

DE PAUL HOUSE
HOUSING AND FAMILY SUPPORT



2024/2025

Annual
Report

VISION

To be widely recognised as the effective supportive housing provider in Auckland North.

PURPOSE

By providing, locating and/or supporting:

Quality temporary accommodation for families and senior citizens in need of transitional housing.

Community support services and facilities for families and senior citizens in unstable housing circumstances.

Adequate, affordable and secure housing to assist families and senior citizens to move from transitional housing to a stable long-term housing environment.

VALUES

Tika	Justice
Pono	Truth
Tūmanako	Hope
Aroha	Compassion

We draw our values from the legacy of Saints Vincent and Louise, who worked to address social inequities in 17th century France. Today, in Aotearoa, our core values underpin our commitment to social justice, in the spirit of Te Tiriti o Waitangi.

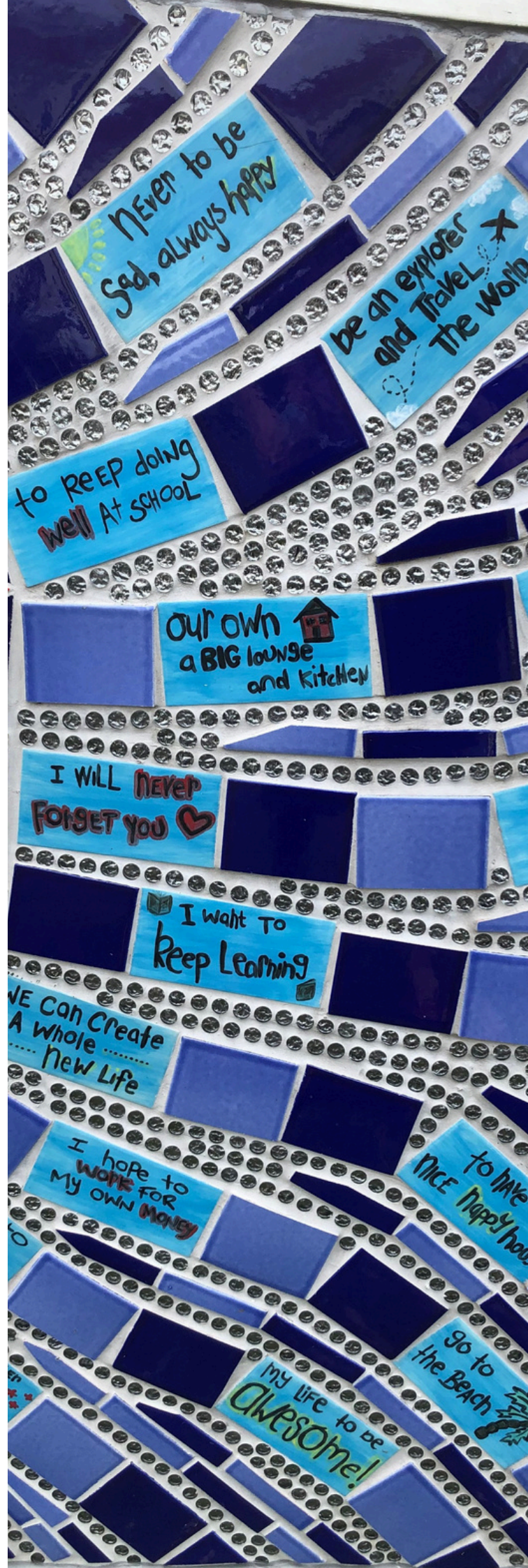


TABLE OF CONTENTS

Chairperson's Report	2	TEAM REPORTS	
Board of Trustees	3	Operations & Administration	10
General Manager's Report	4	Family Support/ Social Work	14
Five-Year Strategic Plan 2023-2027	6	Sustaining Tenancies	15
Our Housing Services	7	Social Housing	16
Case Study: Transient to Stable Housing	8	Transitional Housing, Tenancy & Property	17
2024 Impact Report	12	Community Learning Centre	18
Family Story: Seeking Refuge and a Better Life	13	Playgroup (Early Childhood Centre)	19
Financial Summary	22	Volunteer & Community	20
Acknowledgements	24	Volunteer & Community Impact	21

CHAIRPERSON'S REPORT

Brendan Fitzgerald Chairperson

It is interesting to note that De Paul House will celebrate forty years providing housing and family support next year in 2026. While initially considered to be a short term and passing emergency housing need, back in 1986, when the Daughters of Charity set up in the former Dominican Girl's Boarding School, today's needs have never been greater.

Fast forward to 2025, De Paul House now provides 43 transitional accommodation units, previously known as emergency accommodation, along with the range of support services outlined in this year's Annual Report.

Several years ago, we broadened our view to include the provision of community housing. We now have 12 properties commercially leased to provide permanent rental accommodation for families who meet the criteria. This solution for community housing needs, known as "redirects", is no longer supported by Government. The emphasis is now on supporting new construction. This is the pathway De Paul House has decided to pursue to grow our community housing portfolio.

In June this year, the Board of Trustees approved the purchase of two adjoining properties in Birkdale, North Shore, with the intention of constructing nine units (one four-bedroom unit, one three-bedroom unit and seven two-bedroom units, including an accessible, single-story unit). The generosity of our supporters and donors made this acquisition possible. Development commenced in August 2025 and is planned to be completed in mid-2026. The venture is financially viable with HUD (Ministry of Housing and Urban Development) providing a 25-year operational allowance and the Community Housing Funding



Agency providing loan facilities at favourable interest rates. Additionally, Ceta Homes are contracted to construct the development, providing a fixed price construction contract. That certainty gives the Board the necessary confidence to proceed.

The Board of Trustees are committed to appropriate standards of governance. A priority is always health and safety for our staff, volunteers, families and seniors. It is important to ensure the same responsibility is applied at the construction site at Birkdale. A key focus at the Board monthly meetings includes financial oversight and we are satisfied that our financial reserves are at prudent levels for the immediate future. I am grateful for the support and professionalism provided by all.

I commend the Annual Report. This gives good insight into the various activity areas that De Paul House provides. The underlying objective is to provide transparency and suitable metrics that demonstrate levels of achievement. This is to provide our many stakeholders with confidence that ongoing support is worthwhile. This report is done totally in house. Well done 'Isa for the graphics and design.

Again, I would like to extend my thanks to all who make De Paul House such an enduring social service. I must include our dedicated staff, loyal volunteers, our many donors, the Catholic Diocese of Auckland and of course the many government entities that also support us in so many ways.

BOARD OF TRUSTEES



Brendan Fitzgerald
Chairperson



Michael Burns
Treasurer



Ian McHardy
Trustee



Deirdre Berry
Trustee



Kathleen Petrie
Trustee



Rachel O'Connor
Trustee



David Redmore
Trustee



Norm McKenzie
Trustee



Nive Macdonald
Trustee



Ian Telford
Trustee

GENERAL MANAGER'S REPORT

Jan Rutledge

QSM, General Manager

Following on from Brendan Fitzgerald's report, I am excited to announce that De Paul House has commenced its first social housing build! This has been a long-term strategic commitment, which has taken considerable work, time and focus for our Board of Trustees. It is wonderful to see the vision achieve reality.

The configuration and build size of this development is a perfect fit for families and seniors. We have also deliberately focussed on a size and typology which works for our community. This is not a commercial development, it is a community development. This distinction should remain very much front of mind for both De Paul House community and supporters. We look forward to housing our first residents in mid-2026 and will keep you all informed as we go.

The past year has seen the complexity of the public housing system increase. We acknowledge the many good people that make this system work with our government partners, the Ministry's of Social Development, Housing & Urban Development and Kāinga Ora. The system which governs entry to public housing starts with Work & Income, and requires consistent communication either face to face, online or by phone. All of this can be problematic when you are living transiently, and your home situation is tenuous or non-existent. How do you prioritise families whose choice (if it can be called that) is between a car or a garage? De Paul House's services are an essential link in this housing system.

The complexity of our public housing system is reflected in the increasing complexity of families and seniors' housing histories. Young parents who have grown up in



emergency housing or living transiently are now seeking stability for their own children. Seniors are arriving at De Paul House having lived successful and productive lives, health issues have led to loss of income and then loss of rental. What is required is both secure housing and appropriate, locally based support services. De Paul House provides both, and we see the difference this can make daily. As always, we acknowledge the work of the many who support us.

I hope that upon reading this Annual Report, you gain a real sense of what can be achieved with the right staff and volunteers, and the ongoing generosity of parishes, businesses and individuals. I also acknowledge our client community. Their stories are of hardship and hope.

Thank you.

Stage One: Demolition for New Social Housing Build



Housing and Support for Seniors in 2024

Seniors housed at De Paul House
ages 65-90+ years

11

Seniors assisted with Outreach Support

7

Seniors registered with Sustaining Tenancies

10



Additional Support in Transitional Housing

7

Seniors attended Community Learning Centre courses*

7

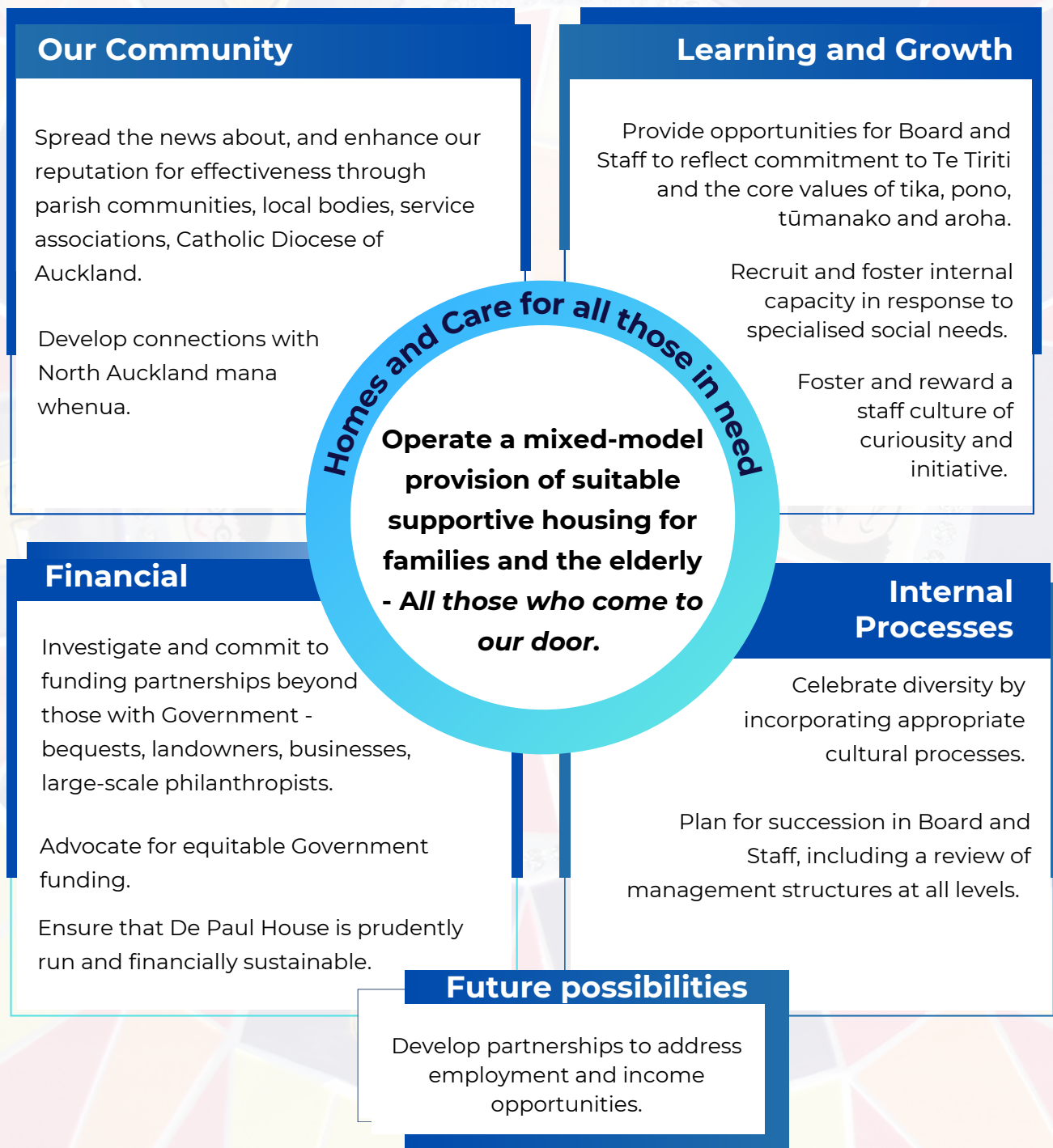
Seniors supported with food such as meat and dairy

8

Seniors received Christmas gifts, vouchers and treats

*Courses included English, Ready to Rent and Computing/digital learning.

FIVE-YEAR STRATEGIC PLAN 2023 - 2027



OUR HOUSING SERVICES

Family Support, Transitional Housing

We provide housing and support services for underserved families and individuals in need of housing in our community, focusing on families with dependent children, and adults over 65 years.

Once in transitional housing, families and seniors are assigned a support worker or social worker to provide advocacy for a permanent housing solution, along with access to all De Paul House services (wrap-around support) during their tenancy for up to six months after they have moved out (Outreach Support). This includes educational programmes at our Community Learning Centre (CLC), Playgroup (ECE), and provision of furniture, clothing, bedding, towels, food and household goods.



Sustaining Tenancies

In 2024, we entered the fourth year of our sustaining tenancies service. This service offers families and individuals the support needed to keep their rental housing, rather than enter into transitional housing. It includes help and advocacy for those with rent arrears, problems with neighbours or Landlord - Private/Kāinga Ora, budgeting issues, and those close to eviction.

Tenancy & Property

In 2024, we operated 43 transitional housing units. These housing units consist of 12 two to three plus-bedroom stand-alone homes in the North Shore area. As well as three shared sites with 10 to 11 self-contained units on each site.

All everyday general maintenance, security and unit set up is done by the tenancy and property team with help from regular and corporate volunteer groups. Majority of furniture and household goods used to set up our units are donated by the local community.



Social Housing

Last year marked the third year of De Paul House as a Community Housing Provider. Social housing allows families and seniors in the community or in our transitional housing and sustaining tenancies programmes an opportunity for short or long-term affordable housing, to ensure the most suitable housing outcome for a family's or individual's housing needs.

TRANSIENT TO STABLE HOUSING

For this young family, the struggle to afford basic needs and the feeling of shame, kept them trapped in transient and overcrowded living for eight years.

Before arriving at De Paul House, Ane and Netane's* family lived with the paternal in-laws. They shared one bedroom with their four children, and would sleep on the floor so the children could sleep on the bed. There were 16 people living in the same house.

...we shared one bathroom and one toilet.. it was not a healthy place for us, but especially our children's health.

They had never had a home of their own. Due to financial hardship, they could not afford living in their rental and became transient, moving between maternal and paternal in-laws. Tension between families grew with the over crowdedness. There was a lack of awareness and confidence navigating the social housing system, coupled by an immense sense of shame and judgment they experienced as they sought support.

Their living situation was in crisis for years, and desperate to get out of it, they applied for housing with Kāinga Ora, prior to reaching out to us for help.

The effects of overcrowded living were evident. The family had been suffering from bacterial infections. Netane's employment was unstable due to a health condition, and with limited income, they struggled to meet their basic needs.

It was really hard for us... the kids were not happy because they didn't have their own room or a place to play.

Family:

Mother and father, age 21, 22 when they entered transient living. Four children (age 2 to 6) in transient living.

Location:

West, South and North Shore, Auckland

Challenges leading to and in transient living:

- Lack of funds to find suitable alternative housing
- Lack of affordable housing supply and demand
- Discrimination as beneficiaries/sense of shame and judgment when seeking help
- Lack of awareness and confidence to navigate housing system
- Limited income/employment due to poor health
- Family tensions from overcrowded living
- Health problems (bacterial infections) from overcrowding issues

**Not their real names*

My kids are happy they have their own room.

While at De Paul House, Ane and Netane attended budgeting sessions and enrolled the younger children at Playgroup (ECE). Within three weeks of being in our transitional housing programme, they were rehoused. They moved into one of Kāinga Ora's 85-unit apartment developments on Lake Road in Northcote that was opened in 2023. Through the community donations we receive, they were provided with furniture and household appliances to help set up the new home.

The family are very happy in their home. Netane began looking for work now that they are housed.

Through our Outreach support programme, Ane attended our AT (Auckland Transport) Learner's Licence course at the Community Learning Centre and successfully got her Learner's driving licence. They also received clothing for the children and food parcels to help them financially as they began their journey to independent living.

Now we have a beautiful house. Our kids are happy they have their own room, they have their own place to play and we are over the moon because we finally got our own house after so many years that we[ve] been struggling. Thank you so much and may God bless you all.

Additional support through transitional housing:

- Budgeting support
- Educational programmes - Driver's Licence (Learner's) and ECE
- Food
- Clothing
- Bedding
- Furniture
- Household and kitchen goods



OPERATIONS & ADMINISTRATION

Naomi Malolo

Operations Manager

It is that time again to pause and reflect not just on the internal changes within our organisation, but on the changing landscape of the housing sector and the growing needs of the communities we serve. The Administration and Operations team continues to be the quiet engine behind the scenes, supporting the Family Support team and Tenancy team with a commitment to making a difference.

We have seen an increase in need, not only for the families and seniors we house, but those in the community. Food scarcity is growing, and we see this every Monday where residents and outreach families are lining up in our carpark, waiting for the Kiwi Harvest and Good Bitches Baking delivery. It is also evident in the phone enquiries we get, where families need a food parcel to get them through the week. We introduced a transparent collection system to ensure every household receives an equitable share. This small change has made a big difference in how families experience dignity and care during tough times.

Community support has been a lifeline for many. Whether it is a warm blanket or a bag of groceries, it is not just about items, it is about restoring comfort and stability. We are so fortunate to have the support from our local community. We have local businesses donating food items monthly, school students who fundraise for us and volunteers who support us with their time and donations.

The response to our callouts means, we can meet every need that comes through our door. Our Volunteer and Community Liaison, Lesley, plays a crucial part in connecting the dots and rallying the local community together to raise awareness.



In 2025, we said goodbye to our Donor and Accounts Administrator, Lynn, who was with us for over 10 years! We appreciate her work and dedication. We redesigned the role and recruited an experienced Finance Administrator, Ian, who started with us in April 2025.

As mentioned in our last report, we introduced a new way of collecting feedback for our annual surveys. The response has been encouraging, with an increased participation rate and more thoughtful input. It is no surprise that our reception team continues to provide a warm and welcoming environment for all.

Voices from the Community:

Always welcoming every time which made [each] visit less overwhelming.

Best Community Help! All staff and reception members are very nice and very helpful.

Did you know, our Annual Report and Newsletters are designed internally? Our talented Operations Coordinator, Ísa, is the creative guru behind the scenes making sure we capture your attention and are visible to all who pick up our organisation materials.

We have streamlined the way housing enquiries are handled, reducing administration for the Family Support team and improving response time. We have begun using AI tools to take care of repetitive tasks, freeing up our staff to focus on what matters most - people.

Community Support: Weekly donations and Callout response

In a sector that is constantly evolving, our staff remains grounded in purpose, responding to need and advocating, and navigating a complex housing system. With the spotlight on the increasing housing supply, we must not forget that a “home” is more than brick and mortar. It is about the people in it. We are proud of the progress we have made and even more inspired by the road ahead.



Household goods and appliances were gifted to us by loyal donors and church groups.



good bitches
BAKING



Hundreds of dollars worth of bedding donated by individuals and community groups in response to our callout on social media for duvet inner and pillows.



Empowering Change, One Family at a Time

2024 IMPACT REPORT



1,793

Families supported by
De Paul House since 1986

2,213

Adults

3,256

Children

Housing and Family Support

644

Enquiries for housing
and wrap-around
support

44

Families registered
with Sustaining
Tenancies

153

Families housed at
De Paul House

345

Food parcels
distributed

185

Families assisted with
Outreach Support



Educational Programmes

103

Attendees in the
Community
Learning Centre

5-8

Number of workshops
/ courses available
each term in CLC

27

Average attendance
per term in Playgroup
(ECE)

Tenancy and Property

25

Average weeks of
tenant occupancy in
transitional housing

119

Families rehoused

163

Donated furniture*
pick ups

*Furniture used to set up housing units and to assist families when permanent housing is achieved.

SEEKING REFUGE AND A BETTER LIFE

Our life was wonderful in Syria. We had a home and a family, and suddenly the war broke out in March 2011. Six-thirty in the morning, a mortar shell fell in the garden of our house. Our house was on the second floor. The walls were filled with shrapnel holes. The windows and doors fell on top of us. We picked up our children and started running down the stairs. We could not see each other because of the thick white smoke, but at that moment I saw my clothes full of blood. I had been hit by shrapnel in my leg. My leg was in great pain [but] I was only thinking about protecting my children. [Later,] they took me to the hospital. I had surgery on my leg and after it healed a little, we decided to travel to Jordan.

We lived in Jordan for 10 years. Life was very difficult with the expensive rent, and my husband was sometimes forbidden to work. My youngest daughter's health worsened. We were taking a little food aid from the United Nations. The United Nations Refugee Agency in Jordan called us and asked us about travelling to New Zealand. We did not know much about New Zealand. I agreed. I just wanted to have a better life for me and my children.

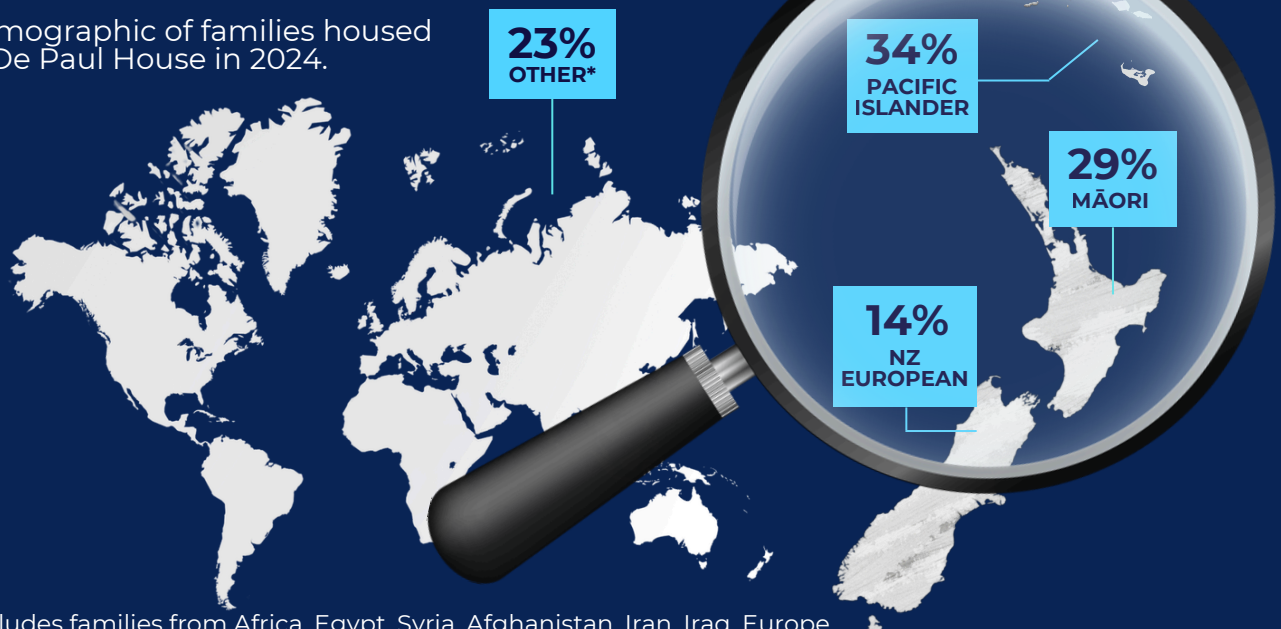
We arrived in New Zealand on July 2022. We were very happy. We stayed in a Refugee Centre then moved to [a private rental on] the North Shore. The landlord was very good to us, but the stairs were very bad and the

house was very cold. My leg and back problems were getting worse and [at one stage] I could not walk. I told Work and Income about my health condition. In November 2023, Social housing called me. They told me they would give me an emergency home. They sent us to a motel in Northcote. I was in great shock. The motel had only two rooms and we were six people. The place was very dirty. There were lots of insects and cockroaches, and we could not sleep because of the bad smells. We were paying \$1050 per week. There were people fighting in front of the rooms. I was very afraid for my children. My children were very afraid.

I searched a lot online for any organisation to help us and found De Paul House. They promised to help us and take us to a safe, warm and clean home. We were very, very happy and moved to De Paul House in January 2024. Now I see my children happy. They feel safe. They have a clean bed to sleep on. My husband doesn't speak English. I speak little English and I do everything I can to try to be strong. Our home was destroyed in Syria. My family dispersed to all countries. My brothers and relatives died. I am happy because I protected my children by leaving there. I hope we will find a happy life and a better future for our children here in New Zealand.

From every nation, race and creed.

Demographic of families housed at De Paul House in 2024.



*Includes families from Africa, Egypt, Syria, Afghanistan, Iran, Iraq, Europe, India, China, Pakistan, South East Asia and South Africa.

FAMILY SUPPORT/SOCIAL WORK

Reported by

Jan Rutledge, QSM General Manager

Naomi Malolo, Operations Manager

2025 has been a year of change for the Family Support/Social Work team. Zac Kimpton has joined as Practice Manager. We look forward to seeing what develops in this space over the forthcoming year. It is always good to have a new set of eyes and focus. Welcome Zac.

Prior to the employment of Zac, it was the privilege of both myself and Naomi, our Operations Manager, to co-manage the Family Support team. This has given both Naomi and I, a true sense of just how hard this team works to ensure that clients are supported and can sustain housing. The team have had a record year of enquiries with just over 600 enquiries to date. To put this into perspective, in 2024 we received 644 for the full calendar year. This demand reflects tough times in the economy, impacting on both housing and incomes. The team work hard to ensure that each one of these enquiries are responded to promptly with either advice or the offer of an assessment.

The assessment interview is a key piece of work to ensure that De Paul House is the best fit. Interviews require skilled social work intervention to build trust and establish a professional working relationship with all who present to De Paul House. This is not always easy or straightforward. It has also reinforced that although housing is our key focus, this team continue to do so much more! The Family Support team are the key linkage to all supports and have achieved fantastic outcomes for families and seniors. They are at the heart of all De Paul House does. Thank you, Team.



Zac Kimpton

I grew up on Auckland's North Shore, attending and working across local schools, cafés, churches, and began my professional social work journey locally with Oranga Tamariki, Takapuna.

I feel a deep sense of commitment to this community. My passion is building strong families and keeping children and young people safe, leading to much of my time spent in areas such as child protection, youth work and social work practice/leadership. The past three years I have spent in Sydney, Australia leading a community based social work team supporting vulnerable families and children.

In each role I have worked, it is clear that housing instability and insecurity are significant barriers to thriving families. Now that I am back home, I am excited to be working with De Paul House as the Practice Manager and to continue serving the community that shaped me both personally and professionally.

SUSTAINING TENANCIES

Deb Twigley

Senior Social Worker,
Sustaining Tenancies

I have started the year as a “team of one”. Katrina resigned from her role at De Paul House in June 2025 to follow her passion, working with a residential programme at Granger Grove. De Paul House and I were sorry to lose Katrina, she was smart, analytical and compassionate. Go well Katrina.

I am proud to report that I have continued to exceed contracted volumes with a total of 35 families/singles registered and supported in my role as a social worker within sustaining tenancies. To add a human face to this number, this means 20 families and 15 single adults have been assisted to either retain their existing tenancy, move to a more appropriate or affordable property, and/or avoid the need to use emergency housing. 19 required assistance with retaining or transferring from private rentals, and 16 were living with Kāinga Ora. Tenancies require knowledge of the rights and obligations of both tenants and landlords. Responsibilities need to be emphasised to both parties.

Challenges included working with a vulnerable age group of 50-64 years, not yet eligible for superannuation but experiencing housing hardship. This results from complex issues involving relationship breakdowns, mental and physical health factors, and in some cases a historical housing history of living in boarding houses, flatting, and substandard private rentals. All these factors can accumulate to produce a lifetime of housing insecurity.

Stable, secure housing is the foundation on which so much rests. My role in sustaining tenancies assists in achieving this foundation. Thank you to the clients who work with me, and the agencies who we partner with for referrals – Anglican Trust for Children & Women, SHINE, North Shore Women's Centre, Age Concern Auckland, and Mahu Vision.



Voice of Gratitude

Nine years on and off with my landlord and it wasn't until you that we finally got into a healthy home. It's a dream come true.

We've spent 20 years renting and gotten sick from [the unhealthy housing standard]. I would have nightmares about being homeless for years, as one time, my son was sent to his paternal family temporarily. Worst three months of our lives. Half the week in a cabin, other half in the car. It was horrific, the rental market was bad and we're on WINZ. People don't like WINZ clients or anyone with a disability.

You have changed all our lives for the better. You gave me courage to stick up for myself. You've made us closer as a family and I am forever grateful.

SOCIAL HOUSING

Christine Stevens

Tenancy & Property Manager,
Social Housing

Securing social housing in North Auckland continued to be a challenge in 2024. Housing policy restrictions on leasing from private landlords, and the emphasis on new builds for Community Housing Providers, such as De Paul House, have been a significant hurdle. However, we have remained steadfast in our commitment — and often said, “Watch this space.”

As mentioned in the Chairperson's and General Manager's reports, we are thrilled to share that De Paul House has taken a transformative step forward. We are now the proud owners of land in Birkdale, where construction has commenced on nine new housing units that will provide nine families a permanent home — and our first-ever property asset. This marks an exciting and significant milestone for De Paul House as a Community Housing Provider and brings our total social housing stock to 21 homes with 11 homes in Warkworth and one home in Hobsonville. These existing 12 houses are leased from private landlords.

In 2024, we continued to have 100% occupancy in these properties, with zero tenant turnover — a clear sign of the stability our housing provides. This community has flourished, despite facing hardship with rises in the cost of living, common to many New Zealanders.

Over the past year, many of these families have faced increasing financial pressure due to the rising cost of living. As a result, several households fell into arrears with their utility bills. We are pleased to report that a majority of them are now on manageable repayment plans, helping them reduce their arrears and even build credit toward future utility charges. This weekly budgeting approach is proving to be effective, offering relief and



reducing financial stress. In January / February 2026, important changes are coming to our Warkworth housing. Due to the sale of the land, all 11 houses will be relocated. This relocation project will require careful co-ordination to ensure families are fully informed and supported throughout the transition.

Due to increasing demand from families now residing at De Paul House, we provide a vital service that is not funded by government but plays a crucial role in supporting their tenancies. Our Tenancy Tribunal support service has been operating for approximately two years and empowers families to seek justice for issues experienced with previous landlords. This service not only provides representation at the Tenancy Tribunal but also walks alongside families throughout the process, offering guidance, advocacy, and emotional support. For those who wish to represent themselves, we offer expert advice and preparation assistance. To date, De Paul House has maintained a 100% success rate in all Tenancy Tribunal cases.

The 2024–2025 year, has been both productive and successful for De Paul House. We look forward to what the 2025–2026 year will bring. Together, we are building more than houses — we are building futures.

TRANSITIONAL HOUSING, TENANCY & PROPERTY

Sesalina Setu

Tenancy Team Manager,
Transitional Housing

Over the past year, our team has continuously looked at ways to improve the service we provide for families and seniors. Funding restraints have also meant that we must work smarter to cover more. We have done this without impacting on the standard of the properties we support. This has been quite an achievement, but we are proud to say we have done it.

Early in 2025, Wayne, our hardworking Tenancy Manager for Lake Road, Belmont site moved to part-time work. To retain him as a valued staff member and to meet his request for part-time work, we reconsidered how we could manage this 11-unit site, without impacting on the quality of the housing offered, and the safety of residents. We moved to managing operations at the Lake Road site remotely from our main office. This setup helps us maintain regular schedules for addressing concerns from new and existing families, including admissions, exits, setups, monthly inspections, and maintenance requests. The Family Support team also now regularly visit this site to meet with residents and report back any outstanding issues.

We have moved from fortnightly tenancy inspections to monthly. A minimum of 48 hours advance notice is provided prior to any inspection. These provisions comply with the Residential Tenancies Act and allow residents to have “peaceful enjoyment” of their home. Residents are reminded of the need to advise us of maintenance outstanding in advance. This prepares residents for the responsibility of renting in the social housing or private rental market. Monthly tenancy inspections focus on health and safety and maintaining a home.



It will come as no surprise that the weather in the last year has impacted on our team. Issues with weather tightness and the need to keep gutters clear remain. The heavy storms and strong winds at our Akoranga Drive site did clear debris and leaves from the roof. Every cloud has a silver lining.

In June 2025, we farewelled Ross who had served our community for two years. Adam also returned to full time study after working part-time at De Paul House since 2023. Both are missed and have been hard to replace. With the recent recruitment of Makalofi, for maintenance and assistant to Tenancy & Property Co-ordinator, Tevita, we are now back to full strength. Tevita has carried so much of this work, and we thank him for his hard work, generosity and humbleness.

The After-Hours Support Service which provides welfare checks for new residents and responds to after hours calls and fire alarm callouts has been running for five years. They also manage CCTV cameras at our larger sites. They are one of the reasons we have retained a safe and secure community.

Lastly, corporate and individual volunteers provide so much of the support for our team. They clean, garden, set up homes including food parcels and linen, and generally just make things happen. Thank you for your generosity and for being a vital part of our mission!

COMMUNITY LEARNING CENTRE

Moana Chalmers

Community Learning Centre
Co-Ordinator

Learning should be fun. However, for far too many of our adult learners they have left primary and secondary education feeling judged, unconfident and with no qualification.

The Community Learning Centre (CLC) provides, not just a chance to learn, but also an opportunity to restore mana and respect to all learners. It is a chance to make friends and understand that you are not the only person experiencing hardship with housing, debt and the many challenges which can contribute to homelessness, and transience.

At the CLC, the hardest thing to do is to open the door and walk in. After that, the warmth of reception from other learners, the presenters/teachers, and volunteers makes returning easy. It is also offered with morning tea and excellent home baking from the Good Bitches Baking Group.

Successes in the last 12 months have been:

- 100% pass rates in the driver's licence and computer skills/digital learning courses. 39 learners have completed the 30-hour computer course and graduated after sharing their whakapapa with a power point presentation. 28 people have completed their driver's licence qualification passing one or more level of learners/restricted or full licence.
- English classes have continued to be our most committed and largest group of learners with an average of 12 adults per session.
- Parenting classes have been added with the completion of Triple P training by both myself and Li, Playgroup supervisor.



All classes are open to the community and resident/clients, and are provided free of charge. (There is an assessment process for community applications).

Thank you to Auckland Transport, Dress for Success, English Language Partners, Katoa Connect and Salvation Army for supporting and facilitating these programmes.

Learner's Voices:

This class has built up my confidence to gain my licence. I am so thankful. I can finally become independent. Thank you.

It is a good course, not only to learn the basics for starters [in computers] like me, but also a refresher for some. It's also a great opportunity to meet new faces.

PLAYGROUP EARLY CHILDHOOD CENTRE

Li Pan

Playgroup Supervisor

In the past 12 months, Playgroup has seen younger pre-schoolers enrolling. This requires extra care and attention from staff and volunteers, especially when settling in new children. Teamwork is required. While one adult cares for a baby, others work to settle toddlers, meet with new children and parents, and maintain the daily routine of play, reading, morning tea, mat time, and nappy changing or toilet training. We welcomed new teacher, Rebecca, in February 2025. Having her as part of the Playgroup team has already proven to be of great value. As has the continuing hard work of June!

Despite some challenges, it has been rewarding to see the children settle in and thrive as they become familiar with the environment. Many behavioural issues disappeared during their stay with us, and parents noticed positive changes at home too. We have also welcomed returning children after the families moved out from De Paul House. This reflects the trust whānau have in us, and their desire to stay connected.

Over the past year, 70 children from 55 families representing 15 cultures have attended/are still attending Playgroup. Some have graduated to local schools or moved to daycares nearer to their new homes. This progress is thanks to the teamwork of three dedicated teachers, nine loyal volunteers, and the work of De Paul House family support workers.

Looking ahead, Playgroup aims to raise awareness of this free ECE service among more De Paul House whānau to support their tamariki's development and ease their transition to primary school.



A Father's Voice:

I see (Playgroup's) positive impact on my children. They're picking up good habits, singing songs, reading lots of books, and even taking their plates to the kitchen. They are also learning important virtues like kindness, patience, and sharing, and becoming more helpful and considerate both at Playgroup and at home. I see so much joy on their faces when we arrive, they are excited to learn, explore, and play. I truly appreciate the teachers and volunteers who make this space so special. And personally, those three hours away from my kids give me the breathing room to reset, get things done, and prepare for the day ahead.

VOLUNTEER & COMMUNITY

Lesley Farmer

Volunteer & Community Liaison

“Love cannot remain by itself — it has no meaning. Love has to be put into action and that action is service.” Mother Teresa

De Paul House is the lucky recipient of great support from the wider community: Individuals, businesses, churches and schools. They respond to our calls for help when we are low on goods for our ‘Banks’ – food, clothing, furniture, household goods and bedding.

Our volunteers are the magic which makes these “Banks” work. Without their hard work we would not be able to continue to provide and organise the goods necessary to set up new homes and clothes, and feed families. Kitchenware and household goods – these items are valued and essential to setting up homes. Volunteers have contributed supermarket and loyalty points to ensure that this still happens.

De Paul House is very fortunate to have retained loyal volunteers over many years, and they have remained stable throughout the past year. They support us in so many ways, engaging with the preschoolers in the early childhood centre, support tutors in the ESOL class, and with ground maintenance.



Over 1745 hours were donated.

The Christmas appeal in 2024 surprised us, given the hard economic times. Toys and gifts were gathered by so many different groups from early childhood centres, schools, social clubs, businesses, and families. It was heartwarming to see the generosity of so many. St Mary's church has run the Angel tree for many years, gathering gifts and toys for the children. Thank you.

Corporate volunteers gave 488 hours. These hardworking teams are a huge help to the Tenancy team, as they work cleaning the grounds and facilities. Many go on to support the Christmas appeal and return the next year.



Sorting
linen and
bedding



Sorting
clothing



Household
goods and
kitchenware



VOLUNTEER & COMMUNITY IMPACT

Business Support 2024/2025



269 Bags
= \$5k

Worth of groceries donated to our foodbank through New World Long Bay, Family2Family campaign in 2024.



281
Individuals

Supplied with underwear, bras, socks, singlets, track wear and hosiery from Hanes Sheridan.



15
Mattresses

Donated to De Paul House for properties and families since the start of 2025.

Volunteer & Community Engagement in 2024

38.13

Average volunteer hours per week

15

Corporate volunteer groups. A total of 124 individuals.

30+

Churches, businesses, community groups, and schools regularly donating goods

Donations & Fundraisers in 2024

16

Donation drives/collections for food/winter wear

6

External fundraising projects/events for De Paul House

\$7k

Over \$7,000 raised for De Paul House through business, individuals and church groups

FINANCIAL STATEMENT

For the year ended
December 31, 2024

	2024	2023
	\$	\$
Income		
Revenue from Non Exchange Transactions		
Contract for Service Revenue	3,392,226	3,235,217
Grants Revenue	114,770	153,953
Donations and Fundraising	332,580	303,154
Total Revenue from Non Exchange Transactions	3,839,576	3,692,324
Revenue from Exchange Transactions		
Revenue from Providing Goods and Services	-	-
Interest Income	110,888	99,801
Total Revenue from Exchange Transactions	110,888	99,801
Total Income	3,950,464	3,792,125
Expenses		
Expenses Related to Providing Goods and Services	2,178,597	2,092,414
Expenses Related to Public Fundraising	21,083	9,844
Employee and Volunteer Related Expenses	1,723,715	1,522,379
Other Expenses	71,864	85,957
Total Expenses	3,995,259	3,710,594
Total Surplus/(Deficit) for the year	(44,795)	81,531

FINANCIAL POSITION

For the year ended
December 31, 2024

	2024	2023
	\$	\$
Assets		
Current Assets		
Bank Accounts	2,808,898	2,738,850
Debtors and Prepayments	10,626	28,498
Total Current Assets	2,819,524	2,767,348
Non Current Assets		
Property, Plant and Equipment	34,244	86,871
Total Non Current Assets	34,244	86,871
Total Assets	2,853,768	2,854,219
Liabilities		
Current Liabilities		
Creditors and Accrued Expenses	74,843	56,923
Employee Costs Payable	129,710	133,827
Unused Grants with Conditions	125,265	81,546
Income received in Advance	-	13,178
Total Current Liabilities	329,818	285,474
Total Liabilities	329,818	285,474
Net Assets	2,523,950	2,568,745
Accumulated Funds		
Accumulated surpluses	1,523,950	1,568,745
Reserves	1,000,000	1,000,000
Total Accumulated Funds	2,523,950	2,568,745

Full audited accounts available at www.charities.govt.nz

THANK YOU

Funders & Supporters



Catholic Diocese of Auckland
Te Taumata o te Hahi Katorika



Kāinga Ora
Homes and Communities



JR McKenzie
Trust



Caring for Families,
Caring for Communities



MINISTRY OF SOCIAL
DEVELOPMENT
TE MANATŪ WHAKAHIATO ORA



Te Tūāpapa Kura Kāinga
Ministry of Housing and Urban Development



THE LION
FOUNDATION



The Tindall Foundation
Contributing to a stronger New Zealand



MINISTRY OF EDUCATION
TE TĀHUHU O TE MĀTAURANGA



Lottery Grants Board
Te Puna Tahua
LOTTO FUNDS FOR YOUR COMMUNITY



FOUNDATION
NORTH
Te Kaitiaki Putea o
Tamaki o Tai Tokerau

Constellation
COMMUNITIES TRUST

Business & Community Supporters

DUTTON STORMWATER



HANES Brands Inc
Hanes Australasia

good bitches
BAKING

SHERIDAN
EST. 1967



Business & Sponsors

AIA NZ
AIA VITALITY NZ
ALL STEEL SERVICES
ANZ
ANZ FRAUD & MONEY LAUNDERING DIVISION
ARMSTRONG MURRAY
AVANTI FINANCE
BUNNINGS GLENFIELD
DEVICE TECHNOLOGIES
DUAL NZ
DUTTON STORMWATER
FONTERRA
HANES AUSTRALASIA - SHERIDAN
HASBRO
HAVEN FINANCIAL ADVISERS
HOUSE OF FINE FOODS
HUSKI
MARSH AFFINITY GROUP
NEW WORLD BIRKENHEAD
NEW WORLD LONG BAY
OLIVER LEE PUBLICATIONS LTD.
RAY WHITE LOCHORES
SEALY NZ
SOUTHERN CROSS HEALTH SOCIETIES
SQUIRREL MORTGAGES, SAVINGS & INVESTMENTS
WORKDAY
XERO
Z NORTHCOTE - GOOD IN THE HOOD
ZINUS NZ

Schools

ALBANY SENIOR HIGH SCHOOL
BIRKENHEAD PRIMARY SCHOOL
CARMEL COLLEGE
KAURI PARK SCHOOL
KRISTIN SCHOOL
NORTHCOTE INTERMEDIATE SCHOOL
RANGITOTO COLLEGE
ROSMINI COLLEGE
ST CUTHBERT'S COLLEGE
ST JOSEPH'S CATHOLIC SCHOOL
ST MARY'S COLLEGE
WESTLAKE GIRLS HIGH SCHOOL
WESTMINSTER CHRISTIAN SCHOOL

Community

AUCKLAND NORTH COMMUNITY AND DEVELOPMENT
AUCKLAND TRANSPORT
BERT SUTCLIFFE VILLAGE
BOWLS BIRKENHEAD INC.
CATHOLIC SOCIAL SERVICES
COMMUNITY FRUIT HARVEST
DEVONPORT COMMUNITY HOUSE
DEVONPORT ROTARY CLUB
DRESS FOR SUCCESS
ENGLISH LANGUAGE PARTNERS
FOOD TOGETHER
GOOD BITCHES BAKING
GOOD WORKS TRUST
HATO HONE ST JOHN YOUTH
INNER WHEEL
KĀIPATIKI COMMUNITY FACILITIES TRUST
KATOA CONNECT
KIWI HARVEST
LIONS CLUB OF HILLCREST
LITTLEMORE
LOLLIPOPS NORTH HARBOUR
MARY'S PANTRY
NORTHBRIDGE RETIREMENT VILLAGE
NORTH SHORE ROTARY
NZ POLICE
PLUNKET
PRECIOUS YEARS LEARNING CENTRE LTD
SALVATION ARMY GLENFIELD
SHORE COMMUNITY TRUST
ST VINCENT DE PAUL SOCIETY NORTHSHORE
SUMMERSET FALLS RETIREMENT VILLAGE
THE POYNTON - METLIFECARE RETIREMENT VILLAGE
WAITEMATA DHB
WILLIAM SANDERS VILLAGE
WOVEN EARTH

Interdenominational

AFRIKAANS CHRISTIAN CHURCH
ALL SAINTS DEVONPORT
EAST COAST BAYS CATHOLIC PARISH
EQUIPPERS NORTH SHORE
LONG BAY BAPTIST
MARIA ASSUMPTA PARISH, BEACHHAVEN
ONEWA CHRISTIAN COMMUNITY
SHORE COMMUNITY CHURCH
ST JOSEPHS'S PARISH, TAKAPUNA
ST MARKS COPTIC ORTHODOX CHURCH
ST MARY'S PARISH, NORTHCOTE
TAKAPUNA NORTHCOTE METHODIST

Collaborations

AGE CONCERN AUCKLAND
ANGLICAN TRUST FOR CHILDREN & WOMEN
AUCKLAND CITY COUNCIL
AUCKLAND COMMUNITY HOUSING PROVIDERS' NETWORK
AUCKLAND TRANSITIONAL HOUSING PROVIDERS' NETWORK
BAYS COMMUNITY HOUSING TRUST
COMMUNITY HOUSING AOTEAROA
CORT
HOUSING FIRST AUCKLAND
KĀHUI TŪ KAHĀ
MAHU VISION
MONTE CECILIA HOUSING TRUST
NORTH SHORE WOMEN'S CENTRE
SHINE

DE PAUL HOUSE
HOUSING AND FAMILY SUPPORT



09 480 5959



92-96 Onewa Road, Northcote Point, Auckland 0627



admin@depaulhouse.org.nz



www.depaulhouse.org.nz



@depaulhousenz