



ANNUAL REPORT 2011 -12



OUR MISSION

Providing strengths based social services
which inspire and support people
to make a positive difference in their lives,
their families and communities

OUR VISION

Healthy, resilient and safe children,
adults, families and communities

OUR VALUES

Respect, hope, compassion



***“Tell me, what is it you plan to do
With your one wild and precious life?”***

Mary Oliver

THE HOME AND FAMILY TEAM 2011—2012

STAFF

Manager: Lynne Trowbridge

Administration and Fundraising:

Jeni Sparks, Derek Dean, Donna Kenton

Counsellors:

Cheryl O’Neill, Maria Lui, David Millar, Jan Hellyer
Catherine Overend and Michael Wise

House Team:

Sandra Talbot (Social Worker), Carol Watson,
Bronwyn Bentley, Debbie May, Sarah Starr and
Donna Kenton

Student Counsellors:

Sophie Toutain, Guy Adams and Ann Jay

COMMITTEE

President: Phillip du Val

Vice-President: Jennifer Delaney

Treasurer: David White

Secretary: Bruce Baillie

Committee: Mary Caldwell, Lindsay Strathdee, Hilary Bliss,
Raewyn Perry and John Goodrich

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Home and Family Committee from top left: David White, Phillip du Val, John Goodrich, Jennifer Delaney, Raewyn Perry, Mary Caldwell, Lindsay Strathdee and Hilary Bliss

PRESIDENTS REPORT

PHILLIP DU VAL



Ladies & gentlemen, distinguished guests – I want to tell you at the outset how pleased I am to be presenting the Home and Family Society's President's report for yet another year. It gives me an immense sense of satisfaction to reflect back over the prior twelve months, think about why we are here doing what we're doing, consider our organisation's successes and ponder future directions.

The Home and Family story is a good one; in one form or another tremendous service has been rendered to the Christchurch community for well in excess of 100 years and this past year has been no exception. We have striven to deliver the best possible outcomes for all our clients and have maintained our high standards across the board, out of respect for, and gratitude to, all who support us, be that professionally or as friends and volunteers.

Like so many other small charities in Christchurch we have fought hard to sustain an equilibrium amidst frenetic changes in everyone's lives and to the structure, shape and makeup of our city. The strength of our manager's focus and her passion to serve Home and Family following the earthquakes saw us, as you know, secure office space on Hereford St after a period of working from homes and in various scattered places about the metropolitan area. This enabled our counsellors and other staff to re-establish a base and concentrate without further disruption of their excellent work.

In February of this year we were the recipients of two Civic Award honours bestowed by the Community Response Forum, Greater Canterbury Social Service Sector Awards and these two important accolades were a direct consequence of and a direct recognition of the post-earthquake work carried out by our manager, Lynne Trowbridge, and her team, in particular Michael Wise. The first recognised Home and Family's efforts as follows:

Leadership – "Earthquake Support Coordination": Provided Leadership to and staff for a coordinated response to the needs of households impacted by the Canterbury earthquakes.

The second: Collaboration – "Police Trauma Liaison" Collaboratively acted to deploy staff to provide support for families of the bereaved following Canterbury's earthquakes.

In terms of our overall professional performance with respect to our dealings with CYFs/MSD our standing could not be better. You may recall that the contract we have with CYFs is officially referred to as a “High Trust Contract” . Naturally we see this as a fine compliment and value this status very highly. Of course, all congratulations and credit for getting us to this point and maintaining such a level of excellence belong to Lynne and her team.

An integral part of Home and Family continues to be the protection of children and the education of young mothers in our Supported Emergency Accommodation. None of us should ever underestimate the impact that parents have on the lives of their children and I see the ‘house’ as a fundamental part of this organisation’s work in the community. Under the experienced, professional leadership of our Senior social worker, Sandra Talbot, the successful formula of educating young mothers to effectively look after their babies with confidence and skill, teaching them to strengthen and turn their lives around, and providing a welcoming, caring environment is one that we are all proud of. Sandra and her team, Carol, Bronwyn, Debbie, Sarah and Donna deserve all our praise for another good year.

Toiling away in our administrative headquarters in Hereford St are to be found our talented counsellors, Cheryl, Maria, David, Michael, Jan and Catherine, including a number of wonderful student counsellors and together they provide an invaluable service to our many clients - children and adults. I thank them sincerely for their work over the past year. So too, a bow of respect and gratitude to Derek Dean and Jeni Sparks, fundraisers extraordinaire who continue to perform what so often seem like mini miracles in attracting the much needed funding required to keep our wheels turning.

To my fellow Executive Committee members, a heartfelt nod of appreciation for yet another 12 months of intelligent, well-informed, sometimes difficult debate on all matters affecting Home and Family. Your collective experience and knowledge has made my task as president so much easier.

In particular I want to congratulate the Executive Committee for facing up to the significant fiscal implications of the Sleepover Act and I applaud them for embracing this organisation’s moral and financial responsibilities both to itself and to the many staff members, past and present, who are beneficiaries under this legislation. In every respect, I believe, this was a proud moment in Home and Family’s history.

Here we are, ladies and gentlemen, in 2012. In a city where change is in the air and a blueprint for the central city has just been published. I quote Christchurch City Councillor, Peter Beck, who, in an article in the Christchurch Press last week said: “The blueprint for the central city is certainly bold and inspirational. But a sustainable and prosperous city will be judged by the way in which we deal with those who are most vulnerable and marginalised in our community. It is the spirit of compassion and care and courage which has been so apparent in our Canterbury spirit that must also drive our recovery.”

Home and Family will continue to work with and for people in the community who need us and we will continue to explore the best ways to do this, with your help. There may well be an argument for amalgamation with other small agencies, over time, to increase the effectiveness of what we are offering and delivering. A vision for the future, a new strategic plan, our own ‘blueprint’ for the 21st century is being considered at the moment and will strengthen our sense of direction and embolden our resolve to continue to do the very best we can for those we serve.

MANAGERS REPORT

LYNNE TROWBRIDGE



It goes without saying that the twelve months April 2011 through to March 2012 was a stressful and testing time for anyone one who lived in or near Christchurch, we were all effected in some way by the earthquakes that had rocked our city for more than six month. Home and Family were no exception, we faced a trying time, over several months, with no suitable premises available from which to conduct our counselling, fundraising and general management of our organisation. It is a tribute to staff that they remained committed and focussed during this time, continuing to deliver the best possible service they could, to our clients; operating from one counselling room in Papanui and fundraising and administration being conducted from people’s homes. We were fortunate to have our 24 hour supported accommodation programme fully up and running. This provided a base for us where we could meet on a regular basis in order to stay connected as a team. I am pleased to say that staffing over the period remained predominately stable, our administrator and two counsellors moved on, to pursue new opportunities and we wish them well for the future.

I would like to particularly acknowledge Bill Delaney who had worked in a voluntary capacity for Home and Family for over nine years. Bill took care of a large part of our financial management, paying the bills, paying wages, producing monthly financial reports and whatever else was asked of him. Bill decided to hang up his accounts hat earlier this year, but not before training up his replacement. Bill was well known to all staff and often kept us entertained on a Wednesday with tales of his funnier life experiences or just to share a joke. I always found Bill to be supportive and speak his mind honestly and I particularly appreciated this when I commenced my role as Manager at Home and Family, my grateful thanks to you Bill.

The President has comprehensively covered the significant events that have happened at Home and Family during the 2011/2012 year and I will not go over this again. However I would like to concur with his comments, particularly his tributes to our staff and members of the committee and the commitment and dedication they have shown to Home and Family. I would like to add my heartfelt thanks to them all.

On a more general note I think it timely to acknowledge the change that is occurring in the Not for Profit Sector. The word collaboration is being used on a regular basis and we cannot ignore the importance that funders including government are placing on this. This is not an entirely new concept, it has been on the fringes of our awareness for some time and I think it is fair to say that many organisations were not comfortable with the idea and felt somewhat threatened.

However crisis often provides opportunity and out of the havoc of September 2010 and February 2011 a new way of working emerged for a number of NGOs.

We saw NGOs working collaboratively with MSD and each other to develop a response / support model to assist those significantly effected in the September Earthquake. This developed even further after the February Earthquake with the added impact of lives being lost. Many NGOs responded immediately to jointly provide staff to support those who had lost loved ones. We had to move out of our model of working as separate entities and work together to provide the best possible outcomes for the community.

For those NGOs involved it also showed us that we do not need to be afraid or protective of “our patch” we can keep our own identity whilst working more closely together to provide better outcomes for our clients and the wider community.

As an organisation that has been in existence for over 104 years we have always embraced the changing needs in our society and I am confident that we will continue to so.

24 HOUR SUPPORTED ACCOMMODATION PROGRAMME



The dedicated team working at our “house in Barrington” is skillfully lead by our Social Worker Sandra Talbot. Sandra continues to inspire her team to give of their best to work alongside families empowering them to make important changes in their lives.

Home and Family provide a service that is in high demand in Christchurch, in fact the South Island. At risk Mothers with children (up to the age of 12) come into our accommodation programme to learn parenting and life skills. Our Social Worker and Residential Workers work alongside these Mothers assisting them to make safe choices for themselves and their children. Referrals come from agencies such as CYFS, PMH mothers and babies unit, other Social Service agencies and some people self refer. Clients are asked to fill out an evaluation form when they complete their stay with us. The overall feedback we receive is very positive and some typical comments can be seen below.

Over the past two years we have further developed our service to respond to requests to provide assessment for fathers whose families are in our programme. These assessments take place at our accommodation house on a day to day basis as agreed with the Social Worker. This more encompassing approach has worked well, and our desire is to further develop this aspect of our service.

**During the 2011/12 year we accommodated 19 families
for a total of 3179 bednights.**

Comments from Client Evaluation Forms

- I really enjoyed the time at Home and Family and the supportive staff*
- If I didn't come to Home and Family I don't know what would have happened. I would recommend it to other people who are trying to get their children back*
- Home and Family worked really well for me as I was ready in myself to be here I will miss the staff and the house very much.*
- I would like to thank everyone for what they have done for us they were always very supportive.*

TREASURERS REPORT



DAVID WHITE

The annual reports includes a summary of the financial performance of the Society for the year together with two pie charts which give an overview. A full copy of the audited financial statements for the year has been printed separately and is available for anybody who would like a copy.

Income received during the year totalled \$807,884 with 70% or \$562,582 of this being received from our supporters in the form of grants and donations. Around 13% of the income for the year was received from the insurance payout as compensation for destroyed office furniture and equipment as well as additional costs incurred as a result of the earthquakes. 10% of the income came through the house, 5% from interest and other income, with the remaining 3% from Counselling and Supervision receipts.

The expenses for the year, including depreciation, totalled \$559,986. Salaries and wages, which totalled \$396,632, represent 71% of the costs of the Society with each other group of expenses less than 10% of the total. House costs and administration costs account for 7% each of the total, staffing costs account for 4%, while office rent and office running costs each represent 3%. Depreciation is 2% of the expenses and at less than 1% each are the loan interest and accountancy fees.

The summary shows the Society’s reliance on grants and donations for a major part of its funding for which the Society is extremely grateful. The summary also shows that staffing accounts for a significant portion of expenditure, which is to be expected. Staff are the key to the successful running of our organisation.

The total value of the assets at 31 March 2012 was \$793,264 compared with \$567,544 twelve months earlier. Property, furniture and equipment represent \$475,068 while the balance of the assets is largely monies held in deposits or bank accounts. The liabilities amount to \$207,493 compared with \$229,088 at March 2011. The bank mortgage represents \$93,207 of this figure while unexpended grants amount to \$73,226. The remainder, \$41,060, is money owed by the Society to creditors.

The overall net equity of the Society at balance date was \$586,354 compared with \$338,456 twelve months earlier. The committee decided that insurance proceeds of \$70,215 that have not been spent on replacement furniture and equipment be shown separately as is the legacy from the Estate Thelma Dan together with a \$10,000 gift from the Methodist Church of New Zealand for the acquisition of new offices. The revaluation reserve for the Barrington Street flats remains at \$219,790. The retained earnings at March totalled \$249,885 compared with \$118,666 at March 2011.

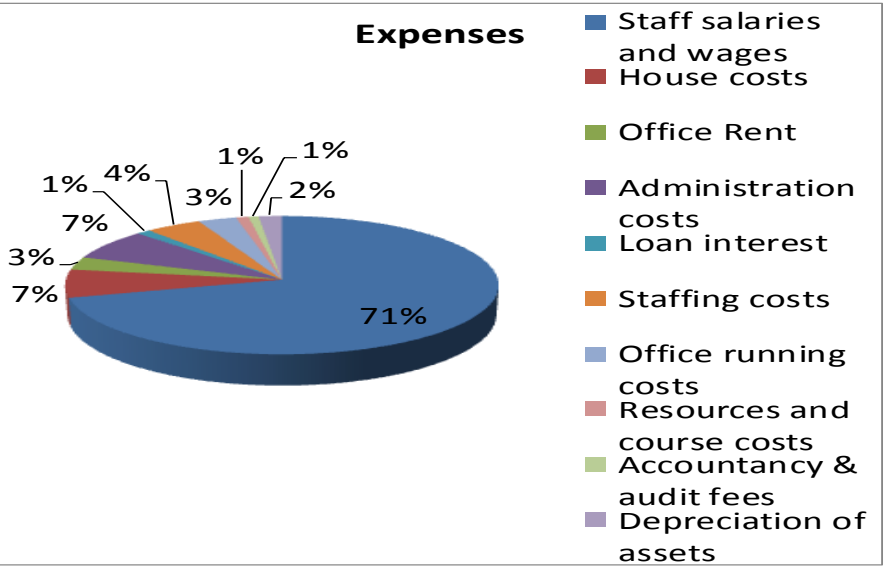
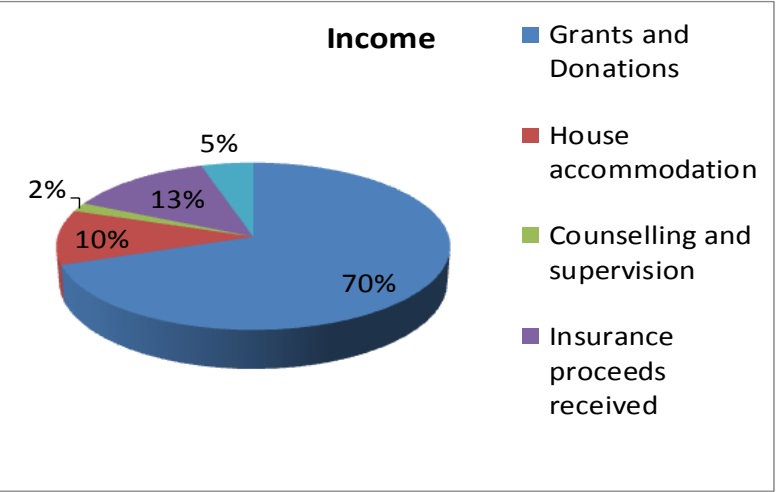
In closing, I acknowledge with gratitude the significant contribution from Bill Delaney over many years. I fully endorse the recognition that has been given to Bill this evening. I also acknowledge the work of Jeni Sparks as she has taken up the administrator role and thank her for her commitment and diligence to the task.

FINANCIAL SUMMARY

The financial summary presented here gives an overview of the Society’s financial results for the year. It has been prepared from the financial statements. The full financial statements and audit report have been printed separately.

During the year ended 31 March year	This year	Last
Income was received from:		
Grants and Donations	562,582	389,246
House accommodation	85,537	99,672
Counselling and Supervision	13,704	18,543
Insurance proceeds received	107,446	0
Interest and other income	<u>38,615</u>	<u>50,366</u>
Total Income	<u>807,884</u>	<u>557,827</u>
And money was spent on:		
Staff salaries and wages	396,632	350,983
House costs	36,762	47,362
Office Rent	16,959	20,257
Administration costs	40,160	20,053
Loan interest	6,233	14,301
Staffing costs	25,392	13,943
Office running costs	17,348	12,673
Resources and course costs	5,525	2,596
Accountancy & audit fees	<u>4,578</u>	<u>4,500</u>
Total cash expenses	<u>549,589</u>	<u>486,668</u>
Net surplus before depreciation	154,915	71,159
Depreciation of assets	<u>10,397</u>	<u>4,938</u>
Net Surplus for the year	<u>\$247,898</u>	<u>\$ 66,221</u>
At 31 March 2011 we had		
Money in the bank or on hand	315,264	75,857
Money owed to us	3,515	36,086
Fixed assets	<u>475,068</u>	<u>455,601</u>
Total Assets	<u>793,847</u>	<u>567,544</u>
Less		
Money owing on accounts	17,446	45,737
Expense accruals	23,614	20,171
Unexpended grants	73,226	73,697
Bank loans	<u>93,207</u>	<u>89,483</u>
Total Liabilities	<u>207,493</u>	<u>229,088</u>

FINANCIAL SUMMARY ANALYSIS



FUNDRAISING

We were fortunate to be well supported during the 2011/2012 year by our traditional funders and some new funders that supported us for the first time. Adequate funding is always at top of mind for organisations like ours so during a year that was difficult in many ways it was wonderful to feel relatively at ease with our financial situation.

The majority of our funding continues to be derived from Trusts and Foundations approximately 70% , a further 20% comes from government funding, the remaining 10% is made up of fee for service and donations from individuals.

We remain aware of the need to be open to other fundraising opportunities and over the last few years we have held an annual Street Appeal. Last year we raised \$8,783.40. In the wider scheme of things this is not a huge amount, but the benefits are not only monetary but also help to increase our profile. The opportunity to involve volunteers to assist us creates a positive feeling of connectedness with the wider community and we have been very fortunate to have some wonderful volunteers commit to us including students from Rangiora, Kaiapoi, Rangi Ruru and Aranui High Schools and from Middleton Grange Primary School. The value of volunteers cannot be overstated so a big thank you to all who assisted us over the last year!

Home and Family were also involved with the Garden City Festival of Flowers for five years, managing the ticketing and entry to the ChristChurch Cathedral Carpet event, for which we received a generous donation. We were proud to be recognised for our contribution to the Festival when awarded the Oderings Trophy.

Oderings Trophy

Lynne and Jeni were delighted to attend the opening of the Festival Of Flowers on February 17th and to receive the Oderings Floral festival Trophy honouring Home and Family's contribution to the Garden City Festival



A BIG THANK YOU TO ALL OUR WONDERFUL SUPPORTERS



John Illot Charitable Trust
Jones Foundation
Lion Foundation
Lottery Grants Board- Environment and Heritage
Lottery Grants board
Malvern Lions Clubs
Mainland Foundation
Maurice Carter Charitable Trust
Methodist Church of New Zealand
New Zealand Community Post
Pub Charity
Sargood Bequest
Sevicke Jones Trust
Snowden Watts Charitable Trust
Sovereign Sunshine
Springhill Trust and Frimley Foundation
Twigger Women’s Refuge Endowment Fund
The Canterbury Community Trust
The Southern Trust
The Timothy Blair Trust
The Todd Foundation
William Toomey Charitable Trust et al

ANZ National Staff Foundation
ASB
Bendigo Valley Sports and Charity Foundation
Christchurch Casinos Charitable Trust
Catholic Diocese of Christchurch
Department of Child Youth & Family
Community Response Fund
CCC - Strengthening Communities Fund
C E & R J Consedine
Community Organisation Grants Scheme
Endeavour Trust
Christchurch Garden City Trust
George Mitchell Trust
Jack and Marjorie Ferrier Trust
James Mutch

COUNSELLING

Home and Family continue to provide affordable counselling, for people from all walks of life, often the more vulnerable members of our community. We provide counselling for individuals (children from age 4 through to adults), couples and families. Our counsellors bring a range of skills and modalities, ensuring we can work effectively with the majority of those who refer to us. Where we cannot help we refer on to an appropriate agency.

CLIENT STATS FOR THE 2011 / 2012 YEAR:

We provided 692 counselling hours to 97 clients.

- 33% were children
- 9% were young people
- 47% were adults
- 11% were couples or family groups



CHERYL O’NEILL COUNSELLOR AT HOME AND FAMILY SINCE 2006 SHARES “HER STORY” WITH US

My name is Cheryl O'Neill and I work as a Counsellor and Child Play Therapist for Home & Family Society. My first involvement with Home & Family was as a student counsellor throughout 2006, on placement from Vision College. After qualifying, I stayed on as a volunteer counsellor and it was in 2007 that I began working therapeutically with children. I had great support from my supervisor, who was well-experienced working with children. I also read books and other literature, and picked all the brains I could in order to grow my understanding.

In 2008 I became an employed counsellor for Home & Family, and began to seek out training opportunities for supporting children. The few I found didn't quite give me what I was seeking until the end of 2010; that is when I first discovered Child Centred Play Therapy. I immediately knew this was what I needed. In February 2011 (yes, just before THAT event...!!), I attended the Introductory Module with Child Play Works, and since then have attended five 3-day training modules to complete the theoretical stream.

I am now in my clinical stream, which requires clinical supervision with video recording and analysis of play therapy sessions, case studies, research presentation, and more.

I have found this approach in helping children to be respectful, warm, caring and effective in allowing children to process feelings that they cannot express in words, and to enable them to reach resolution to troubling or traumatic experiences.

“In a child’s world of play, toys are their words and play is their language”

(Landreth, 2002)

The natural medium of communication for a child is play and activity, so to expect a child to tell us what is wrong and to attempt to “counsel” them how to fix it or somehow feel better, doesn’t appreciate the developmental stage they are at. Children are not miniature adults and must be approached and understood from a developmental perspective. Play bridges the gap between concrete experience and abstract thought for a child and this is one of the reasons play therapy is so helpful. Does this mean that as a play therapist I am teaching children to *play well*? This is not my goal because, while a child may increase their playfulness and creativity throughout the CCPT process, play is the medium, not the object. While a child doesn’t have good access to their emotional language (and frequently their emotions are very confused and jumbled into a big knot!), they will naturally play in ways that try to make sense of the things that trouble them. If you watch a child at play you will see lots of “trying out” of different scenarios. Sometimes they want to be the big strong character coming to the rescue; sometimes the little one hiding or managing to get away; maybe the bossing parent or teacher; maybe even trying out the “baddie” role and having to go to jail.

Child Centred Play Therapy shares the key concepts of Person Centred Therapy, regarding children as having a natural capacity to strive toward growth and maturity. The objective, therefore, is to relate to a child in ways that will release the child’s inner-directional, constructive, forward-moving, creative, self-healing power. I am not trying to apply a set of techniques in the playroom, but rather to form a real relationship, believing in and trusting the inner person of the child. That’s not to say I am passive; my role is a very active one. I must stay closely connected and in tune to the child’s play (I am frequently brought into play particular roles) and be alert to *everything*.

The child will do the work themselves to unravel the jumble of emotions they cannot understand or express in words. My goal is to attune to their play, verbalise the emotions the characters show, and celebrate achievement through acknowledging (rather than praise). I will set limits as necessary to keep them safe, and I will allow them to take responsibility for themselves (never do for a child that which they can do for themselves). And, because a child lives out, in the present moment, past experiences and associated feelings, I will know that symbolically, they are telling an important story. It isn’t necessary (and can also re-traumatise a child) to verbalise to the child the association between what he or she is playing and what has happened in his or her life. It is much safer for the child to play in a concrete way and, it is for me as the therapist to know that the internal process and learning occurs naturally in this very supportive relationship.

Child Centred Play Therapy is well-researched and robust in its theoretical basis. It has been found to be helpful for children experiencing wide-ranging difficulties, from anxiety, depression, anger, conduct disorder, attachment problems, physical and sexual abuse, grief, trauma and other more normally occurring problems. I have worked with children experiencing all of the above and have had the privilege of watching them change and grow in their self concept and acceptance of their world, expressing of their needs, and taking greater responsibility for their choices.

Children’s play therapy continues to be an important specialised area offered at Home & Family Society.



GREATER CANTERBURY SOCIAL SERVICE SECTOR AWARDS

Innovation was recognised at the Greater Canterbury CRM Community Organisation Awards ceremony which was held on the 22nd of February 2012. The ceremony celebrated and recognised the way some NGO's (or groups of NGO's) worked to support their community following the February earthquake.

Minister Amy Adams was delighted to present the awards, which acknowledged outstanding NGO performance in the areas of Community Responsiveness, Innovation, Collaboration and Leadership.

Home and Family' was the proud recipient of two awards.

LEADERSHIP – “EARTHQUAKE SUPPORT COORDINATION”

Provided Leadership to and staff for a coordinated response to the needs of households impacted by the Canterbury earthquakes

COLLABORATION – “POLICE TRAUMA LIAISON”

Collaboratively acted to deploy staff to provide support for families of the bereaved following Canterbury's earthquakes.

President, Phillip du Val and Manager, Lynne Trowbridge attended the awards ceremony and accepted the awards on behalf of Home and Family Society.



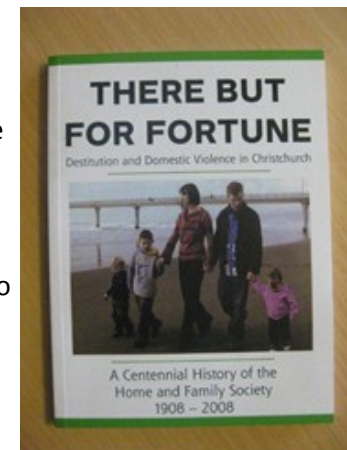
Photo: Lynne with the awards

THERE BUT FOR FORTUNE

As part of the Home and Family Society Christchurch Centennial celebrations, members gathered facts and figures from our archives and collated them into a book called “There but for Fortune” Destitution and Domestic Violence in Christchurch”. A Centennial History of the Home and Family Society 1908-2008. From its origins as the Society for the Protection of Women and Children to today, Home and Family continue to provide an essential service to the vulnerable people in our society.

In the words of Past President John Goodrich

“We should celebrate the far-sightedness and social conscience of those who founded the Society in 1908. The very fact that we are still active illustrates that our services are needed as much now as they were over 100 years ago. What we can do for those who use our services is to help them make significant changes in their own lives and those of their families”



**Copies of the book are held at our offices
and are available at a cost of \$30.**

Te Whare Manaaki Tangata

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