

Annual Report

2024/2025



Mai Lighthouse

*He mihi tēnei ki ngā mana whenua o tēnei rohe,
arā ko Ngāti Tamaoho ki Ngāti Tipa raatou ko
Ngāti Te Ata hoki, ngā kaitiaki o teenei whenua.*

*We acknowledge Waikato Iwi as the tangata
whenua of this region and honour their
whakapapa, mana, and enduring connection to
the whenua.*

*We recognise Te Tiriti o Waitangi as the
foundation of Aotearoa New Zealand and are
committed to working in ways that uphold its
principles, fostering respectful partnerships with
Māori now and into the future.*

*Nau mai ki to Lighthouse katoa
Welcome to everyone's Lighthouse*

Contents

Chairperson's Report	4
From the CEO	6
Our Kaupapa	8
2025 - 2028 Strategy	9
2024/2025 In Numbers	10
Tāniko Tūrama Woven Light	12
2024/2025 Highlights	14
In Their Own Words	17
Acknowledgements	19
Financial Summary	21
Looking Ahead	23

Inside Cover Photo: Manukau Heads Lighthouse, Supplied by [Beyond Usual](#)

Report Design by [Korimako Creative](#)

Chairperson's Report

Tēnā koutou katoa,

This past year has been a time of growth, resilience, and transformation for Mai Lighthouse. We have navigated rising demand, stretched resources, and a changing social services landscape — all while holding firm to our kaupapa of manaakitanga and wrap-around support for whānau in need.

Our rebranding from Franklin Family Support Services to Mai Lighthouse marked a defining moment. The Tāniko Tūrama (Woven Light) in our new tohu tells the story of our role as a beacon, guiding whānau to wellbeing through two-way kōrero, cultural respect, and genuine care.

The numbers tell part of the story. Over 8,500 people came to us this year — for counselling, financial mentoring, parenting programmes, social work support, legal advice, transport, and more. Our holistic approach remains one of our greatest strengths: many who walk through our doors need help in more than one area, and here they find it without judgement, under one roof.

Some highlights from this year include:

- Volunteer drivers made 2,048 hospital and clinic trips - a value of \$227,737 at the living wage. We have renewed our transport contract and increased driver reimbursement, while introducing measures to manage rising costs.
- Mai Tāne celebrated its first graduation, with tāne completing an eight-week journey of personal growth and reconnection.
- Fresh Start - our return-to-work programme funded by ANZ Foundation - is helping whānau step confidently into employment.
- Continued support from the Franklin Local Board to support our Rangatahi Youth Programme across Franklin schools.
- A new social work room was blessed and opened, reflecting our commitment to creating warm spaces whilst managing our growth.
- Funding innovations such as joining the Fundsorter AI grants programme will help us diversify income beyond our current 80% government funding.

We also faced challenges. The changing political landscape has led to significant funding cuts across the social services sector leading to many charities closing their doors or reducing services this year. For the Mai Lighthouse Board (Trustees listed here on the right) this has meant considering how we continue to offer counselling services whilst no longer receiving any funding.

A growing waitlist for budgeting services has led to recruitment for extra part-time support. Our transport funding ran out before year-end, forcing us to say “no” to some trips - a first for us and something we are determined to avoid in future. Infrastructure repairs, like the leaky roof and ventilation, have tested our budget but kept our premises safe and fit for purpose.

Through it all, our kaimahi and volunteers have shown unwavering commitment. Whether it’s sitting with someone in crisis, negotiating down significant debt, or helping an older person navigate online systems, they bring professionalism, compassion, and hope to every interaction.

To our funders, partners, and community - ngā mihi nui. Your trust and collaboration enable us to keep our light shining. And to every whānau we serve - know that Mai Lighthouse will always be here, lighting every step of your path.

Where there’s a need, there’s a light.



Greg Morgan
Chairperson
Mai Lighthouse Trust



Mark Waldin



Lysandra Stuart



Fleur Cassidy



Shay Twomey



Chillion Sanerivi



Chris Pope



From the CEO

Tēnā koutou katoa,

As I reflect on the year ended 30 June 2025, what stand out most are the commitment, care, and heart shown by our people. This has been a demanding year across the social services sector, yet every day our kaimahi and volunteers have continued to show up for whānau with compassion, professionalism, and quiet determination.

To our staff and volunteers, thank you. Thank you for the long days, the difficult conversations, the flexibility, and the constant problem-solving. Thank you for holding space for whānau when life is heavy, and for celebrating alongside them when things begin to turn around. We have had some incredible stories of success for our whānau this year. The mahi you do matters deeply, and the impact reaches far beyond what can be measured.

We have continued to work closely alongside our government and community partners to strengthen the response we can offer whānau in need. These relationships are vital. They help us respond earlier, wrap support more effectively around families, and ensure people are not left to face challenges on their own. We are also deeply grateful to our grant funders, local businesses, and the many individuals in our community who have donated over the past 12 months. Your generosity and trust make our work possible.

This year also highlighted the strength of community connection. We were proud to be involved in the planning and delivery of the Little Green Expo, supporting environmental awareness and sustainable living across our rohe. Our Winter Warmers appeal provided practical support to 50 whānau, gifting slow cookers, winter vegetables, and essentials to help keep homes warm and meals nourishing through the colder months.



Our Christmas Smiles appeal in December 2024 supported 50 whānau to celebrate Christmas with dignity and joy. These initiatives reflect our belief that small acts of care can make a meaningful difference.

We continue to see significant need in our community, particularly for budgeting and financial support. Demand in this area remains high and will be a key focus for our service delivery and fundraising over the next 12 months. Alongside this, we remain committed to strengthening our support for wellbeing and mental health, recognising the growing pressures facing whānau and the importance of accessible, timely support.

If you are looking for ways to support Mai Lighthouse, there are many options. This can include; regular financial donations, volunteering your time, or donating simple long-life food items to help stock our kai room. Every contribution, big or small, helps us respond to the needs of whānau in our community.

To our staff, volunteers, partners, supporters, and the whānau we walk alongside, thank you for being part of the Mai Lighthouse journey. Together, we continue to be a place of connection, care, and light.

Nāku noa, nā



Robyn Driver

Chief Executive Officer
Mai Lighthouse

Treasurer's Report

This year has seen Mai Lighthouse strengthen its financial footing while continuing to align our resources with the Board's strategic goals of helping communities thrive, supporting high-performing kaimahi, and building a self-determining organisation.

Total revenue increased meaningfully from the previous year, reflecting both strengthened partnerships and diversified funding streams. At the same time, rising service demand and sector pressures contributed to higher operating costs, particularly in staffing and frontline delivery.

Despite the challenging environment, the Trust achieved a positive net surplus for the year, supported by prudent financial management and careful prioritisation of resources. Liquidity also improved, with stronger cash reserves providing stability as we navigate a shifting funding landscape.

The audit confirmed that “all transactions have been recorded in the accounting records and are reflected in the performance report”, and that our statement of service performance remains appropriate and meaningful — reinforcing our commitment to transparent, values-based governance.

The auditors further confirmed there were “no instances of fraud or suspected fraud” and no material uncertainties affecting the Trust's ability to continue operating.

Looking ahead, the Board remains focused on ensuring that our financial settings continue to uphold our kaupapa, strengthen our wrap-around support model, and enable sustainable service delivery for whanau across Franklin and North Waikato.



Fleur Cassidy

Treasurer & Board Member
Mai Lighthouse

Our Kaupapa

Mai Lighthouse (formerly Franklin Family Support Services) is the leading social services agency across the Franklin District and North Waikato.

Vision

To support and strengthen our community

Mission

Empowering People, Changing Lives

Values

Mana | Integrity

Tiakitanga | Trust

Whanaungatanga | Teamwork

How we work

Kotahitanga | Inclusively

Whakapaitia | Making a difference

Mana Motuhake | Creating Independence



For more than 40 years we have been walking alongside whānau with compassion, integrity, and a deep commitment to strengthening community wellbeing. Our mahi spans social work, counselling, kai support, financial mentoring, family violence prevention, parenting support, and youth wellbeing.

But at its core, Mai Lighthouse is about guiding each person to take the next step forward in their own journey. We meet people where they are at, acknowledging their strengths and giving them the tools, skills, and knowledge to truly thrive!

2025-2028 Strategy

Purpose

Mai Lighthouse will be the best model of wrap-around support that helps our community thrive.

Our Goal in Perpetuity

...to the point that our services are no longer required.

Key Objectives

- We are helping our communities to thrive.
- Our kaimahi are high-performing, engaged and valued.
- We are a self-determining organisation.



Management Team



Admin & Tuakau Op Shop/Office



Social Work



Counselling



Parenting



Building Financial Capability

2024/2025 In Numbers



\$2M

in total government tenders,
grants and donations received



20

community programmes
implemented successfully



8500+

individuals reached across
Franklin District & North Waikato

SOCIAL WORK SERVICES

1

Elder Abuse Prevention service for
kaumatua/older people 65yrs+ at
risk of abuse or neglect.

27 clients

4

Oho Wāhine programmes, working
with women with experience of
family violence.

267 clients

2

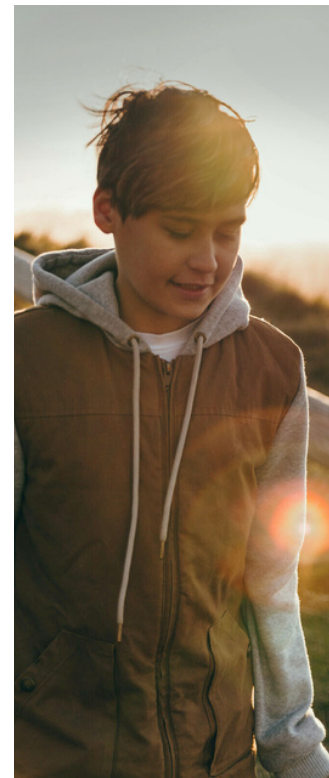
Mai Tāne* programmes (Te Huringa
o Te Ao), working with male
perpetrators of family violence.

23 clients

32

Youth Empowerment Programmes
building relationships with students
to encourage positive growth in
education and community.

260 clients



**still under pilot*



PARENTING SERVICES

4

Incredible Years
Parenting Programmes,
including one specifically
for parents of young
children with Autism

40
clients

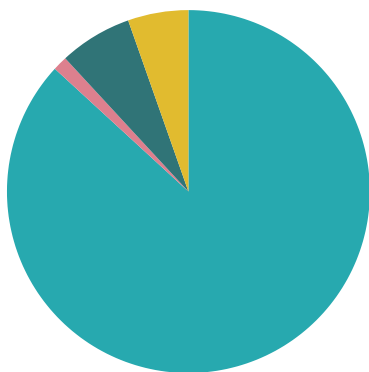
3

Teen Toolbox Parenting
Programmes

41
clients

Revenue Sources

- Govt Tenders
- Grants & Donations
- Non-Govt Tenders
- Other Revenue



COUNSELLING SERVICES

Counselling Services:

To support people to cope with life's challenges, and pursue healthy wellbeing.

89

tamariki under 18

50

adults

KAI ROOM

Emergency support:

We distribute a number of food parcels, petrol and supermarket vouchers to support whānau experiencing financial hardship.

896

kai parcels

\$5000+

worth of vouchers

RURAL COMMUNITY SERVICES



4590

phone calls/emails

Heartlands Services:

Connecting rural communities to necessary government and community resources.

3859

walk-ins/JP

Medical Transport Service:

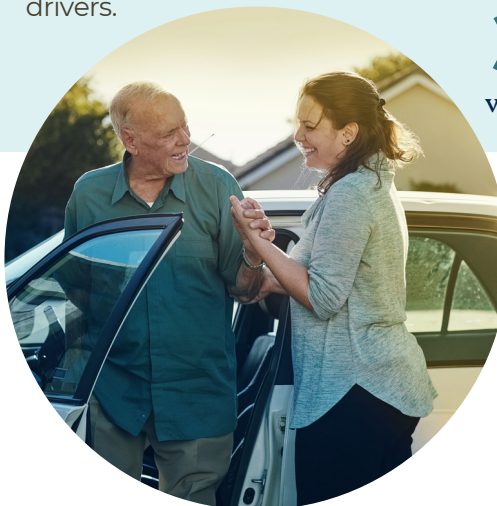
Transport to medical appointments across South Auckland hospitals and clinics by our volunteer drivers.

2048

medical trips

30

volunteers



WHĀNAU-CENTRED SERVICES

Frontline services: direct support for whānau to restore safety and wellbeing where family violence has occurred or risk of occurring.

181 clients

Whānau Resilience: Support that aims to create strong, resilient communities where whānau are supported to live violence-free, and to eliminate violence for the next generation.

49 clients

Building Financial Capability:

financial mentors providing 1:1 budgeting, debt consolidation, and financial support.

1550

sessions

Tāniko Tūrama | Woven Light

From Franklin Family Support Services to Mai Lighthouse

In 2024 our organisation underwent a significant rebranding process, in collaboration with brand agency, Re:brand. Franklin Family Support Services had grown as an organisation, and it was time for our brand to grow with us. Our new identity aims to reflect who we are today and where we are headed, with our community at the heart of everything we do.

Why the change:

- **Staying relevant:** We have seen our community's needs evolve and we recognised the importance of having a brand that speaks to everyone we serve, in a meaningful way.
- **Reflecting our community's diversity:** Fostering meaningful relationships with our diverse community is emphasised by our rebrand. By incorporating Te Reo Māori and Māori patterns, we have created a more inclusive and connected service for everyone.
- **Clarifying our mission:** Guiding whānau to wellbeing is our ultimate mission. 'Mai Lighthouse' can be seen as a beacon of hope for our community, offering support by walking alongside our whānau.
- **Strengthening connections:** As we continue to build relationships with external providers, having a clearer identity of our services helps us effectively offer our holistic way of working.

Like "my" in English, Mai means "towards me" or "here" in Te Reo Māori - like Haere Mai (come here) or Whakarongo Mai (listen here)

Mai Lighthouse is our way of saying "This is your lighthouse – your place of safety, guidance and support."





Mai Lighthouse

Guiding whānau to wellbeing

Our new Tohu/logo is inspired by the diamond shapes of the Manukau Heads Lighthouse, and the diamond pātiki shapes of the tāniko/weaving on our korowai 'Papatuanuku'. The logo symbolises a beacon of light and manaakitanga of embracing the whole of the whānau.

- Outward-pointing triangles show how we reach out to whānau and our wider community
- Inward spaces symbolise the open, two-way kōrerorero of our services
- Kōwhai/yellow represents the light of hope and guidance we offer
- Parauri/brown acknowledges the strength of our land and the journey towards whānau ora/wellbeing

Our refreshed brand is more than just a new name, logo, and colours – it's the story of who we are, highlighting our deep commitment to community wellbeing. It's also a renewed promise to be a beacon of hope, support, and guidance long into the future.

Our sincere thanks go to Tim Dove, Lance Pennington and the rest of the Re:brand team for partnering with us in authentic collaboration. We would also like to extend our deepest gratitude to mana whenua and all the individuals and organisations that engaged in the consultation process.

2024/2025 Highlights

Christmas Smiles Appeal 2024

Our Christmas Smiles Appeal was once again a successful way for our staff to celebrate families who have worked hard throughout the year on their goals. Our departments; social work, counselling, parenting, and financial capability were able to select 50 families who received presents, a ham, and a food box to see them through the Christmas period.

Mai Lighthouse Op Shop opens

In 2024 we opened our Op Shop in Tuakau. This is a place to find clothes for adults and children at reasonable prices. We aim to keep all our items down at close to \$2 so people can afford the clothes, and it also keeps our stock moving. We use all the proceeds of our Op Shop to further fund our services.

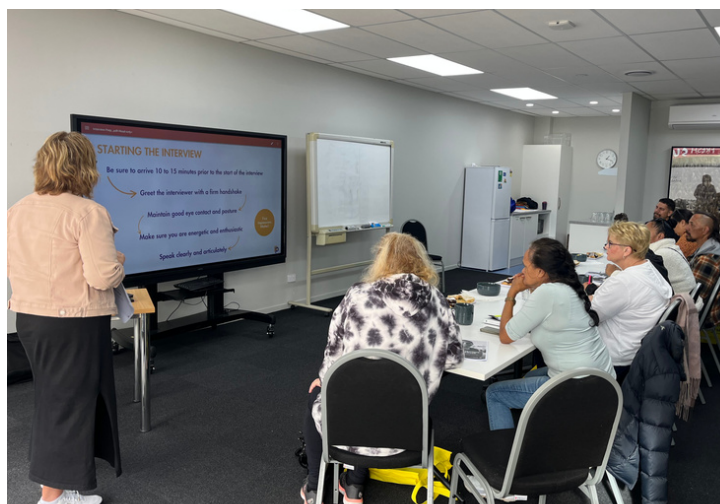


Mai Tāne

Mai Tāne is our new programme supporting men who have been users of violence. This programme of work allows our staff to walk alongside tane and help create successful healthy families. This means working to establish personal health and positive safe relationships, whilst also holding the men accountable for previous harmful behaviours.

Return to Work

Run by our financial mentors, Return to Work is a programme which aims to support community members with work readiness skills including; CV preparations, interviews, mental health strategies. It culminates in the final week with a trip to our Op Shop to find some clothes appropriate for an interview.



Winter Warmers with Counties Energy

Winter Warmers is a collaboration funded by Counties Energy which sees 50 whānau supported through winter with a new slow cooker and stick blender alongside LED lights for their whole house. The Warehouse Group come on board each year to help us source, purchase, and deliver the 50 slow cookers, and top up the packs with soups and other staple food items.

We have a great relationship with other businesses who help us fill the winter parcels. Then to top off the day we have Pukekohe Christian School students arrive with menu books they have created and to help pack up parcels ready for distribution.



Justice of the Peace Clinics

Each year our JP clinic sees over a thousand clients who come in to have documents witnessed and signed. This is a wonderful facility for the Franklin Community to have, and we are grateful to host the JPs in our office on Mondays, Wednesdays and Fridays.

Free Legal Clinic

Another free service we offer is legal advice in collaboration with local law firms, who generously donate their time and skills. Legal services are available every Thursday between 4pm 5pm, by appointment. Community Law offer longer sessions on the first Thursday of each month.

Franklin Positive Ageing Expo

Held at the Pukekohe Indian Hall, this event attracts over 1000 visitors each year, ensuring older members of our community and their whānau are aware of all the support services, activities and opportunities available. We participate in this event every year to as part of our Elder Abuse Prevention and Financial Capability services areas.

Vicky Mee receives NZOM King Service Medal

Vicky has been a highly valued member of our Financial Capability team for over 14 years, working to mentor hundreds of clients to better financial stability and independence. She has the warmest, calmest nature and welcomes all clients with open arms - fiercely dedicated to their journey and ensuring they get the very best outcomes.

In June 2025, Vicky was awarded the Member of the New Zealand Order of Merit for services to Women and Business. Full write up on the [DPMC website](#).



Photo Credit: DPMC



Visit by National MPs

In October 2024 we hosted the Hon. Louise Upston and the Hon. Andrew Bayly for a special visit to learn about the wide range of services we offer. It was a valuable opportunity for us to share our successes, as well as our frontline experience to advocate for more resources and support for our community.

The Little Green Expo

Run by Community Networks Franklin, which Mai Lighthouse is a part of, The Little Green Expo aims to bring sustainability and environmental concerns to the forefront of the Franklin community. Guest speakers, workshops, children's activities, and market stalls create a vibrant day of learning and connections.

Chinese Delegation's visit

We were fortunate to welcome Chinese politicians from Beijing and Shaanxi, representing the Human Resources and Social Security Bureaus of their respective provinces. The groups tour New Zealand to learn about how our community services are funded. This is a wonderful opportunity for Mai Lighthouse to share our best practice and how we work within the confines of government and community funding.

In Their Own Words...

"From our initial meeting at your Tuakau office, I felt at ease due to your empathetic and non-judgmental approach. You created a safe and supportive environment, allowing me to openly discuss my financial concerns and challenges without feeling embarrassed or ashamed. This was the first time I had ever reached out for professional support, mainly due to pride and feeling ashamed. Thank you for listening." (Financial Mentoring)



"My mother came to visit last night, we are going to cook one of the recipes today, me and my mother haven't really been close these last few months, hopefully this is a way forward for us. Thank you so much whaea, receiving your koha has now opened an opportunity to reconnect with Mum just like you mentioned in Oho." (Winter Warmers, June 2024)

"My future is bigger and brighter because of the services I have received."

"I have had the best experience coming here for help at Mai Lighthouse. Bonnie has helped me realign my future. She has helped me financially, mentally and has motivated me to get a job which I have and motivated me to stay positive in all situations so that life doesn't get so hard or seem like I'm going backwards. I really do appreciate the help I have received from Mai Lighthouse." (Financial Mentoring)

"I just wanted to express to you how much our son absolutely loved your programme, so much so that he has signed up for another term. If it wasn't for this programme, I wouldn't have been able to convince him to go to school. It's helping his confidence and helping him to mix and talk to other kids. Thanks so much for all your support, it really means a lot to both of us" (Youth Empowerment Programme)

"Ngaa mihi whaea for the winter pack, everything is amazing, thank you for the recipes too and I made a soup first time ever. Also your boss was so lovely, I didn't feel judged she was kei te pai like you!" (Winter Warmers, June 2024)

"The people in this office - what you receive is Love, Honesty and Respect. Priceless."



"Just as I thought I was drowning, you pulled me out and gave me the confidence, the knowledge and now the skills to swim freely. Just thanking you I feel is never enough, but with the knowledge and strategies you shared, not only has it helped and will continue to help tremendously, but I will teach the same to my daughter as she grows..." (Financial Mentoring)

Acknowledgements

We gratefully acknowledge the following government organisations and philanthropic funders for their contribution to our mahi from June 2024 to June 2025. Ngā mihi nui ki a koutou:

Government Organisations



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA



**ORANGA
TAMARIKI**
Ministry for Children

Health New Zealand
Te Whatu Ora



**NEW ZEALAND
POLICE**
Ngā Pirihimana o Aotearoa

Philanthropic Funders



COGS
Community Organisation
Grants Scheme



These funds help pay for most but not all of our services, so we are equally grateful to all those who have donated time, expertise, goods and koha:

Main Sponsor



Each year Counties Energy continue to support our mahi including sponsoring our Winter Warmers packs and our Christmas Smiles Appeal.

Sponsors



We thank all of those listed - your generosity enables us to continue guiding whānau to wellbeing across the Franklin District and North Waikato region!



Financial Summary

Statement of Financial Performance

Mai Lighthouse Trust

For the year ended 30 June 2025

Statement of Financial Performance

Mai Lighthouse Trust

For the year ended 30 June 2025

	NOTES	2025	2024
Revenue			
Donations, koha, bequests and other general fundraising activities	1	22,551	23,458
Capital grants and donations	1	5,000	-
Government service delivery grants/contracts	1	1,856,891	1,722,626
Non-government service delivery grants/contracts	1	138,649	75,264
Revenue from commercial activities	1	90,293	42,725
Interest, dividends and other investment revenue	1	14,636	14,244
Other revenue	1	10,782	-
Total Revenue		2,138,801	1,878,337
Expenses			
Employee remuneration and other related expenses	2	1,260,239	1,006,500
Volunteer related costs	2	180,005	174,819
Expenses related to commercial activities	2	3,906	6,937
Other expenses related to service delivery	2	192,739	153,682
Other expenses	2	430,405	243,578
Total Expenses		2,067,293	1,585,516
Surplus/(Deficit) for the Year		71,508	292,821
Gain / (Loss) on Revaluation			
Increase / (Decrease) due to Asset Revaluation		35,800	-
Total Gain / (Loss) on Revaluation		35,800	-
Total Comprehensive Revenue and Expenses		107,308	292,821



To view our financial statements - Scan the QR code or visit the New Zealand Charities Register to view Mai Lighthouse's full financial statements online.

This statement should be read in conjunction with the accounting policies, notes to the accounts and the independent auditors report. Financial reporting provided by Grayson & Co.

Financial Summary

Statement of Financial Position

Mai Lighthouse Trust

As at 30 June 2025

	NOTES	30 JUN 2025	30 JUN 2024
Assets			
Current Assets			
Cash and short-term deposits	3	617,360	444,967
Debtors and prepayments	3	23,708	60,746
Investments	3	150,000	152,268
Total Current Assets		791,068	657,981
Non-Current Assets			
Property, Plant and Equipment	6	2,072,023	2,029,936
Total Non-Current Assets		2,072,023	2,029,936
Total Assets		2,863,092	2,687,917
Liabilities			
Current Liabilities			
Creditors and accrued expenses	4	25,929	21,335
Employee costs payable	4	70,612	76,036
Deferred revenue	4	7,084	6,337
Finance lease loans (current)	5	41,990	-
Other current liabilities	4	15,526	10,882
Total Current Liabilities		161,142	114,590
Non-Current Liabilities			
Finance lease loans (non current)	5	21,315	-
Total Non-Current Liabilities		21,315	-
Total Liabilities		182,457	114,590
Total Assets less Total Liabilities (Net Assets)		2,680,635	2,573,327
Accumulated Funds			
Accumulated surpluses or (deficits)	7	2,271,447	2,199,939
Asset Revaluation Reserve	7	409,188	373,388
Total Accumulated Funds		2,680,635	2,573,327

This statement should be read in conjunction with the accounting policies, notes to the accounts and the independent auditors report. Financial reporting provided by Grayson & Co.



Looking Ahead...

Our focus for 2025-2026 is continuing to best serve our community whilst preparing for growth in population and service need. Our strategic plan objectives will continue to be central to our mahi:

1) We are helping our communities thrive. We will achieve this by being responsive to the emerging and changing needs of our whānau and adjusting the services we offer. An example of this was starting our Return to Work programme to help our clients have confidence and skills to apply for a range of suitable employment.

2) Our kaimahi are high-performing, engaged, and valued. In 2026, we will prioritise the development of a Kaimahi Wellness Framework that empowers our staff and volunteers to care for their own wellbeing, while strengthening our organisational commitment to supporting healthy, sustainable mahi.

3) We are a self-determining organisation. Through 2026 we will continue to identify opportunities to diversify our funding alongside investing in technology to ensure Mai Lighthouse is at the forefront of digital change.

The future of our area is going to be exciting with exponential growth across both Franklin and North Waikato. As an organisation we are putting together a 10–20-year plan of how we can both succeed as an agency through growth and expansion, and ensure we are in the right spaces to meet the needs of this growing community.

This growth brings with it new challenges, new demographics and new opportunities and we are so excited to be part of it!



Robyn Driver

Chief Executive Officer
Mai Lighthouse



Mai Lighthouse

Guiding whānau to wellbeing

Mai Lighthouse

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