

ENTREPRENEURSHIP EMPOWERMENT SOUTH AUCKLAND PROGRAMME

*(BUILDING FINANCIAL RESILIENCE IN COMMUNITY
THROUGH SOCIAL ENTREPRENEURSHIP)*

APRIL - JUNE 2018

DELIVERED BY FAMILY SUCCESS MATTERS AND PEOPLE SYSTEMS CONSULTANCY



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EE Programme Impact

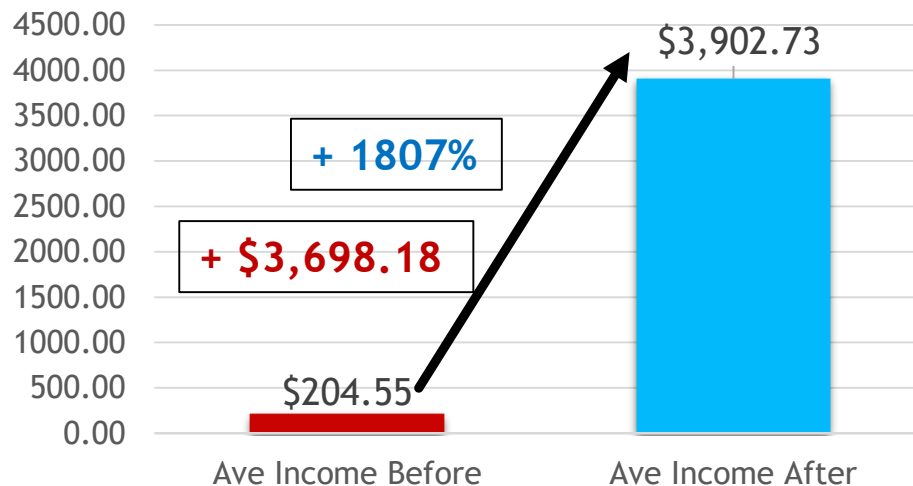
Summary of the Programme Outcome

Total Trained – 29 participants	21 businesses started-up
Total at end of programme - 24 participants (83%)	17* businesses (81%)
Total Business with Income Increase	11** businesses (65%)
Average Income Increase of 17 Businesses	+ \$ 2392.94/ business
Average Income Increase of 11 Businesses	+ \$ 3698.18/ business
Average Income Increase of 29 Participants	+ \$1402.75/ pax

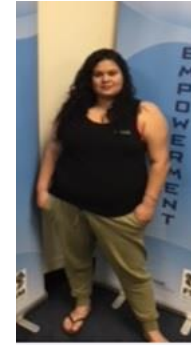
* Total Businesses at beginning of training is 21. 17 businesses at end of programme. (10 participants running their business individually & 14 participants work on their business in pairs; 24 participants completed the programme; while the remaining 5 participants discontinued the programme due to personal circumstances at and during the mentoring sessions.)

** 6 businesses did not (yet) show and increase in income but may be able to increase their income from their start-up business in the next 2-3 months

Average Income Increase of top 11 Businesses



Top Selected Stories



- ▶ Jessica Mackay
- ▶ Business: Holistic Maori Mataranga Learning/Tutoring
- ▶ Business Name: Wahakura

Before: **\$0**
After: **\$7000**



- ▶ Nevada Brown
- ▶ Business: Property Maintenance & Landscape
- ▶ Business Name:

Before: **\$2000**
After: **\$25000**



- ▶ Robyn Cook & Kay Andrews
- ▶ Business: Food catering & Community Cooking Apprentice programme
- ▶ Business Name: Queen Bees Catering

Before: **\$100**
After: **\$1200**



Objective and Programme Overview

Objective: To provide an overall summary of the Entrepreneurship Empowerment Programme delivered from April - June 2018

Programme Overview

Description	An economic enhancement and empowerment programme designed to give participants in financial hardship the opportunity and chance to achieve positive and sustainable financial increase outcomes through social entrepreneurship (or micro/small business start-up); building financial resilience in the community
Programme Objectives	To provide <i>real and tangible ground level support</i> for first time start up business ideas and review of current operating business who have yet to meet financial profits expectations
Programme Differentiator	The programme is free for participants and supports the increase in income with limited initial resources. Able to adjust and provide extra catch-up training times to those who misses mentoring sessions through unforeseen family commitments & constraints. Key features: 1. Income increase; 2. No loans; 3. Sustainable income increase; 4. Works both for existing and new entrepreneurs
Target Group	This target group was focused on supporting individuals and their families based in South Auckland area predominantly Maori, Pasifika and newer immigrants who were suffering from financial hardship
Programme Delivery	<ul style="list-style-type: none"> • Workshop : 2 Days • Group Mentoring : 8 sessions (2-3 hours per session) • Individual Phone Mentoring or Individual Face-to-Face Mentoring: whenever needed to help participants to catch up when they miss group sessions or for business enquiries
Programme Partners	People Systems Consultancy and Family Success Matters



Training & Mentoring Process

1. Training session

- 2 Day Workshop/Training
- **29 Participants completed the training**
- 21 businesses chosen by participants to be developed (8 businesses have 2 participants each working in pairs)



2. Mentoring session

- 8 weeks - Individual & Group Mentoring.
- 27 participants at mentoring session
- **24 participants completed the mentoring sessions (89% participants completed the programme)**



3. Final day - Graduation Ceremony

- 17 Business celebrated at completion of programme
- **85% business completion rate.**
- 11 businesses shows an increase in income at phase.
- **65% of businesses showed income increase in 2.5 months.**



4. Mentoring Support After Graduation

- *Ongoing 3 months support*
- *Another 3 businesses have a very high probability of showing an increase in income in the following 2-3 months.*
- ***Expect that 70% of business will show income increase in 3-4 months***

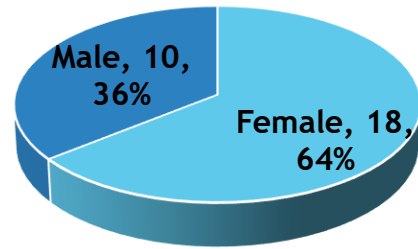
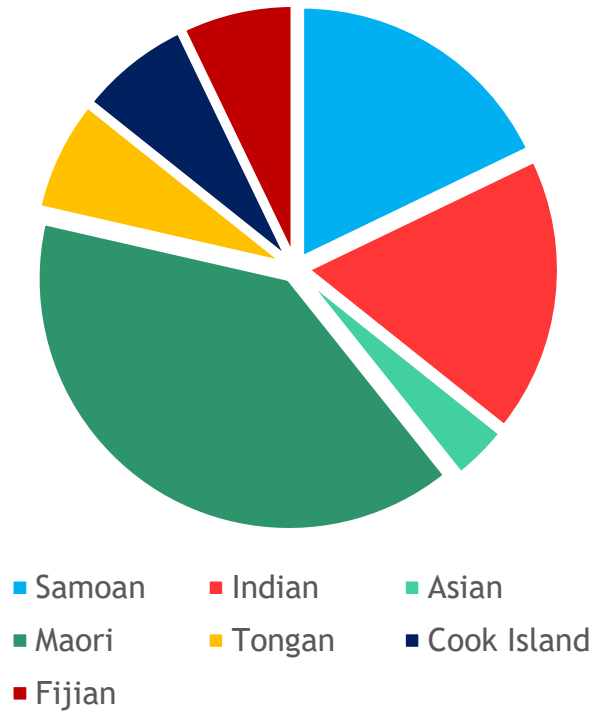


Programme Timeline & Participants' Background

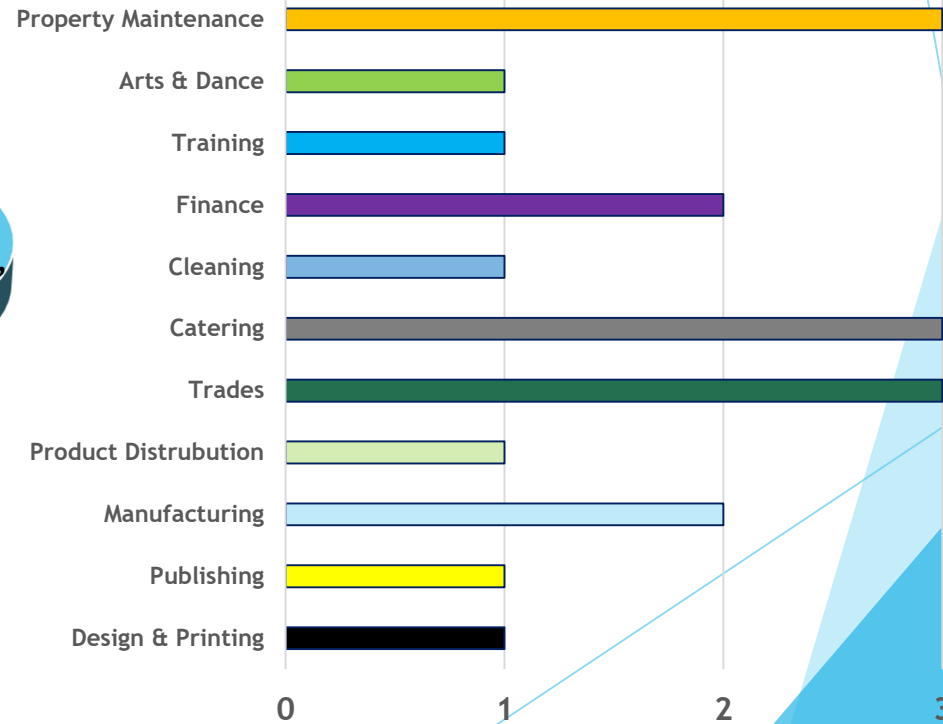
Start
20 March '18

End
30 Jun '18

Participant - Ethnic Breakdown



Industries - 19 Businesses



Mentoring support will continue for another 3 months to September '18

Program outcomes achieved - June 2018

Key Programme Outcomes were achieved through the funding plan which included:

Facilitation Training conducted and led by People Systems Consultancy and supported by Family Success Matters	One Fully Trained Facilitators (in Malaysia by People Systems Consultancy); another Facilitator on-the-job -training in NZ throughout the 2.5 months	Increased Specialist Workshop and Mentoring Facilitation Capacity, Knowledge and Delivery Skills for ongoing and future new empowerment programmes
Mentoring Support for Facilitators led by PSC Malaysia	Enhancement of Facilitator Skills during Programme Delivery	Development and Adaption of Facilitation requirements to meet local needs of community engagement and compliance standards in NZ
Recruitment and selection (groundwork - developed relationships with other community NGOs)	Provision of Resources to initiate recruitment and selection processes	Engagement of 29 participants who experienced the 2 days of self-awareness and growth-mindset space for unlocking hidden Human Potential
Programme Delivery - <i>Self-Awareness, Flip Practice, Blue Ocean, Target Customers, Selling, Marketing, Operations, Financial Instruments, Interactive Financial Games, Visioning, Symbols</i>	Provision of additional Resources to delivery two Programme Initial Training sessions	Initiation and development of 20 Businesses. Every participant started the process of developing a business plan for their respective business
8 Week Mentoring Support - Individualised business mentoring support and collective sharing and learning space	Provision of Resources to delivery mentoring support session; including extra sessions for special cases due to family constraints	Continued Development of 17 Businesses after the programme (with support for another 3 months); continue to support network among participants through our internal (private) group Facebook page



What did we do that was different? (Barriers, risks and opportunities)



We anticipated (from our extensive hands-on and in-depth community and social experience and knowledge – in NZ and overseas) that although there would be many participants who wanted to attend a training to help them realise their dream of starting their own small business, there would still be realistic common (day-to-day) and broader socio-economic-cultural barriers that would disadvantaged these interested participants – such as:

- Lack of self-confidence and self-awareness (mindset) in their latent/hidden potential and abilities to start-up a business; lack of understanding in how to develop a business plan and taking small steps to achieve their first sales from their micro-small business
- The parents in our participant community come from large families with young children, and we have to provide a support avenue in relations to transportation, child minding and even lunches to support and encourage the participants to attend and concentrate in the course
- Community collectivity of support was also vital in ensuring that a business start up community was enhanced through learning of social media, group mentoring sessions and follow up phone call contacts; bonding and shared experience in a safe “container” was vital in the process for full engagement and commitment to the programme

By minimizing most of these barriers, we opened up further opportunities for participants to come into a safe and respectful space of learning and sharing, while their normal day to day barriers and stressors were attended to and minimized for focused learning

Our facilitation group which encompassed experiences from early childhood, social service, community development and business sectors enabled planning to ensure a holistic (yet systematic) approach to enhancing participation for participants was maximised



Final day -
Graduation
Ceremony

“Our methodology focus on transformational learning - resulting in a fundamental and lifelong shift in mindset, organising principles & behaviour.” (Peter Leong)

“This is the best environment to network and be around other like minded people to learn how to do our business professionally” (Participant’s feedback)



Holistic Outcomes



Participants were able to access business start up and review support through an approach that eliminated barriers:

- Managing limited time and resources to attend classes and have the freedom to learn without being distracted
- Enabling a free resource of business start up and review support
- Invitation to step into greater self-awareness and to adopt a growth mindset to have the greatest impact on generating income increase sustainably

- ▶ Participants Increase in Practical & Hands-on Business Knowledge
- ▶ Enhanced social connectedness & community engagement of participants (Social- Awareness)
- ▶ Rapid enhancement of Self-Confidence
- ▶ Change towards Positive/Growth Mindset in participants capabilities (Self-Awareness)
- ▶ Implementation of Actionable Business strategies to increase income and minimize loss
- ▶ Business's ideas based on true passions, skills and abilities which increase sustainability and high sense of fulfillment and happiness
- ▶ Increase in Marketing, Operational and Financial Planning capability
- ▶ All participants understands and commits to getting results of value to others (attitude of a professional business person with a Cause or Purpose as the true driver of their business)

Income Increase Outcomes



Naveda Brown
Maori
Manurewa

Through the two day and 8 weeks mentoring sessions the following outcomes have been enhanced:

- How to use Business Plan Development and Refinements and financial instruments
- Increase dollar value of project sales (using Blue Ocean strategy)
- Business Start up Confidence from Participants

Background: 10 children

► Challenges prior to programme

NZD \$2000 average per month

Started his own basic maintenance business a few years ago and was not fully motivated to grow his business, lacking in business planning and marketing knowledge.

He attended the training course to find out how what he can do to become more serious and motivated in growing his business in a professional way and taking it to the next level

► Changes after programme

NZD \$720 - Month 1

NZD \$25000 - Month 2

1150% Income Increase

Increased confidence to make a proposal for a project using Blue Ocean thinking - added landscaping to his proposal.

Won the project order worth \$25000.00 during the second month of training.

Increased capability and confidence to develop his business fully with the intention to employ more part-time employees to help him.

Able to help support partner in developing her Maori social wellbeing programmes to the community.



Talalelei Misikopa
Samoan
Manurewa, South Auckland

Business: Music & Publishing Samoan
Early Childhood Educational Resources

Business Name: Elelei Publishing

Background: Married with 4 Children,
Works Full Time

► **Challenges prior to programme**
NZD \$50-estimated; inconsistent and sporadic income

Produced a Samoan music CD with early childhood educational songs 7 years ago and struggled to make sales; sporadic sales

Found it difficult to manage time with work and financial obligations to commit towards selling her product

Before attending the course, she ran out of ideas to increase sales due to limited by lack of knowledge around business concepts to support and increase the sales of her product

► **Changes after programme**

NZD \$250 - Month 1
NZD \$550 - Month 2

900% Income Increase

Found the confidence in her creative ability and has innovated her business through the blue ocean strategy by creating a early childhood Samoan focused educational book

Networked and found funding by a publisher to support, endorse and publish 100 books

Started to sell more of her Samoan music CD's by incorporating the sales strategies she has learnt

Has found inspiration to seek financial freedom through the change of mindset to help her focus on her passion; realising her full Human Potential

Tusi faitau mo tamaiti

(Story book for children)



Samoan early childhood book prototype



Music CD



Bonita Maria Fane
Samoan
Manurewa, South Auckland

Business: Pasifika Dance School

Business Name: Bonita Dance Studio

Background: Married with 3 children, no previous business experience. Love for Pacific Island Art and Dance, unemployed; had a vague business idea but does not think she could start her own dancing business

► Challenges prior to programme

NZD \$0

Bonita travelled the world dancing for a Pasifika Dance Group but since she had her family she has never been able to pursue her dreams and passion of continuing dance (also having to look after her ailing mother)

Although Bonita loved to teach dance she didn't know how she could do this and earn an income at the same time. She lacked confidence in her age.

Commitments with family and financial obligations limited Bonita's ability to even think of starting a dance studio

► Changes after programme

NZD \$0 - Month 1
NZD \$400 - Month 2

400% Income Increase

Learnt how to use the flip technology to help her change and keep a positive mindset. Has two roadshows booked

The programme immediately helped her to take practical first steps to start to put together the operational and customer plan to start her business. Implementing a subscription fees to set up two training classes per week in a local venue

Bonita has also added value to incorporating the health improvement aspects in developing dance programmes to target customers interested in using dance to improve fitness.

Produced her first dance group of 5 dancers and performed 5 dance-sets at the Graduation Celebration Event - drawing huge applause and admiration

**Bonita share's her
Journey-listen to audio**



Bonita Dance studio perform the "Moana" Siva





Jessica Mackay
Maori, Dutch
Manurewa, South Auckland

Business: Holistic Maori Mataranga
Learning/Tutoring

Business Name: Wahakura

Background: Single mother to three whangai children, currently working part time. Strongly connected to her cultural heritage and has a passion for arts and crafts

▶ Challenges prior to programme

NZD \$0

Jessica's strong cultural values and the talent & skills in Maori art provided her with the ability to create magical cultural resources for Maori mother's and baby. However these same values limited her ability to sell her services and products.

Jessica struggled with selling her skills and products as she felt it pulled against her cultural values. This made it difficult for her to initiate business strategies to increase profits.

Jessica learned the value of starting a business as an alternative option to fund her passion and talents - this gives her a future option for sustainable financial and self growth

▶ Changes after programme

NZD \$0 - Month 1

NZD \$7000 - Month 2

**Jessica share's her
Journey - listen to audio**

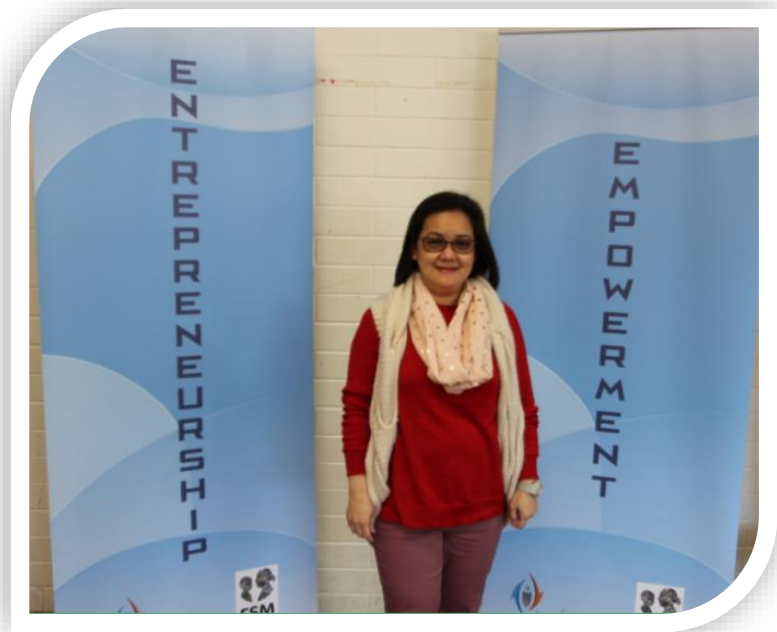


7000% Income Increase

Learnt how to reframe her mindset to use her gifts and talents to gain financial resources as a viable and sustainable option to fulfill her passion to spread Maori values and culture

Found the programme helped her to start to create her Business identity and innovate by adding a component of tutoring services. Increased her ability to understand and analyse how to separate business knowledge from cultural motivations

Used the modules and strategies to secure a contract and mass customer to deliver a tutoring workshop and increase the value of her product/service by promoting the cultural aspects of what makes it unique



Sherry Ibara
Phillipino
Manurewa, South Auckland

Business: Manufacturing Natural Soap & Shampoo products

Business Name: Sunflower Soap
(provisional name for labelling)

Background: 2 children; has done the previous course in 2017 and want to grow her soap manufacturing business to the next level with increased sales; a Science graduate

► Challenges prior to programme

NZD \$0

Sherry had previously completed the EE pilot programme and launched her Soap product business, however she struggled to make sales due to her confidence.

Sherry was also very fear-based in trying to ensure that she had protection of the manufacturing of her product before targeting sales. She has since learn how to differentiate her business from competitors through Blue Ocean thinking

► Changes after programme

NZD \$100 - Month 1

NZD \$50 - Month 2

**Sherry share's her
Journey - listen to audio**



100% Income Increase

Sherry's confidence has increased which resulted in her making official sales within the first month. She has gone onto innovate through customer preposition value strategies and is developing a shampoo soap product as a direct result of customer feedback

Sherry has also initiated her first export sale to the Philippines through the implementation of targeting Mass customers through her connections



Package and labelled soap products on sale



Manjula & Deann Kumara
Sri Lanka
Papatoetoe, South Auckland

Business: Handyman

Business Name:

Background: Married with 2 Children, moved to NZ from Sri Lanka 10 years ago, Manjula is working fulltime along with working their business after hours. Deann is studying full time to qualify as a teacher.

However, they wish to fulfill their dream of owning and running their own business, knowing that NZ is a land of opportunity for them to succeed beyond their current income levels

► Challenges prior to programme

NZD \$0

They have had this business for a while but struggled to find customers and create value in their business. Manjula felt hopeless in being able to take his business to a level where he could make a profit and future for his family. They had not made any profits from jobs before the programme. Manjula was tired working long hours with low wages and getting back pain.

Didn't know how to introduce and explain their services and were finding it hard to identify potential customers

At times they provided services to people who they were connected to and were not getting paid in which they were left to bear costs in the materials and labour that they provided

► Changes after programme

NZD \$350 - Month 1

NZD \$1000 - Month 2

1000% Income Increase

Manjula and Deann have been able to create a heart-felt identity of their business and vision, and clearly outline what services they provide by adding trust and value through creating a portfolio of their work

Incorporated a selling strategy focused on showing potential customers how their work can help increase their property value

Guided by the four quadrants they have been able to increase their focus on bathroom installations and fencing work which have enhanced an outreach towards a targeted group of customers who want and need this specific service. Completed four new sales jobs in last two months by being committed to put learning in practice.

Manjula & Deann Share their Journey - listen to audio



New fencing job





Morris Wong
Tongan
Manurewa, South
Auckland

Rahul D'souze
Indian
Manurewa, South
Auckland

Business: Transition To School
Programmes

Business Name: Tuakana Teina Transition
*“School Readiness Tutoring - Kura
Takatu Kura”*

Background: Morris and Rahul both work together and their passion has been around creating opportunities to enhance transition of children into primary with the best support and start to school.

▶ Challenges prior to programme

NZD \$0

Morris and Rahul knew that there was a gap in early childhood services and they wanted to start a programme but did not know where to start

Both found it difficult to find ways to build a business based on their passion of helping children, they felt that this could only be achieved through social service sectors as a job but not a business

Morris and Rahul lacked confidence in their ability to develop a programme and didn't know how or who to approach in guiding their programme development

▶ Changes after programme

NZD \$500 - Sourced Funding to be confirmed by August 2018

Through identifying their personal cause in their business, they have a renewed sense of inspiration and have worked tirelessly to complete the development of their Transition to School Programme; between them they have a 100% attendance rate for the whole programme

Identified regular customers through local schools to promote the sales of the programme delivery. They have approached four ELC and have successfully secured two potential clients.

Through the Blue Ocean strategy they will incorporate transition to school resources packs to be sold as a separate product to complement their programme delivery. This has increased opportunities for Mass customers through parents of the primary and early childhood schools

Both have increased their courage to take the plunge and build their business idea. They are confident of landing a first pilot program as their first sale in the next two to three months

Rahul & Morris share
their Journey - listen to
audio





Hetueni Mafi
Tongan
Mangere, South
Auckland

Victor Mafi (19yrs)
Tongan
Manurewa, South
Auckland

Business: Handyman Business - specializing in carpentry and property care

Business Name: Hetu & Sons Handyman

Background: Father and Son team, Hetu has carpentry experience and Victor is learning house painting. Hetu recently gave up employment to focus on supporting his children, in particular due to recent events that have led Victor through some trials. Family of four children and wife who now is the sole earner.

► Challenges prior to programme

NZD \$0

At the interview stage, Hetu has no idea of what business he wanted to start but saw our advertisement as a way of “becoming useful and a role model to his two teenage sons.

Hetu is not working and has struggled to set up a business to help with the family financial needs. Although he is skilled as a qualified carpenter he was not even aware that he can use this skill and talent to start a small business.

Victor has faced some challenges which has engaged him with the justice system, he was shy and finding it difficult to find his passion and goals in life

The family have no previous business experience, lack of confidence and no real idea around what type of business they wanted to pursue. Hetu knows he has to do something and hence attended the course with the hope of finding a way out.

► Changes after programme

NZD \$ - Month 1

NZD \$180.00 - Month 2

180% Income Increase

Through the identification of their skills, talents and passions Hetu & Sons was formed with the focus of Handyman repairs, property care and house painting based on Hetu’s carpentry and using his handyman experience to fix things. Hetu realised that he can unlock his Human Potential based on his talents

They have made their first sale with a small scale repair job \$180.00. This will enhance their confidence in sharing the skillsets within the handyman arena.

More than that, Hetu has found a new ‘vocation’ that gives him greater meaning and purpose in his life, with the bonus of being able to increase his income to help the family at the same time



Robynne Cook
Maori
Manurewa, South
Auckland

Kay Andrews
Maori
Manurewa, South
Auckland

Business: Catering and Community
Cooking Apprenticeship Programme

Business Name: Queen Bees Catering

Background: Robynne is a qualified Chef and Tutor who currently is running a catering business based in Manurewa. Kay is currently working with Robynne and hoping to bring her new business administration skills to help Robynne build her business

► Challenges prior to programme

NZD \$100

Robynne lacked the confidence in promoting her business, she was always underselling her value and products in spite of being a qualified and certified Chef able to teach others in the profession

Robynne had been constantly turned away from funders and never felt like she could achieve her dream of starting a community culinary apprentice program that would in turn deliver healthy lunch pack to hungry children in schools as a community service. This is a classic case of not knowing how to unlock the hidden Human Potential of Robynne.

Robynne's only customers were sourced at the Sunday Market and she hadn't attempted to extend her target base since the rejections from funders.



► Changes after programme

NZD \$800 - Month 1

NZD \$ 1200 - Month 2

1100% Income Increase

Robynne and Kay has focused on identifying and targeting more specific regular and mass customers to increase her catering sales and secured two sales within a month.

Robynne and Kay are focusing on innovating through a Blue Ocean strategy by developing through social enterprise an apprenticeship class for "stay at home mother" interested in educational and career pathways within catering. The catering business is a stepping stone to their long term goal

Robynne has felt her confidence in her business skills has increased and has channeled her new found motivation from the programme to increasing her sales and extending services through her teaching skill sets - with a renewed confidence to revive her previous business dream.





Ann & Emanu Avia
 Samoan
 Manurewa, South Auckland

Business: Fabric Design & Clothing & Dress making

Business Name:

Background: Married with 4 Children, recently migrated to NZ from Samoa, Emanu sole earner and is a casual worker

Ann is a resourceful person able to apply her natural talents in fabric design and production against great odds due to limited finances and proper work space

► Challenges prior to programme

NZD \$100

As new Samoan Migrants Ann and Emanu have found it challenging to integrate into NZ society and maintain sufficient income to support their children.

The family have strong ties to religion and cultural affiliations which have impacted on their ability to make profits from their skill set in fabric design as they have provided this service at times for free.

Limited with knowledge around business concepts to find opportunities to identify customers and sales outside their current groups; in spite of this, she designed and made fabric patters and produced Samoan dresses and decorations for friends and church function.

► Changes after programme

NZD \$200 - Month 1

NZD \$500 - Month 2

400% Income Increase

They have now innovated their products by focusing on a younger Pasifika target group to redevelop their designs. Identified new Mass customers through Pasifika events such as schools during the yearly cultural festivals

Adapted their operational steps to ensure they are taking deposits for orders

Both have found the support to help them push through some of the financial barriers that were impacting on their progress. Now they are ready, i.e. they have the confidence to scale up their design and clothing start-up business step-by-step in the next 12 months, looking at acquiring equipment and work space.

Ann and Emanu has all the business attributes and business planning knowledge to be successful in meeting the criteria to apply for a Flexi-wage Supplement and Grant from Work and Income. She will be supported by us in this process.



Celebration EE Programme



Evaluations from Participants

Scaling tools used 1-5



Q - Are you satisfied with the training content?	Participant response ranged from 4-5
Q - Training Content was easy to understand	Participant responses ranged from 4-5
Q - I will be able to apply knowledge learned?	Participant responses ranged from 4-5
Q - How would you rate trainers skills	Participant responses ranged from 4-5
Q - Trainers demonstration of knowledge of subject	Participant response ranged from 4-5
Q - Participation and class interaction were encouraged	Participants response 5
Q - How would you rate the personality of the trainer	Participants responses 5

“Happy with my progress learning a lot and building a lot of confidence”

“This is the best environment to network and be around other like minded people to learn how to do our business professionally”

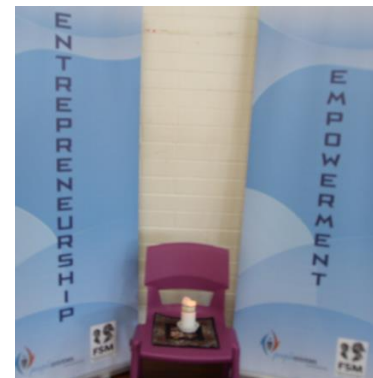
“She is amazingly cheerful and so encouraging”

“Very good knowledge of facilitation and interesting spirit to motivate me”

“Learnt a lot from ‘Death Crawl’ facilitators are supportive, approachable, positive and influential...love the learning”

“The programme is well planned and the way you present has helped me”

Our burning candle as a symbol of personal growth and energy



VISION - The Income Multiplier Effect

- ▶ The results of this pilot EE programme show us how we can significantly close the income inequality gap in a holistic and systematic way for greatest impact. *We have facts to show that we helped create and run 17 small business by 24 participants, out of which 11 businesses showed an increase in income in 2.5 months without loan. The average income increase is \$\$\$3,698 or 1807% in 2.5 months. Another 3 businesses are expected to show an increase in income in 4-5 months time (with our ongoing support).*
- ▶ These 24 men and women (the 83% who completed the programme) now become role models who will multiply the positive experience and success to possibly over 240 to 480 immediate family members and friends, including young children, teenagers and young adult in their formative years
- ▶ This is only the tip of the “impact iceberg” - 29 participants and the 17 business created and started-up in the community. Imagine how many more people in financial hardships that we can reach in all of South Auckland area who have the aspirations to start a small business but not knowing how or given the chance. Imagine how much more inherent Human talent and potential that we can unlock and unleash in our South Auckland community; it must be in the order of 1000s of people.
- ▶ Now imagine what the positive Income Multiplier Effect of creating another 1000 more sustainable small businesses is like for communities in the Auckland region. This is our short-term goal in the next 2-3 years, building on the capacity and experience we have gained. The positive Income Multiplier Effect now extends to 10000 to 20000 immediate family members and friends - adding million of dollars of business revenue and income to families, and creating new jobs for other people in three to four years’ time. We will see participants go off social benefit support and confidently continue to provide for a safe and healthy family environment.
- ▶ Our innovative system and methodology simply works - not only in increasing income, from their small businesses start-ups, but also in helping these participants to shift and lift their maturity level and their sense of self-awareness and self-determination through a growth mindset. We show them how they can unlock their untapped Human Potential that they had all along, that is hidden and forgotten somewhere and sometime back in their adult life with all the challenges and hardships they have to face.
- ▶ We have also trained facilitators who are ready to deliver more training. In the process we intend to multiply the number of trainers and facilitators as we scale up our programme in the next 12 to 24 months to be ready to reach and empower the 1000s of people in the community in the years ahead in Auckland area.

