

Waka Aronui Impact Report

Moea te waka tawhito ekea te
waka aronui

Report covering the first year of the programme
(May 2022 - May 2023)





“The vehicle savings have helped me provide more for my mokos through savings on fuel and maintenance. I can contribute more to household expenses – food , power, internet costs and rates. Also helping to pay my mokos' kura and kohanga fees.”

- MUMA participant

The Waka Aronui partnership

Waka Aronui would not have been possible without an incredible group of committed organisations..



The Waka Aronui Journey

In 2019 an opportunity was identified for a Social Leasing Scheme that could support low income families and whānau to be part of the transition to low emissions vehicles. It is a widely known problem in Aotearoa; how payday lending and second-tier vehicle finance traps low income families and whānau into problematic debt, and how this flows on to have significant social impact in their communities.



This opportunity was taken forward by Ākina, and in 2019–2020 Ākina delivered a series of community focus groups with the Manukau Urban Māori Authority (MUMA) to test the feasibility of a range of social leasing concepts and understand their potential to create positive impact.

Ākina and MUMA subsequently formed a partnership to design a pilot programme which aimed to transition South Auckland whānau into low emissions vehicles. This was supported through funding from Waka Kotahi, MBIE, and Auckland Council.

Toyota, Russell McVeagh, and the Tindall Foundation subsequently joined the partnership and Waka Aronui was launched in May 2022 with Minister Michael Wood at MUMA's marae in Papatoetoe.

More than 20 whānau have been part of Waka Aronui to date. They have shared their experiences with MUMA and this feedback has been used to create this Impact Report.

Overview of Waka Aronui

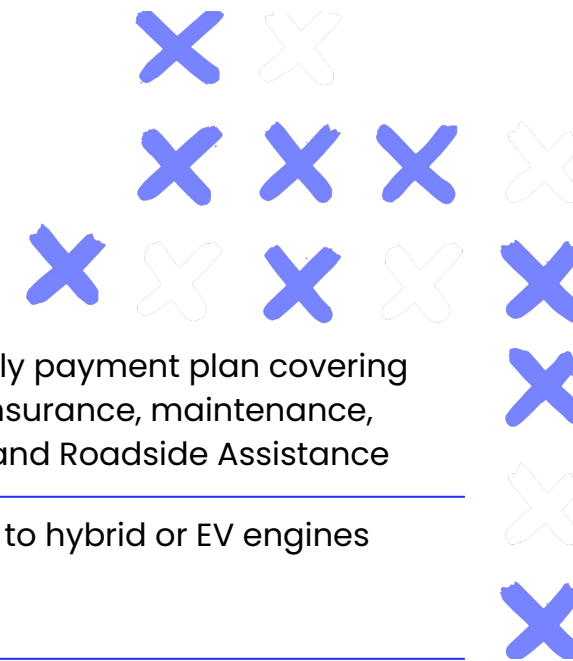
Waka Aronui is about providing affordable access for families and whānau to safe, reliable, low-emissions vehicles.

Our impact objectives:

- Increase in financial resilience of families through reduction of financial pressures
- Improving whānau wellbeing and community connection
- Increase in the safety rating of cars on the road
- Decrease in greenhouse gas emissions from vehicles

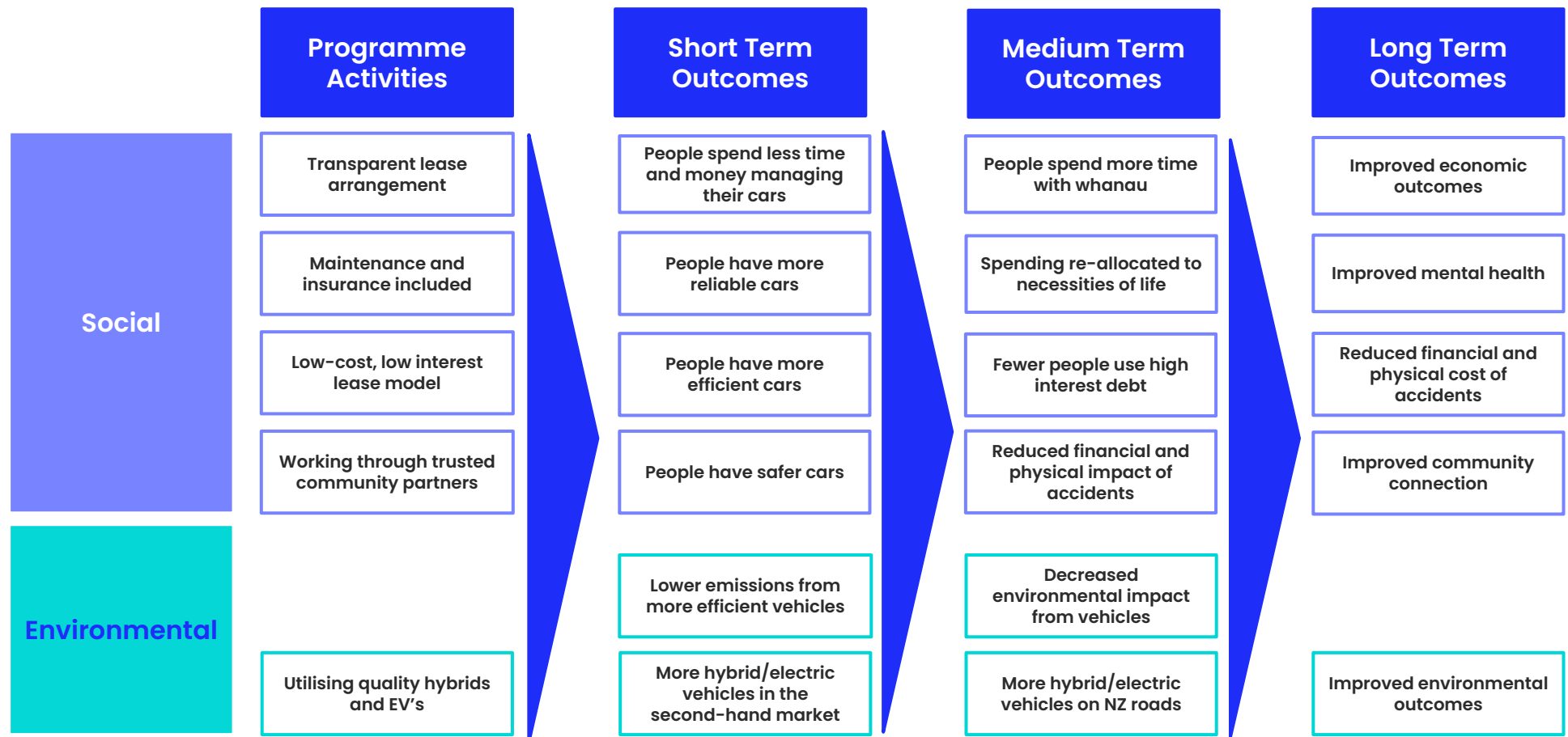


How it works



Convenience	A convenient, weekly payment plan covering the vehicle lease, insurance, maintenance, WOF, Registration, and Roadside Assistance
Lower vehicle running costs	and emissions due to hybrid or EV engines
Peace-of-mind	knowing the car is insured and future maintenance is covered, with no risk of big-bills
Full transparency and accessibility	of working with a trusted community partner (MUMA), providing wrap-around support and pastoral care for participants
Fully sustainable social enterprise model	A fully sustainable social-enterprise model, bringing together partners with aligned values and different resources to solve a challenging social & environmental problem.

Waka Aronui has the potential to create broad and enduring impact – as shown in our Impact Model



Key impact areas

Financial wellbeing

Low income whānau identified vehicle ownership / leasing costs as one of the primary drivers of financial hardship in their household.

Mental Health

Poorly maintained, uneconomical vehicles are holding low income families and whānau in an unsustainable and reductive debt position.

This financial impact has significant flow on effects to their mental and overall well-being.

Reduced carbon emissions

Low income families and whānau are limited to older, less environmentally friendly vehicles and typically travel further distances to work than higher income people.

This results in a higher carbon footprint for lower income households.

Community connection and resilience

The ability for all families and whānau to participate in community activities and access community services is a key driver of strong, resilient communities.

A lack of reliable transportation often hinders low income families and whānau from community participation.

Waka Aronui Launch Event MUMA



WHARENUI IN PAPATOETOE, MAY 2022



Measuring the Impact

Understanding the positive changes that have occurred through the programme



Impact Measurement Approach

MUMA carried out surveys with programme participants to understand the impact (positive and negative) that being in the programme was having for them and their whānau.

The surveys were an in-depth kōrero which allowed whānau to share their stories, and MUMA were able to facilitate these in a trusting and mana enhancing way.

A sample of the impact indicators used in the survey are presented in the adjacent table. The indicators cover a range of outcomes targeted by the programme.

Outcomes

Financial resilience for whānau

Indicators

- Ability to provide other necessities
- Ability to make lease payments on time
- Vehicle running costs
- Vehicle maintenance costs
- Insurance and other costs
- Number of people using high-interest vehicle debt

Mental health

- Ability to spend time with whānau
- Amount of vehicle-related stress

Overall whānau wellbeing

- Ability to engage in appointments and activities that improve whānau wellbeing.

Environmental outcomes

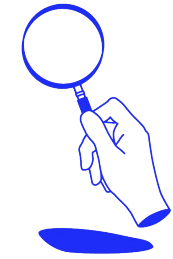
- Number of whānau transitioned from ICE's to EVs or hybrids
- Emissions savings (across the fleet)

Vehicle safety

- Number of whānau transitioned into safer vehicles

Insights:

Financial resilience for whānau



Financial resilience is a key indicator of overall wellbeing.

Vehicle related costs, both finance and operating/ maintenance costs, are significant liabilities for low income families and whānau.

The impact of bill-shock is very real and has considerable social and economic flow on effects for whānau that the programme engaged with.

Many whānau are also faced with trade-offs between attending to their vehicles and providing other necessities.

Fuel savings of between \$20-\$150 per week

90% of participants noticed a reduction in vehicle running costs compared to their previous vehicle

80% of participants noticed a reduction in vehicle maintenance costs compared to their previous vehicle

85% of participants believed the programme positively impact their ability to provide necessities for their whānau

Insights:

Financial resilience for whānau



“It has meant more security in transport and costs.”

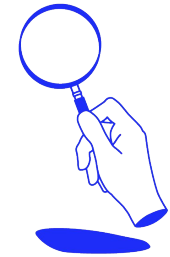
“Being in this program gives me greater options to travel, to go and see my son’s and grandchildren. Independence to go to the store when I need to buy food and get medicine. I can afford to go and visit my sick sister.”

“Peace of mind. Having a reliable vehicle and without the unexpected expenses.”

“We are putting the savings from our vehicle towards other necessities and to save for a home deposit.”

Insights:

Vehicle related stress & mental health



Several whānau shared with us that prior to joining Waka Aronui, vehicle management was a significant source of stress - with either not having enough access to a vehicle or having to deal with unreliability.

Whānau also mentioned the impact that having an insured and not well maintained vehicle has had on their stress levels and the amount of their day they were able to devote to meaningful whānau or community activities rather than vehicle administration.

95% of respondents reported lower levels of stress relating to their vehicle

65% of respondents reported being able to spend more time with their whānau

Insights:

Vehicle related stress & mental health



"We needed a new car as our car is old and in need of extensive repairs which we cannot afford in addition to the amount of gas it uses to get around."

"Before joining Waka Aronui we only had one car, the one I own. It was a struggle to juggle as the rest of my whānau have just begun full-time work after being students, training and on low wages."

"Having the costs inclusive of insurance, services, WOF etc. relieves stress and worry"

"Being in this program gives me greater options to travel, to go and see my son's and grandchildren. Independence to go to the store when I need to buy food and get medicine. I can afford to go and visit my sick sister."

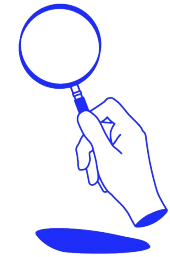
"The maintenance of the vehicle being covered in the lease is a huge help for our whānau."

"Waka Aronui allows us more flexibility to get to and from work as well as whānau and hapu events, such as tangi and hui: community events eg: sports, kapa haka, shopping, library, and socialising with friends and whānau"

"I currently work in Auckland and travel back and forth, back up to Taipa in the far north. Having a reliable vehicle that cuts the cost of fuel is awesome."

Insights:

Community connection and access to essential services



Reliable and cost effective transportation is a key enabler of community connection.

Many whānau in our community were unable to access community events or essential services due to their transport situation, either being too costly or logistically complex and reliant on other people.

90% of participants reported having improved involvement in their community

85% of participants reported having improved access to activities and appointments that improved their physical and mental health

Insights:

Community connection and access to essential services



"Having a reliable car means that I am more likely to engage in community activities at night time - knowing I will get home safely."

"The programme has assisted with kindy/school travel and attendance. Prior to the program my son was absent solely due to not being able to afford petrol for travel. Also, assisted with ability to attend appointments."

"My mokos and I have increased our engagement at community events in West Auckland."

"Community engagement is part of my mahi. Being a part of the programme has enhanced my ability to engage more."

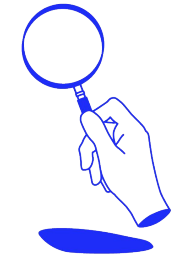
"We are doing a lot more in the community now."

"Increased my ability to engage in community access. Not needing to rely on others or public transport."

"I don't hesitate now because of petrol costs to go to my Dr in West Akld."

Insights:

Emissions



Waka Aronui has successfully transitioned 20 whānau from ICE vehicles to hybrid vehicles

Total km travelled by 20 Waka Aronui cars in the first year: 394,856km

Approximate emissions savings in year one: 34 tCO₂e* (34 tonnes of carbon).

“Waka Aronui supports whānau like ours in our community and allows us to continue pursuing our whanau oranga in a sustainable and eco-friendly way.”

“We value the ability to be a part of this initiative focussed on Tiaki Taiao and transportation that does not further harm te Taiao.”

**Figures based on the Waka Aronui fleet, a 2015-2016 Toyota Fielder Hybrid - Emissions (92g/km) compared to a typical ICE vehicle owned by the participants prior to joining Waka Aronui e.g. 2010 Mazda Demio (178g/km).*

Other key insights



<p>Safety Ensuring whānau were transitioning into a vehicle with a high safety rating was a critical priority for Waka Aronui.</p> <p>The Toyota Fielder has a 5 star NCAP safety rating.</p>	<p>“I know I will get home safely.”</p>	<p>Many whānau were previously reliant on cars with a 1-3 star safety rating.</p>	<p>Many whānau also noted that they were previously unable to service and maintain their vehicles to a safe standard due to cost constraints.</p>
<p>Working with a community partner Many whānau identified that having a local partner to support them, who understood the community, would be hugely beneficial and help build the trust in the programme.</p>	<p>“MUMA has understood the needs of whānau.”</p>	<p>“MUMA has been a lifesaver for our whānau with this vehicle lease.”</p> <p>“MUMA’s support has been invaluable and enhances the benefits associated with the vehicle.”</p>	<p>100% of participants provided positive feedback about the wrap around support provided by MUMA.</p>
<p>Confidence in dealing with commercial contracts A secondary priority for the programme was helping to build confidence and capability of whānau to go through a commercial contract process.</p>	<p>“The programme has had a positive affect on my confidence, MUMA explained the programme in way that I understood and was able to give informed consent.”</p>	<p>“It’s affected my belief in having strong manaaki from those who I sign contracts with e.g John and Vishva (MUMA) improve my confidence 100%.”</p>	<p>77% of participants said that being involved in Waka Aronui has improved their confidence in dealing with commercial contracts - however the support provided by MUMA was the main reason for this.</p>

Programme Reflections



Programme Reflections

MUMA

In May 2022 MUMA launched their Waka Aronui sustainable leasing program. A culmination of 4 years of planning and design in collaboration with Waka Kotahi, MBIE, Auckland Council, The Tindall Foundation, Toyota, Russell McVeagh and our impact and innovation partners Akina.

Introduced at Nga Whare Waatea Marae by the Honourable Minister of Transport Michael Woods, a day of celebration and triumph, having finally arrived with what all partners had hoped to achieve in understanding what social impacts could be measured for whanau including:

1. Financial resilience
2. Mental health
3. Overall wellbeing for whanau
4. Environmental outcomes
5. Vehicle safety

In all areas of measuring our impact data since Waka Aronui's inception, in most cases 80% of the insights gathered in each of the categories has been met with positive feedback.

With the cost of living severely impacting whanau, the post trauma of the Covid 19 pandemic still in the community, severe flooding and cyclone Gabriel all contributing to pressures in all sectors of social wellbeing in the community, it has been overwhelmingly satisfying for MUMA to have been involved in a program that has seen massive positive outcomes for whanau involved in Waka Aronui.

It is our intention to continue to grow Waka Aronui with aspirations to a national footprint given that the benefits we have seen in our pilot program have made such a positive impact. It is our greatest wish that whanau would thrive in achieving their personal goals and creating personal resilience for their future generations. Waka Aronui is one small way that MUMA can help towards contributing to our whanau achieving this.

Programme Reflections



Ākina

Ākina saw the potential impact of social leasing schemes through our early community engagement and feasibility studies in 2019. It was clear that many whānau had so few options to access safe and efficient transportation, and that the options that existed for them often created ongoing financial burdens which had enormous impact on their overall wellbeing.

We believe in the power of social enterprise to empower people and support self-determination, and we are extremely proud of the collective effort that brought the Waka Aronui vision to life. In particular we want to thank MUMA for walking alongside us through the Waka Aronui journey and for being an amazing community partner. The MUMA team who provide the point of connection and support for whānau involved in the programme are a huge reason behind why we have achieved such positive results.

We recognise that equitable-transition, as one of Government's Emissions Reduction priorities, is going to be an ongoing point of focus as Aotearoa moves towards a more sustainable future. We believe that learnings from Waka Aronui can help inform the design of future programmes, and that collaboration between the public, private, and community sectors are the best way to achieve sustainable change.

To see how the programme has already created such meaningful outcomes for whānau in its first year of delivery is very humbling for Ākina and motivates us to continue this kaupapa. We will continue to identify and connect with people and organisations that can help us to grow the impact and reach of Waka Aronui, and are excited to see its potential to scale and evolve.



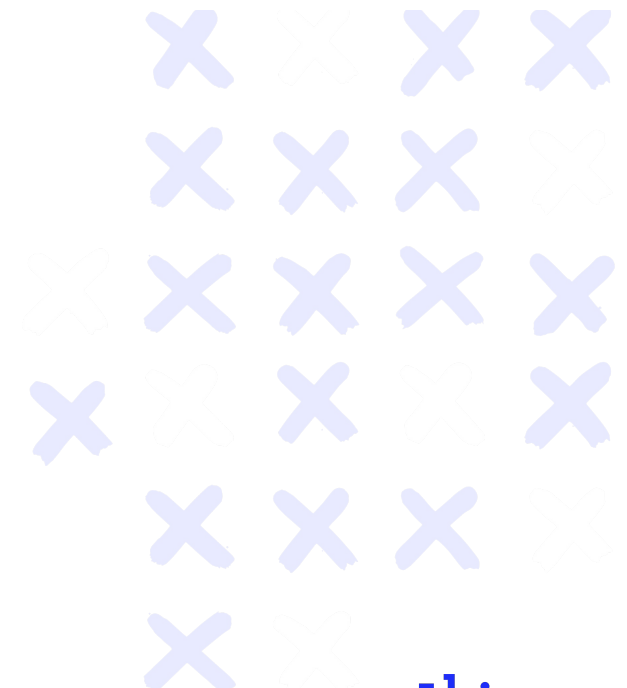
Programme Reflections

The Tindall Foundation

The Tindall Foundation is very happy to have been part of this project and it falls within other mahi we are doing within the climate change and affordable transition areas. It especially complements other mahi we're doing around how households can have better access to affordable and sustainable essential services and utilities including housing, food, energy, food, water, finance and insurance.

We've enjoyed working in partnership with MUMA, Ākina, and Toyota and hope this work may be scaled up in other areas and/or nationally.

However, we are disappointed to note that Government appears to have pulled back from its project to scale up the work on the transition to affordable and sustainable transport for low income households. We will be pursuing that further, and look forward to working with partners on it.



Programme Reflections

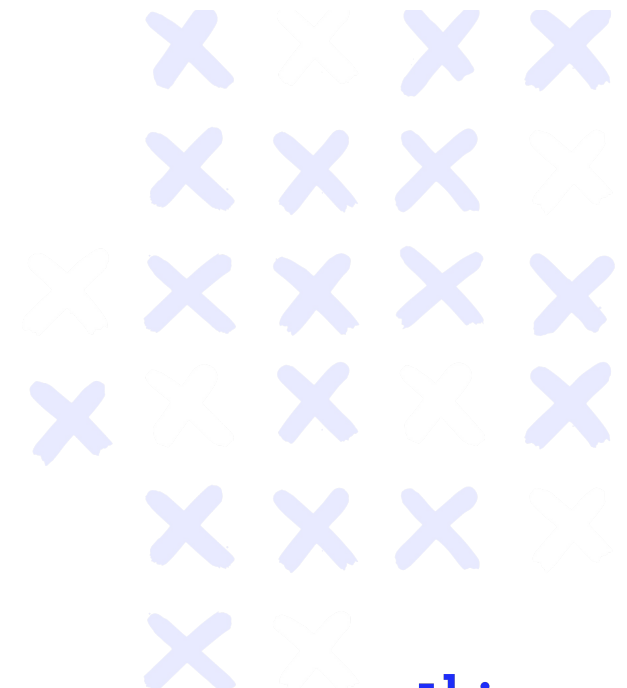
Toyota

Toyota New Zealand's participation in the Waka Aronui car leasing programme represents our commitment to decarbonising the economy and our vision to become a future focused mobility company.

Not only are we committed to transitioning to a low emissions future based on accessibility, affordability and safety for all, but also making an impact on the communities we operate in.

Waka Aronui allows us to embrace our responsibility as a sustainable business leader and to continue to support the communities we operate in.

- Neeraj Lala, Chief Executive, Toyota New Zealand



Programme Reflections

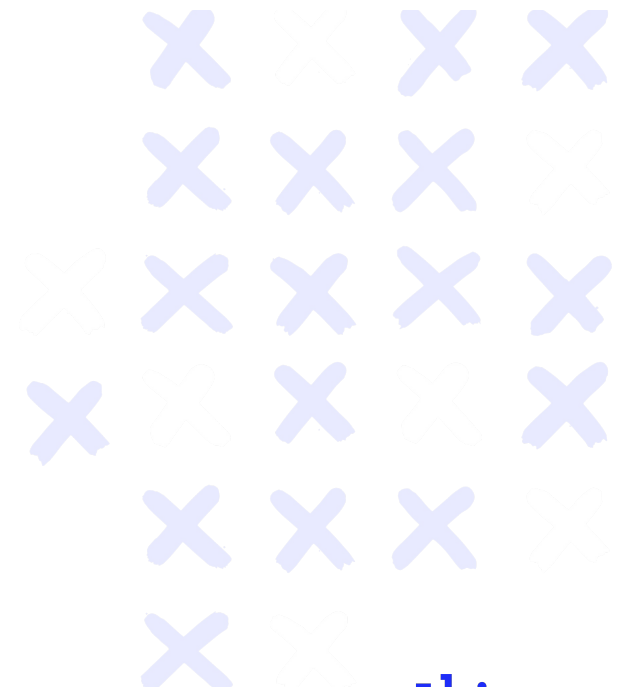
Russell
McVeagh

Russell McVeagh

Russell McVeagh supported MUMA with the contracts to implement the Waka Aronui Scheme. Reflecting on their experience, the Russell McVeagh team enjoyed and appreciated the opportunity to be involved in an important project that helps whānau to access basic necessities such as healthcare, education and employment opportunities.

In addition, the use of hybrid vehicles reduces the environmental impact of transport, advancing an increasingly important policy area for Aotearoa. The solicitors who worked on the matter saw real tangible value in being able to use their knowledge and experience to achieve positive social and environmental impacts within the community.

Senior Solicitor, Angus Hancock commented: "Knowing that I've helped someone to travel to work with ease or lessen the burden of car maintenance costs on a whānau is a great feeling. It gives greater purpose to the work I do."



Programme Reflections

Waka Kotahi

Waka Kotahi | NZ Transport Agency is enjoying working in collaboration with non-profit, philanthropic and commercial sectors on Waka Aronui; a project that aims to make a difference across several important outcomes. The team is grateful for MUMA's mahi in their community, as they navigate and resolve a range of operational matters while continuously learning and improving on the original operating model. We are excited to see the positive impacts and learnings for participants and their communities to date and are eager to see how the project evolves over the coming year.

MBIE

MBIE Consumer Services has valued the opportunity to work with agencies and organisations as part of the Waka Aronui pilot to date. We appreciate the work that the Ākina Foundation has done to bring this initiative together, and commend MUMA on the wonderful job they are doing to operationalise the programme and engage with whānau in a way that works for them. We are seeing how this initiative is making a real difference to increasing consumer confidence, understanding of consumer rights, and building of financial resilience for the participants in the programme, and we look forward to further insights and learnings.

Ngā manaakitanga,
Thank you for working with us.

BE BOLD.
Challenge yourself.
Challenge others.