



Your Way | Kia Roha Charitable Trust

Te Rīpoata-a-Tau | Annual Report

2024-2025

Ko Ngā Ihirangi | Contents

2 Te kupu ā ngā kaihautu
| A word from our leaders

4 Rautaki
| Strategy

6 Te Tirohanga Whānui Mo Te Tau
| Overall Snapshots

8 Te Otinga ā Mahi Rātonga
| Service Performance

12 Te Punaha Mana Tangata Me Te Tuākiritanga
| Advocacy & Identity

13 Ngā Kōrero ā Hāpori
| Community Stories

17 Ko ngā mihi whakamānawa
| Thank you



Your Way | Kia Roha Charitable Trust

For the year ended 30 June 2025

Nature of business: Disability Services Provider

**Charities commission
Registration number:** CC26090

Trustees: Michelle Bentham
Stuart Campbell
Vaughan Mikkelson
Gary Williams
Peter Williams
Renata Kotua
Martine Abel-Williamson (resigned 17 September 2024)

Registered office: 20 Palmerston Street, Hamilton 3204

Independent auditors: PricewaterhouseCoopers
Chartered Accountants, Hamilton

Solicitors: Gurnell Harrison Stanley Law, Hamilton



Your Way | Kia Roha

Michelle Bentham and Megan Thomas



Te kupu ā ngā kaihautu | A word from our leaders

1 July 2024 – 30 June 2025

It is our privilege to present the annual report for the year ending 30 June 2025, marking a year of meaningful progress, strengthened capability, and continued dedication to the people and communities we serve. Over the past twelve months, we have advanced our purpose with clarity and intent, guided by the collective commitment of our team, partners, and wider community.

Quality remains central to who we are. We continue to listen closely to the voices of those who use our services, ensuring their insights inform improvements to our service design, policies, and processes. This commitment will remain a defining focus in the year ahead as we strive to deliver consistently high standards of support.

To ensure we are well-positioned for the future, we have strengthened our internal capacity in quality and learning through a targeted organisational change process. This work enhances our readiness to meet emerging needs and supports long-term sustainability and growth. We thank

everyone involved in the restructure for their understanding, adaptability, and resilience throughout the challenging time.

This year also brought significant shifts in government disability policy. While these changes have introduced uncertainty across the sector, we recognise the importance of reform and remain optimistic that a more equitable, better funded, and accessible system will emerge. Throughout this period, we have remained focused on adapting proactively and advocating for the needs and rights of disabled people.

Our achievements are made possible by the dedication and expertise of our team members. We continue to invest in their development, recognising that our impact depends on the people delivering our services every day. We extend our sincere thanks to each team member for their unwavering commitment and mahi.

As the year came to a close, we made changes to our local disability leadership groups. We warmly acknowledge and thank everyone who has contributed to

“ Mā mua ka kite a muri, mā muri ka ora a mua

Those who lead give sight to those who follow, those who follow give life to those who lead ”

these groups, helping ensure that lived experience and disabled leadership continue to shape our decisions and hold us accountable. In line with our commitment to strengthening leadership pathways, we are excited to launch a new Changemaker Programme in early 2026, supporting emerging leaders within our community.

We also introduced our Mobility Centre Advisory Board this year. We extend our appreciation to our externally appointed members, Harry Chawla and David de Cuevas, whose insight and guidance have been invaluable. Their support strengthens the governance of our retail operations and contributes to our long-term success in this area.

Together, these initiatives reflect our commitment to excellence, innovation, and partnership as we continue to evolve and grow.

We extend our sincere thanks to our team, our governance, and everyone who has supported us throughout the

year. As we move forward, we remain committed to delivering high-quality services through strong collaboration, building powerful alliances that empower local changemakers, and ensuring our organisation is sustainable, innovative, and a place where people thrive. These goals will guide us as we remain confident in our direction and steadfast in our vision for a more inclusive and equitable future.

Ngā mihi

Michelle Bentham
Chair
Te Pou Hautū Poari

Megan Thomas
Chief Executive
Te Ara Kahika



Rautaki | Strategy

Kaupapa | Purpose

Enabling innovative community solutions by and with disabled people

Moemoeā | Vision

Disabled people thriving, living the lives they choose in their communities

Mātāpono | Values

Rangatiratanga | Self-leadership

Choice and control over decisions builds on the mana of every individual



Manawatoa | Courageous

Innovative, aspirational, and bold in our actions

Whanaungatanga | Connection

Relationships matter, we work together with whānau and others



Kotahitanga | Inclusion

Everyone is included and respected for who they are

Kaitiakitanga | Guardianship

Sustain and respect the mauri | life force of those we work with



Tūāpapa | Foundations

We acknowledge and are committed to understanding and implementing these in our work:

- The people and communities we serve
- Te Tiriti o Waitangi
- United Nations Convention on the Rights of Disabled Persons
- Enabling Good Lives vision and principles

Whāinga | Goals

- We deliver quality services, working closely with others
- We build local changemakers focused on creating inclusive communities
- The organisation is sustainable, innovative and a place people want to work



Te Tirohanga Whānui Mo Te Tau | Overall Snapshots

Reach and engagement



27,563 people directly supported

580,218 website interactions

15,909 Facebook followers

We made positive difference



99% Hearing Service

89% Community Service

95% Learning and Information Centre

96% Altogether Autism

96% Connections & Funding

89% Mobility Centre

Team dynamics



141 team members

89% team connection to organisation's vision and purpose

84% overall team engagement (17% above industry benchmark)

Cultural competence



90% of team comfortable working with Māori

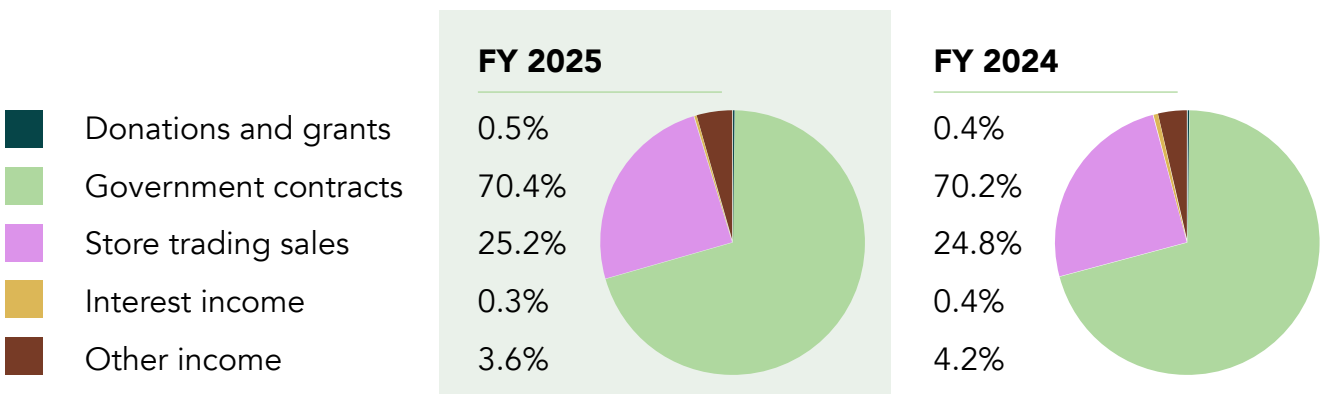
82% of team comfortable working with Pasifika

Financial

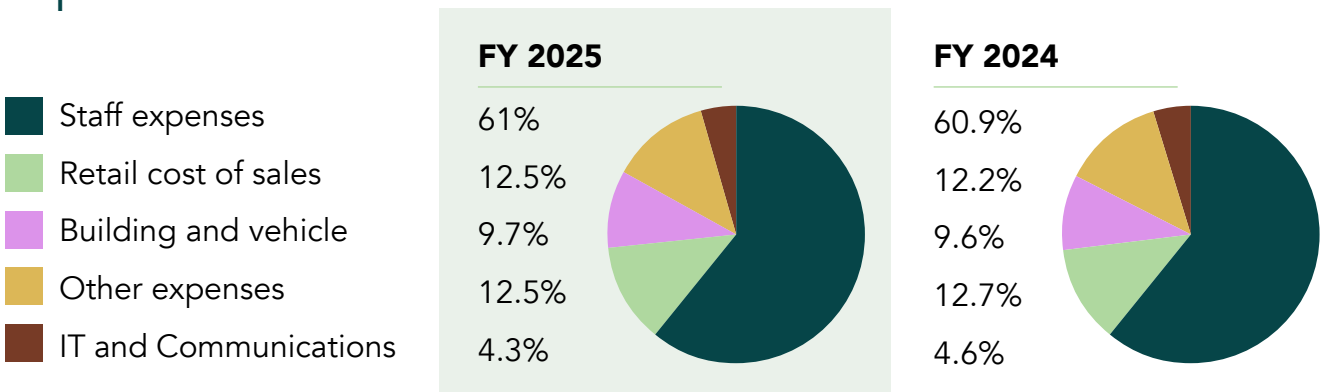
Summary statement comprehensive revenue and expenses

	FY 2025 (\$)	FY 2024 (\$)
Revenue from activities	17,018,774	17,018,571
Total expenses	17,402,572	17,259,226
Deficit from operations	(383,798)	(240,655)
Other revenue	388,223	392,933
Overall surplus	4,425	152,278

Revenue from activities



Expenditure



Financial position

	FY 2025 (\$)	FY 2024 (\$)
Total assets	12,073,063	12,183,199
Total liabilities	2,490,278	2,604,839
Total net assets	9,582,785	9,578,360

Refer to our website for a full set of audited financial statements or the Charities Register, Charity Number CC26090



Connections & Funding

Te Ara Whanaungatanga, Te Pūtea Toiora

Connections & Funding: Goals in action

In 2024-25, our Connections & Funding portfolio supported people across six regions through various government-contracted services. Our core offerings include Needs Assessment and Service Coordination (NASC) and Local Area Coordination (LAC), complemented by specialised programmes tailored to specific community needs.

Key achievements



Reached 14,191 people across six regions, a 19.1% increase from 2024

Registered 8,656 individuals for NASC and LAC services, up by 2% from 2024

Continued our impact through contracts such as Total Mobility Assessments, and Health of Older Persons services

Community satisfaction highlights



96% said they liked how we worked with them (up from 87% in 2024)

96% reported a positive impact on their lives (up from 83% in 2024)

94% felt understood by our team (up from 89% in 2024)

93% found our services easily accessible (up from 81% in 2024)

Services: Enhancing lives through hearing support and community engagement

Our Services portfolio improved the quality of life for people across New Zealand, focusing on support with hearing loss, and community support programmes in Waikato.

Hearing service highlights



Delivered 5,344 hearing therapy appointments across 21 locations nationwide a 15.5% increase from 2024

Provided personalised support and community education programmes

Increased engagement with Māori and Pasifika communities for hearing needs

Waikato disability support



Engaged 900 participants in community programmes

Supported disabled people and their families in navigating support systems

Empowered people to live full, active lives as community participants

Community satisfaction



Hearing therapy

99.4% reported a positive impact

Community programmes

89% reported a positive impact

89% enjoyed their engagement

Learning and Information Centre: Empowering through knowledge

By providing up-to-date information and fostering open discussions through our Learning & Information Centre (LAIC) and Altogether Autism service, we increased understanding, promoted acceptance, and improved support for disabled people.

Key achievements



Delivered 298 workshops and events, reaching 3,465 people nationally (4% increase from 2024)

Responded to 3,663 Altogether Autism information requests

Attracted 189,452 visits to the Altogether Autism website

Community satisfaction



95% of LAIC workshop participants found the training useful

96% of autism information recipients reported the information was valuable





Mobility Centre: Empowering independence through mobility solutions

Mobility Centre played a crucial role in supporting people to live independently and remain mobile. By providing expert advice and a wide range of mobility equipment and daily living aids, we're improving the quality of life for our community.

Mobility Centre highlights



Completed 19,908 transactions across 4 physical stores, 2 mobile vans, and online

Attracted 312,561 website visits

Community satisfaction



Based on 706 survey respondents:

- 89% rated the quality of advice and products as excellent, very good, or satisfactory
- 87% were satisfied with our product range
- Net Promoter Score (NPS) 49



Te Punaha Mana Tangata Me Te Tuākiritanga | Advocacy & Identity

Advocacy & Identity: Empowering voices, embracing diversity

Our team works to strengthen communities and make sure disabled people from all backgrounds can become leaders. We focus on giving people the tools to speak up for themselves and create leadership opportunities for everyone. Our efforts are guided by three key strategic frameworks: the Disability Leadership Framework, Te Māhere Ata Poutama Māori Strategic Framework, and Nga Vaka o Tagata Pasifika | Pasifika Strategic Framework.

Key achievements



Disability leadership

Maintained 6 local disability leadership groups and 1 national group

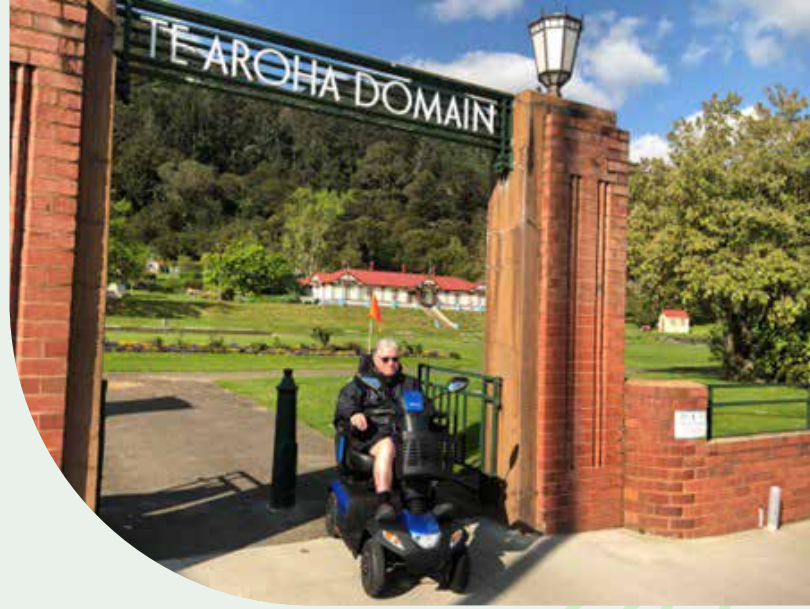
Facilitated 16 meetings throughout the year

Hosted annual joint hui online, bringing all groups together

Cultural responsiveness

90% of team members now feel comfortable working with Māori

82% of team members feel comfortable working with Pasifika



A life-changing upgrade: Timothy's new scooter

The difference between Timothy's old mobility scooter and his new one is, in his words, "chalk and cheese".

For Timothy, who has limited neck mobility, his previous scooter presented daily challenges and constant worry. The non-functioning mirrors meant he couldn't check traffic behind him before crossing roads. Unable to turn his neck, he was forced to manoeuvre the entire scooter around just to see, straining regardless. The ride was rough, with every bump and break in the road and pavement sending jolts and thumps through the machine. The constant rattle and noise were a persistent reminder of its age and unreliability.

"It is also a great relief not to wonder whether the scooter will have a failure enroute," Timothy shares.

His new scooter, supplied by Mobility Centre and funded through the George Estate Mobility Equipment and Daily Living Aids Fund, has transformed

his daily experience. The suspension smooths out road imperfections that once jarred him. The mirrors allow him to safely check traffic without straining or turning the scooter. Perhaps most striking is the near silence – a stark contrast to the rattle of his old machine.

The George Estate Fund, managed by CCS Disability Action and established through a generous bequest from Mr Brian George, provides financial assistance to Waikato residents who face barriers in accessing essential mobility equipment. For people like Timothy, this support means more than just new equipment – it means independence, safety, and peace of mind.

"Thank you and the George Fund for this grant of a scooter," Timothy says. "I truly appreciate it."



Kevin's journey: Growth and independence

Dunedin man, Kevin, has a full and active life, thanks to his family and his disability support funding.. Kevin has Down syndrome and autism. Six years ago, with his parents aging, Kevin's four siblings assured mum Helen and dad Trevor that he would always have a home with one of them, leading to Kevin spending one night weekly with each sibling. This arrangement strengthened family bonds while helping him adapt to different environments. Helen also credits Kevin's school who urged her to begin planning for his future when he was just 15 – advice that seemed premature but proved invaluable in establishing the activities Kevin enjoys today.

Funding allocated by Your Way | Kia Roha, Kevin's NASC, played a crucial role in ensuring his successful transition into the wider community. The family used this funding strategically to support Kevin's

participation in activities beyond the family circle, enabling him to access various community programmes, fitness activities, and specialised support that have become central to his life.

Today, Kevin thrives through physical fitness, ongoing education, and community involvement. He swims regularly with a trainer, works out at the gym three times weekly, and joins family walks. Kevin's father developed software that taught him to read and write, and Kevin now attends literacy sessions five mornings a week – seeing his communication skills really thrive in his thirties. He maintains the paid paper run he's had since age 16 and volunteers at a vet clinic, garden shop, and church. Helen reflects that while the journey required tremendous effort, Kevin is a happy and contented man surrounded by a loving, supportive family.



Supporting healthcare professionals through sudden hearing loss

Carmen had experienced a sudden and significant loss of hearing that profoundly affected multiple aspects of her life. Carmen is a surgeon and clear communication is essential in her profession – particularly in masked environments – and she found herself struggling at work and at home while processing the emotional impact of this unexpected change.

Sharon Webber, hearing therapist at Your Way | Kia Roha, provided crucial support during this period offering practical strategies including techniques for explaining hearing loss to others to facilitate more effective communication. Sharon suggested methods to reduce misunderstandings at home, such as checking what was heard so others could help fill in gaps, avoiding unnecessary conflict and frustration.

Sharon also provided Carmen with the opportunity to acknowledge the grief associated with sudden hearing loss. This compassionate approach helped Carmen begin accepting the significance of her loss and recognise that experiencing sadness about such a change is normal.

Carmen describes the service from Your Way | Kia Roha as extremely valuable, particularly for people navigating hearing loss suddenly and unexpectedly. She says that it fills a critical gap for those adjusting to life with hearing changes, providing both practical support and emotional understanding. Carmen says "Sharon's work is not only practical – it's profoundly human. I'm deeply grateful for her care, wisdom, and support."

Finding independence: John's transition to supported living

At 44, John faced a significant life change. After living with family his entire life, his mother's move into a rest home meant John needed to transition to independent living. For someone with a genetic condition affecting his learning and vision, this was no small undertaking.

Support from Your Way I Kia Roha team members to develop a comprehensive plan for John's transition proved crucial in multiple ways. The most important step was helping John find his current flat in Whanganui – affordable social housing that's all on one level, close to the supermarket, and accessible for his mother to visit. "If it wasn't for Your Way I Kia Roha, we wouldn't have found the unit he's in now," says John's sister Francis.

The organisation also coordinated support services, arranging twice-weekly visits from support

workers who help with cleaning, paperwork, and transport to medical appointments. This practical assistance fills the gaps without overwhelming John's independence.

John has now settled into a comfortable routine. He walks to the supermarket, attends Tuesday cinema sessions, joins Friday community friendship meals, and visits his mother three times weekly. "I just go by day-by-day, night. Just chilling," John says of his new life.

"It's been a smooth transition and well supported," Francis confirms. John's story demonstrates how the right combination of family support, professional services, and suitable housing – coordinated by organisations like Your Way I Kia Roha – can create genuine independence.



John (back middle) with his family.

Ko ngā mihi whakamānawa | Thank you

The majority of our income is from government funding. We would like to acknowledge and thank those who have supported us.



We extend our heartfelt gratitude to all our funders, contributors, and partners. We are grateful for your support and for joining us on this journey towards a more equitable future.



Waiho i te toipoto, kua i te toiroa.

Let us keep close together, not wide apart.

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**Your Way
Kia Roha**