



The Problem / Community Need

Across Aotearoa, many people—especially older adults, disabled individuals, and those experiencing financial hardship—live in homes that have become difficult or unsafe to access. As paramedics and community responders know well, a significant number of emergencies are made even more dangerous by a simple but overlooked issue: the environment around the home.

Slippery steps, moss-covered decking, poorly lit pathways, overgrown driveways, blocked entrances, or house numbers that are hard to see may seem minor on their own, but together they create real and preventable risks. These hazards contribute to falls, injuries, and delays in emergency services reaching people when every minute matters.

For many New Zealanders, these hazards are not the result of neglect—they stem from limited mobility, chronic health conditions, lack of nearby support, or financial barriers that prevent them from keeping their homes safe and accessible. Others may feel embarrassed to ask for help, or simply not know where to turn.

At the same time, ambulance staff and first responders frequently encounter situations where a short path to the front door becomes a significant obstacle. This doesn't just impact patient outcomes—it can delay time-critical care and increase risk for responders as well.

Despite being common, these issues fall into a service gap: they are too small for most traditional contractors, not covered by health services, and often beyond the capacity of family or neighbours. There is currently **no dedicated community organisation** focused on bridging this gap in a practical, compassionate, and preventative way.

Aotearoa's ageing population, rising living costs, and increasing social isolation mean these problems are growing—and will continue to do so without intervention. By addressing small hazards early, we can prevent larger injuries, reduce strain on emergency services, and empower people to remain safely in their homes.

Safe Steps Aotearoa exists to fill this gap—providing simple, meaningful improvements that make a big difference.



Draft Services List

Home Access & Safety Improvements

- Clearing overgrown accessways
- Pruning low-hanging branches
- Lawn and garden maintenance to improve pathways
- Removing debris or clutter from entrances
- Minor path or step repairs (non-structural)
- Installing or improving outdoor lighting
- Applying anti-slip solutions
- Pressure washing slippery surfaces (moss, mould, algae)

Visibility & Emergency Access

- House numbering improvements
- Installing or upgrading address signage
- Clearing obstacles blocking access for emergency services
- Improving gate/driveway visibility
- Securing or adjusting loose items that obstruct responders

Hazard Reduction

- Identifying trip hazards
- Minor hazard removal
- Clearing unsafe deck or patio areas
- Removing items that pose fall risks
- General safety tidying for vulnerable clients

Supportive Services

- Home safety assessments by trained volunteers
- Follow-up checks to ensure safety is maintained
- Referral pathways to other community services
- Linking clients with additional local support where needed



Mission, Vision & Values

★ Mission Statement

To support vulnerable New Zealanders by creating safer, more accessible home environments — reducing preventable harm and empowering people to remain independent, confident, and connected in their own homes.



Vision Statement

A safer Aotearoa where everyone, regardless of age, health, or circumstance, can live in a home that supports their wellbeing and enables emergency responders to reach them without barriers.

Core Values

1. Manaakitanga (Care & Compassion)

We treat every person with dignity, kindness, and respect, recognising the mana of each individual and whānau.

2. Prevention First

Small steps can prevent major harm. We focus on early, practical interventions that reduce injuries and improve safety before emergencies occur.

3. Equity & Access

Everyone deserves a safe home. We work to reduce health inequities by reaching people who face financial, physical, or social barriers to maintaining their environment.

4. Community Connection

We believe in the power of community helping community — building supportive relationships between volunteers, trades, responders, and the people we serve.

5. Integrity & Trust

We are transparent, accountable, and committed to doing what is right for those who rely on us.

6. Whanaungatanga (Relationships)

We value strong partnerships and collaboration, knowing that lasting change comes from working together.



Governance & Legal Structure

Safe Steps Aotearoa will be established as an **Incorporated Charitable Trust** in Aotearoa New Zealand. This structure provides strong legal footing, transparency, and accountability, while allowing the organisation to operate with flexibility and community focus. It also enables registration with **Charities Services** for charitable status, ensuring full compliance with New Zealand legislation.

Purpose of the Trust

The trust exists to support vulnerable members of the community by improving home safety, reducing preventable harm, and addressing inequities that make safe living environments difficult for many New Zealanders to maintain. All activities and decisions made by the trustees will align with this charitable purpose.



Trustees

The founding trustees of Safe Steps Aotearoa are:

- **Cameron New** — Paramedic and founder
- **Jade Morris**
- **Aakash Shah**

These trustees bring a combination of lived experience, community focus, professional insight, and commitment to improving safety and wellbeing across Aotearoa.



Governance Approach

Safe Steps Aotearoa is committed to:

- Transparent and ethical decision-making
- Operating in the best interests of the communities we serve
- Ensuring compliance with the **Trusts Act 2019**, Charities Services requirements, and all relevant health and safety standards
- Maintaining strong financial accountability, including annual reporting, audit/verification processes, and clear operational policies

Trustee Responsibilities

Trustees will oversee:

- Strategic direction and long-term planning
- Financial stewardship and approval of budgets
- Monitoring of service delivery, safety, and community impact
- Ensuring the organisation remains aligned with its charitable purpose
- Approving partnerships, funding applications, and major initiatives
- Risk management and organisational resilience

Meetings & Reporting

- Trustees will meet **regularly**, with minutes recorded and retained.
- Annual performance, financial statements, and impact reporting will be submitted to **Charities Services** as required.
- Policies relating to health and safety, safeguarding vulnerable people, privacy, and volunteer management will be implemented and reviewed annually.

Incorporation & Registration

Safe Steps Aotearoa will apply for:

- ✓ Incorporation under the Charitable Trusts Act**
- ✓ Registration as a charity with Charities Services**
- ✓ Registration with IRD for donee status where eligible (to provide tax benefits for donors)**



Operations Plan

This section explains *how Safe Steps Aotearoa will function day-to-day*, from referrals through to completed work. It will form the operational backbone of your business plan and is essential for funders, partners, and trustees.

Referrals and Intake

Safe Steps Aotearoa will accept referrals from **anyone**, including:

- Health professionals (paramedics, GPs, nurses, allied health)
- Social workers and care coordinators
- Community organisations and NGOs
Whānau, neighbours, or support people
- The clients themselves (self-referral)

Although all referrals are welcome, the organisation encourages and prioritises referrals from **health and social professionals** who are actively involved in the client's care and are well-positioned to identify home safety concerns.

Referrals will be submitted through:

- An online referral form (primary method)
- A dedicated email inbox
- Phone-based referrals for those with limited digital access

All referrals will capture essential information:

- Client name and contact details
- Identified hazards or concerns
- Mobility/health limitations
- The reason for referral
- Any urgent safety issues
- Permission to contact the client directly

Initial Contact & Assessment

Once a referral is received:

1. **A team member will contact the client** to introduce the service, explain what we can offer, and schedule a visit.
2. **A Home Safety Assessment** will be carried out by a trained volunteer or staff member.
3. The assessment will focus on:
 - Accessways and paths
 - Lighting
 - Slipping/tripping hazards
 - Visibility for emergency services
 - Environmental hazards (plants, debris, clutter)
 - Address signage
4. Risks will be prioritised by urgency and severity.
5. A simple, clear, strengths-based plan will be developed with the client's input.

This assessment is preventative, supportive, and non-judgmental — designed to uphold dignity and build trust.

Service Delivery & Tasks

Once a plan is agreed upon, Safe Steps Aotearoa will coordinate either:

✓ Volunteers

For light, low-risk tasks such as:

- Moving small items
- Tidying pathways
- Minor garden work
- Installing house numbers or reflective signs
- Replacing light bulbs
- Simple safety improvements

✓ Partnered Tradespeople

For skilled or higher-risk tasks, including:

- Pressure washing slippery surfaces
- Larger-scale garden work
- Installing outdoor lighting
- Minor repair work
- Cutting back overgrown trees
- Building small ramps or access improvements

Trades will be supported by:

- Fundraising, sponsorship, or donations to cover basic costs
- Discounted or pro bono contributions depending on capacity

Safety Management

Safe Steps Aotearoa will operate with clear safety protocols:

- Volunteers will be trained, inducted, and supervised.
- Tasks requiring technical skill will only be completed by qualified contractors.
- High-risk tasks outside the charity's scope will be referred appropriately.
- All personnel will follow a Health and Safety Plan aligned with the **Health and Safety at Work Act 2015**.
- Clients will be informed of what can and cannot be done.

Boundaries of Service

Safe Steps Aotearoa is **not** a repair service, cleaning agency, or emergency response team.
The charity will not:

- Provide indoor cleaning or deep household cleaning
- Complete major structural work
- Perform tasks requiring specialised trade licensing (beyond partnerships)
- Offer ongoing garden maintenance

The focus remains on **targeted, practical hazard reduction** to improve safety and access.

Record Keeping & Reporting

The organisation will maintain clear records including:

- Referrals received
- Assessment notes
- Work completed
- Safety outcomes
- Photos with permission (before/after)
- Feedback from clients

This information supports:

- Charities Services reporting
- Funding applications
- Demonstration of community impact

Follow-Up Support

A follow-up check may be offered to:

- Ensure safety improvements remain effective
- Identify any new concerns
- Provide additional referrals to other services if needed

This reinforces ongoing support and community connection.



(Community-First Approach)

Safe Steps Aotearoa will take a *community-first partnership approach*, focusing on building genuine relationships that prioritise trust, collaboration, and shared purpose. Because our kaupapa centres on safety, dignity, and practical support for vulnerable individuals, we aim to partner with organisations and professionals who share these values and who work closely with the people who may benefit from our service.

How We Approach Partnerships

- **Whanaungatanga first** — relationships before transactions. We prioritise trust, communication, and shared goals.
- **Collaborative, not competitive** — we aim to complement existing services, not replace them.
- **Local solutions for local communities** — partnerships may vary across regions based on community need.
- **Clear referral pathways** — ensuring partners know how and when to refer clients.
- **Two-way value** — supporting partners through education, communication, and shared outcomes.

Preferred Referral Sources

Anyone can refer to Safe Steps Aotearoa — including self-referrals — but our primary focus is supporting:

- **Health professionals**
- **Allied health and community care providers**
- **Emergency services**
- **Social workers and Whānau Ora providers**
- **Schools and youth support services**
- **Aged care and disability support providers**

These individuals are often the first to recognise a person's safety concerns, unmet needs, or risk of harm, making them valuable referral partners.

Potential Partner Types (Examples)

While we do not have specific organisations confirmed yet, the following types of partners align strongly with our mission:

Health & Emergency Sector

- District Health Boards / Te Whatu Ora localities
- GP practices, urgent care clinics
- Paramedics, ambulance services
- Emergency departments

Social & Community Services

- Social service agencies
- Family harm support services
- Community support workers
- Youth services
- Māori and Pasifika health providers

Education & Child/Youth Wellbeing

- Schools and kura
- Early childhood centres
- Tertiary wellbeing teams
- Student services

Local Government & Community Organisations

- Councils
- Community trusts
- Neighbourhood support networks
- Community houses and hubs

Specialist Support Providers

- Disability services
- Mental health NGOs
- Addiction services
- Housing advocates and transitional housing providers

How We Support Partners

- Clear, simple referral pathways
- Educational material on recognising risk and when to refer
- Collaborative case discussions (where appropriate)
- Regular feedback and communication
- Opportunities for training, upskilling, or workshops



Service Model Flowchart

1. Referral Received

- Anyone can refer: self, whānau, neighbours
- Preferred: health professionals, social agencies, community workers
- Referral comes via online form, phone call, or email

2. Initial Contact & Triage

- Safe Steps coordinator reviews referral
- Determines risk level (urgent / non-urgent)
- Clarifies client needs, mobility, and access issues
- Confirms consent and eligibility

3. Prioritisation

- **Urgent hazards** → fast-tracked (e.g., slip risks, unsafe access, visibility issues)
- **Non-urgent improvements** → scheduled in normal service queue
- **Out of scope** → referred to community partners or council services

4. Service Planning

- Coordinator matches client with appropriate volunteers or contractors
- Plan includes: tasks required, materials, timeframe, safety considerations
- Client is informed and agrees to plan

5. On-Site Visit / Support

- Volunteers or trusted partners visit the home
- Work may include: clearing access paths, improving lighting, removing hazards, etc.
- Safety-first approach for client, workers, and environment
- If limits reached → escalate to appropriate partner service

6. Follow-Up & Closure

- Coordinator checks in with client after completion
- Ensures work resolved the identified hazard
- Offers additional support or referrals if needed
- Case is documented and closed

7. Data & Community Reporting

- Anonymous data collected for community insight
- Helps guide partnerships, funding, and future service improvements
- Strengthens long-term impact and sustainability



Operational Plan

1. Purpose of Operations

The purpose of Safe Steps Aotearoa's operational framework is to deliver safe, practical, community-focused home safety improvements to vulnerable people across Aotearoa.

The operational plan ensures services are provided consistently, ethically, safely, and efficiently.

2. Referral Pathways

Who can refer

Safe Steps Aotearoa accepts referrals from:

- Health professionals (paramedics, nurses, GPs, allied health)
- Social workers and community support workers
- Whānau
- Neighbours
- NGOs and community groups
- Emergency services staff
- The clients themselves (*self-referral*)

Preferred referral sources

Health and social care professionals who are directly involved in the client's wellbeing, as they can identify risks early.

Referral method

- Online referral form (main method)
- Dedicated phone line
- Email (alternative option)

Referral information collected

- Client details & contact information
 - Reason for referral
 - Identified hazards or concerns
 - Mobility or health limitations
 - Safety urgency (triage)
 - Consent to proceed
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3. Triage and Prioritisation

Referrals are reviewed by a coordinator or trained volunteer.

Urgent cases

Issues that pose immediate risk:

- Slippery surfaces
- Falls prevention needs
- Blocked access for responders
- Poor visibility at night
- Dangerous clutter around entry points

Action: fast-tracked to assessment within days.

Non-urgent cases

General safety improvements:

- Garden access tidy-up
- Poor lighting
- Hard-to-see house numbers
- Minor pathway obstructions
- General safety concerns

Action: added to standard service queue.

Out-of-scope referrals

If work exceeds Safe Steps' limits (e.g., structural repairs), referrals will be:

- Redirected to appropriate local services
 - Coordinated with council or community partners
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4. Home Safety Assessment

A trained volunteer or staff member schedules a home visit.

Assessment includes:

- Pathways, patios, and steps
- Visibility and lighting
- Obstructions around doorways
- House numbering and signage
- Overgrown vegetation
- Environmental hazards
- Client mobility barriers

Assessment outcomes:

- Hazards identified
- Urgency rated
- Tasks matched to volunteers or contractors
- Safety plan confirmed with client

Findings are documented using a simple, friendly checklist.

5. Service Delivery

Safe Steps Aotearoa delivers support through a mix of **volunteers** and **professional partners**.

Volunteer Tasks

Low-risk, light tasks such as:

- Clearing debris
- Light garden tidy
- Replacing bulbs
- Installing reflective house numbers
- Minor access improvements
- Simple safety fixes

Contractor Tasks

Skilled or higher-risk tasks:

- Pressure washing slippery decks or paths
- Installing external lighting
- Cutting back trees or heavy vegetation
- Pathway or step repairs
- Laying non-slip strips

Contractors may offer:

- Discounted labour
- Free labour
- Sponsorship arrangements
- Donations of materials

Basic costs may be covered by:

- Donations
 - Fundraising
 - Sponsorship
 - Grants
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6. Safety Protocols

Safety is central to operations.

Volunteer safety

- Health & safety induction
- PPE provided when required
- Risk assessment completed before each job
- No volunteer performs trade-level tasks

Client safety

- Consent obtained for all work
- Clear boundaries explained
- Respectful, mana-enhancing approach
- Privacy and confidentiality upheld

Environmental safety

- Hazard identification before tasks
- No work in dangerous conditions (e.g., storms)
- No chemical treatments without qualified personnel

Escalation triggers

If staff notice:

- Abuse
- Neglect
- Severe hazards beyond scope
- Health concerns

These are escalated according to safeguarding policies.

7. Boundaries of Service

Safe Steps Aotearoa **does not** provide:

- Indoor cleaning
- House moving or deep decluttering
- Large building repairs
- Plumbing, electrical, roofing, or licensed trades (unless via qualified partner)
- Ongoing garden maintenance
- Emergency or crisis response

The charity remains focused on **practical hazard reduction and access improvements**.

8. Record Keeping & Privacy

All cases are documented using:

- Referral records
- Assessment checklist
- Work completion note
- Optional before/after photographs (with permission)
- Follow-up record

Information is stored securely and complies with:

- NZ Privacy Act 2020
 - Charities Services expectations
 - Internal data protection procedures
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9. Follow-Up Process

After work is completed:

- A friendly check-in call or visit is made
- Client satisfaction is gathered
- Additional needs identified
- Further referrals made if appropriate
- Case is closed

Follow-up ensures sustained safety and connection.

10. Community Impact Reporting

Safe Steps Aotearoa will track:

- Number of referrals
- Types of hazards addressed
- Number of homes made safer
- Client demographics (anonymous)
- Partner contributions
- Feedback from clients and referrers
- Estimated harm prevented

This strengthens:

- Funding applications
- Partnerships
- Long-term sustainability



Service Descriptions

1. Home Access & Pathway Safety Improvements

Safe Steps Aotearoa works to ensure that every person can safely reach and leave their home, regardless of mobility or life circumstances. Our team helps clear and tidy pathways, remove debris, trim back overgrown vegetation, and address environmental hazards that create slip or trip risks. These improvements make everyday living safer while also ensuring emergency responders can reach the home quickly and without obstruction.

2. Slippery Surface & Hazard Reduction

Moss, mould, and weather damage often make outdoor surfaces dangerous—particularly for older adults or people with disabilities. Using volunteers or partnered contractors, we help reduce these hazards through pressure washing, minor surface treatments, and the removal of unsafe items around decks, patios, and steps. These simple interventions significantly reduce the likelihood of falls and prevent avoidable injuries.

3. Lighting & Visibility Improvements

Poor outdoor lighting is a major contributor to falls and makes it harder for emergency services to locate and access homes at night. Safe Steps Aotearoa supports clients by improving pathway illumination, installing or replacing basic outdoor lights, and advising on cost-effective, low-energy lighting solutions. Enhancing visibility helps both the resident and first responders stay safe during emergencies.

4. House Numbering & Emergency Access Visibility

In many neighbourhoods across Aotearoa, house numbers are faded, obscured, or missing entirely—making it difficult for ambulance crews and other services to find people quickly. We help clients by providing or installing clear, reflective, and easy-to-read house numbers, improving the visibility of driveways, and clearing obstructions that block sightlines from the road. These small changes directly impact emergency response times.

5. Minor Garden & Accessway Maintenance

Some clients face challenges maintaining basic outdoor areas due to age, disability, injury, or limited support networks. Safe Steps Aotearoa provides light, one-off garden assistance such as trimming small plants, clearing small branches, and restoring safe access to doorways and pathways. This service focuses on practical safety rather than ongoing gardening or cosmetic landscaping.

6. Home Safety Assessments

Our trained volunteers carry out friendly, non-judgmental home safety assessments that identify common risks in outdoor access areas. These visits help clients understand hazards they may not have noticed and provide a collaborative plan for addressing them. Assessments are strengths-based and always respectful, recognising the mana and autonomy of every client.

7. Coordination With Trades & Community Partners

Some hazards require skills beyond what volunteers can safely provide. In these cases, Safe Steps Aotearoa coordinates with trusted contractors who may offer discounted, sponsored, or pro-bono support. We also work alongside community organisations, councils, and social services to ensure clients receive the right help from the right people. Our role is to bridge the gap between vulnerable clients and the wider community resources available to them.

8. Follow-Up and Ongoing Support

After work is completed, Safe Steps Aotearoa provides a follow-up contact to ensure the improvements remain effective and the client feels supported. Follow-ups may include additional advice, further referrals, or light adjustments to ensure access remains safe over time. The focus is on empowering clients and helping them maintain a safe living environment long-term.



Risk Management & Safeguarding Framework

1. Purpose of the Framework

The purpose of this Risk Management & Safeguarding Framework is to ensure Safe Steps Aotearoa operates safely, ethically, and responsibly when supporting vulnerable individuals in their homes.

This framework protects:

- Clients
- Volunteers
- Trustees and staff
- Partner organisations
- The reputation and integrity of the charity

It outlines the structures, processes, and expectations required to prevent harm, identify risks early, and respond appropriately.

2. Guiding Principles

Safe Steps Aotearoa is committed to:

- **Manaakitanga** — treating people with dignity, respect, and care
 - **Do no harm** — minimising risks to all involved
 - **Prevention first** — addressing hazards proactively
 - **Equity** — ensuring vulnerable and marginalised groups are protected
 - **Transparency and accountability**
 - **Partnership** — working collaboratively with health and community providers
 - **Continuous improvement**
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3. Governance Oversight

3.1 Trustee Responsibilities

Trustees will:

- Approve and review this framework annually
- Oversee operational safety and safeguarding practices
- Ensure compliance with NZ legislation
- Maintain adequate insurance (public liability, volunteer cover)
- Review any critical incidents or near misses
- Ensure appropriate staff/volunteer training

3.2 Legislative Compliance

Safe Steps Aotearoa will comply with:

- **Health and Safety at Work Act 2015**
 - **Privacy Act 2020**
 - **Human Rights Act 1993**
 - **Vulnerable Children Act 2014**
 - **Trusts Act 2019**
 - **Charities Act 2005**
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4. Risk Categories and Controls

4.1 Client Safety Risks

Risks:

- Falls or injury while work is being completed
- Distress or confusion during visits
- Unsafe home environments (hoarding, hazards, aggressive animals)
- Medical events during visits

Controls:

- Pre-visit risk screening
 - Client consent and clear explanation of work
 - Volunteers trained to work safely around vulnerable people
 - Volunteers never enter the home interior (unless policy changes)
 - Escalation pathway if health concerns are noted
 - Immediate stop-work protocol if environment becomes unsafe
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4.2 Volunteer Safety Risks

Risks:

- Physical injury from manual tasks
- Inadequate training
- Exposure to hostile behaviour
- Unsafe environmental conditions
- Lone worker risks

Controls:

- Pre-service induction and H&S training
 - Volunteer scope of work strictly limited
 - No hazardous tasks (chainsaws, heights, electrical, etc.)
 - Mandatory sign-in/out
 - Lone worker policy (details further below)
 - PPE provided where necessary
 - Right to decline or stop any job
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4.3 Contractor Safety Risks

Contractors engaged by the charity must:

- Hold appropriate qualifications and insurance
 - Conduct their own Job Safety Analysis (JSA)
 - Follow HSWA 2015 obligations
 - Operate independently for high-risk tasks
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4.4 Environmental Risks

Risks include:

- Poor weather
- Unstable ground
- Structural damage
- Hazardous materials (chemical cleaners, mould)

Controls:

- Weather-dependent scheduling
 - No work on roofs or unstable structures
 - Contractors handle hazardous materials only
 - Volunteers not permitted to handle chemicals or power tools beyond basic use
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5. Safeguarding Vulnerable People

5.1 Who We Support

Many clients may be:

- Elderly
- Disabled
- Cognitively impaired
- Living with chronic illness
- Financially limited
- Socially isolated

The safeguarding framework must recognise these vulnerabilities.

5.2 Safeguarding Principles

- Treat every person with dignity and mana
 - Assume vulnerability unless proven otherwise
 - Use clear, calm communication
 - Avoid judgement or commentary about living conditions
 - Never pressure a client into accepting support they do not want
 - Respect cultural norms and tikanga Māori
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5.3 Boundaries of Interaction

Volunteers must:

- Remain in agreed outdoor areas unless policy allows otherwise
 - Avoid personal care, medical tasks, or counselling roles
 - Not handle a client's valuables or enter locked spaces
 - Stay in pairs for complex tasks where possible
 - Avoid giving personal contact information
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5.4 Red Flags for Escalation

Volunteers must report if they observe:

- Signs of neglect or abuse
- Unsafe living conditions
- Severe hoarding or structural issues
- Significant cognitive impairment
- Threatening behaviour from anyone present

The coordinator reviews, escalates, or refers to:

- Whānau
 - Social workers
 - Health professionals
 - Relevant agencies (as appropriate)
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6. Lone Worker Policy

6.1 Lone Working Rules

- No volunteer works alone on a high-risk task
- Volunteers must inform coordinator of arrival and departure
- GPS location sharing recommended
- Volunteers may withdraw from a situation at any time

6.2 Escalation in Unsafe Situations

If a volunteer feels unsafe:

1. Leave immediately
 2. Call coordinator
 3. Call emergency services if necessary
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7. Consent and Privacy

7.1 Client Consent

Clients must:

- Understand the purpose of Safe Steps
- Agree to assessment and work
- Consent to photographs (optional)
- Understand their right to withdraw consent at any time

7.2 Privacy Controls

- All digital information stored securely
 - Access limited to authorised personnel
 - No identifying information shared externally
 - Compliance with Privacy Act 2020
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8. Incident Reporting

8.1 What Requires a Report

- Injury to client, volunteer, or contractor
- Near misses
- Complaints
- Boundary breaches
- Safeguarding concerns
- Property damage

8.2 Process

1. Volunteer completes an incident form
 2. Coordinator reviews
 3. Trustees assess severity
 4. If necessary, report to WorkSafe, Charities Services, or partner agencies
 5. Follow up with client
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9. Insurance & Liability

Safe Steps Aotearoa will maintain:

- Public liability insurance
 - Volunteer cover
 - Contractor confirmation of independent insurance
 - Trustee indemnity (if applicable)
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10. Continuous Improvement

- Annual review of this framework
- Feedback invited from clients, volunteers, and partners
- Improvements based on incident patterns
- Trustee discussion as part of governance cycle



Financial Plan

1. Financial Overview

Safe Steps Aotearoa will begin operations in Hamilton City and the wider Waikato region, using a low-cost, high-impact model centred on volunteers and trusted contractors.

In the early phase (Year 1), the organisation will operate with **minimal overhead**, relying on donated labour, volunteer coordination, and small grants to deliver safety improvements.

A **part-time paid coordinator** will be introduced in **Year 2**, once stable funding is secured. This sustainable growth model allows the charity to build trust and demonstrate measurable impact before expanding costs.

2. Operating Model (Cost Structure)

Year 1: Volunteer-Led Hybrid Model

- Volunteers complete light tasks
- Contractors handle specialised or higher-risk work
- Contractor costs minimised via:
 - Sponsorship
 - Discounted hourly rates
 - Community grants
 - Business partnerships
- Trustees and volunteers manage referrals, assessments, and admin
- Low ongoing costs → easier to secure early funding

Year 2: Introduction of Part-Time Coordinator

Role would include:

- Managing referrals
- Volunteer coordination
- Contractor liaison
- Health & safety oversight
- Reporting & fundraising support
- Community engagement

Role size: ~15–20 hours/week (depending on funding)

3. Estimated Costs (Hamilton + Waikato)

These numbers are approximate but realistic based on current NZ community-organisation practices, contractor rates, and Waikato-specific costs.

A. Startup Costs (One-Off)

Item	Cost (NZD)
Charitable trust incorporation	\$130
Website + hosting + domain	\$300
Email + software tools (annual)	\$200
Safety equipment (PPE, signage)	\$500
Promotional materials (flyers, signage)	\$300
Logo/branding (if external)	\$300
Total Startup Costs:	~\$1,700

B. Contractor-Related Costs (Year 1)

Contractor work will vary, but we assume:

- Mix of pro-bono and discounted work
- Average job = 1–3 hours
- Average discounted contractor rate: **\$60–\$80/hr**
- Materials: **\$20–\$50 per job**

With early-phase capacity of **2–4 jobs per month**, estimated Year 1 contractor costs:

Estimated Year 1 Contractor Costs

Volume	Estimated Annual Cost
Low (20 homes/year)	\$3,000–\$5,000
Medium (40 homes/year)	\$6,000–\$9,000
High (60 homes/year)	\$10,000–\$14,000

For planning: **\$7,500 target funding for contractor support in Year 1.**

C. Operational Costs (Year 1)

Item	Cost (NZD)
Travel reimbursement (volunteers)	\$1,000
Printing & stationary	\$200
Assessment tools & simple materials	\$300
Insurance (public liability + volunteer cover)	\$1,200
Accounting / financial support	\$600
Training & induction materials	\$300
Contingency	\$1,000
Total Operational Costs	~\$4,600

D. Total Estimated Cost – Year 1

Startup + Contractor + Operations = ~ \$13,800 (realistic working estimate)

A safe funding goal for Year 1:

⌚ \$15,000–\$18,000

4. Year 2 Costs (With Part-Time Coordinator)

Coordinator Role (15–20 hrs/week)

Estimated cost range:

- \$28–\$35/hr including employer costs
- Annual cost at 15 hrs/week: \$23,000–\$27,000
- Annual cost at 20 hrs/week: \$30,000–\$36,000

We'll plan conservative:

⌚ Target: \$30,000 coordinator funding

Year 2 Contractor & Operating Costs

Similar or slightly increased depending on demand:

- Contractor funding: \$10,000–\$15,000
- Operations: \$5,000–\$6,000

Total Estimated Year 2 Operating Cost

⌚ \$45,000–\$55,000

5. Funding Strategy

A. Local Funding (Waikato Region)

Highly relevant providers:

- Trust Waikato
- Hamilton City Council Community Grants
- WEL Energy Trust
- The Tindall Foundation (regional partners)
- Community Waikato support referrals
- University of Waikato community engagement programmes

These organisations regularly fund:

- Volunteering initiatives
- Community safety
- Home support services
- Elderly & disability initiatives
- Prevention programmes

B. National Grant Providers

- Lotteries Community
 - NZCT
 - Lion Foundation
 - Rātā Foundation (if expanding south)
 - Foundation North (if expanding north)
 - ACC (Injury Prevention) — strong future match
 - MSD Community Capability funding
-

C. Private & Business Support

- Trades companies donating labour
 - Hardware stores (Mitre10 MEGA Hamilton, Bunnings Te Rapa)
 - Local electricians/lighting companies
 - Landscaping/lawncare businesses
 - Corporate volunteer days
 - Sponsorship of “10 homes per year” packages
-

D. Community Fundraising

- Givealittle
 - Workplace giving
 - Local events
 - Rotary & Lions clubs
 - Community BBQs
 - Donations from grateful clients
-

6. Financial Sustainability Strategy

Safe Steps Aotearoa will build sustainability through:

1. Multi-Stream Funding

No reliance on a single funder.

2. Contractor Partnerships

Discounted or donated work keeps costs low.

3. Volunteer Base Strengthening

Lower operational costs → more impact per dollar.

4. Data-Driven Reporting

Funders will see:

- Homes made safer
- Hazards removed
- Emergency access improved
- Falls prevented
- Community equity impacts

5. Gradual Growth

Year 1 → Establishment

Year 2 → Coordinator hired

Year 3 → Scaling across Waikato



Financial Plan Summary

Safe Steps Aotearoa will launch in Waikato using a sustainable, community-led hybrid model that leverages volunteers and trusted contractors to reduce home safety hazards for vulnerable residents. The organisation will maintain low startup costs, establish strong partnerships, and demonstrate early impact before employing a part-time coordinator in Year 2.

Through diverse funding streams, strong governance, and a clear equity-focused approach, Safe Steps Aotearoa will remain financially sustainable and community-centred.



Branding & Messaging Guide

1. Purpose of the Brand

The Safe Steps Aotearoa brand exists to communicate our kaupapa clearly, warmly, and confidently.

Our identity should reflect who we are:

- Practical
- Community-led
- Friendly and approachable
- Focused on prevention and safety
- Grounded in Aotearoa and local connection
- Supportive of vulnerable people

Our brand is not formal or bureaucratic — it is welcoming, human, and reassuring.

2. Tone of Voice

Our tone should always feel:

Warm & Supportive

We speak kindly, without judgement, especially when discussing someone's home or circumstances.

Practical & Action-Focused

We communicate simple, clear actions that make life safer and easier.

Inclusive & Community-Oriented

We recognise cultural diversity and speak in a way that is approachable to all.

Clear & Simple

No jargon, no complicated language — just friendly, everyday communication.

Respectful & Mana-Enhancing

We honour the dignity and autonomy of every client and whānau.

3. Key Messaging Pillars

These are the core ideas we reinforce across all communications:

1. Safety & Independence

Small improvements create real change — helping people stay safe and independent in their own homes.

2. Prevention First

A little help now can prevent serious harm later.

3. Community Helping Community

We are powered by volunteers, local tradespeople, and supporters who care about their neighbours.

4. Equity & Access

Everyone deserves a safe home, regardless of age, health, or circumstance.

5. Simple, Practical Solutions

We focus on achievable improvements that make homes safer and easier to access.

4. How to Describe Safe Steps Aotearoa

Short Description (Public Use)

Safe Steps Aotearoa is a community organisation helping vulnerable people stay safe and independent by improving home access and outdoor safety.

Medium Description (Website/Partners)

Safe Steps Aotearoa provides practical support to reduce home safety risks for vulnerable people across Waikato. We work with volunteers and local contractors to improve access pathways, visibility, lighting, and outdoor safety, helping people remain safe and independent in their own homes.

Full Description (Funding, Grants, Stakeholders)

Safe Steps Aotearoa is a charitable initiative supporting vulnerable residents across Hamilton and the Waikato region by improving safety and accessibility in and around the home environment. Through hazard reduction, improved lighting, visible house numbering, pathway support, and practical outdoor safety improvements, we reduce preventable injuries and improve emergency access for first responders.

Our hybrid model uses volunteers and trusted contractors to deliver safe, skilled support that enhances equity, wellbeing, and independence for people facing financial, physical, or social barriers.

5. Brand Values (For Public Use)

- **Manaakitanga** – We care for every person with warmth and respect.
 - **Community First** – We believe in locals supporting locals.
 - **Safety** – We prioritise practical solutions that reduce harm.
 - **Equity** – Everyone deserves a safe home, regardless of circumstance.
 - **Integrity** – We act transparently, ethically, and responsibly.
-

6. Logo Usage Guidelines

(Once your final logo is chosen, I will replace this with exact specifications.)

General Rules

- Maintain clear space around the logo
- Avoid stretching or distorting
- Use on clean, simple backgrounds
- Do not rotate or recolour the main elements
- Keep text legible when scaled down

Approved Variations

- Full-colour primary logo
- White version on dark backgrounds
- Monochrome version for printing

Not Allowed

- Changing colours
 - Adding shadows or effects
 - Altering the proportions
-

7. Colour Palette (Proposed)

Inspired by Aotearoa's natural colours — greens, blues, and calming neutrals.

Primary Colours

- **Kākāriki Green** – #2E7D32
- **Deep Sky Blue** – #0288D1
- **Forest Green** – #1B5E20

Secondary Colours

- **Soft Fern Green** – #A5D6A7
- **Light Powder Blue** – #BBDEFB
- **Charcoal** – #333333

Neutral Support Colours

- White – #FFFFFF
 - Light Grey – #F5F5F5
 - Mid Grey – #9E9E9E
-

8. Typography (Proposed)

Headings

- **Poppins** (modern, clean, friendly)
or
- **Montserrat** (professional and open)

Body Text

- **Lato** (easy to read)
or
- **Open Sans** (web-safe and flexible)

Print-Friendly Alternate

- Arial / Helvetica for low-budget, universal access

9. Imagery Style

Photos and graphics should be:

- Real, natural, and relatable
 - Outdoor-focused (pathways, gardens, lighting, accessways)
 - Showing volunteers, community, and connection
 - Clean and positive — not showing distress or unsafe environments directly
 - Inclusive and representative of Aotearoa's people
-

10. Social Media Tone

Friendly, approachable, community-centred.

Messaging examples:

- "Small steps make big differences."
- "Helping our neighbours stay safe at home."
- "Every home deserves a safe pathway."
- "Today our volunteers helped make emergency access easier for an elderly resident."

Social media should celebrate:

- Volunteers
 - Community goodwill
 - Partner contributions
 - Before/after transformations (with consent)
-



Brand Story

Safe Steps Aotearoa began with a simple truth that paramedics and frontline workers know all too well: sometimes the biggest dangers aren't inside the home — they're the steps leading up to it.

As a paramedic working across Aotearoa, our founder, Cameron New, has seen countless situations where people were injured not because of illness or accident alone, but because their home environment made them vulnerable. Moss-covered pathways, unlit steps, cluttered entrances, hidden house numbers, and overgrown driveways have delayed emergency access, caused falls, and added unnecessary fear and stress in moments where every second counts.

These hazards are often invisible to the wider community. They happen quietly, behind closed gates and private fences. And for many people — older adults, those living alone, disabled individuals, people recovering from injury, or those doing their best on limited incomes — these problems are simply too big to fix alone. Some feel embarrassed to ask for help. Others don't know where to turn. Many have no one to ask.

Seeing these situations again and again, Cameron realised something important:
A small amount of practical help could prevent so much harm.

And more than that — it could restore dignity, independence, and confidence to people who deserve to feel safe in their own homes.

That insight sparked the beginning of Safe Steps Aotearoa.

Built on the belief that *community should look after community*, Safe Steps Aotearoa brings together volunteers, caring neighbours, and local tradies to make practical safety improvements for those who need them most. We don't offer cosmetic upgrades or large renovations — just simple, meaningful work that reduces risks, improves safety, and ensures every home can be accessed easily by the people who live there and the responders who may need to reach them.

Each cleared pathway, each installed light, each visible house number is a small step — but these small steps make a big difference. They prevent injuries. They speed up emergency responses. They help people stay independent. And they strengthen the bonds of community that Aotearoa is known for.

Safe Steps Aotearoa exists because no one should feel unsafe where they live.

No one should struggle alone.

And no one should be at risk simply because they cannot afford or physically manage basic home safety tasks.

Our story is simple:

We are here to help people live safely, with dignity, in the place they call home.

Short Story Snippet (Website-Friendly)

A 70–120 word overview for your homepage or About page.

Safe Steps Aotearoa was born from what paramedics see every day — people living with preventable hazards right outside their doors. Slippery paths, poor lighting, hidden house numbers and overgrown accessways often put vulnerable people at risk or delay emergency responders when seconds matter.

We're here to change that.

Our community of volunteers and local tradies provide simple, practical safety improvements that help people stay safe and independent in their own homes. Together, we're creating safer steps, safer homes, and safer communities across Aotearoa.



Social Media Storytelling Version (Friendly, Digestible, Shareable)

Great for Facebook, Instagram, or LinkedIn.

Every day in Aotearoa, people are injured not because of what happens inside their homes — but because of what happens on the way to the front door.

Slippery steps. Mossy decks. Overgrown paths. Missing house numbers.

As a paramedic, our founder saw these hazards again and again, often making emergencies worse or delaying help when it was needed most.

So Safe Steps Aotearoa was created to fix exactly that.

We're a community-led charity helping vulnerable people stay safe and independent by improving home access and outdoor safety.

Small steps. Big difference.

If you believe everyone deserves a safe home, come join us. 

Shorter option:

A little help can prevent a lot of harm.

Safe Steps Aotearoa improves outdoor safety for vulnerable people — making homes safer and easier to reach for whānau and emergency responders.

Together, we take simple steps that make a big difference.



Founder Biography (Friendly & Professional)

Cameron New – Founder, Safe Steps Aotearoa

Cameron New is a paramedic who has worked for years on the front line, responding to emergencies across Aotearoa. In countless homes, Cameron has seen firsthand how outdoor hazards — slippery paths, poor lighting, cluttered accessways, overgrown driveways — can contribute to avoidable injuries or delay emergency care.

Motivated by these experiences, Cameron envisioned a community-led way to reduce preventable harm and support vulnerable people to remain safe and independent in their own homes. With a focus on equity, compassion, and practical support, Cameron founded **Safe Steps Aotearoa**, bringing volunteers, neighbours, and local tradespeople together to create safer pathways and stronger communities.

Cameron is dedicated to supporting those who face financial, physical, or social barriers, and believes deeply in the power of community to uplift and protect its most vulnerable members.

“Small steps can prevent big injuries — and everyone deserves a safe place to call home.”



“Why This Matters” – Funder & Stakeholder Page (Professional, Evidence-Based, Compelling)

Every year, thousands of people in Aotearoa experience falls, injuries, and medical complications that could have been prevented with small changes to their outdoor home environment. Older adults, disabled people, those living alone, and individuals facing financial hardship are disproportionately affected. Many cannot afford repairs or lack the physical ability or social support to maintain safe access around their home.

Outdoor hazards — slippery surfaces, poorly lit pathways, hidden house numbers, or blocked accessways — may seem minor, but they have a major impact. They increase ambulance response times, heighten fall risk, and create barriers to emergency care. As paramedics and health workers know, these hazards can turn already stressful moments into dangerous ones.

Yet despite the scale of the issue, **there is no dedicated service in Aotearoa that bridges the gap between health needs and practical home safety support.**

Safe Steps Aotearoa fills this gap.

We provide targeted safety improvements that make immediate, meaningful differences. Our community-first model leverages volunteers and partnered tradespeople to keep costs low and ensure the right expertise is used for the right tasks.

Supporting Safe Steps Aotearoa means investing in:

- Injury prevention
- Faster, safer emergency access
- Health equity
- Independent living
- Community resilience
- Practical, high-impact solutions

A small contribution can create big outcomes: fewer falls, fewer hospitalisations, and safer homes for those who need support the most.

