



Home & Family
te whare manaaki tangata

Annual Report 2013-2014



www.homeandfamily.net.nz





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The Home and Family Society Christchurch Incorporated

Registered address: 4/316 Hereford Street
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Executive Committee: Phillip Duval (President)
Jennifer Delaney (Vice President)
David White (Secretary/Treasurer)
Bruce Baillie (Minutes Secretary)
Mary Caldwell
John Goodrich
Jody Hohaia
Raewyn Perry
Lindsay Strathdee
Mike Todd
Cheryl Tovizi

Vision

All children live in homes with whanau/family who cherish them, keep them safe and nurture their potential

Mission

Creating environments for positive change

Values

Welcome - we want you to feel welcome and at home with us
Child centred - the wellbeing of children is at the heart of what we do
Responsiveness - we strive to provide the kind of service you need
Respect - we will work alongside you as you make changes in your life

President's report

Every year in New Zealand thousands of companies and businesses, large and small, go into liquidation. The charitable sector is certainly not immune to disaster either, and a high level of prudent, committed stewardship is necessary for any organisation to not only keep its head above water but to prosper so that it can continue to successfully serve its community true to its purpose. An organisation needs support from its own people as well as outside interests; it needs to truly work as a team in order to flourish, continue to gain confidence and plan for the future. Part of the formula for stability and growth is to ensure the governing body is in good heart, has the skills and the motivation to genuinely serve the interests of the organisation and work comfortably and willingly with all concerned. A balanced team of enthusiastic volunteers has done a sterling job for Home and Family over the decades and now sees the need to embrace and harness a wider scope of Board expertise that reflects the increasing demands of our time.



Phillip Duval

This year we said goodbye to a popular, valuable committee member, Hilary Bliss, who stepped down due to the high demands of her own work commitments. In an effort to continue to meet the challenges of today, complement our existing pool of talent, reflect the community at large and strengthen our future capability three new members have joined the Executive Committee in 2014. Collectively they bring to the table a wealth of experience, much needed skills and their own individual perspectives to our monthly meetings. More importantly, however, they share the sense of passion we all have to make the world a better place by offering time and effort to Home and Family. The Exec Committee of 2014 is a committee prepared for change, prepared to explore and accept change and to take us to the next level. I am supremely confident that your Society, Home and Family Christchurch, has the wherewithal to continue to perform at the highest professional level, delivering with compassion and skill, that with which it is charged.

We live in a fast-moving, information age where opportunities can come and go in an instant, the profile of a charity may be enhanced by a sound bite here or a memorable quote there; the role of Manager is one that, over and above the obvious managerial competencies, requires a charismatic person with a gift for building a rapport with everyone from other staff members to outside stakeholders and the public at large. Having a human dynamo, loaded with charisma, charm and common-sense, powered by strong and caring personal values places Home and Family at the very forefront of the march forward in the Social Services sector. The scope and extent of Val's expertise and experience, coupled with her strong leadership skills gives us a great opportunity to maximise the value of the work we do through her sound, considered management style.

We are not the same Home and Family we were a year ago and we will evolve further in the coming year as new and exciting opportunities present themselves. Nonetheless, we have not strayed from the core work we do, our focus is and, I trust, will always be our hugely important counselling services, our 24hr Supported accommodation, our Residential Parenting programmes and, of course, the people in our community for whom we work. These are what we are renowned for and our counsellors, social workers and others are once again to be much commended and congratulated for their work over the past year.

Developing, growing and protecting a sound income stream is critical to us and to the short, medium and long term future of Home and Family; in times when the competition for the charitable dollar is as intense as, if not more so than, it has ever been we look to our fundraising efforts to provide the necessary flow of funds. Fundraising initiatives throughout this year have kept us in the black and I thank Derek Dean for all he has done in the limited weekly hours he has had available.

We couldn't operate without all the other fantastic people in our offices in Hereford St, in the accommodation and parenting hub in Barrington and all those who have assisted us with pro-bono work and donated expertise and advice in recent times.

265,000 Kiwi kids
live in poverty,
that's 25%

*Child Poverty in New Zealand,
Children's Commissioner*



“My headspace
was much
better by end of
it. I just needed
to unload
basically”

Counselling Client

At this point and at this AGM it is timely for me to tell you about our proposed new home. For many years Home and Family has wanted to find somewhere to call its own; a base, a place, a permanent structural presence from which we can operate for the next 100 years! You may recall that I mentioned in my Annual Report last year that we had been actively looking for a place of permanence to “re-establish our offices, provide a suite of counselling rooms and have a base to grow all of our services in the community.”

Last year, as luck would have it and after having submitted written offers on two other properties over a period of months the Convent on the St Asaph, Barbadoes St corner was offered to us by the Community of the Sacred Name Sisters whose Order has owned and occupied the property for well over a century. The Sisters believed that Home and Family shared similar values and aims in the work it is doing and this synergistic connection felt like a perfect fit for the two organisations. Built in 1894 under the supervision of acclaimed Canterbury Architect Benjamin Mountfort, the CSN Convent is a Category 1 Heritage Listed building with considerable historic appeal and unique 19th Century features, including a largely intact, original chapel with beautiful stained glass windows. This exceptional property will be saved for the benefit of all New Zealanders and will be recognised for its importance to Christchurch people and all Cantabrians in a city that has lost so much of its architectural heritage in recent times.

Notwithstanding protracted contractual negotiations and the need for a division of the land we are close to concluding matters and will be expecting to achieve legal Settlement and the transfer of the property within the next two months. A fundraising campaign is shortly to be launched and we are fortunate to have secured the services of one of New Zealand's most respected capital fundraisers, Sarah Barrer, to lead this undertaking. Funds raised will be used to restore the building to its former glory, bring it up to comply with the current building code and provide us with much needed administrative space, counselling rooms and more. One of the many beneficial consequences of a professional fundraising campaign of this nature is that the public profile of Home and Family will be greatly raised, the work we do will be highlighted in the community and our services will, I am confident, become more widely known and used by those in need. This is a very exciting project and we look forward to your support along the way.

It will always be ‘business as usual’ for Home and Family but we must remember that, in ever-changing times, it is imperative to walk with the community in which we live, respond to new and urgent social needs and explore ways to be a better charitable entity by maintaining our high ethical and moral standards, enhancing our skills, strengthening our abilities to serve and believing in what we do.

On a final note I take this opportunity to thank Lynne Trowbridge who resigned in January, at the end of twelve months leave, to focus on her family and grandchildren. Lynne's contribution over 6 years and her fortitude and resilience during the Christchurch earthquakes enabled us to hold to our course and sail through some very difficult times where stress levels for all were at an all time high. We are very grateful for all she has done.

To you all I now say thank you for being part of Home and Family this past year and I do hope we can work together for many years to come.

Phillip Duval JP LLB MRSNZ MInstD
President

Committee

This year, we have welcomed 3 new members to our committee. Following is an introduction from two of our new members, Jody Hohaia and Cheryl Tovizi.

Jody Hohaia

Tēnā koutou katoa,

He uri tēnei nō Ngāi Tahu nō Ngāti Raukawa hoki.

I understand the value and necessity of the work that Home and Family undertake within the community. I am passionate about addressing issues of social justice and community wellbeing and am keen to bring a fresh perspective on how Home and Family can best meet the needs of Māori tamariki and whānau. I am currently employed at the University of Canterbury, lecturing te reo me ngā Āhuatanga Māori in the School of Teacher Education.



Nāhaku noa, nā
Jody Hohaia

Cheryl Tovizi

Home and Family staff do an amazing job, most of all they truly care about achieving positive outcomes for their clients. In particular I have been in awe of what has been achieved for children who have suffered trauma and receive Child Play Therapy. Staff have been able to help the children come through the other side better able to cope and move forward with confidence.

As a committee member and an IT professional with over 20 years' experience, I have this year supported Home and Family to obtain and implement a Client Management System which enables them to record information to support client care. It has been a pleasure to be able to assist Home and Family continue their great work and improve efficiency with the aid of technology.



Cheryl Tovizi

I am really looking forward to working alongside and supporting the Home and Family/Te Whare Manaaki Tangata whānau.



Manager's report

Val Carter



There is an energy within the team that emanates from knowing that our services to the community are well regarded and effective.

Reflecting on the past year, it is rewarding to see how Home and Family has been responsive to the increased demand for both our counselling and parenting services. With a staff of 24 across 2 sites in Christchurch, there is an energy within the team that emanates from knowing that our services to the community are well regarded and effective.

At the beginning of 2014, we extended our counselling hours to include 2 evenings. As predicted, we are experiencing a particular increase in requests for counselling citing earthquake related trauma. Our active client number has continued to increase and now regularly sits at 80-90 clients. In response to the significant demand for child counselling, we have added an additional play therapy room and are hosting Child Centred Play Therapy training in Christchurch alongside Child Play Matters. In 2014, we have welcomed a new youth counsellor and a couples' counsellor, bringing our counselling team to 7.

Our parenting programmes are also highly sought after. This reporting year has seen enhancements to the service following an external review and internally identified areas for growth. We have increased our social work team by employing a second social worker, Grant O'Brien. Our two flats have been upgraded, giving us scope to work with a broader range of families. We have undertaken our first parenting assessment with a Dad who had sole responsibility for his children. Previously, assessments have always included a Mum. We are now also able to include two parent families in our programmes within a residential setting, previously Dads did participate but were unable to 'live-in'. We undertake PIR-GAS assessment, when appropriate, within our residential setting and our social workers collaborate with colleagues from Waipuna to further develop this initiative.

Our Earthquake Support Coordinator, Michael Wise, has been kept busy with on-going referrals to the service. It may come as a surprise to some that many within our community are still reaching out for assistance with earthquake related claims but we are seeing householders coming to the service for the first time reporting that they have reached 'tipping point'.

Moving forward into the next financial year, we will continue to work on building organisational capacity. We are fortunate to have been supported by the MSD Capability Investment Resource initiative. As a result, we will be implementing a new case management system and continuing with the review of our constitution, governance and organisational structure. We are determined to future proof Home and Family so that we are able to best support the Christchurch community in a manner of which our predecessors would be proud.

We will also be continuing our work to secure a permanent central city base and I hope to be able to update you more about this in the coming months.

Finally, a huge thank you to the dedicated team at Home and Family, our volunteers and funders. Together we will be able to continue creating environments for positive change.

Val Carter

Treasurer's report

This year the Society expanded its capacity to offer services in both residential parenting programmes and counselling. This expansion is reflected within the financial reports as is the renovation and upgrading of the two flats owned by the Society. The expansion has also meant that we face a greater challenge to raise additional income in order to supplement the revenue that is charged directly to the clients.

While the full financial statements, including the auditor's report are published separately, we have continued the practice of previous years, by including a single page summary as well as two pie charts giving an overview of the financial results for the year, within these annual reports.

Income for the year totalled \$742,952 compared with \$635,768 in the 2013 year. Income from grants and donations along with increased receipts from counselling were the two significant contributors to the overall increase in the income.

The expenses, including depreciation, increased from \$646,221 in 2013 to \$804,387 in the current year. The salaries and wages paid to staff increased by \$53,583 which is the result of the increase in staffing levels in both services. While the house costs also rose by \$57,589 this was almost entirely the renovation and upgrade costs of the two flats. The renovations were all paid from grants given to the Society for which we are extremely grateful. The repayment of the bank mortgages almost two years ago means that no have had no interest expense during the current year.

The two charts give a graphical summary of the Society's income and expenditure with grants and donation generating 76% of our income, the supported accommodation contributing 15%, counselling income

represents 6% and all other income adds a further 3%

On the expenditure side staff wages and salaries are 67% of the expenses, the house which includes the flat renovations is 12% and administration costs are 9%. All other cost categories represent between 1% and 4% of our total costs.

The Society had the flats revalued following the completion of the renovations and these are now valued at \$645,000 and increase of \$195,000 on the previous valuation in March 2009. Consequently, although the Society had an operating loss of \$61,435 for the year, the overall equity of the Society increased to \$709,466 from \$575,901 a year earlier. While the assets of the Society only increased by \$94,000, on account of the reduction in our cash resources, the liabilities reduced by almost \$40,000, largely as a result of settling the overnight sleepover claims.

The raising of capital funds for the strengthening, renovation and upgrade of the new premises, as explained within these annual reports, will pose a significant challenge for the Society, it should however, also raise our public profile and we are hopeful that this will open additional funding streams for us.

In closing I extend my appreciation to the staff that have maintained the financial records of the Society and assisted me in my task as Treasurer. This task has largely fallen on Sue to whom I express my appreciation.

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.

David White



David White

On average there are around 22,000 cases of abuse and neglect of New Zealand children each year

Investing to protect our most vulnerable children, Hon Paula Bennett



Financial Summary

During the year ended 31 March	This year	Last year
Income was received from:		
Grants and Donations	564,217	460,349
Parenting programmes	108,525	132,201
Counselling and supervision	44,259	18,384
Interest and other income	25,951	24,834
Total Income	742,952	635,768
And money was spent on:		
Staff salaries and wages	542,973	489,390
House costs	96,125	38,536
Office Rent	22,286	21,030
Administration costs	68,907	35,438
Loan interest	0	3,916
Staffing costs	36,284	26,294
Office running costs	15,991	13,205
Resources and course costs	8,017	3,698
Accountancy & audit fees	4,900	5,543
Total cash expenses	795,483	637,050
Net surplus/(deficit) before depreciation	(52,531)	(1,282)
Depreciation of assets	8,904	9,171
Net Surplus/(Deficit) for the year	\$(61,435)	\$(10,453)
At 31 March 2014 we had		
Money in the bank or on hand	198,436	282,189
Money owed to us	27,769	46,275
Fixed assets	668,455	472,176
Total Assets	894,660	800,640
Less		
Money owing on accounts	52,292	90,562
Expense accruals	29,196	8,946
Unexpended grants	103,706	125,231
Total Liabilities	185,194	224,739
Giving equity at 31 March 2014 of:	\$709,466	\$575,901

“Thank you Home and Family for all your support over the last 6 weeks. I will miss you all, this is a great place and loving people to be around thanks so much”

Parenting Programme Client

Residential parenting programmes

The house team continues to be busy with a variety of families accessing our residential programmes. We are seeing an ever increasing demand for social work support, with parents seeking assistance to manage complex needs, challenging family situations and difficult or demanding situations. Such issues require a high level social work intervention to manage risk and ensure safety for children, parents and staff. Managing safety underpins our core work of completing parenting assessments, delivering parenting skills to families and providing emergency and supported accommodation placements. We are, therefore, delighted that Grant O'Brien joined us towards the end of 2013, in a social work role. The increased availability of social work hours has allowed for more consultation around intake process, assessments, monitoring of clients, and has provided a social worker available on-site for 7 days a week.



Whilst having a male social worker in a residential environment can present some challenges when working with vulnerable children and parents, from our perspective this has also allowed opportunities for clients to experience being around a safe and appropriate male role model. It has also provided an opening for a male social worker to 'get-alongside' fathers involved in parenting their children, or supporting their partners/daughters in the programme. It is also an opportunity for children to have experience around appropriate male role model. We have seen an increase in referrals for fathers for parenting assessments or parenting support in the last few years so the initiative to expand our social work team has been timely.

With an increase in demand and consistent stream of referrals our resources are fully utilised. It is apparent that whilst a full house may appear to be helping more families, it is important to

balance this with effective social work intervention. Therefore at times the complex needs of some families and the amount of staff time required to support client goals we need to operate a waitlist that can run from 2 to 12 weeks. These decisions are made at clinical level, and are necessary to maintain a safe and robust yet effective delivery of service.

The house team has also expanded and it is with the commitment and expertise of this marvellous group of people that we are able to do what we do so well. A heartfelt thank you to the team is often noted in evaluations and comments from clients. So we add our gratitude to the team, the wonderful administrative support provided from our office personnel, management and committee.

We all look forward to a busy year, and the capacity to continue to provide child-first parenting assistance and assessment to families in need of residential support and intervention.

Sandra & Grant



Home & Family Accommodation Team

"Staff were wonderful, any questions answered and if I needed help they helped if they could."

Parenting Programme Client



Counselling

A lot can happen in a year and it is only when we stop to reflect that we see just how much has happened within counselling at Home and Family. We have seen a steady growth in our counselling hours as the demand for counselling, and especially play therapy, has increased. Each year inevitably sees change as staff members take up new challenges and others take their place. This year was no exception and we said farewell to Rosemarie but welcomed both Chris and Sally.

Our dedicated and passionate team of counsellors continue to provide quality counselling and play therapy out of two flats which, at times, are bursting at the seams. I am truly grateful to be working with such a committed and caring group of people who make the best of the space we have for the wellbeing of our clients. Working to this end



Cheryl O'Neill

“They helped
me get along
happily”
8 year old’s words.

Counselling Client



Counselling team and Earthquake Support Coordinator

with me are Guy, Sophie, Carolyn, Gareon, Chris, Sally and Jocelyn and our community is the better for their care.

An exciting development has seen Home and Family collaborating with Child Play Works in Hamilton in order to bring Child Centred Play Therapy training to Christchurch. This started early this year and the third and fourth training modules have also now been completed, ably delivered by facilitators Judi and Megan from Child Play Works. At a time when we are continuing to see a high instance of earthquake related stress on families, children are especially vulnerable and this safe and effective way to enable them to process their concerns is invaluable. Three of our counsellors have already completed or are in this training programme. We are also now able to offer supervision to others working with children.

All our counselling staff are committed to on-going professional development and we can offer a variety of counselling modalities: Person Centred, Gestalt Psychotherapy, Child Centred Play Therapy, Solution Focussed, Narrative, Cognitive Behavioural Therapy, and Gottman Couples Therapy and around 90 counselling hours take place each week.

The future is bright as we look with anticipation towards the pathway that is unfolding towards the eventual move to new premises. While it may be a long path to walk, and patience is needed, the destination is gold, and will mean an increased capacity to develop our service for our community.

Cheryl

Fundraising/Marketing

In financial year 2013/14 at Home and Family has seen several successful fundraising and marketing events.

Our Art Auction in September 2013 has yielded great works of art courtesy of generous artists donating the proceeds from the auctioned pieces. This was a collaborative effort with RE:Start and Chambers 241.



Home & Family Fundraising Team

To Surf and Mud, Sweat and Tears proved to be challenging and great fun for those participating on behalf of Home and Family. We also received fantastic support from many beanie knitters. These were sold to raise funds. We have even had Beanie of the Week photos on Facebook to the delight of many.

In conclusion, Kate and Lei'ataua Limuloa of Silhouette Adagio, finalists of the popular TV Show New Zealand's Got Talent in 2013, have agreed to become Home and Family's



We held our Annual Appeal in August, and volunteers were busy in various collection points around the city. We are always grateful to our volunteers, staff and non-staff alike, who help us to make these events successful.

We have used several community events as opportunities to raise our profile. City


“Learning how to deal with an abusive ex-husband and approach my child’s upset and change in behaviour”

Counselling Client



ambassadors. Kate and Taua consider their values as congruent with ours, and the decision to represent us was easy. They joined us for City to Surf this year, attended our team training day and spoke of their role as ambassadors to Home and Family in the Avenues magazine. We are looking forward to our further collaboration.





Thank you to the many Trusts and Foundations who work
alongside us to support our community, including

Catholic Womens' League
Casino Trust
Tindall Foundation, Catholic Diocese of Christchurch
CCC - Strengthening Communities Fund
Christian Healing Trust
Coates
COGs
Dave Kennedy
Derek Watson
Greg Haslett
Inner Wheel Otautahi Canterbury
John Illot Charitable Trust
Jones Foundation
Lion Foundation
Lottery Grants Board
Maurice Carter Charitable Trust
Methodist Church of New Zealand
Middleton Grange Year 10 Students
Opus
Pierce's Bakery
Pub Charity
Sevicke Jones Trust
Springhill Trust and Frimley Foundation
Strathdee and Associates
St Albans Uniting Parish
St. Andrews College
The Canterbury Community Trust
The Elizabeth Ball Charitable Trust
The Philip Brown Fund
The Southern Trust
Townend Trust

Thank you to the
many Trusts and
Foundations who
work alongside us

He aha te mea nui o te ao?
He tangata! He tangata! He tangata!

What is the most important thing in the world?
It is people! It is people! It is people!



Home & Family
te whare manaaki tangata

www.homeandfamily.net.nz