



SUSTAINABILITY TRUST

Annual Report 2010-2011



Vision

People living healthy, happy, connected lives in balance with the environment

Mission

To reduce the environmental impact and improve the well-being of households and communities in the Wellington Region by providing access to advice, resources, services, and products

Values

SOCIAL EQUITY

The ability to access resources, opportunities, and knowledge, regardless of circumstance

SUSTAINABILITY

Our actions today should improve quality of life for all

PARTNERSHIP

Cooperative relationships are at the heart of our work

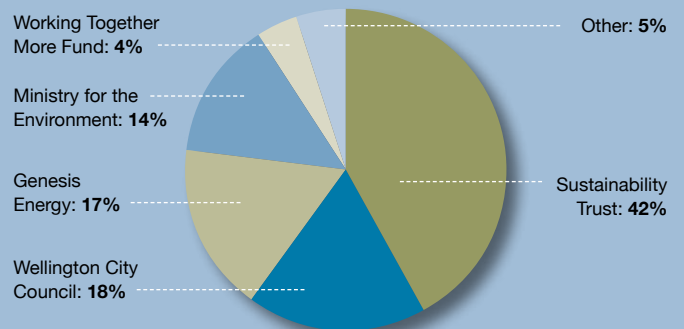
ACCOUNTABILITY

Professional, effective, and considered projects that provide measurable financial, social and environmental benefits

For a complete value statement visit www.sustaintrust.org.nz/home/about-us

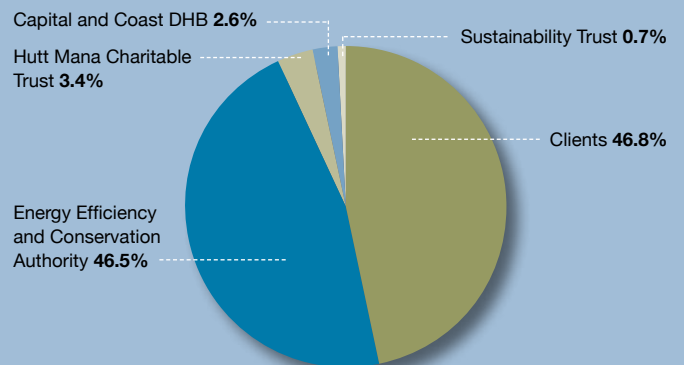
Cash Contributions for Community Projects

Total = \$291,000



Cash Contributions for Insulation and Heating

Total = \$3,868,000





Chair's Statement

Chris Howe has worked in the environmental not-for-profit sector since 1990. He is now Executive Director with WWF NZ, a trustee at Southern Seabird Solutions, and Chair of Sustainability Trust's Board of Trustees.

"I joined Sustainability Trust's Board of Trustees in 2008. One of the first things I did was attend an event at the Town Hall where one of the speakers told us how, because of the Trust, she could now enjoy her living room in the evening, rather than going to bed to keep warm. That moment brought home to me just how important the work of the Trust is, and how privileged I am to be part of it.

This year, despite constant uncertainties about funding, Sustainability Trust has continued to grow and deliver vital services that meet the needs of the Wellington community.

Our team, ably led by Chief Executive Phil Squire, has earned the confidence of our funders by consistently delivering high quality work. This is fundamental to the future of the Trust, allowing us to develop new and innovative areas of activity and continue making a significant contribution to the sustainability of the Wellington Region and its people.

As a social business and a not-for-profit organisation, Sustainability Trust leads the way in showing how it is possible to be a good employer, improve people's livelihoods, and make a profit which can be re-invested in further sustainability programmes.

It was a great honour to be asked by my fellow trustees to take on the role of Chair in November 2010. I'd like to thank them, and my predecessor Megan Salole, for their generous support and commitment to the Trust and everything it stands for.

I know I speak for all the trustees when I say we are very honoured to be part of Sustainability Trust, and are excited and optimistic about the Trust's future at the heart of a sustainable Wellington."

Chris Howe
CHAIR OF THE BOARD OF TRUSTEES



Chief Executive's Statement

Phil Squire has been with the Trust since 2004 and was appointed Chief Executive in early 2010. He grew up in Wellington, then spent 13 years in the US, completing a Masters in Engineering followed by 10 years living off-grid in the California mountains. Phil now lives in Hataitai with his wife and four young daughters.

"This year was a watershed year for the Trust. With the continuing economic downturn, and intense competition with commercial organisations in our core insulation work, we've been challenged to demonstrate that our programmes are relevant, high quality, financially viable, and of course meet the social and environmental needs of our Wellington community. I think we've succeeded in doing just that.

With assistance from our funders and stakeholders, we've installed insulation and heating into over 1100 homes, provided over 600 sets of free curtains, advised hundreds of Wellingtonians in practical methods to improve their homes, employed over 30 people, and reinvested more than \$150,000 of operating surplus into our community projects. As a prominent Wellington businessman recently commented to me "If you can't make it work financially, you're not very sustainable are you?"

Part of Sustainability Trust's unique offering is the complimentary nature of our programmes. While each provides a valued stand-alone service, they are designed to dovetail with one another. This means each client benefits from the creative and technical skills of all our talented staff. This approach also maximises the value of every dollar spent on moving the region closer to genuine sustainability.

I would like to thank our hard-working team, Board of Trustees, and our funders and partners for their support during the past year. We look forward to continuing our journey with you through some exciting challenges in the next twelve months. This includes our pending move downtown to establish the Wellington EcoCentre – a high profile education space for sustainable living. We live in times when standing still is not an option, and we look forward to continuing to contribute and inspire."

Philip Squire
CHIEF EXECUTIVE

Insulation & Heating

All proceeds from Sustainability Trust's Insulation and Heating programme are reinvested in the region through our community programmes. This year, we insulated more than 1100 homes in the Wellington Region and provided clean heating grants for a further 318 homes.

From an environmental, health and social perspective, the value for money of retrofitting insulation is clear. Installing insulation and efficient heating can recover triple the cost of the initial investment through health and energy savings.

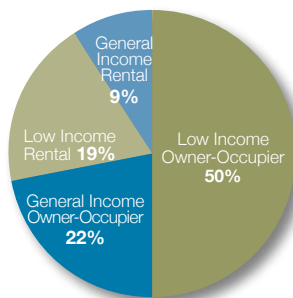
Our insulation and heating team strive to offer the best price for the best service in a very competitive market. The majority of our work this year was targeted at low-income households supported by funding from Energy Efficiency Conservation Authority, Capital and Coast District Health Board, and Hutt Mana Charitable Trust under the government's ENERGYWISE™ programme.

Jobs completed July 2010 – June 2011:

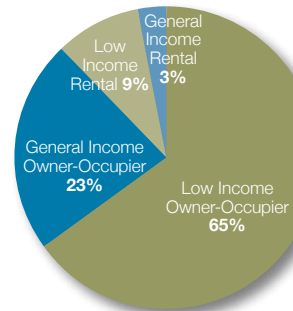
1106 Insulation Jobs

318 Heating Jobs

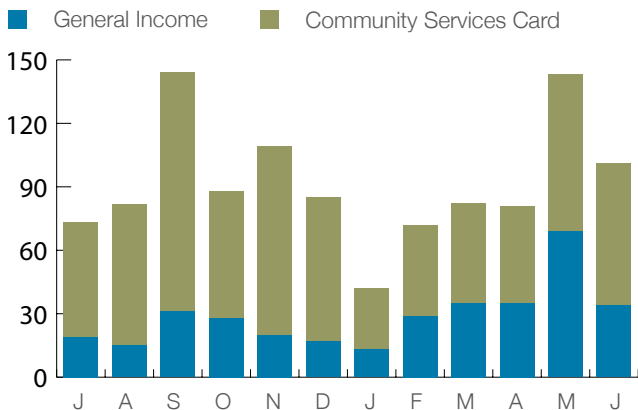
Insulation by Tenure and Income



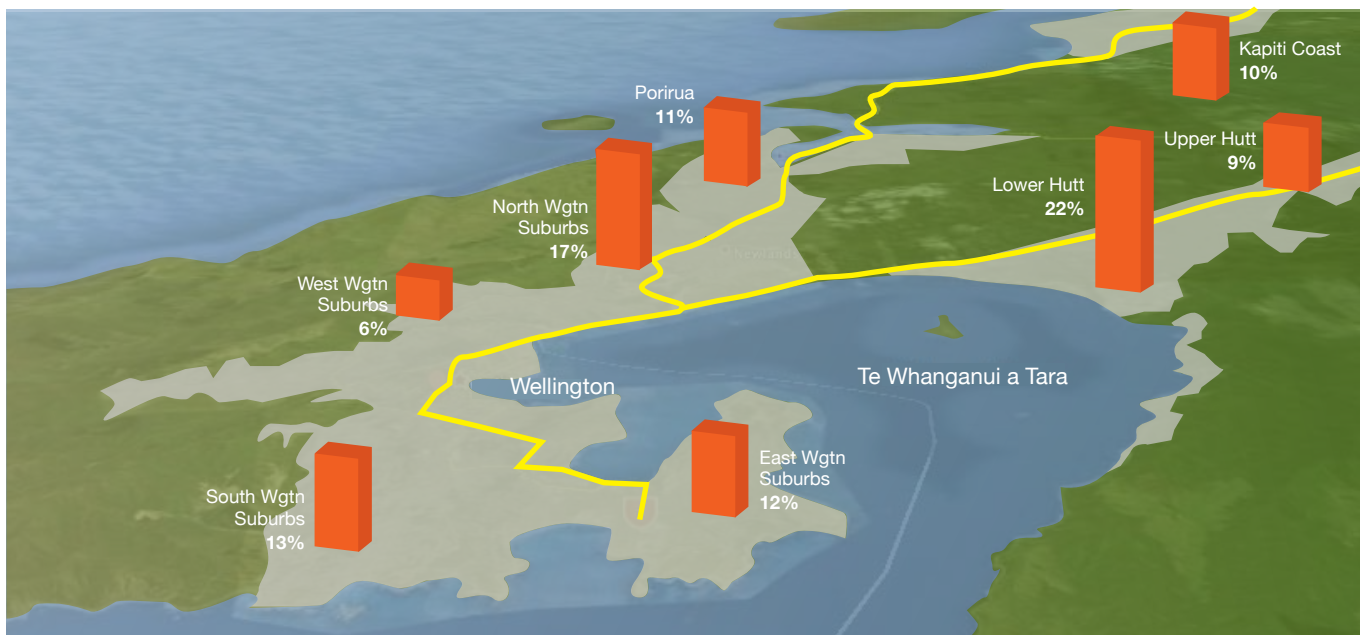
Heating by Tenure and Income



Insulation Installs by month



Insulation jobs by Area





Juls wrote to Sustainability Trust after having subsidised insulation and heating installed in her Kapiti Coast home. Here she discusses the impact of living in a warm, dry home on her health, and quality of life.

June 15 2011

Dear Linda and Team,

Having insulation and a heat pump has made a huge difference to me this winter.

I no longer spend most of the evening in bed on a cold night - I'm rediscovering the joy of using my lounge again! I haven't noticed any increase in my energy bill and we are staying warm and cosy - it's fantastic!!

Winter is often a time when my health deteriorates, but not this year! I have managed to avoid any colds and my Spirometry test last week showed an improvement in my lung function. I think I can attribute this directly to a warmer and healthier environment at home - Thank You.

Without the government subsidy and Sustainability Trust, winter would still be a miserable time for my family.

Your staff were great to deal with and your flexibility in allowing me to pay off the insulation costs is much appreciated. I hope you can pass on my thanks to all staff members involved on my job.

Regards,
Juls

Sustainability Trust thanks the following organisations for their generous support of our Insulation and Heating programme:



Wellington Curtain Bank

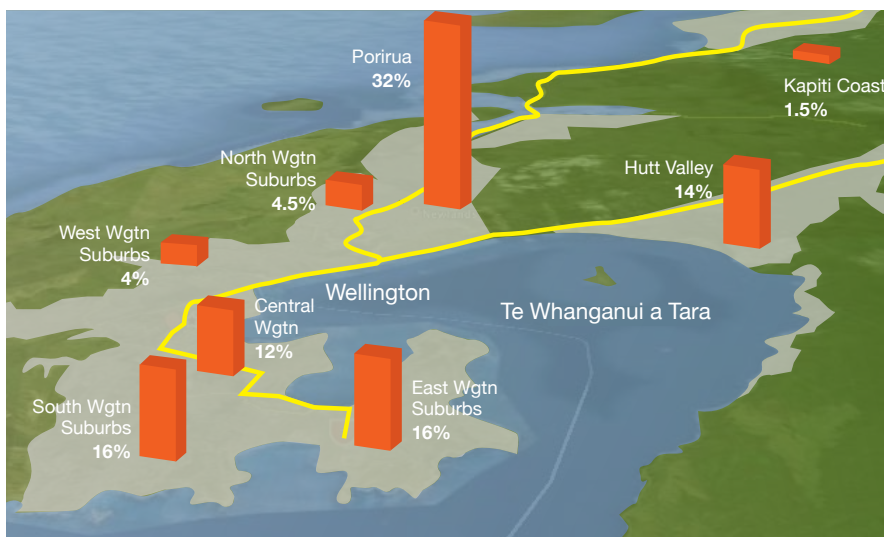
Wellington Curtain Bank provided more than 260 low-income homes with fitted, lined curtains made from donated fabric this year. These homes now have greater privacy, warmth and lower power bills, at no cost to the household.

Properly fitted and lined curtains provide as much insulation as double-glazed windows. They are a simple way of improving a home's ability to retain heat and keep occupants warm and healthy while saving on power bills.

Wellington Curtain Bank employs skilled staff and trains volunteers to tailor and line living-room curtains for homes with inadequate or no curtains. As well as providing 611 pairs of curtains, Wellington Curtain Bank hosted five workshops this year, showing participants how to create energy saving products such as detachable curtain linings, door draught stoppers and hot water bottle covers.



Curtain Bank Clients by Area



PROFILE

In June 2011, Sustainability Trust operated its first Mobile Curtain Bank. Over five days, we provided more than 200 pairs of curtains to 81 Porirua households, in partnership with the Cannons Creek Fanau Centre.

Liz, the General Manager of the Fanau Centre talks about the success of this community partnership:

“Cannons Creek is a suburb of Porirua. It’s predominantly Maori and Pacific, and a large percentage is low socio-economic.

The fact that we were able to help by offering free curtains to our families was a great plus, particularly because we have one of the highest rates of rheumatic fever. Inadequate heating, overcrowding, not enough ventilation – those sorts of things are contributing factors for rheumatic fever.

On the first day out here it was jam packed – we had about 60 people in reception. I had to go out there and say ‘It’s not going to happen today – and you’re a fire hazard right now!’ and nobody wanted to leave because they thought they might miss out!

Our receptionist took all their names and made appointments, and rang to make sure they would be turning up - although that wasn’t a problem! And we paid for a handyman to put the curtains up. It was a great partnership with Sustainability Trust. It worked really well.

The people who came were pretty diverse, some were older, some were young mothers, couples. We had refugees. When we have an opportunity like this we make sure all our networks know about it.”

Curtains Distributed:

611 pairs of curtains

18 single curtains

263 households

Sustainability Trust thanks the following organisations for their generous support of Wellington Curtain Bank:





Warm Fuzzies Wellington is Sustainability Trust's newest programme. Since January 2011, the Warm Fuzzies team has assisted 33 homeowners, tenants and landlords take urgent, effective action to address the causes of housing-related health issues.

Damp cold and mouldy homes are prevalent in Wellington Region, especially in areas of high deprivation. People living in these homes frequently suffer expensive and debilitating health conditions such as asthma, bronchitis, skin conditions and depression.

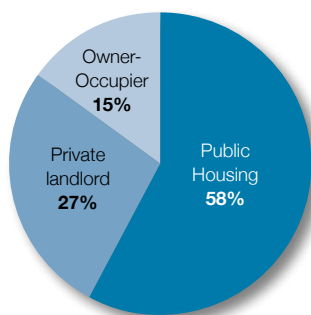
Clients with housing-related health issues are referred to Warm Fuzzies Wellington by their Primary Health Organisation. After conducting a comprehensive home audit, our assessors work with householders and landlords to create personalised action plans, and to provide one-on-one practical support, advice and financial assistance.

Warm Fuzzies Wellington has one dedicated staff member, who is supported by our sustainability advisors and volunteers. In six months, the Warm Fuzzies team has helped make measurable improvements to the health and quality of life of 33 of the region's most vulnerable households.

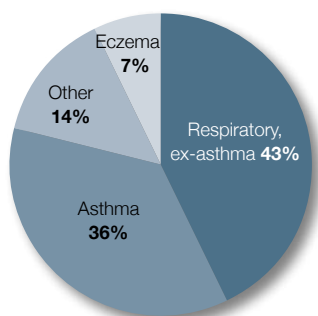
Warm Fuzzies Wellington Clients:

33 Clients to June

Household tenure

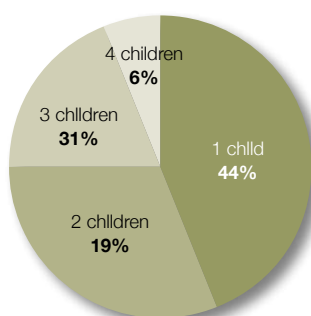


Health reasons for referral



Children under six years, per household

subset = 16 families



PROFILE

Con was the first landlord to insulate his tenant's home under the Warm Fuzzies programme. Here, he discusses the benefits of the programme for landlords.

"As you know, for landlords things have gotten very tough. Then Sustainability Trust approached me, and you were implying there might be a nearly 80% subsidy for insulation - and that got me interested.

I see it as an investment in a way. You want to have good tenants. And I can see from now on that tenants will ask if there is insulation.

My tenants are good parents. It's obvious now that they must have a healthier living environment. I ask them now and they both tell me they can feel a difference.

Willemijn [Project manager] is very helpful. I don't know if she gets a bonus! I think her bonus is to know that she helped a family and some children and later on these children won't go to hospital, or need medicine. So it's a service to the country really."

PROFILE

Rachel was referred to Warm Fuzzies Wellington because of her son's severe asthma. A home energy audit showed that internal moisture was an issue both for the family and the structure of the house.

"My son has really bad asthma. He was really sick, to the point you'd wake up a couple of times in the night just listening for him.

Sarah [Senior Energy Advisor] came and did an assessment on our house, and gave us some pointers. Mainly it was just little tips, like closing off certain areas to heat up, and getting some curtains from Wellington Curtain Bank.

Our number one priority was to get rid of our portable gas heater, because it puts so much moisture into the air. And the very first week we noticed our son wasn't coughing as much. It was pretty instant.

We've also had an insulation assessor come in, and the landlord's agreed to go ahead with it. So we get insulation on Monday!"

Sustainability Trust thanks the following members of the Warm Fuzzies Wellington Steering Group:

Capital and Coast District Health Board, Centre for Sustainable Cities – Otago University, Compass PHO, Housing New Zealand Corporation, Ministry of Social Development, Sustainability Trust, Well Health PHO, Wellington City Council

Sustainability Trust thanks the following organisation for its generous support of Warm Fuzzies Wellington:





Advice Centre Wellington is Sustainability Trust’s energy and environmental outreach programme focusing on sustainability and better living. Our advisors use a broad range of communication and behavioural tools to share knowledge, skills, and strategies for empowerment with people from all parts of the Wellington Region.

Information, convenience and support as well as financial and practical ability are all factors in people’s perceived or actual ability to make positive changes in their lives.

This year, our advisors presented at 15 conferences, clinics and workshops to a total audience of nearly 400 people. They provided 685 individual consultations through our free advice service and supported or ran 25 separate community events on urban sustainability issues.

Advice Centre Wellington is active in the fields of community building, urban agriculture and sustainable home energy use.

Home Sustainability Advice

Advice Centre Wellington provides free, expert advice to householders on measures for providing a healthy home environment. They also conduct on-site home energy audits, offering tailored recommendations for improving each home’s warmth, health and energy efficiency.

Our advisors are proud to have been part of the Home Energy Advice Centre national network, winner of EECA’s Community Award in 2010.

PROFILE

Chrissy contacted Advice Centre Wellington through Sustainability Trust’s website.

“We’ve got a new house, and we had started getting some mould growing on the windows and heaps of condensation.

I sent Sarah (Senior Energy Advisor) an email through the website. I told her about the issues we had and whether she had any suggestions.

Sarah rang back and had a discussion with my husband at home. She gave Karl all the information and broke down in an email all her ideas about what to do.

Sarah gave us really good information and suggestions – and it didn’t cost us anything. We were able to implement it all straight away.

It’s absolutely made a difference. Drying the laundry outside, having the specific windows open, putting the drier in the carport instead of the laundry – we’ve done all that stuff and the condensation has gone.”



Home Energy Audit Client Survey

90% Highly valued the service

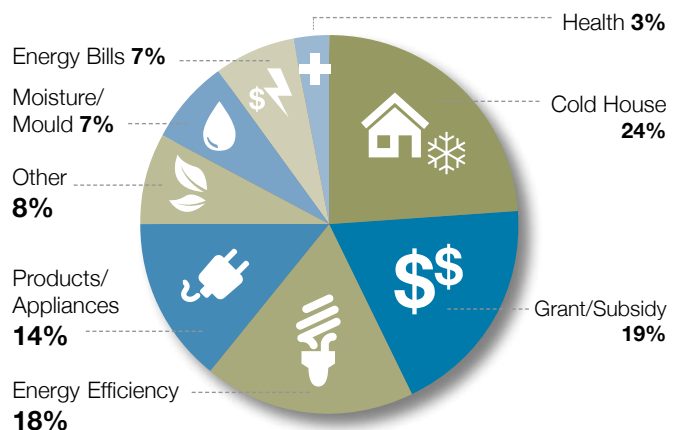
92% Took positive action following the home audit

71% Recommended the service to someone else

Home Sustainability Advice Contact Method

Method of contact	Number of people
Phone	539
Conferences	200
Workshops	105
Email	87
Clinics/Other	73
Face to Face	59
Home Audits	32

Reason for Advice Enquiry





Community Building

Experience shows that personal resilience to disruption or hardship depends on the strength of community connections and ability to access support and services.

Sustainability Trust works to strengthen community connections and resilience in the region by providing support for sustainability focused organisations and events.

This year, Sustainability Trust helped co-ordinate, promote or participated in 21 community building events. The Trust continues to maintain and develop relationships with numerous local and national organisations through participation, information sharing, communications support, or by providing physical and/or technical resources.

Urban Agriculture

Access to affordable, nutritious food reduces household expenses, carbon emissions and dependence on the global food market.

Sustainability Trust is committed to contributing to the development of an urban food strategy in Wellington, and building networks to facilitate this. The Trust continues to help support existing gardening groups, facilitate new initiatives, and run workshops for individuals and organisations.

Sustainability Trust remains a contact centre for people interested in urban agriculture. The Trust also grows seedlings and distributes them to community gardens, and promotes their working bees, workshops and events.

PROFILE

As one of Wellington's few dedicated and independent community gardening employees, Sarah Adams has been working with Sustainability Trust on the development of an Urban Agriculture strategy for Wellington Region.

"Sustainable food is a really important urban issue. If any city is going to be sustainable, it needs to have its own food sources.

I approached Christina [Community Programmes Manager] in February and told her that we needed to have a community representative for the Urban Agriculture sector. Christina and I worked on a number of funding applications to set up a position at the Trust. Although these were declined, we are continuing to pursue this goal.

In addition we developed the concept and framework for 'The Rhizome Effect' hui. The Rhizome Effect is going to be a quarterly event, bringing together people from Wellington's Urban Agriculture scene to discuss how things could develop. One of the things we want to take from that is a steering group - a regional group of people who are active in Urban Agriculture and want to see the sector develop.

Increasingly the cost of food is going up. But most of us have a back yard that can provide us with all the vegetables we need over summer, and the skills needed are not that great.

The health benefits of spending time outside, of becoming aware of seasons, of weather, and feeling more connected to nature - those things are really important when you're living in a fast paced urban environment."

Sustainability Trust thanks the following organisations for their generous support of Advice Centre Wellington:





Staff, Trustees and Partners

At the heart of Sustainability Trust is a committed and passionate bunch of professionals. These include our Insulation and Heating team, led by Linda Downes, and our Community Programmes teams, carefully shepherded by Christina Bellis.

Sustainability Trust's Board of Trustees, led by Chris Howe, has taken

a strong lead in keeping us accountable to our stakeholders, and providing guidance on business and community sector deliverables.

The success of the Trust depends on all these creative folk, and our stakeholders, funders and subcontractors, for the vital parts they play in making the Wellington Region a better place to live.

BOARD OF TRUSTEES

Chair:	Chris Howe
Exiting Chair:	Megan Salole
Trustees:	Josie Adlam (Incoming Trustee)
	Sea Rotmann
	Tim Norton

CURRENT AND EX-STAFF

Administration and Customer Services:

Fransisca Dew
Hazel Thomson
Kay Walters
Simon Morris

Advice Centre Wellington Advisors:

Sarah Free
Seth Hickling

Chief Executive Officer:

Phil Squire

Cleaners:

Alexandra Howatson
Lauren Jones

Communications Advisor:

Megan Hubscher

Community Programmes Manager:

Christina Bellis

Curtain Bank Coordinators:

Erika Grant, Rebeka Whale

Curtain Bank Machinist:

Wisam Al-Dulaimi

Insulation and Heating Manager:

Linda Downes

Insulation Assessors and Auditors:

Anthony Taylor-Edwards
Derek Adaway
Greg Street
Jakob Kleparek

Insulation Installers:

Allan Emslie	Michael Morgan
Alvin Naidu	Pholen Thach
Ashwin Maharaj	Pholy Thach
Craig Auty	Richard Horo
Chris Beets	Sam Fa'afetai
Chris Gibb	Steve Setu
David Davenport	Zuben King
Kyle Kraus	
Craig Dew	

Warehouse Manager:

Warm Fuzzies Wellington

Programme Manager:

Willemijn Vermaat

VOLUNTEERS

Sustainability Trust thanks our wonderful volunteers for their generous contributions of time, skill, humour and enthusiasm:

Andre	Angelina	Hugh
Juliette	Kadija	Matt
Miranda	Naomi	

SUB-CONTRACTORS

Sustainability Trust also appreciates the expert services provided by:

Graeme Sinclair Plumbing (Gas Heating)
Ablaze and Fireworx (Wood Burners)
Degree Ltd (Heat Pumps)



Financial Statements

Statement of Financial Performance

For the Year Ended 30 June 2011

INCOME	2011	2010
Grants Received	161,267	57,185
Contract Funding Received	2,022,878	1,862,514
Customer Payments	1,834,313	1,522,390
Other Income	20,115	88,869
Less Cost of Goods Sold	(2,346,852)	(2,092,803)
Total Income	1,691,721	1,438,155
EXPENDITURE		
Wages and Salaries	1,188,629	1,010,713
Rent	85,026	71,476
Other Expenses	263,916	403,041
Total Expenditure	1,537,571	1,485,230
Surplus/(Deficit)	154,150	(47,075)

Statement of Financial Position

As At 30 June 2011

ASSETS	2011	2010
Cash	624,426	429,549
Accounts Receivable	213,009	323,710
Fixed Assets	57,511	39,424
Stock & Work-in-Progress	302,019	164,185
Total Assets	1,196,965	956,868
LIABILITIES		
Customer Payments in Advance	191,703	264,031
Accounts Payable	380,494	255,402
Other Current Liabilities	130,433	97,250
Total Liabilities	702,630	616,683
Equity	494,335	340,185

Notes to Summary Financial Statements

GRANTS RECEIVED	2011	2010
Genesis Energy	62,500	-
Ministry For Environment	40,404	52,185
Porirua City Council	1,522	-
Trust House Charitable Trust	-	5,000
Wellington City Council	44,841	-
Working Together More Fund	12,000	-
	161,267	57,185

CONTRACT FUNDING RECEIVED	2011	2010
Capital and Coast District Health Board	100,000	60,000
Energy Efficiency and Conservation Authority	1,791,927	1,535,064
Greater Wellington Regional Council	-	6,896
Hutt Mana Charitable Trust	130,951	174,998
Ministry of Social Development	-	75,556
Wellington City Council (City Housing)	-	10,000
	2,022,878	1,862,514

These summary financial statements have been extracted from the audited financial statements which were approved by the Trustees on 28th October 2011. The full financial statements were audited by WHK, and received an unqualified opinion.

A copy of the audited financial statements will be available at the Annual General Meeting or on request from the Sustainability Trust offices after the AGM.



SUSTAINABILITY TRUST

www.sustaintrust.org.nz

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