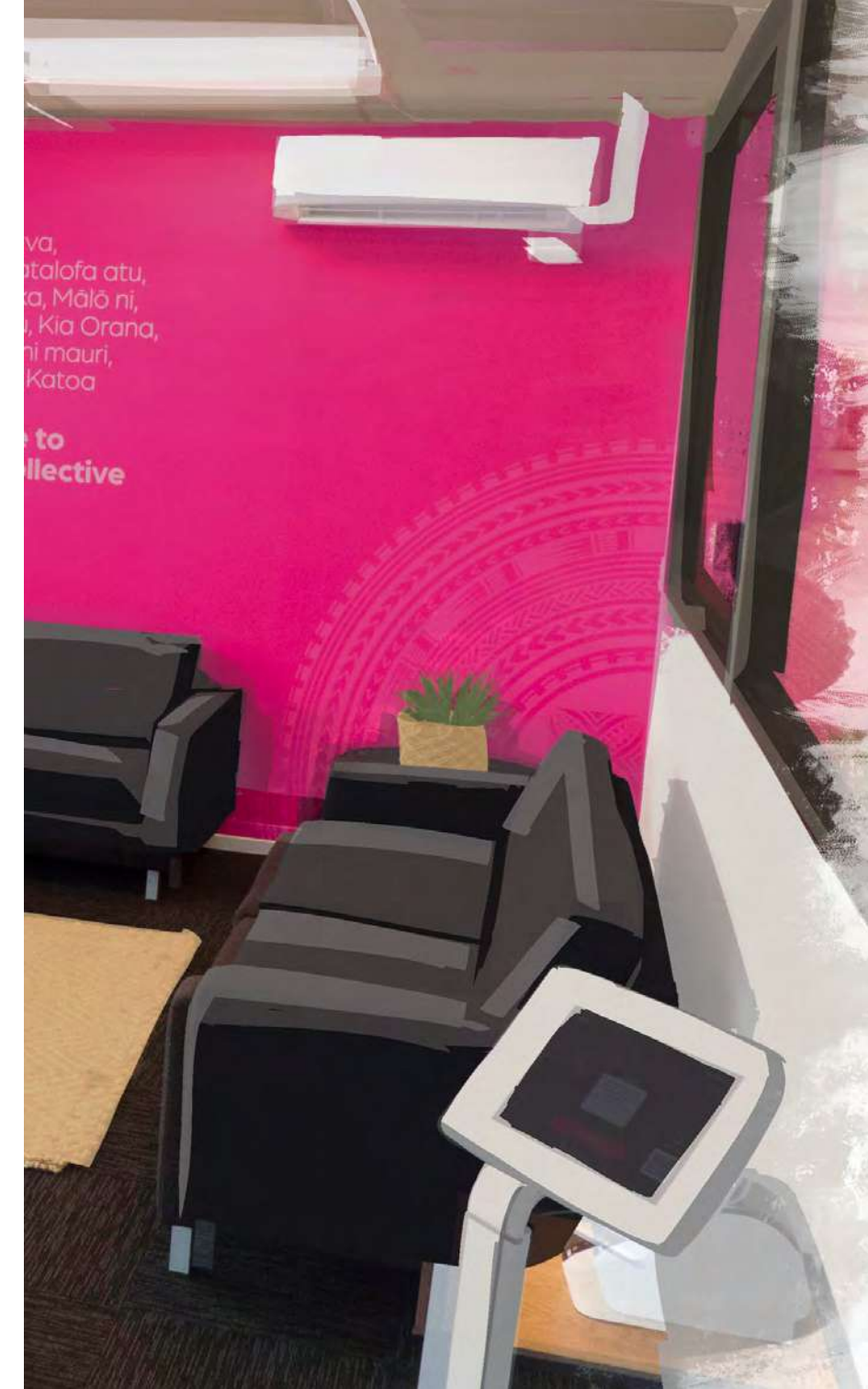
Who we are

The Cause Collective is a social change organisation focused on the wellbeing of Pacific peoples and South Auckland communities. Our approach to social change is underpinned by Pacific and Māori indigenous knowledge and prevention systems which guides our understanding of wellbeing.

We look at what is causing a complex problem to exist and why the problem is hard to solve. Often the problems are persistent and are passed on from one generation to the next -despite significant investment from consecutive governments into the problem. Examples of the type of problems we look at include alcohol-related harm, poverty, food insecurity, unemployment, and family and sexual violence. We work alongside the communities, businesses, organisations, and agencies that are most affected by a problem to create breakthrough solutions to disrupt the conditions holding the problem in place, and to prevent the problem being experienced by future generations.

Sometimes it takes a while to see change happen so telling stories of impact to keep people engaged in a social change movement is critically important. We do this by drawing on the lived experiences, data, and insights of the people we work alongside.

In our work we place value on the Tangata Moana relationship that exists between Tangata Whenua and Pacific peoples and support the aspiration of Mana Motuhake for whānau, hapu and iwi by working alongside Mana Whenua and Kaupapa Māori organisations.





What makes us different

We are a Pacific organisation: Our organisational leadership approach, values, philosophies, policies, and operating procedures are reflective of Pacific cultural contexts and worldviews. The Nga Vaka o Kāiga Tapu – Pacific conceptual frameworks which provide a blueprint for wellbeing guide our organisational culture and practice.

We work with demand-side evidence: We work to build real time data, insights, and evidence directly from the communities we work with to deeply understand complex problems.

We are committed to ambicultural practice: Our team is comfortable in traversing diverse Māori and Pacific perspectives – reweaving the dichotomies that exist within Polynesian cultural contexts to reach shared understanding.

We apply critical thinking: We apply the disciplines of critical thinking and the theory of constraints to identify the primary causes of complex problems.



Infographics based on surveys sent out to the community.



Our Vision

Strong Families, Strong Communities,
Living Well Longer

Our Purpose

To revolutionise the way social change happens for Pacific peoples and in South Auckland – inclusive of every individual, family, and community.



How we do that

1

We think differently

We think differently about complex problems and use social innovation tools, critical thinking, Pacific, and Māori cultural perspectives to get to the heart of these problems.

2

We design for experience

We accelerate the pace of change by designing, testing, and prototyping scalable breakthrough solutions to complex problems.

3

We backbone

We coordinate activities across system stakeholders, leaders, and partners to build momentum through a shared agenda for change, shared measurement, and evaluation systems, and by sustaining action through networks of practice.

4

We build capability

We strengthen the amazing human, social and cultural capital that exists among of Pacific people and South Auckland communities in support of self-determining families.

5

We tell stories

We tell stories that create momentum for social change and that advocate for equity and inclusiveness for Pacific peoples and South Auckland communities.

Our Vision

Strong Families, Strong Communities, Living Well Longer.

Our Mission

Purposeful strategies to meet immediate needs and provide pathways to aspiration for Pacific peoples and South Auckland communities.

Our Values

Honesty, Respect, Compassion, Courage, Service, Innovation.

Our Ultimate Goal

The organisation holds multiple work programmes that are implemented across various teams and contracts. Our work is organised across network of interrelated goals, actions, and measures with everything working towards the ultimate goal of:

Pacific peoples and South Auckland communities living their 'best lives' now, achieving their aspirations for good health, social, economic, and environmental wellbeing - while contributing to a thriving Aotearoa and preparing for the generations to come.

The Ultimate Goal has been determined by understanding the cause and effect relationships across the multiple work programmes and how each team and contract goal is working towards achieving one common goal.

Our Strategic Goals

People

By 2030, Pacific peoples and South Auckland communities are confident to help themselves, and to also help others to achieve their aspirations.

Place

By 2030, those families most in need will benefit and thrive from the social, economic, and environmental uplift of South Auckland.

Experience

By 2030, the true level of unmet demand, the preferences, and the opinions of Pacific peoples and South Auckland communities will inform policy development, system design and service planning.

Our Board



Uluomato'otua Saulaulu Aiono ONZM
Chairperson, BSc, MBA



Dr Pauline Kingi CNZM
Deputy Chairperson, BA Dip Criminology, LLB, MLaw
(Harvard), Hon Doctorate (AUT)



Mr Leo Foliaki
BCom



Dr Sirovai Fuata'i
MBChB (Otago), Dip Obs (Auckland), FRNZCGP

Our Initiatives



Manukau Station on Davies Avenue

Indigenous Systems Return

Pacific Systems Approach

In 2020, work continued for the Pacific Innovation Fund that was granted by the Ministry of Health for Nofo 'a Kaiga. The highlight of this work is the formation of 'Southside Komiti Tumamā, a South Auckland based women's wellbeing committee based on the Samoan indigenous returns system of Komiti Tumamā (village women's committee or association). In Samoa, during the New Zealand administration, this komiti of women collectives emerged to be the backbone of public health programmes and village life as married women led the movement to promote healthy families, based on their knowledge of culture, environment, and traditional concepts of wellbeing.

The 'Southside Komiti Tumamā', is made up of mothers living in the One Love South Auckland Mangere community. Samoan cultural principles have guided the design of the women's collective, including Le Vā (the space in between individuals that defines the relationship they have with each other), Le Nu'u (the village) and Talanoa (the art of conversation, the space that contains it and the terms of engagement). Tongan cultural principles for design have also been applied including Tauhi Vā (maintaining relationships, Koe Kolo (the village), Kau fai faito'o faka-Tonga (the collective of Tongan healers). Throughout the One Love South Auckland communities we will build our Southside Komiti Tumamā network and continue to prototype our indigenous returns systems.

Southside Komiti Tumamā: The Warrior Women of the Moana Portrait Shoot

The Warrior Women of the Moana project is a series which shows members of Southside Komiti Tumamā indigenous



women claiming the environments they live in South Auckland and aligning their ethnicities to protocols of pacific nations of Tangata o le Moana.



"The Cause Collective has passed on knowledge to help us make informed decisions about issues that impact my family and community. As a tamaitai Samoa my involvement with Southside Komiti Tumamā and their other community focused initiatives, has enabled me to make stronger community connections and allowed me to be part of a local video campaign to help raise awareness of the alcohol community licensing process, which has then been used to inform communities across the country." **Maluatai Papali'i, Māngere resident**



Māori Systems Approach

As a Pacific organisation, we recognise the importance of supporting te iwi Māori to achieve their aspiration of Mana Motuhake (self-determination) for whānau, hapu and iwi by working alongside Mana Whenua and Kaupapa Māori organisations. Through our engagement with Māori in South Auckland, we have identified two key threads that will achieve Māori health equity.

The first key thread is by assisting Māori to achieve Mana Motuhake. Māori in the South Auckland communities that we are a part of tell us that being visible drivers of change is important to them. We support them by prioritising Mātauranga Māori (Indigenous knowledge systems) as prevention solutions to steer Māori towards being those drivers of change.

We believe this is achieved through Mana Motuhake and Tino Rangatiratanga (Māori Independence), the fullest expression of Māori right to exercise authority over their own communities, which then enables for Hauora Māori (Health and Wellbeing) to truly occur.

The second key thread is Oranga Whakapapa which is the notion of intergenerational health, wealth, and security. This

involves addressing intergenerational poverty and trauma and other complex issues from a systems perspective. Much of this involves ensuring that government funding strengthens Oranga Whakapapa, which is likely to have greater impact when granted with a Mana Motuhake lens.

Our areas of focus are:

1. Oranga Taiao, Oranga Tangata - An Environmental Focus on wellbeing
2. Key partnerships with Māori and Non-Māori Organisations
3. Placemaking and Urban Development
4. Increasing Māori access to education and training
5. The Food System - Leveraging off the food legacy of South Auckland

Over the past year, through our Healthy Families South Auckland initiative, we have made significant progress in the following initiatives:

Journeys of Manu

The presence of digital breakthrough technologies is beginning to be felt away from the fields of gaming and entertainment, where they first became popular. Virtual and augmented reality technology (VR and AR) has a place in the fabric of South Auckland communities. A specific project that we have worked on 'Journeys of Manu' demonstrates how augmented reality, gaming, indigenous storytelling, and local places and spaces can successfully blend. This innovative AR game incorporates the interaction with whakapapa and whenua and the normalisation of Te Reo Māori. We continue to support and help scale local,

social and indigenous enterprises such as ARAjourneys (creators of Journeys of Manu) who are opening Māori and Pacific pathways to be at the forefront of the sector.

Wairua Centred Design

Wairua centred design continues to evolve as part of the Healthy Families South Auckland practice. The key difference is not to put humans in the centre of the design, rather, to see humans within a web of interdependent connections. The approach is to improve the human experience by focusing on both the natural and built environments, as opposed to just improving the human experience. Wairua-centred captures the unseen, unheard voice often missing in urban design. It is a unique point of difference that we bring in urban regeneration, This led the team to present the approach at the 16th International Conference on Urban Health in Xiamen, China, showcasing design thinking practises which reframe paradigms toward a wairua-centred approach.

Food Court to Food Bowl

In our endeavours to return to South Auckland's traditional food system, our partnership with Papatūānuku Kōkiri Marae (Papatūānuku Kōkiri) continues to strengthen. Work is underway to support Papatūānuku Kōkiri to deliver a South Auckland Food Festival in October 2020, which will celebrate Māori and Pacific cuisines, locally grown and sourced produce, as well as showcase how South Auckland's unique food systems and vibrant culture adds to hospitality and tourism sector. Te Ahi Kōmau – Fire, Food, Festival is a celebration of South Auckland's volcanic past, its legacy of rich soils and amazing produce.





Do Good Feel Good: Youth Movement

Do Good Feel Good (DGFG) is a youth-led movement with the goal of South Auckland young people impacting social change. In July 2020, DGFG celebrated its fifth anniversary, a significant milestone in its short journey which started as a Pacific youth innovation project seed funded through the Ministry of Health to improve health outcomes for Pacific young people in Mangere.

Since its early days, DGFG has grown from strength to strength with over 120 members now involved including 10 SKWAD (Serving Kindness with Acts and Deeds) groups. These social networks enable young people to activate their social change ideas for causes they have identified is important to them. Young people are not only proud of their area, but they also aspire to see change that they can lead with their communities. This has seen the establishment of new SKWADs in a few suburbs including Ōtahuhu, Wiri and Papatoetoe.

Backboned by The Cause Collective, DGFG has been co-designed with local young people to become a platform for social change and community building among South Auckland youth. The drive and passion of these South Auckland young people to impact social change has been recognized this year with requests for involvement at two national conferences, and two leaders acknowledged for contribution to youth work receiving local community awards.

During this unprecedented year, ongoing social challenges in our communities are more exposed than ever with many young people in South Auckland being affected. In a time where movements are being activated across the world, being a

changemaker on social, health and wellbeing issues is relevant now more than ever. The DGFG aspiration remains steadfast and the desire from young people to lead social change in South Auckland is stronger than ever.

“Do Good Feel Good is a shining light in the youth sector. They have a strong identity, culture, and purpose to drive social change amongst youth in South Auckland. With over 120 members, DGFG demonstrates how lasting change can occur when people join to form a group with a shared purpose who create change together. They have all the right elements of a successful movement, a strong pipeline of leaders, powerful support, solid partnerships, and a plan. Movements are important because they can change the communities, regions, our country, and the world. We had amazing feedback from youth from across the sector who were impressed with their work in South Auckland. I hope to see the DGFG movement grow throughout our nation.” **Involve 2020 Volunteer**



Impact

- Ten SKWAD groups have been established:
 - Active – Creating positive spaces for people to connect through sport, recreation, and play
 - Creative – Creating positive spaces for people to connect through creative outlets
 - Creative Slammers – Creating positive spaces for communities to connect through creative events
 - Mangere – Creating a safe space for Mangere to change the stigma of young people
 - Otahuhu – Changing the narrative of young people in Otahuhu
 - Papatoetoe – To lead change within Papatoetoe by being role models of change
 - TOP – To be the safest and cleanest streets in South Auckland
 - Vox (Vocals) – Creating social change through voice
 - Wiri – Creating positive change in Te Wirihana
 - Youth Voice – To amplify the voices of young people in South Auckland to create change
- DGFG youth leaders have presented at two national conferences. INVOLVE 2020, and KiaMuaNZ Climate Change at the McGuinness Institute
- 120 active members
- Young people have completed over 50,000 hours since it was established in 2015

50,000 on facebook

Increased our visibility to the DGFG movement with a reach of 50,000 on Facebook and engagement of 23,000 on Instagram

350 young people

Sports tag tournament was hosted in summer 2019/20 with over 350 young people

Community awards

Two leaders received community awards—Mangere Otahuhu Local Board Youth Scholarship & Sylvia Park My Future Program overall project winner.



Do Good, Feel Good at an afternoon tea with delegates of the 3rd Pacific Parliamentary Delegates



One Love
 SOUTH AUCKLAND

*Spreading the love
 one street at a time*

One Love Māngere and One Love Te Wirihana

One Love is the proof of concept for a place-based community-led approach that is designed to fundamentally change the way in which community and public services are experienced by citizens. The initiative is centred on building a social infrastructure in South Auckland neighbourhoods so that residents can become active participants in the social and economic uplift of the area. Central to this approach is that resident's partner with government agencies, local authorities, community organisations and businesses to meet their immediate needs, and then work towards achieving their aspirations for themselves, their families and the communities in which they live.

In the 12-month period, our two areas of focus for One Love South Auckland have been Māngere and Te Wirihana (Wiri).

The aim of One Love is:

- 1** Create the building blocks for a sustainable social infrastructure that will support residents to continue to develop their own ideas and activities for social impact.
- 2** Unlock the untapped social and cultural capital that sits within the neighbourhood to support children, young people, and their whānau to flourish.
- 3** Understand the cumulative effects of the problems that people across the neighbourhood experience (the systemic issues as opposed to the symptoms) to better inform investment and decision-making priorities for these communities.



"I thought I was the only one in the neighbourhood who was concerned about road safety but it's great to know that other residents are also concerned and are wanting to work together with The Cause Collective on this issue. (One Love Māngere resident)

"Thank you so much for the school packs. I was planning on shopping for stationery today but I'm glad I came to the event. I've now saved money to go towards other things for the family." (One Love Māngere resident)

"My grandparents spent their lives serving our community. One Love Te Wirihihana gives me an opportunity to give back to our Wiri." (One Love Te Wirihihana resident)

"I want to see changes in our community and I'm loving what we're doing together." (One Love Te Wirihihana resident)

During Covid-19 and March 2020 lockdown

- A community survey was conducted during the March 2020 lockdown (Covid-19 Alert Level 4) with One Love neighbourhood teams in Māngere and Te Wirihihana. A total of 506 people, 87 households, were tracked between the two neighbourhoods. Residents reported how they were coping with lockdown, their undesirable experiences and we also collected a number of measures that allowed us to assess the risk profiles of each household including chronic illness, unemployment, overcrowding.
- Māngere and Te Wirihihana residents were concerned about the care and education of children, their vulnerable family members and not being able to make physical contact with family. The data enabled us to advise and inform system

stakeholders of the immediate needs that people were facing in these environments so that people could get adequate support.

- We regularly engaged with residents in both areas as well as established new connections effectively using various platforms such as the creation of a private Facebook page (Te Wirihihana); regular text messages to check on the health and wellbeing of residents; (Māngere/Te Wirihihana), and establishing a regular online talanoa group to connect, discuss issues, and action solutions pertaining to the neighbourhood (Māngere).
- The online talanoa group and the previously established networks (in Māngere and Te Wirihihana allowed the project team to connect the appropriate support groups and organisations to respond to community needs. This included partnering with Manukau Urban Maori Authority (MUMA) to provide residents with food boxes and hygiene packs.

"Thank you for checking up on us. We are doing well in the lockdown. Really appreciate your message and the access to food and hygiene packs." (One Love Māngere resident.)

"The food and hygiene packs will make a big difference to us in our households but also the community. It means a lot when people care by regularly checking up on you." (One Love Te Wirihihana resident)



Tactic Tree at The Cause Collective

The logo for Healthy Families South Auckland He oranga whānau. It features the words "healthy families" in a large, white, lowercase sans-serif font. A vertical white line with a decorative flourish at the top runs through the letter 'y' in "healthy". Below "healthy families" are the words "South Auckland" and "He oranga whānau" in a smaller, white, sans-serif font.

healthy families

South Auckland
He oranga whānau

Creating healthier communities in the environments where people live, learn, work and play

Healthy Families NZ is a Ministry of Health funded initiative with ten locations across Aotearoa. Collectively we aim to improve people's health where they live, learn, work and play by taking a systems approach to reducing risk factors of chronic disease and increasing health equity. In South Auckland we work alongside communities and stakeholders to encourage a different way of thinking about the underlying causes of poor health, to engage and empower communities to make changes that reduce the risk of developing chronic diseases. We collaborate with community leaders to develop initiatives designed by, and reflective of, our communities. These environments include, early childhood education settings, schools, workplaces, food outlets, marae, businesses, places of worship, local government, clubs, parks and more to create healthier environments for all.

Strengthen Early Years Community of Practice for Accelerated Learning

The first 1,000 days of a child's development is rapid and the quality of their relationships, nutrition and environments sets the foundations for wellbeing and can influence their life trajectory and outcomes. Healthy Families has established a Community of Practice (COP) with Counties Manukau District Health Board and the Counties Manukau Kindergarten Association to prototype and test the impacts of investing into the learning and development of teachers to advance their practice as well as enhance child health and wellbeing for children in South Auckland.



As a result of Covid-19, it was collectively agreed that we would temporarily pause the COP until our respective organisations were operating in Alert Level 1. Together we remain committed and energised to continue work which will examine the strategic direction of the COP including developing insights and learnings about best practice in child health and wellbeing which could be scaled nationally.

Impact

- Five bi-monthly workshops were held during the year and this helped to build the capability and capacity of the collective to improve practice and the children and whānau they serve.
- Completed several site visit engagements to deepen whanaungatanga and to support the participants in embedding learning into practice within their centres and navigate any challenges.
- We were able to build the capability of our partners in systems thinking and social innovation techniques to enhance the movement and workforce.

"The most valuable learning and aspect of our professional development experience with Healthy Families was the opportunity provided for peer and teaching team support for our teachers. Our experience together helped deepen our reflective practice and internal evaluation skills and we were able to share our stories of our experiences in real time and collaborate on solutions for the way forward. Our sessions on Toxic Stress for children and families was well received and very valuable to our mahi." Marianne from Counties Manukau Kindergarten Association



Strengthen movement and physical activity of South Auckland

During the year, several initiatives have been designed to engage communities to understand how Pacific values and indigenous knowledge systems can improve the holistic health and wellbeing of Pacific peoples and South Auckland communities, including:

- An online Zoom to Talanoa with Pacific Community Activators (local champions) to support, prepare, and help families and communities during and post-Covid 19 lockdown.
- In the new year, the Village Games movement is scheduled to kick off during Kiribati Language Week (12 – 18 July). Village Games enables Healthy Families South Auckland to begin conversations with Māori and Pacific people about their lived experiences in Aotearoa and the barriers they face to being active. The aim is to harness a collective community voice to drive policy change so Māori and Pacific communities in South Auckland are supported to use their traditional village games to achieve good health and wellbeing.

Impact

- Utilising online platforms such as Zoom and social media to engage with community residents and stakeholders
- Zoom to Talanoa approach was effective to engage with Pacific Community Activators in South Auckland

Localised approach to reducing alcohol related harm

Healthy Families South Auckland work in reducing alcohol related harm has been focussed on two key elements which are democratising community voice and supporting localised

wellbeing approaches to reduce alcohol related harm.

We have been engaging local champions to use their voice and work to amplify the work to reduce alcohol related harm in South Auckland.

This is done with the aspiration of starting courageous conversations and to profile the issue to community and decision makers. We also partnered with DGFG crew and Community Action on Youth and Drugs to establish a SKWAD in Ōtahuhu as a wellbeing response to reduce alcohol related harm and anti-social behaviour in the area.

Impact

- Our 'How to object to an alcohol licence video in your neighbourhood' video is currently being scaled as Canterbury Community Law Centre use it for their community workshops and to build community capability to object to alcohol licences.
- Healthy Families South Auckland sits on the National Peer Crowds Steering Group with partners from Oranga Tamariki, Curative, NZ Drug Foundation, CAYAD, CMDHB, MOH, MSD and Sports NZ. The NPC Steering Group aims to reduce alcohol and other drug related harm for young people and provides strategic direction for the various wellbeing initiatives that have been developed out of this work including



Kiribati Village Games



The Movement' was tested in South Auckland and was successful in validating the concept. The working group has been successful in securing new key partnerships and funding to continue the initiative which aims to provide a programme of activities for young people that build connection, physical activity and other wellbeing opportunities for young people alongside effective health promotion messaging based on the peer crowds evidence and research.

"Here in South Auckland you're just bombarded by it...there is literally a bottle store on almost every corner in each suburb within South Auckland. The more you are exposed to it the more curious you are going to be about it growing up...lots of people learn from a visual perspective" - Manurewa resident

Urban Development

Most of the urban development in South Auckland will build on greenfields however, a significant proportion will also include high density housing on Council-owned and already occupied land. Additionally, urban regeneration includes the beautification and the restoration of urban spaces which on many levels is positive, however international examples suggest that when you invest in a place it can lead to gentrification. An approach termed 'gentri-protection' ensures there are protective measures and policies in place to support existing residents. We also support mana whenua to ensure their narratives are captured in the built environment, urban landscape, and the protection and restoration of 'Wairua Hotspots' which are natural sanctuaries that contribute to whānau flourishing within an urban environment.

Areas of focus:

- The environmental impact on land and water
- The expiration of arable land
- Traffic congestion and public transport
- Gentrification, displacement, and community voice
- Indigenous narratives and knowledge a guiding principle

Innovating Streets for People pilot Fund

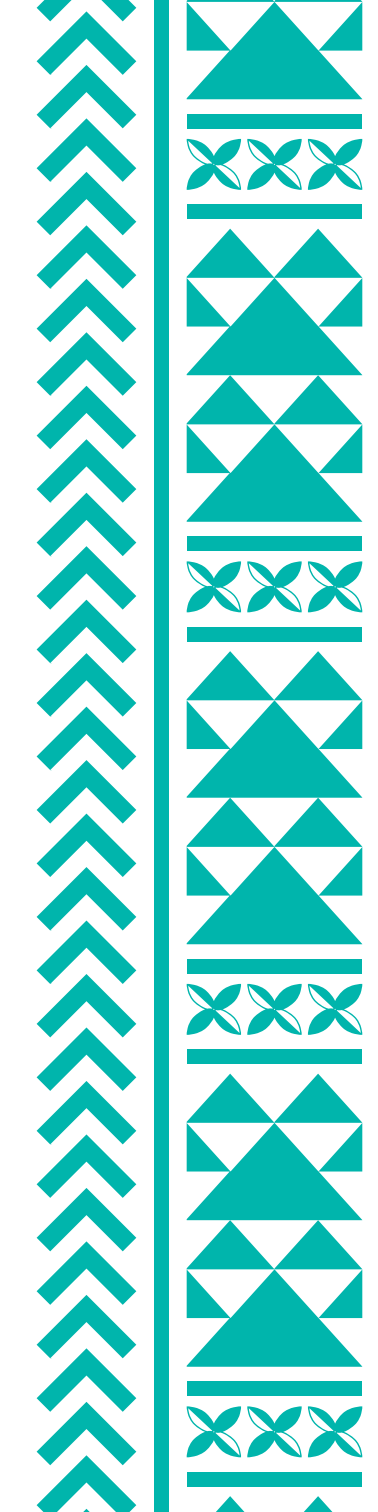
Healthy Families South Auckland is supporting the two national initiatives - Safe School Streets and Play Streets in South Auckland. These initiatives are funded by Innovating Streets is a nationwide programme run by Waka Kotahi New Zealand Transport Agency programme, where funding is given to improve local streets in a way that suits communities best.

Innovating Streets focuses on testing safety improvements to streets in a fast, cheap, and fun way. Designs are prototypes with the intent to test over time to then make them permanent. South Auckland is being supported due to a historic lack of investment, and because of many prominent traffic safety issues and concerns.

Safe School Streets South is an Innovating Streets initiative run by Auckland Transport that will take place at five key schools in South Auckland. Two of the schools, Jean Batten and Wiri Central Primary Schools have been identified to help build on our One love Māngere and One Love Te Wirihihana initiatives. Safe School Streets is a suite of cross-agency investments intended to support safe and healthy streets to improve quality of life

outcomes for the people of South Auckland.

Play Streets is a joint initiative between Waka Kotahi NZ Transport Agency, Sport NZ, a range of local councils, boards, regional sports trusts, community groups and wider partners. Play Streets is focussed on encouraging play and physical activity in our communities through temporarily opening local streets up for play and closing them to vehicle traffic. This is targeted at 'low risk' streets. Play Streets will be delivered in eight streets within West Auckland and South Auckland regions. The initiative proposed will be delivered in partnership with Healthy Families South Auckland and Healthy Families Waitākere.





Workplace Wellbeing Ecology

We secured funding from Accident Compensation Corporation (ACC) to support the implementation of Workplace Wellbeing Ecology into additional businesses across South Auckland for a further three years. We will continue to help business leaders find the balance between productivity and profit while providing conditions that support a healthy, safe and engaged workforce. Our approach prioritises the voice of those most impacted and at risk of health and safety injury and harm – Māori, Pacific and South Asian workers. We do this by bringing together frontline staff and executive leadership to co-design innovative solutions.

In Phase 1 Fonterra Brands led the way in prototyping and testing the five conditions in their Takanini site. The testing of prototypes co-designed by frontline staff and executive leadership led to significant benefits for Fonterra, including:

- Frontline staff were able to participate and demonstrate their skills, leadership and performance and felt empowered to bring their authentic self to work.
- The prototype board encouraged workers to communicate directly with each other, rather than the chain of management.
- A reduction in harm caused by workplace accidents.
- Improvement to worker productivity with a 15% increase, staffing reduced 10% and productivity increased 19%.
- The workplace champions used the prototype board to positively engage with staff. Improved communication with staff as work expectations were clear as well as an opportunity to acknowledge the work of their peers.

"It really made sense to find the root causes of the problems that we face. Once we discover that and we can see how it affects our work we do. Then it makes perfect sense to fix those root causes to help the whole system work perfectly or as best as possible."

Fonterra employee

"This is a way of thinking and working that every workplace needs. Sometimes it helps you when you have others come in to help, and they really care about the way they engage with us to ensure we can get the best results personally and for the workplace."

Fonterra employee

In Phase 2 of the Workplace Wellbeing Ecology, we engaged with an additional five new businesses across different industry sectors including Manufacturing, Transport, Warehousing and Construction. We have been testing and validating the five conditions of the workplace ecology:

- Active leadership is driving the workplace wellbeing agenda
- Staff are contributing to change management and co-designing improved workflow and systems
- Feedback loops and stronger response systems are in place to enable efficient problem resolution
- Quality engagement and proactive and continuous communication (vertical and horizontal)
- The workforce buy into the organisation's mission because active leaders ensure their teams understand the big picture and the positive contribution their staff make in the workplace

NGA VAKA O KĀIGA TAPU

Nga Vaka o Kāiga Tapu (Nga Vaka) encapsulates eight ethnic specific Pacific conceptual frameworks across: Cook Islands, Fiji, Kiribati, Niue, Samoa, Tokelau, Tonga, and Tuvalu. The frameworks set out the key concepts and principles that promote family wellbeing for each of the eight ethnic specific Pacific communities. The Ministry of Social Development has commissioned The Cause Collective, under the Pasefika Proud initiative, to deliver the Pacific family violence prevention programme which aims to build capability by equipping Pacific practitioners, key community leaders and influencers with knowledge drawn from the conceptual frameworks to build violence free Pacific families and communities.

Covid-19 significantly changed the landscape for Nga Vaka. The Alert Level 4 Lockdown announced by the Government in March 2020 led to increased tension and anxiety in the community. This led to a Nga Vaka o Kāiga Tapu campaign being launched during Covid-19 to tackle increased family violence in New Zealand's Pacific communities.

The initiative saw 1200 family violence workers (family violence practitioners, Pacific providers, and community leaders) and community advocates mobilised throughout the country to help Pacific communities prevent violence. The campaign included radio programmes in eight different languages and using online forums to raise awareness about where Pacific families can get help and support during this time for family violence.



Radio programmes: Eight ethnic specific leaders talking about the cultural frameworks and our protective factors to help strengthen families and their respective bubbles during this time.

Online campaign: Bringing to life aspects of the Nga Vaka Frameworks through digital storytelling to support the families to keep their culture strong or to temporarily change some of their cultural practices.

All the 1200 Pacific network had been trained over a three-year period to use specific cultural frameworks in eight different Pacific languages through the Nga Vaka o Kāiga Tapu programme.

Impact

- 8 ethnic specific and generic programmes delivered in Auckland and Waikato which 278 participants attended
- Online Refresher Training
- Nga Vaka Campaign delivered eight ethnic language radio segments during the March-April Covid-19 lockdown.



'I am able to apply the framework because I am comfortable and confident using it but at the same time, it keeps me grounded because of the values (respect, humility, dedication, nurturing relationship) that comes with it. Fofola e Fala kae Talanoa e Kainga is unique because it was created by champions around the belief of Tongans. When this framework is applied correctly, it will enhance your practice and more importantly empower your clients and their families to lead positive change.'

Siesina Latu (Sina) is a Youth Justice Social Worker working for Oranga Tamariki in Oamaru and Timaru. Sina attended a Fofola e Fala Kae Talanoa e Kainga Tongan Family Violence Prevention Training Programme which enabled her to grasp the concepts of Fofola e Fala kae talanoa e Kainga to apply to her practice as a social worker.



Nga Vaka programme booklet




PREPARE PACIFIC

On March 25, 2020, New Zealand moved to Alert Level Four forcing the entire country into a full lockdown. The Prepare South Auckland and Prepare Pacific campaigns were established in response to Covid-19.

One week prior to the lockdown, TCC created the private Facebook group, Prepare South Auckland as a way of galvanising the community to help prepare and provide information on the Alert Level 4 lockdown. Within 24 hours, the page had over five-thousand followers. There are now just under eight-thousand people as part of the group.

The Prepare Pacific Facebook page and website were established to guide the Pacific community communications, behaviour change and insights workstream as part of the Pacific Covid-19 response by the Northern Region Health Coordination Centre (NRHCC). This group is made up of Counties Manukau Health, Auckland District Health Board, Waitemāta District Health Board and the Northland District Health Board.

Prepare South Auckland

This private group page provides up-to-date information on Covid-19 from a South Auckland perspective, much of the content is populated with posts, engagement, and information from its members. It provides an insight into the real mood of the community.

During the first lockdown it was just a good place for me to go and be connected to the community using social media because that's the only way we could stay in contact. Dave Laumatia - Prepare South Auckland Champion

It was informative about what was happening in South Auckland and I think it was cool, because it helped keep us in tune with what was happening in Auckland and in New Zealand in general. It kept us abreast about resources that were available and contact information we could use, irrespective of our background whether it be of different ethnicities or social economics. It was just something that was informative and I like pages that give me information that will benefit me. I enjoy our community because we are honest, we are real and love to support each other. Maiava Leitu 'Clint' Samaseia - Prepare South Auckland Champion

Prepare South Auckland - Impact

- 7913 members
- Prepare South Auckland Core Audience Women – 72.8% Men – 26.8%
- Top Countries - New Zealand, Australia, Samoa, Cook Islands:
- Top Cities – Auckland, Brisbane, Melbourne, Sydney, Wellington

Prepare Pacific

The aim of this contract is to meet the immediate need for contextual information that leads to changes in behaviour to protect Pacific families and communities from Coronavirus. Another aspect was to gather insights across Pacific communities and service providers using a range of mediums to inform health and social determinants system responses to provide real time feedback information from Pacific populations



to inform the health system response for the Auckland and Northern region.

*During times of high pressure, they were a go to source for community perspectives and insights around what drives behaviour. Their ability to create content that had meaning, and that was at times humorous and reflective, meant we could always reach people who were influencers within their family units. Thank you Cause Collective for all that you do. Fa'afetai tele lava. **Meg Poutasi Chief of Strategy, ADHD.***

Impact Prepare Pacific @ 2 July 2020

- 3784 Likes
- 4296 Followers
- Total Reach 1,233,536
- Total Video Views 637,387
- Website 16,505 page views
- Produce Insights & Behavioural Report
- Produce fortnightly analytics reports to NRHCC
- Attend daily and then weekly NRHCC meetings
- Attend daily then weekly MOH Pacific team meetings

Prepare Pacific Website



Financial Overview

Annual Report 2019/20

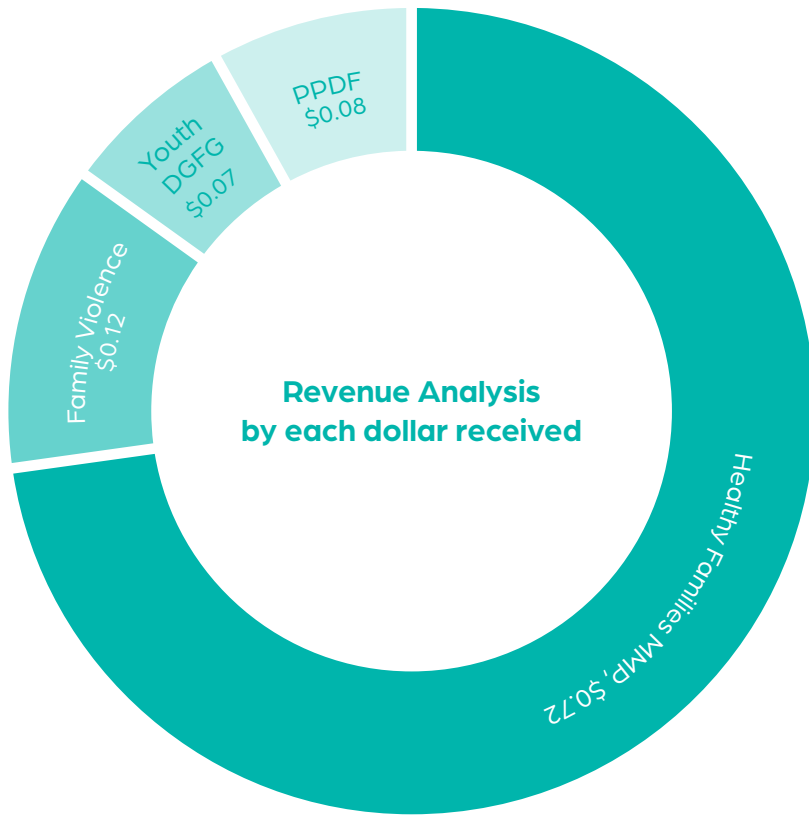
TCC in its fourth year of operation, achieved net revenue of \$4,371 million and cost of services of \$3,301 million. The gross surplus of \$1,070 million has additional interest revenue of \$36,065 and operational expenditure of \$1,020 million resulting in the net surplus of \$85,778 for the year.

The organization is primarily funded through government contracts and had \$4,407,257 of operating revenue for 2019/20. The largest single source of revenue is from the Healthy Families Manukau, Manurewa-Papakura contract of \$3,176,579 representing 72% of total revenue. Other contract revenue includes: Family Violence Training Programme \$539,366 (12%), Youth DGFG \$301,183 (7%), Pacific Provider development funding \$354,064 (8%) and Interest Income of \$36,065 (1%).

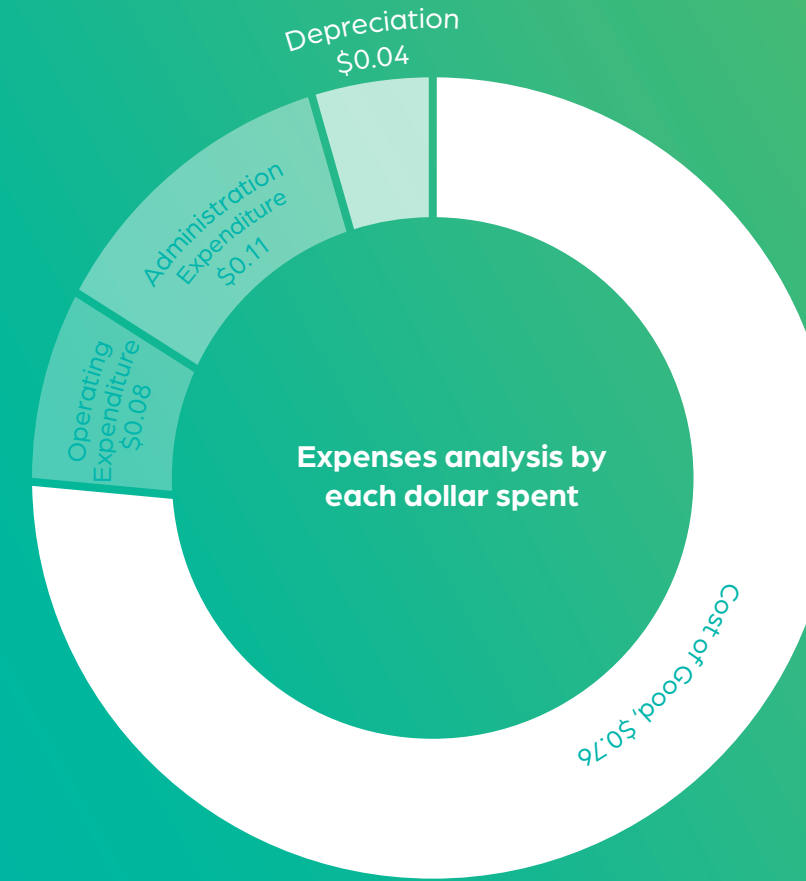
The cost of services and the other operating expenditure is represented in same proportion as revenue above.

Net Assets of \$431,552 is represented by the Equity at the beginning of the year of \$345,774 and current year Net surplus of \$85,778.

Future government funding for TCC is likely to stay relatively the same, therefore TCC must look to innovation and new revenue opportunities to deliver on its strategy. TCC is confident of meeting its financial goals by undertaking a measured and pragmatic long term approach.



Revenue	Shown on Chart	Actual Amount	Percentage
Healthy Families MMP	\$0.72	\$3,176,579	72%
Family Violence	\$0.12	\$539,366	12%
Youth DGFG	\$0.07	\$301,183	7%
PPDF	\$0.08	\$354,064	8%
Interest	\$0.01	\$36,065	1%
Total	\$1.00	\$4,407,257	100%



Expense	Shown on Chart	Actual Amount	Percentage
Cost of Good Sold	\$0.76	\$3,301,126	76%
Operating Expenditure	\$0.08	\$334,797	8%
Administration Expenditure	\$0.11	\$494,223	11%
Depreciation	\$0.04	\$191,336	4%
Total	\$1.00	\$4,321,482	100%

**STRONG FAMILIES
STRONG COMMUNITIES
LIVING WELL LONGER**

