

## March 2021

Dear Friends and Family of Totara Farm Trust

Greetings from Team Totara. As I am writing this Auckland has just dropped back to Level 2 but we remain effectively at Level 3 for a few more days as we have always done – the lessons learned around being nimble and prepared have stood us in good stead!

### Planning a Holiday

We are really thrilled to be finally planning a holiday for those supported by the Trust. This was booked for early March but sadly had to be deferred due to Level 3 restrictions. This is now re-booked for the first 2 weeks of May. Fingers crossed we won't have to defer again.

Through a friend of Sues, our Board Chair, we're renting a lovely big property on the shores of Lake Taupo. You can check it out here:

<https://www.laketaupomountainview.co.nz/>

We have plenty of plans for activities and places to eat so for those of you following our Facebook page we'll keep you updated with what we get up to.



### Friends & Family Survey

Thanks so much to those of you who completed the survey. Your feedback and ideas are incredibly important and the more we hear from you the better we will be at understanding whether we are hitting the mark for you and where we need to focus on improvements.

We have had some great feedback around the questions and how these may be

improved. Based on this feedback the survey questions will be different when we go through this process again later in the year.

A separate document is provided with this newsletter detailing the survey results. The results are pleasing but we clearly have some areas that need polishing. We will keep you up to date as things progress. We are always keen for feedback and ideas so please don't think that you need to wait for a survey to get in touch.

### Health Cert Audit

We had a Health Cert audit early February, and the results were excellent. We are re-certified for another 3 years and only have 4 minor issues to resolve before the end of August 2021. The staff and people supported were open and honest and welcoming towards the auditors. Many thanks to those of you who were contacted by the auditors. Your feedback is crucial, and we appreciate you taking time to take part.



### Vaccinations for Covid 19

As you will be aware the roll out of Covid 19 vaccinations has commenced. We are waiting to hear from the Ministry of Health as to the timing of vaccinations for your family member and Totara staff. Once we have clarity, we will be in touch with you personally to discuss your thoughts.

There is great easy read and video material available for the people supported by the Trust to get an understanding of the

vaccinations and their administration. Of course, our team will support your family member with this process.

Here's a link to some of the information available including easy read options.

<https://covid19.govt.nz/updates-and-resources/accessible-information/easy-read/#covid-19-vaccines>



Unite  
against  
COVID-19

### General

Regarding our finances there is no doubt sliding between levels related to Covid not only means uncertainty for your loved ones; it introduces costs to ensure we're adequately staffed and maintain tight bubbles. However, being well prepared mitigates other costs associated with lockdowns and we simply must do the right thing. There is nothing to worry about related to our finances, but we do need to be very vigilant in such an underfunded sector.

Nga manaakitanga ki a koe me o koutou  
whanau

Bernadette and The Leadership Team

### From the Totara Farm Trust Board

In January we welcomed Peter Sherwood to the Board. Peter is the father of one of the men living at Kingseat and we welcome him and his invaluable input.

For us, this year is one of consolidating our work on our Governance Training and completing our strategic planning for the next few years.

The recent lockdowns have impacted both the operation of the Trust and our own lives.

Thanks to all families for your support of what must happen to keep everyone safe.

Looking forward to a more settled year.

Sue Crockett

Board Chairman

