



TAI TOKERAU EMERGENCY HOUSING CHARTIABLE TRUST

Ehara taku toa i te toa takitahi, engari he toa takitini

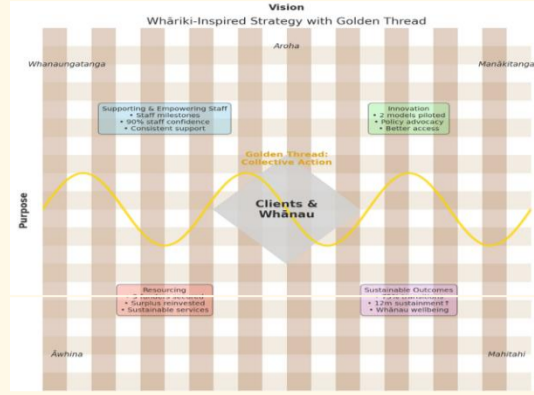
My strength is not that of an individual but that of the collective

Purpose

We stand with individuals and whānau facing homelessness and complex challenges. Beyond emergency shelter, we provide stability, whānau-centred support, and pathways that restore independence and confidence.

Vision

Our vision is a Whangārei where the cycle of homelessness is broken through collective leadership and accountability. Individuals, whānau, communities and systems come together to dismantle stigma and ensure seamless access to safe, sustainable housing. This is a community where dignity is restored, opportunities are created and everyone can thrive.



Mission

Our mission is to work collectively with staff, communities and funders to end homelessness in Whangārei. Through a strengths-based, whānau-centred approach we empower people, remove barriers and advocate for lasting, sustainable solutions.

Strategic Priorities

Priorities

Objectives & Measures

Sustainable Client Outcomes independence and confidence.

We are committed to breaking the cycle of homelessness, not just responding to immediate need. Our focus is on seamless pathways to housing, and on building resilience and confidence so people and whānau can move forward into lasting independence and wellbeing.

Why it matters: Because true success is not in providing shelter today, but in ensuring whānau have the dignity, strength and opportunity to thrive tomorrow.

- 75% of tenants transition into sustainable housing (*How much*).
- 12-month housing sustainment rate improves year-on-year (*How well*).
- Whānau report gains in confidence, resilience and wellbeing (*Better off*).

Balancing measure: Outcomes are achieved without compromising dignity or personalised support.

Supporting and Empowering Staff

We invest in our people so they can walk confidently alongside whānau. Through strong leadership, learning opportunities and everyday support, our staff are equipped to respond to complex needs with dignity and resilience. When staff thrive, the whānau we serve thrive too.

Why it matters: Because a strong, supported team creates the trust and consistency that makes lasting change possible.

- Staff and Board complete at least one professional development milestone annually (*How much*).
- 90% of staff report confidence in responding to complex needs (*How well*).
- Whānau experience consistent, high-quality support from capable staff (*Better off*).

Balancing measure: Staff wellbeing is protected so growth does not lead to burnout.

Innovation

We adapt and evolve our housing support model to meet changing needs. Innovation means trying new approaches, building fresh partnerships and staying flexible. By remaining whānau-centred and courageous in our thinking, we create solutions that go beyond shelter and transform lives.

Why it matters: Because new ideas open new pathways, and innovation is how we move from crisis response to breaking the cycle of homelessness.

- Two new or adapted service models are piloted and evaluated (*How much*).
- We will advocate for policy and practice that reduce homelessness in Whangārei (*How well*).
- Whānau report improved access to seamless, flexible support (*Better off*).

Balancing measure: Innovation strengthens core services rather than stretching them thin.

Resourcing (Funding, People, Capability)

We work to build a strong and stable base of funding, people and skills. Resourcing is about creating the security that allows us to plan ahead, support our team and invest in growth. With stability and wise stewardship, we can focus on what really matters: lasting impact for whānau.

Why it matters: Because strong foundations free us to look beyond survival and invest in the future our community deserves.

- Secure three multi-year funding agreements (*How much*).
- Annual operating surplus reinvested into staff and innovation (*How well*).
- Tenants are paying their rent on time and moving on successfully to suitable accommodation. (*Better off*)

Balancing measure: Growth is managed sustainably with prudent stewardship.

Values

Aroha – Love and compassion We meet every person with warmth and respect, creating spaces where dignity is recognised and upheld.

Whanaungatanga – Connection and belonging We build genuine relationships that foster trust and community. Everyone who engages with us experiences belonging and feels part of a whānau that stands together.

Manakitanga – Respect and dignity We honour people in every interaction, ensuring fairness and integrity. Every person is treated with dignity, no matter their circumstance.

Āwhina – Support and encouragement We walk alongside individuals and whānau, recognising their strengths and celebrating progress. People are encouraged to reclaim their dignity and move forward with confidence.

Mahitahi – Working collectively We work together with staff, tenants, whānau, funders and community. Shared responsibility and collective leadership