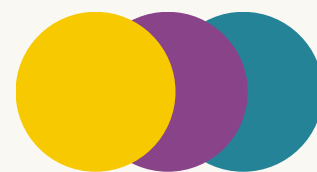




Annual Report

HAPPINESS HOUSE ANNUAL REPORT 2025

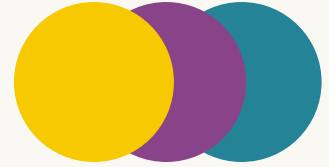
Contents



From Our Manager	3
From Our Chair	4
Vision and Mission	5
Theory of Change	6
Impact	7
Events and Activities	8
Services	9
Friday Produce	10
Our Team	11
Our Board	13
Our Volunteers	15
What people say about us	16
Financial Snapshot	17
Funders and Sponsors	19



From our Manager



Kia ora to our Happiness House whānau,

This year has been one of connection, growth, and community. At Happiness House, we see every day the importance of fostering strong, supportive communities through our activities, and the positive difference this makes in people's lives. Connection, creativity, and care are at the heart of everything we do, and it is inspiring to witness the friendships, confidence, and joy that develop across our programs.

Our activities - such as Toi Ora Art Project, Cook Around the World, social gatherings, food support, and one-on-one appointments - provide opportunities for people to come together, share experiences, and feel supported. These programs are just a glimpse of the ways Happiness House strengthens community, and we continue to explore new ways to respond to the needs we see around us.

The heart of Happiness House is our people. I want to express my deepest gratitude to our staff, volunteers, and supporters. Your dedication, generosity, and time make everything possible. Whether mentoring participants, or simply welcoming people with kindness, your contributions create a warm, inclusive, and safe environment where everyone can thrive.

Looking ahead to 2025–2026, we will continue nurturing connection, supporting wellbeing, and providing meaningful opportunities for everyone in our community. Your involvement ensures that Happiness House remains a place where people are valued, supported, and celebrated, and I am deeply privileged to be part of this extraordinary community with you.

A handwritten signature in black ink that reads "L. Boss".

Léna Boss
Happiness House Manager



From our Chair

This year has been one of renewal for the Happiness House Trust - with new trustees joining the board and my first year as Chair. It's been both inspiring and energising to be part of an organisation that is such an integral part of this community. As someone still relatively new to the Whakatipu, I've been struck by how deeply people here look out for one another, and I am proud to say that Happiness House sits right at the heart of that spirit.

As a Trust, our focus has been to empower the amazing team who make Happiness House what it is. Their energy and compassion are extraordinary, and our job is to give them the support and freedom to do what they do best - helping people connect, find stability, and feel that they belong.

The economic climate continues to put pressure on many in the region, and this makes our mahi more important than ever. This year, we've seen nearly 15,000 visitors welcomed, 570 food parcels distributed and over 800 participants in our community programs - which is all a reminder of how many people rely on this place as a safe, welcoming hub.



To our funders, donors, and supporters - thank you. You've continued to rise to the occasion, helping us keep the doors open and the kettle warm. Your generosity is what makes it all possible.

Looking ahead, a significant project looms large for us. We now know that our lease at 4 Park Street will come to an end in late 2028. We acknowledge that finding a new home for Happiness House is a significant undertaking, and we have already begun turning our attention to this challenge. This is an exciting step in our journey - one that will help us keep meeting the community's needs well into the future.

To everyone who plays a part - our staff, volunteers, trustees, and supporters - thank you for your heart, your time, and your belief in what we do. Together, we're building a stronger, more connected Whakatipu.

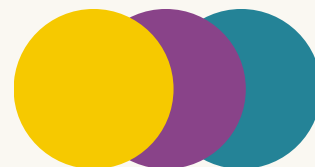
Jen Geale
Chair, Happiness House





Vision

We dream of a Whakatipu where everyone feels they belong, has strong connections, and the chance to live a fulfilling life. A community where support is not just available but woven into everyday life - shared openly, warmly, and without judgement.



Mission

Community supporting community.

We provide practical help, social connection, and a friendly place to be. Whether it's through food parcels, cooking sessions, donated goods, or just a listening ear, we're here to make sure no one feels alone.

Everyone is welcome, always.



Theory of change

Happiness House began over 30 years ago when Pat Bird recognised that many people in Queenstown were missing connection and everyday support. At a time when few local services existed, she opened her own home to fill that gap - creating a welcoming, homelike space where locals could find warmth, company, and practical help. It became a place built on care, connection, and community.

Today, we continue to exist because there remain gaps within our community - people need connection, encouragement, and practical support to navigate life in Queenstown.

Our theory of change is simple: If the community becomes so connected, supported, and resilient that everyone can meet their own needs and feel they belong, Happiness House would no longer need to exist.

Until then, we bridge the gap. We are not specialists, but we are the first port of call, helping people navigate services, access support, and connect with others. Through our op shop, social activities, practical support, and welcoming space, we make it easy for people to meet their needs barrier-free and free of charge.

We're not here to solve every problem. We're here to make it easier for people to exist, belong, and thrive in Queenstown. When people come to Happiness House, they leave feeling supported, connected, and better equipped to meet their own needs - and through that, the community grows stronger.



Impact



**20% increase in
people coming
through the door**

14,922
visitors

**All activities
are free!**

570
Food Parcels



**free baby
and kids
clothes**

**free legal
advice**

Safe space



1,849

**Hours of
volunteering**

**Average of 20
volunteers per week**

821 **Participants in
Community Activities**

Events and Activities

Gardening with Community

Our community garden grows more than vegetables – it grows connection, confidence, and wellbeing, offering a welcoming space to learn, share, and enjoy time outdoors.



Cook Around the World

Our most popular monthly program, in collaboration with Lakes Multicultural Collective, Cook Around the World, celebrates the rich diversity of our community, with each session featuring a different culture through shared food and stories.



Knitting Group

Held once a week in winter, the knitting group offers a friendly, inclusive space for people to connect, share, and support one another.

Toi Ora

The Toi Ora art sessions offer participants a creative space for reflection, expression, and growth. Feedback described the experience as healing and transformative, helping people reconnect with themselves and build confidence through creativity.

Christmas Boxes

Each year, our Christmas boxes help connect generous community members with locals who need a little extra support. Recipients choose gifts in a welcoming, supportive space, reflecting Happiness House's mission of community supporting community.

Preschooler Christmas Party

Each Christmas, we welcome preschoolers to a festive party filled with Santa, a BBQ, music, and games. Thanks to the support of local businesses and organisations, it's a joyful celebration of connection and community.



Services



Free Baby Clothes

We offer free baby clothes for children aged 0–3, helping families access essentials and feel supported during their child's early years.

Op-shop / Affordable clothing

With low prices and a warm welcome, the Happiness House op shop makes it easy for everyone to access what they need and feel part of the community.

Friday Produce

For several years, our Friday Produce has offered free fresh food to community members. This short-term support helps people experiencing challenges access nutritious food, as well as a welcoming, supportive environment.

Legal Advice

In partnership with Community Law Dunedin, we host monthly legal advice clinics to ensure our community can access trusted legal guidance.

Budget Advice

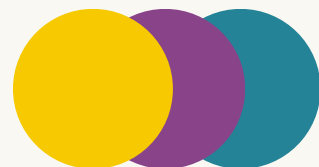
In partnership with Family Works, our budget advice sessions help community members manage finances, reduce stress, and build confidence, reflecting Happiness House's mission to remove barriers and support wellbeing.

Stop Smoking

In partnership with Southern Stop Smoking, these one-on-one sessions support community members to quit smoking, improve health, and build confidence, increasing access to support and fostering overall wellbeing.

Support Navigation

We help people navigate and find the right support for their situation. We have the chance to collaborate with many different organisations and services of the community, like Citizen Advice Bureau, Salvation Army, Mana Tahuna, Uruuruwheenua, and many more.



Friday Produce

Supporting Whānau Through Tough Times

Friday Produce is Happiness House's food support for whānau in the Whakatipu basin. It began as a short term top up to help with food costs and has grown into a service that works alongside whānau to understand and support their needs.

Each Friday, people book a 15 minute slot and come to our kitchen, set up like a mini supermarket with fresh produce, pantry items, and chilled goods, donated by a range of local businesses, individuals and community groups. Families choose what works best for them, with our team on hand to guide and support where needed.

Over the past year, our team has continued shaping Friday Produce into a more person centred service. Rather than simply providing food parcels, we now focus on understanding what sits behind the need, from budgeting and wellbeing to complex circumstances, employment, and the high cost of living, and connect whānau with the right support to strengthen stability. The aim is to walk alongside people until they have the confidence and resources to no longer need food support.

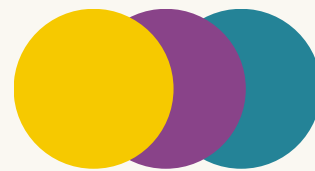
Whānau come to Friday Produce for many reasons - single parents stretching to the end of the week, people recovering from illness or injury, those between jobs, or families navigating financial pressure and challenging personal situations.

Before this change, Friday Produce mainly acted as a food top up service, and many families relied on it week after week, for an extended period of time. Now, with targeted, wrap around support, more whānau are addressing the root causes of food insecurity and moving forward sooner with greater independence.

Friday Produce is about more than food. It offers whānau a moment to pause, connect, and plan their next steps with support, encouragement, and care.



Our Team



Léna Boss — Manager



Léna has been part of Happiness House for over four years, bringing her background in social work and community development from Switzerland to her role as Manager. She is passionate about working alongside the community to strengthen connection, resilience, and collective wellbeing. Her leadership is guided by a deep belief in empowering people and helping Queenstown's diverse community thrive.

Steph Burbidge — Coordinator



Steph joined Happiness House as a volunteer five years ago and has spent the past three as Coordinator. With experience in community support, mental health, and counselling studies, she brings insight into how systems and stories shape lives. Guided by care and putting tangata at the centre, she ensures the House remains a welcoming place of connection and support.

Ellie Forrest — Front of House / Manaakitanga



Ellie has been part of Happiness House for three years, bringing warmth and manaakitanga to her role at the front of the House. With a background in education and experience supporting neurodivergent tamariki and their whānau, she helps create a space where everyone feels welcome. Starting her social work studies, she continues to grow her skills while coordinating Friday Produce and nurturing the caring spirit of the House.

Lucas Rodriguez — Front of House / Manaakitanga



Lucca brings creativity and heart to his role at the front of Happiness House, drawing on his background as both an architect and artist. As founder of a local migrant art collective, he has helped build spaces for connection and storytelling. At Happiness House, he supports daily operations while using his creative skills to make the House visible, welcoming, and accessible to all.

Daniela Diaz — Op-Shop Assistant



Daniela first discovered Happiness House while writing a story about it for the Lakes Weekly Bulletin - she has a background as a journalist and storyteller. Moved by the sense of belonging she found here, she soon began volunteering and later joined the team as an op-shop assistant. She combines her communication skills and warm approach to help create a space where everyone feels welcome, connected, and supported.



Paula Jones

A long-term casual team member, Paula is known for her reliability, down-to-earth nature, and unwavering commitment to Happiness House. She enjoys sorting donations, organising the shop, and connecting with visitors, making everyone feel welcome. Her dedication and steady presence help create a sense of care, connection, and purpose within the community.



Corey Sinteur

Involved with Happiness House for over 10 years as both a volunteer and long-term casual, Corey brings wide-ranging experience in youth work, sales, guiding, and general maintenance. Motivated by a passion for giving back, he values being part of something that strengthens community connection. His supportive nature and commitment to community make him an invaluable part of the Happiness House team.



Marie-Louise

Marie-Louise brings warmth, energy, and deep commitment to every interaction at Happiness House. With experience across childcare, social work, hospitality, and caregiving, she embodies the spirit of connection and support that defines the House. Her positivity and dedication help foster a welcoming, vibrant space where the community can connect and thrive.



Emma Lange

Emma has been a long-term casual staff member at Happiness House since 2018, contributing across a variety of roles. Her keen ability to listen and genuinely connect with people is a key asset, helping others feel heard and supported. Through her dedication, she fosters wellbeing and connection within the community.

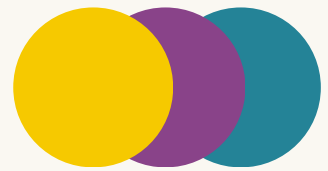


Laura Tdoni

Involved with Happiness House since 2020, Laura (or Lou) began as a volunteer before becoming a regular casual staff member – affectionately known as the “organisation queen.” With boundless energy and a knack for organising and optimising, she takes on whatever role is needed with enthusiasm. Her work at Happiness House has strengthened her sense of belonging and connection to the Queenstown community.



Our board



Jennifer Geale, Chair

Jen brings strategic leadership and a strong commitment to community values to her role. As Founder and former CEO of a successful e-commerce business, she now mentors other founders on leadership and growth. With governance experience across Aotearoa and Australia, and a background in economics and community development, she combines heart and rigour in guiding community initiatives.



Christine Fitzpatrick, Vice Chair

An experienced educator and founding trustee of the Queenstown Writers Festival, Chris contributes her expertise in literacy, communication, and community engagement. Her teaching background across cultures and age groups reflects the inclusiveness central to Happiness House. She is dedicated to supporting learning, connection, and empowerment within the community.



Megan Wallace, Trustee

Megan is the owner-operator of a local immigration advisory business and a UK law graduate, bringing valuable legal and advocacy skills to the Board. With nine years in Queenstown and five years as President of Queenstown Young Professionals, she has strong local leadership experience and community insight. Her expertise supports Happiness House's inclusive approach and strategic direction.



Philip Jones, Trustee

A former Police Area Commander, Phil brings extensive leadership, governance, and relationship-building experience from a distinguished policing career in New Zealand and abroad. Having supported Happiness House since its early days, he maintains a deep connection to the organisation and its community values. His ongoing local roles and service ethic help guide the House's integrity and direction.



Mark Sommerville, Trustee

Mark combines strategic and operational leadership from his role as Assistant Ski Area Manager with a passion for community wellbeing. Holding a degree in Strategic Management, he contributes valuable insight into planning, teamwork, and inclusive leadership. His 20 years in Queenstown underpin his commitment to helping Happiness House remain a welcoming space for all.



Kerry Harper, Trustee

With over 33 years in the finance industry, including 15 years with Forsyth Barr Queenstown, Kerry brings strong financial acumen and governance experience to the Board. Her involvement with Rotary and charitable trusts reflects her deep commitment to community service. Since retiring, she has focused her time and expertise on strengthening the future sustainability of Happiness House.

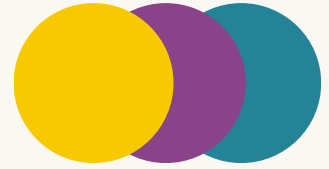


Simon Whitfield, Treasurer

Simon is a chartered accountant who has worked in senior finance roles with Smith&Smith, Restaurant Brands, and Beca. After moving from Auckland to Queenstown in 2023, he became CFO at First Table. His extensive financial expertise and strategic insight are a great addition to the Board of Happiness House.



Our Volunteers



At the heart of Happiness House is a remarkable group of volunteers who give their time, energy, and kindness to support others. They are an essential part of everything we do – from welcoming visitors and helping in the op shop to tending the garden or packing produce. Quite simply, we couldn't do it without them.

More than helping hands, our volunteers are the heartbeat of a genuine community. Many describe Happiness House as a family - a place where they not only give back but also feel connected, valued, and supported themselves. Volunteers often say that being involved here makes them feel at home, gives them purpose, and provides a safe, inclusive space where they are listened to and appreciated.

Some of our volunteers have been with us for many years - one has been generously giving their time for the past 10 years. Over the last year, more than 30 new people applied to join our volunteer community, a reflection of how valued and welcoming Happiness House has become.

We are deeply grateful for each and every volunteer who contributes their time and heart to Happiness House. Together, they help keep our community strong, compassionate, and connected.



What people say about us



"Happiness House is my home away from home."

"Having Happiness House team here as a consistent thing has helped me on my healing journey."

"For me personally, as a migrant, it gives me a sense of being one in the community."

"Having these people here that are just really willing to help and that see you as worthy of help, helps me to see myself as worthy of help."

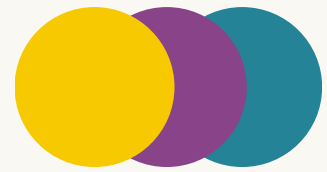
"Happiness House is family, it is a place where I can be myself and where I don't feel judged."

"Happiness House helped me find a job, I also made friends here."

"It creates a sense of belonging... I feel more connected to my community."

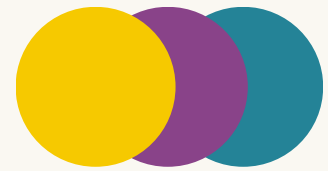


Financial Snapshot



Year Ended 30th June	2025	2024	% Increase
Number of Visitors	14,922	12,275	22%
Total Income	\$451,802	\$335,781	35%
Expenses	(\$310,189)	(\$295,573)	(5%)
Net Surplus	\$141,613	\$40,208	252%
Cash and Term Deposits	\$518,162	\$391,835	32%

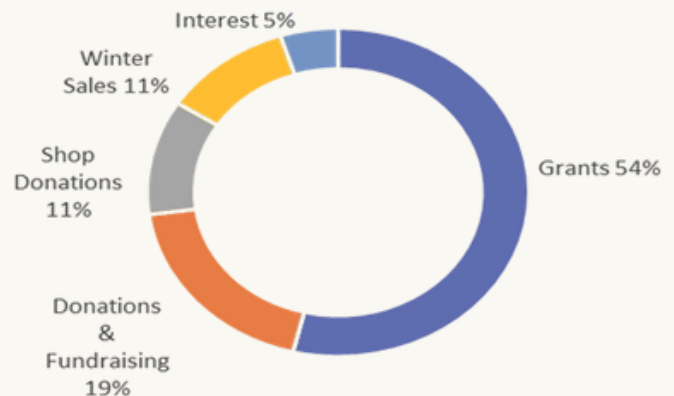
Financial Snapshot



Income

Total income \$451,802 was up 22% year on year with grants up 47% year on year, donations and fundraising 23%, shop donations and winter sale 20% and interest income 27%, the latter on the back of increased funding.

Income By Source %: 2025



Cash and Term Deposits

Cash \$131,542 and term deposits placed with Westpac \$386,620 have increased from \$391,835 the year before, in line with the Trust's strategy to build reserves in order to fund future premises.

Cash inflow from operating activities was \$126,327 compared with \$60,279 in the prior year.

Expenses

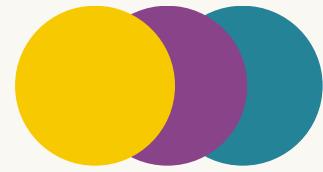
Expenses are primarily made up of employment related expenses \$228,261 and costs related to providing goods and services \$81,716.

Employment related expenses make up the majority (73%) of costs running Happiness House. The number of paid employees as at 30th June 2025 was 3.8 FTE, compared to 3.3 FTE at the same time in 2024. Salary costs have gone up 7% year on year to reflect increases in the cost of living and the Trust's commitment to pay at or above living wage.

Costs related to providing goods and services \$81,716 (including but not limited to rent, insurance and utilities) have reduced slightly year on year.

Overall cost increases have been maintained at 5% despite a 22% increase in visitors.

Funders and Sponsors



We received substantial monetary and in-kind donations this year, including several confidential and anonymous contributions. Below are our funders, donors, supporters, and friends - our community is incredibly generous, and we've tried to capture and acknowledge as many as we could!

Funders

- Aotearoa Gaming Trust
- Catalytic Foundation
- Central Lakes Trust
- Community Trust South
- Department of Internal Affairs
- QLDC and Welcoming Communities
- Queenstown InnerWheel

Support from the Community

- Altrusa
- Anderson Lloyd
- Base Camp Adventures
- Bayleys
- Bungy
- Bunnings
- Catalyst Charitable Trust
- Creeksyde
- Fab Flowers
- Ferg Bakery
- Flomac Drainage Experts
- FoodStuff
- Game Over
- Hilton
- Impact Clothing
- Jack's Point Residents
- Jae
- Jeff Hylton
- Kinga Krupa
- Kiwi Christmas Books
- Lumino Dental
- Ma Boulangerie
- Mactodd Lawyers
- Max Brenner
- Mc Kibbon's
- McConnell Dowell
- Mike Mee
- Millbrook
- Mitre10
- Natural Habitat
- Noel Leeming
- NZ Dominican Sisters
- NZSki
- O.C. Gym
- Patagonia
- Porsche Club
- Pure Milford
- Queenstown Airport
- Queenstown Country Club
- Queenstown Dinner Club
- Queenstown Poker League
- Rata Restaurant
- Ray White
- Real NZ
- Recycle Boutique
- Relax It's Done
- Roofsafe
- Rotaract
- Sherwood
- Shotover Jet
- Skyline
- Spinners and Weavers
- The Gold Shop
- The Kindness Collective
- The Lindt Shop
- The Lions Club
- Todd and Walker
- Ultimate Hikes
- Uniform Studios
- XTravel LTD
- Zenith Beauty
- ZStation



Thank you!