

SUMMARY REPORT



VOYCE

WHAKARONGO MAI

— IMPACT REPORT: VOYCE – WHAKARONGO MAI 2026 —



VOYCE – WHAKARONGO MAI UPHOLDS THE RIGHTS,
WELLBEING, AND VOICES OF CARE-EXPERIENCED
TAMARIKI AND RANGATAHI.

THIS REPORT QUANTIFIES THE VALUE CREATED.



IMPACT SUMMARY

WHAKARĀPOPOTOTANGA

VALUE PER \$1

\$3.90

Benefit-cost ratio (BCR)

TOTAL VALUE

\$16.23m

Net present value
(2025 NZD)

VALUE/PERSON

\$8,907

Average value per participant

HOW TO READ THE NUMBERS

These figures use a modelled cohort of 2,453 and cover a three-year outcome window.

Value per person is how much, on average, each participant benefits.

Total benefits minus costs equals \$16.23 million.



SUMMARY

In 2024/25, VOYCE – Whakarongo Mai supported care-experienced tamariki and rangatahi through connection, advocacy, skills, leadership and systems influence. The analysis found benefits worth about \$21.9 million over three years for a modelled cohort of 2,453. Delivery costs are around \$5.6 million, meaning every \$1 spent creates around \$3.90 in value.

WHAT DRIVES THE RESULTS

Most value comes from higher life satisfaction and stronger belonging.

There are gains from fewer months on Jobseeker and better education engagement.

Some crises are avoided, including emergency housing nights, youth justice responses, and acute mental health events.

Non-monetised outcomes (like trust, safety, identity and mana) matter too, but are not included in the total.



PEOPLE

TĀNGATA



VOYCE – Whakarongo Mai supports care-experienced tamariki and rangatahi aged 0–25 across Aotearoa, focusing on those who need an independent voice and safe connection.

Many care-experienced rangatahi face ongoing challenges in safety, housing stability, education, health and belonging.

Support is rights-based and kaupapa-led, delivered through five Pou: Tūhono, Whakamana, Whai Pūkenga, Rangatiratanga and Whakatairanga.

The modelled cohort includes 2,453 tamariki and rangatahi in a single year. In 2024/25, VOYCE delivered 103 Tūhono events with 1,538 participants, and advocacy work included 247 education and employment cases.

The kaupapa places equity at the centre, prioritising Tamariki Māori and including rainbow rangatahi/ takatāpui, care leavers, and those at key transitions. VOYCE works alongside whānau, caregivers and system partners so support is safe, consistent and sustained.

The aim is simple: rangatahi are heard, connected, supported and empowered.

“I just want adults to listen the first time.”

Rangatahi

IMPACT

[CLICK HERE TO LEARN MORE ABOUT THESE CONCEPTS](#)

- IMPACT GUIDANCE -

Impact reporting shows how effort and resources turn into real-world results. It follows a simple path from what goes in, to what comes out, to the changes that follow.

The approach is built to be careful and fair: we look for clear links between actions and results, avoid counting the same change twice, and check that our estimates make sense. The figures show the scale of value created for the group of people studied over the period covered.

They are based on reliable New Zealand data and are designed to give a realistic picture, not an exact total. The numbers help decision-makers see what kind of difference the work is making and where that value comes from.

[READ THE GUIDE](#)

VOYCE – Whakarongo Mai delivers support that tamariki and rangatahi can access safely and on their own terms.

Kaiwhakamana listen, explain rights, and help young people raise concerns and solve problems with the adults and agencies involved.

Tūhono activities build belonging through identity-safe peer connection. Skills and leadership work strengthens future pathways and participation.

Together, these activities lift life satisfaction, strengthen social connectedness, and reduce the risk of crises in housing, health and justice.

ACTIVITIES

NGĀ MAHI



ACTIVITIES

NGĀ MAHI

TŪHONO
(CONNECTION &
BELONGING)

WHAKAMANA
(RIGHTS-BASED
ADVOCACY)

WHAKATAIRANGA
(COLLECTIVE
VOICE & SYSTEMS
INFLUENCE)

WHAI PŪKENGĀ
(SKILLS &
FUTURE)

RANGATIRATANGA
(YOUTH
LEADERSHIP)

KIA TIKA,
KIA PONŌ
(MANA-
ENHANCING
PRACTICE)

STATE OF CARE
& 6 PROMISES
(SYSTEM
ACCOUNTABILITY
& INSIGHTS)

The analysis values changes that matter to tamariki, rangatahi and whānau.

The biggest gains come from improved wellbeing. Rangatahi feel more heard and respected (higher life satisfaction) and more connected to people who understand care experience (stronger belonging).

There are also fewer months on Jobseeker, improved education engagement, and fewer emergency housing nights when living arrangements are stabilised.

A small number of youth justice responses and acute mental health crises are avoided through earlier support and de-escalation. Primary health care access is restored for some, and immediate material hardship is eased. Together, these changes add up across the cohort to a strong overall result.

Some important gains are not put into dollars but still matter. Many rangatahi report stronger identity and mana, improved trust and sense of safety, and greater confidence to participate in decisions. Whānau and caregivers can also benefit through clearer processes and better follow-through. These outcomes support equity and long-term wellbeing alongside the dollar results.

OUTCOMES

NGĀ HUA



VOICE, AGENCY
& LIFE
SATISFACTION

BELONGING &
SOCIAL
CONNECTION

TRUST, SAFETY
& MANA

ACCESS TO
RESOURCES
(HEALTH,
HOUSING,
INCOME)

SKILLS,
ASPIRATION
& FUTURE
PATHWAYS



ENHANCED
LIFE
SATISFACTION

\$11.38M

VALUE

UARA ŌHANGA

ENHANCED
SOCIAL
CONNECTEDNESS

\$9.47M

JOBSEEKER
BENEFIT
AVOIDED

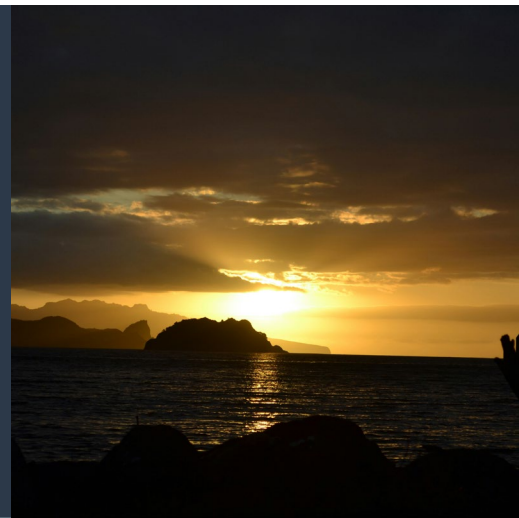
\$0.3M

YOUTH JUSTICE
RESPONSE
AVOIDED

\$0.30M

OTHER
STABILITY
GAINS

\$0.39M



Net Present Value (NPV) adds up all the benefits VOYCE creates, subtracts all costs, and converts this into today's dollars. It shows the total value left after covering costs.

Benefit-Cost Ratio (BCR) measures how much benefit is returned for each dollar invested. A higher BCR means you're getting more positive impact for every dollar spent on the programme.

TOTAL VALUE

UARA ŌHANGA

BCR: 3.9:1

EVERY \$1
SPENT CREATES
AROUND **\$3.90**
OF POSITIVE
IMPACT.



NPV: \$16.23M

TOTAL VALUE
CREATED AFTER
COSTS.

When we invest money in a programme or service, the benefits spread far beyond just the immediate outcomes. The funds we spend travel further, supporting local jobs, families, and businesses across our community. Each dollar spent is like a seed planted: it grows and creates extra value that reaches more people.

On the next page, you'll see exactly how far our investment travels in three different ways. First, it creates new goods and services, strengthening local businesses. Second, it supports wages, meaning families have money to spend on essentials and activities in their community. Third, it supports employment, creating and keeping jobs for local people.

Together, these results show how spending in one place can benefit many others.

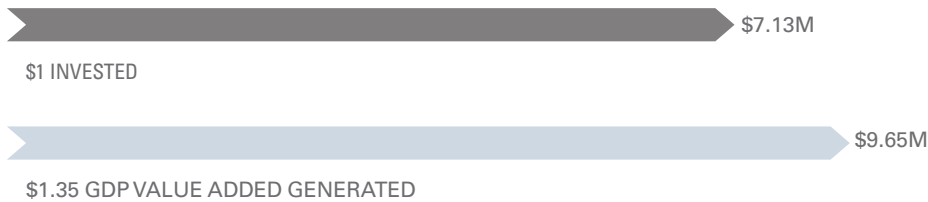
FLOW-ON VALUE

UARA HORAPA



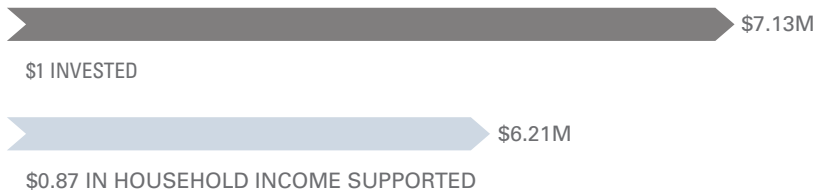
VALUE ADDED (GDP)

For every \$1 invested, about \$1.35 in local production is supported, reflecting activity in the programme, its suppliers, and everyday spending that follows wages.



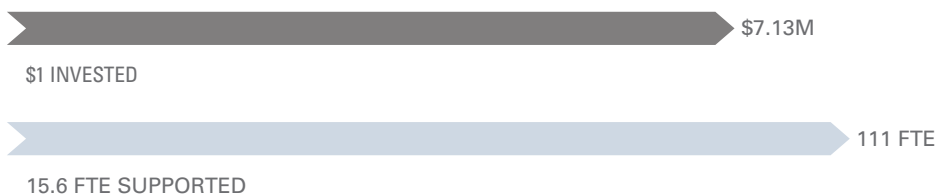
HOUSEHOLD INCOME

For every \$1 invested, about \$0.87 in wages and salaries is supported, reaching staff, contractors, and the local shops where that income is spent.

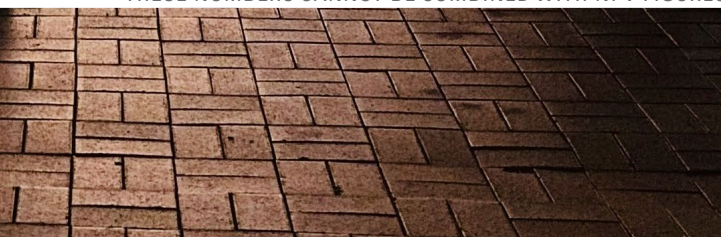


JOBS SUPPORTED — TOTAL (PER \$1M)

Each \$1m invested supports about 15.6 full-time jobs overall, combining roles in the supply chain and additional jobs sustained when workers spend their pay.



*THESE NUMBERS CANNOT BE COMBINED WITH NPV FIGURES





SUMMARY



VOYCE – Whakarongo Mai supports care-experienced tamariki and rangatahi across Aotearoa through connection, independent advocacy, skills and leadership, and systems influence. The aim is simple: rangatahi are heard, safe and supported when decisions are being made about their lives.

The SROI analysis values the outcomes created over three years for a modelled cohort of 2,453 tamariki and rangatahi. Across this group, total benefits are valued at about \$21.9 million, with programme costs of around \$5.6 million. In simple terms, every \$1 spent creates around \$3.90 of social and economic value.

Much of this value is driven by improved wellbeing: higher life satisfaction and stronger belonging and social connectedness. There are also gains from fewer months on Jobseeker, improved education engagement, and avoided emergency housing nights and youth justice responses. Some important outcomes are not monetised, including identity and mana, trust and safety, and stronger legitimacy in decision-making.

In addition, VOYCE's spending creates flow-on value. In the year ended 30 June 2025, \$7.13 million in spending supported \$17.04 million in total economic output, \$9.65 million in GDP, and 111 full-time equivalent jobs. These broader impacts complement the SROI results, showing how investment circulates through communities.

Disclaimer

Matatihi partners with progressive enterprises to improve social, cultural, environmental, and economic wellbeing, going beyond business as usual. Our approach brings together economic science, traditional knowledge, and new technologies.

This report's information is accurate to the best of the consultants' knowledge acting for the client. While all reasonable skill and care have been exercised, neither the consultant nor the client accepts liability in contract, tort, or otherwise for any loss, damage, injury, or expense—direct or consequential—arising from this report.

Social Return on Investment (SROI) and valuation caveats

- Estimates, not certainties: SROI results are modelled estimates based on the best available evidence; they indicate order-of-magnitude value, not audited accounts.
- Defined scope: Results apply only to the specified scope, cohort, and period: [cohort size], [outcome window, e.g., 3 years], [price base, e.g., 2025 NZD], [discount rate, e.g., 2% real].
- Conservative settings: Where multiple defensible choices existed, conservative assumptions were used; outcomes lacking sufficient evidence are described qualitatively, not monetised.
- Causality adjustments: Deadweight, displacement, attribution, and drop-off were applied, with overlap rules to avoid double counting.
Sensitivity tested: Key inputs (e.g., success rates, units, valuations) were tested via ranges/scenarios; results may change with new data or updated price sets.
- Economic footprint vs impact: Macro “footprint” metrics (GDP/value added, household income, jobs) are descriptive and not added to SROI benefits.
- Decision support: Findings inform decision-making; they are not forecasts or investment advice. Re-use requires permission from Matatihi and the client.

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Kāti Māmoe

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