

120 years of  
The Home & Family Society



Annual Report

January—December 2018



**Home & Family**  
Society Christchurch Inc. Est. 1898

*Te Whare Manaaki Tangata*

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## The Home & Family Society Christchurch Incorporated

Address:	Our House, 319 St. Asaph Street Christchurch 8011
Telephone:	03 944 0635
Website:	<a href="http://www.homeandfamily.net.nz">www.homeandfamily.net.nz</a>
Executive Committee:	Philip Duval, President Richard Perrett, Treasurer Nettles Lamont Anthea Livingstone Raewyn Perry Lindsay Strathdee

# About Home & Family



## Vision

All children will live in homes with whānau who cherish them, keep them safe and nurture their potential

## Mission

Creating environments for positive change

## Values

Welcome

Respect

Responsiveness

Child-centred

## What do we do?

Home & Family has been in Christchurch for over 120 years.

Originally known as the The Society for the Protection of Women and Children, we have consistently adapted to meet the needs of the community, while working closely with children and families affected by family violence, addiction and poverty.

Today we provide three unique services, which each take a vital part in the landscape of family and social services in Canterbury.



## Parenting



## Counselling



## Refocus

# President's Report

In so many ways the past twelve months have been more exciting, more pivotal and more challenging than in recent Home & Family history; we have not only seen the completion of the historic, nationally important Our House restoration and preservation project after almost 5 years of planning, preparation and building, but also changes within our organisation to the structure of the counselling service and the makeup of our Board.

We have striven to be the very best we can be, to strengthen our services and improve the ways that we deliver. An entity such as Home & Family has had 120 years to position itself in the community and to build its confidence to operate with integrity, compassion and fairness in all its endeavours, be those with its clients, its staff, its stakeholders, including government agencies or the community at large. I can assure you that the Board continues to upskill its governance capabilities to ensure an all-important organisational oversight; Board confidence and competence is high.

We do sometimes have to bid farewell to some of our people. We have had, for close to 20 years, the benefit of considerable experience on the board in Jennifer Delaney and Lindsay Strathdee, two long-serving Board members who have given sterling service and brought to the boardroom table valuable historic knowledge and insight, enabling us to appreciate the perspectives of continuity and unswerving commitment to community service. Their retirement from the board is very much a loss to us all. For the past five years we have also had the joy of having Cheryl Tóvizi on the board, someone I see as a skilled microanalyst whose ability to drill down to the very essence of an issue proved so valuable to us and gave us the confidence to meet challenges with more than a modicum of ease. We are indebted to her for her service to Home & Family.

Overseeing the day to day running of the organisation is our Executive Director, Val Carter; we have grown in success and our collective accomplishments have been enviable with Val at the helm. It is not an easy task to work within tight budgets, constantly build and maintain important external/stakeholder relationships, manage our hard-working team of people and keep the Board happy. The good reputation of Home & Family and being fair in all her dealings is always at the forefront of her mind; she is cognisant of the need to deliver the very best outcomes for our people, be they members of the Home & Family team or those most important to us, our clients. She takes her job very seriously and is not afraid to make the hard decisions where necessary for the good of the organisation. Home & Family is a much more complex entity now than it was 5 years ago and this does not come without challenges. I continue to be impressed with Val and am pleased we are in such capable hands. 3



We are very fortunate to have teams of professional and motivated people at the coalface - our Barrington house, ably run by the inimitable Sandra and Carol, Guy, Heather and Arijana on the counselling team, Rudolph, Josh and Stephenie in Refocus and Natalie in our St Asaph St offices, whose collective contributions and dedication to our mission help make Home & Family the strong and vibrant entity it is today. I acknowledge the wonderful work you do and thank you all and those that came before you. With the necessary changes made to our counselling service structure in 2018 we said goodbye to a number of good people who had served us well. We remain grateful for the good work of Cheryl O'Neill and her colleagues.

Undeniably, the importance of fundraising can never be overstated and we remain indebted to Eve Wingerath for her impressive efforts in chasing those elusive dollars. Eve aspires to the highest levels of professionalism in her work and has built strong relationships that bring ongoing and lasting benefits to Home & Family. Competition for the charitable dollar brings its challenges; Eve's strong commitment to the ethos of Home & Family and her skill at achieving the desired outcomes can give us all confidence. She is an excellent networker and can be very persuasive.

The development of the chapel as a wedding venue has progressed well under the leadership of Claire Quinn and we all look forward to the financial benefits that will start to flow from those endeavours in the coming years. Thank you Claire.

Every year we rely on the generosity and kindness of sponsors, stakeholders, volunteers and others to help; the community spirit that abounds is tremendously humbling to me and in a world that seems increasingly to throw up the most distressing and bizarre examples of human behaviour it gives me great comfort to know that you, our friends and supporters, are ready, willing and able to work for good and for the betterment of your community. The Board appreciates all that you do and values enormously your contributions. Thank you so much.

Furthermore, I take this opportunity to personally thank our Board members, Anthea Livingstone, Nettles Lamont, Raewyn Perry and Richard Perret (and once again Jennifer, Cheryl and Lindsay) for an outstanding effort through 2018.

It gives me great pleasure, here and now in 2019, to tell you that Home & Family is in good heart as a charity, is confident about its ability to deliver the very best outcomes for our people and is looking forward to greater financial stability with the additional incomes streams from the Good Habit Café lease as well as the Little Chapel.



**Phillip Duval**

Thank you

# Executive Director's Report

2018 – oh what a year! Finally after 120 years we have our own place – Our House. After 5 years of dreaming, imagining, fundraising and property restoration we moved into our very own category 1 historic treasure. It is a fabulous place to work and we look forward to our social enterprise - The Little Chapel - becoming a sought after wedding venue in 2019.

The Home & Family team has also seen some changes in 2018. As a result of a restructure of our counselling service, we fare-welled some colleagues and welcomed new team members. Across the organisation we have seen staff movement that, I believe, is due in part to the complexity of the sector in which we operate. I am forever grateful to be working with such a dedicated and amazing bunch – things are never dull around here!



**First Heroes Day**

Events are always a great way to raise funds and awareness. Thank you to all the volunteers and supporters who step in to participate or help out as necessary. Dancing with the Stars, Repurpose Runway, The Good Christmas Market and Carols in The Little Chapel are all fine examples of how excellent events can be when people get together to have fun and raise \$\$\$s.

At Home & Family, we continue to embrace collaboration as a way to extend our reach and work with colleagues for shared outcomes. We are part of the Canterbury Whānau Safety Services collaboration that operates as part of the Integrated Safety Response to family violence. One focus that Home & Family has within this collaboration is to work to ensure that children's voices are heard and needs met following incidents of family violence.

Over recent years we have undertaken or participated in research to strengthen and inform our practice.

Currently, we are in partnership with a student from the University of Canterbury who is completing a research project with our parenting service as part of her Masters' study. Her research is entitled "Look at you two", video self-modeling intervention and looks at enhancing dyadic synchrony and parental self-efficacy using daily video-self modelling.



**Dancing With The Stars  
Fundraiser**

To finish, I would like to share a poem that the lovely Jenna wrote and read when she officially opened Our House in July. It is a beautiful reminder to us all of what Our House represents.

*Our House, Our House*

*Not his house*

*Not her house*

*Nor their house*

*But our House*

*Yes, Our House*

*Our House is a place of belonging*

*Our House is a place of togetherness*

*Our House is a place of sanctuary*

*Our House is a place to build memories*

*Our House is warm*

*Our House is safe*

*Our House is a place where we*

*can truly be ourselves*

***By Jenna Pamatangi***



**Val Carter**

# Looking Back...

## (Fundraising Manager's Report)

I love a period drama, and facts and dates and history and stories. It was inevitable really that in 2018, the year Home & Family moved into a heritage building and turned 120, I'd use it as an excuse to research more of our history and convince anyone I could to dress up and re-enact it. The opening ceremony of Our House was definitely my highlight of 2018. So I thought, for our 120th Annual Report, rather than the usual patter, I'd share a little of what I learned about Home & Family's early years. (If not for the reader's edification, then to indulge myself.)

2018 was the year that New Zealand celebrated 125 years of suffrage (my own country of birth lagging behind at a mere century).



But there was a lot more happening in New Zealand in the 1890s— while Kate Sheppard was winning the vote for women, her contemporaries were founding The Society for the Protection of Women and Children (SPWC)—now Home & Family. It was no surprise for me to learn that the society's first fundraiser was a woman – Alice Wilding. She and her husband Henry, who founded the Society, are somewhat unsung heroes in New Zealand's social history.

Like the suffragettes, the Society's founders also sought legislative changes, which would further the rights of women, narrow the gap between rich and poor, and protect vulnerable children. From the outset, the Society agitated to have incest included in the Crimes Act. The members faced challenging opposition, with one legislative counsellor at the time stating that that there 'was no need whatsoever' for this type of legislation and suggested their agitations were due to "a general softening of the brain." Nonetheless, in the face of all opposition, the Society continued active promotion of reform, and in 1900 incest was included in the Crimes Act.





Following this success, the Society continued its agitations for social change. In the first 30 years, members successfully campaigned for raising the age of consent, better working conditions, maintenance payments and animal protection laws.

As time progressed, we remained forward thinking and adaptive to the needs of the community. One of my favourite characters from the Society's history is Miss E. Cardale. References to her can be found in newspaper clippings from the 1920's as she argued alongside Nurse Maude at town meetings, both advocating for better living conditions. As our first official 'social worker', by the end of the 1920's she was working with 600 families a year. (Sandra Talbot, eat your heart out!)

In total Miss. Cardale worked with the Society for at least 37 years, perhaps making her our longest serving member of staff ever.

We were among the first organisations to provide 'couples counselling'. In the years following the war's end, The Society found itself increasingly working within homes where fathers who had been absent had difficulty adjusting to family life, and counselling the families through the resulting conflict.

With the return of soldiers also came a dramatic increase in illegitimate births. The Society lobbied for equal treatment of illegitimate children and was pioneering in supporting women who did not want to have their child adopted.

Another wartime problem was an increase in venereal disease. Probably the most delightful piece of information I learned in my research was how creative the Society was in problem solving this matter—the committee took to staging street performances outside bars in the evenings, to offer merry young people an alternative form of "entertainment"! Personally, I'd love the current Board to revive this tradition.

After we became Home & Family in 1955, we continued with pioneering work, from being the first place in Christchurch to offer support to single fathers in 1994, to our unique Refocus programme and the child play therapy we offer today.

It is this family-focused, progressive approach, and our commitment to meeting the changing needs of the community, that makes Home & Family as relevant and essential now, as we have always been.



Eve Wingerath 8

# History of the Home & Family Society



**1893 in Auckland**

Henry & Alice Wilding set up The Society for the Protection of Women & Children (SPWC). In doing so they start not only two enduring NZ charities, but a movement for social reform and a more equitable society.



**1890's in Christchurch**

The young Elizabeth Henderson sets up the Children's Aid Society. The Society starts the free Kindergarten. She later becomes Elizabeth McCombs – NZ's first female MP.



**1896**

Nurse Maude begins district nursing in Christchurch. The Deaconess House (later to become Our House) becomes her first dispensary.



**1898**

In May 1898 the Children's Aid Society becomes the Christchurch branch of the SPWC. In the same year it merges with the SPCA, to later part in 1926.



**1900**

After 7 years of lobbying, SPWC is successful in getting incest included in the Crimes Act. For the next 25 years, the Society agitates for other legal reforms.



**1910**

In late August 1910, the Society has its first telephone installed in its offices. Over the next decade, cases dealt with each year more than double.



**1920's**

The Society's great concern throughout the 1920's became the living conditions of children in Christchurch. By the end of the 1920's, the Society is working with up to 600 families a year.



**1939—1945**

World War 2 brings new challenges meaning the Society once again adapts its work. The SPWC's social worker works with many living in poverty, as well as young evacuees.



**Post War Years**

Following the war's end, the SPWC counsels couples struggling to adjust to post-war life. Increases in illegitimate births sees the SPWC supporting unmarried mothers.



**1954**

In 1954 the Society becomes incorporated. The following year, in 1955, it is renamed 'The Society for the Protection of Home & Family'. (H&F)



**1976**

H&F emergency accommodation for mothers and babies opens. It still operates today as the Residential Parenting Programme.



**1990's**

In 1994 Home & Family starts pioneering work with fathers as primary carers. H&F's Counselling service is officially established.



**2011—2014**

H&F loses its premises in the earthquake. In 2014 H&F secures ownership of Our House.



**2016**

The Refocus youth programme starts at Home & Family, working with the whole whānau within in the community.



**2018**

Home & Family move into Our House, the Society's first permanent home and celebrate 120 years in Christchurch.

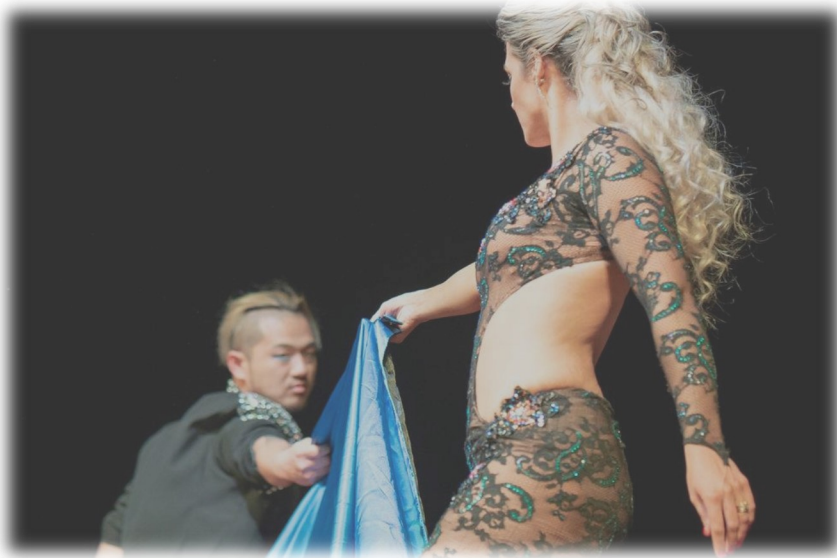


# Treasurer's Report

Consistent with prior years the full financial statements, including the auditor's report are published separately.

From a financial perspective, the year saw the completion and occupation of Our House coupled with the commencement of the Good Habit café lease. These two events will have a positive impact on our cashflow going forward in that we no longer incur a rental cost for our office space and we receive a regular income stream from the café.

Countering this, the total final spend on Our House exceeded our funds raised for the project which has put some pressure on our cashflow. However we are taking steps to manage this issue and are confident that we will resolve this in the next few months.



**Dancing With the Stars Fundraiser**

The Society is reporting a surplus for the year of \$1,191,165, largely comprising donations and grants towards Our House, which were disbursed during the year. Total revenue amounted to \$2,447,690 while total expenditure including depreciation amounted to \$1,256, 526

Excluding grants, donations and related expenses of the Our House project, the Society reported a small loss at an operational level. One of the aims of the Society is to provide essential services at a level of fees which all clients can afford. This in turn creates the challenge to find funding to meet any shortfall. Looking forward, we are budgeting a small profit from operations for 2019 and anticipate meaningful new revenue flows from the café and our proposed social enterprise which will provide a wedding venue in the Chapel.

Below are two pie charts which show a graphical summary of the revenue and expenses for the year, with donations, grants and similar revenue of \$1,920,865 accounting for 78% of total revenue and revenue from services of \$523,709 accounting for 21%.



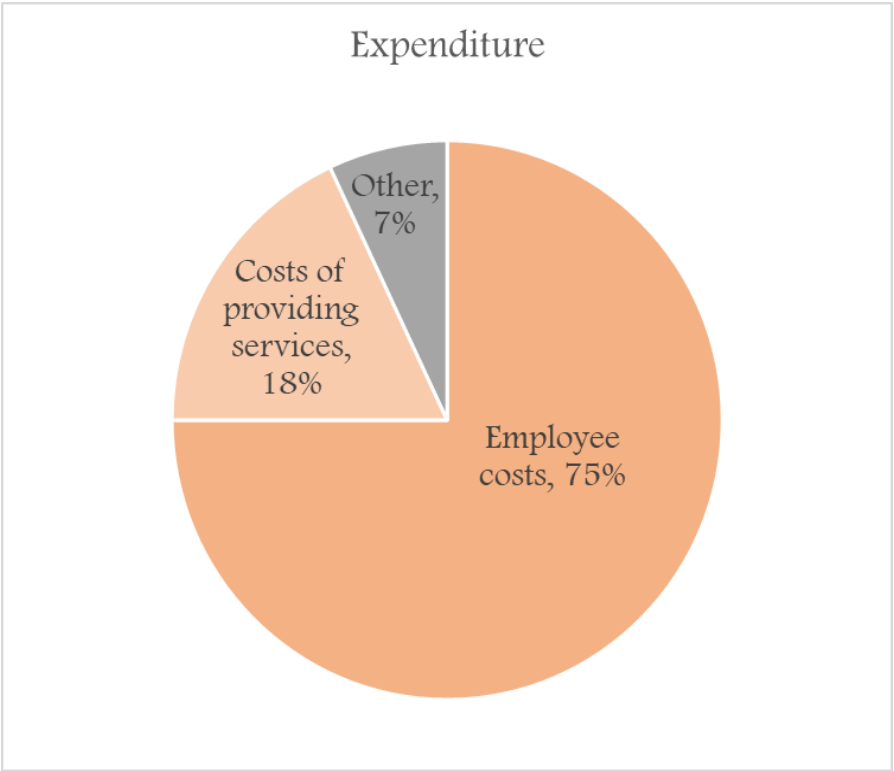
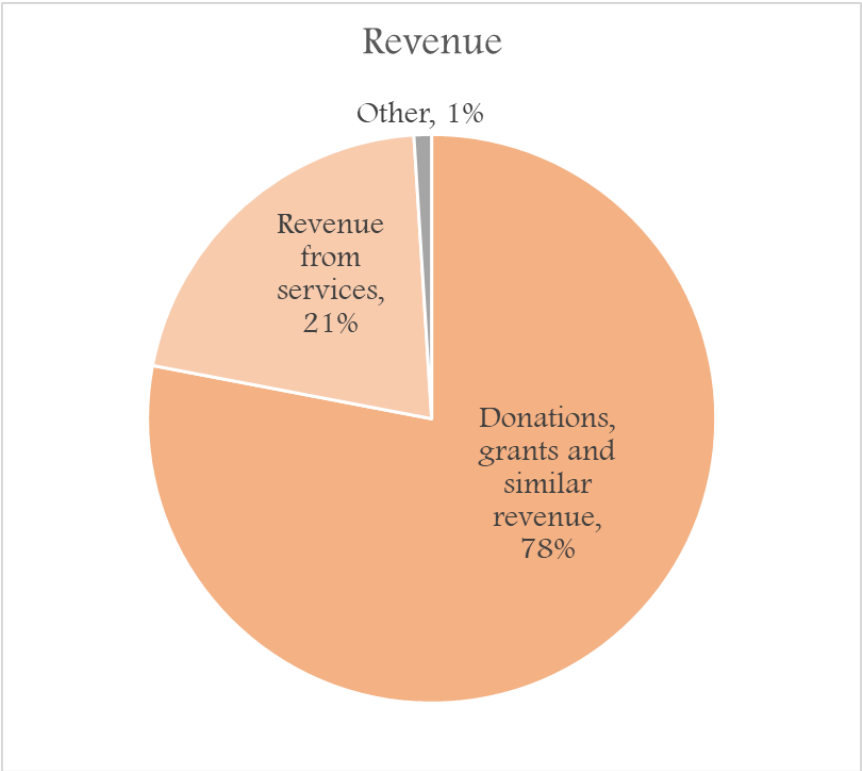
Re:Purpose Runway

By far our largest costs are employee related costs of \$947,674 which account for 75% of total expenditure, while costs of providing services of \$227,609 accounted for 18%.

We finished the year with cash on hand of \$71,573 and no bank borrowings. The Society has an undrawn loan facility of \$141,000 available to meet cash flow demands.



Richard Perrett





# Practice Manager's Report

So, for 2019 I have been asked to talk about my new role as Practice Manager. This has been an incredibly challenging and exciting year for Home and Family with a focus of streamlining our programmes and service delivery to ensure we are able to provide our best support to vulnerable children and families in our community.

Each programme or service has its own unique approach to engaging and supporting people. The greatest emphasis being consistent across all services is developing a safe relationship built on trust, empathy and honesty.



**A mother and child on the Residential Parenting Programme**

I am privileged to witness and hear from staff and clients how much they value their time at Home and Family and that they feel welcome and safe. I have seen staff from all our teams go out of their way to ensure everyone is welcomed and attended to in times when they are at their most vulnerable, perhaps feeling sad, scared or angry.

This is where my heart lies, a passionate belief that it is all of these relationships that open doors to positive change and healing. This is where the mahi is and where the aroha grows. As we awahi each other on this journey we grow stronger and we provide space for others to do this too.



**Sandra Talbot**

# Who we help: Parenting...



9/10

parents completed the programme and met their goals



70%

of clients were affected by family violence



55%

of parents had previously had children uplifted from their care

Last year we:

welcomed 34 new families onto our residential parenting programme,



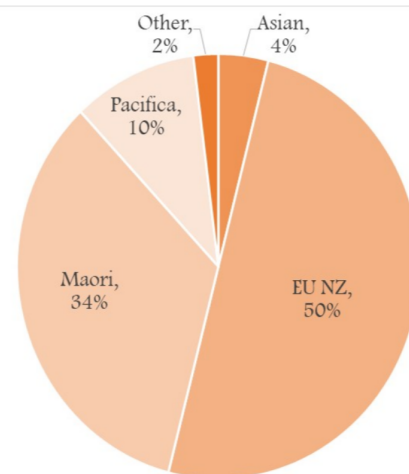
provided 5466 bednights of support



(that's 58% more bednights than last year!)



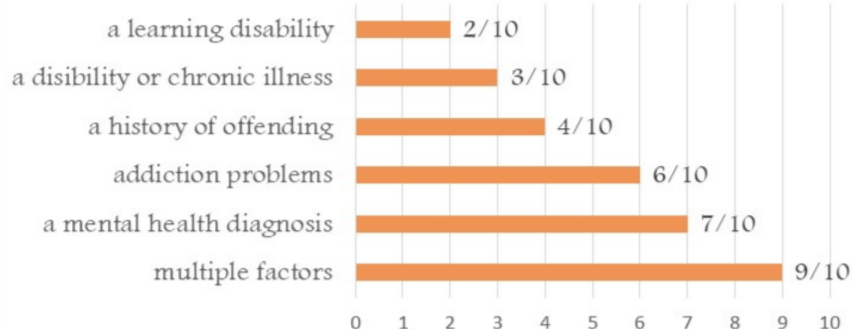
and supported 24 families in the community.



3 in 10 parents on the programme were fathers



Parents living with...



Data from 01 Jan - 31 Dec 2018

# Counselling: *What's changed...*

Our counselling service underwent some big changes recently.

Here's what's new and why.

**So, now...**

we have increased the number of counselling hours available,

↑ ↑ ↑  
**90%**

of hours available are for children & youth



and the cost is still subsidised.



In the last 6 years, our client base has changed...

Not only have we had, on average,

**over 300% more clients**

but... last year

**63% of all our clients were children and youth.**

That's more than ever before.



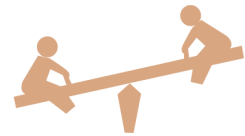
Because of demand, many of these young people had wait a long time to see someone.

**It was time to make a change.**

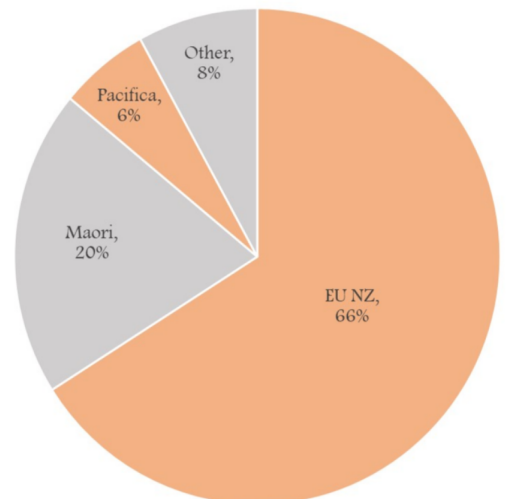


**Home & Family  
Counselling**

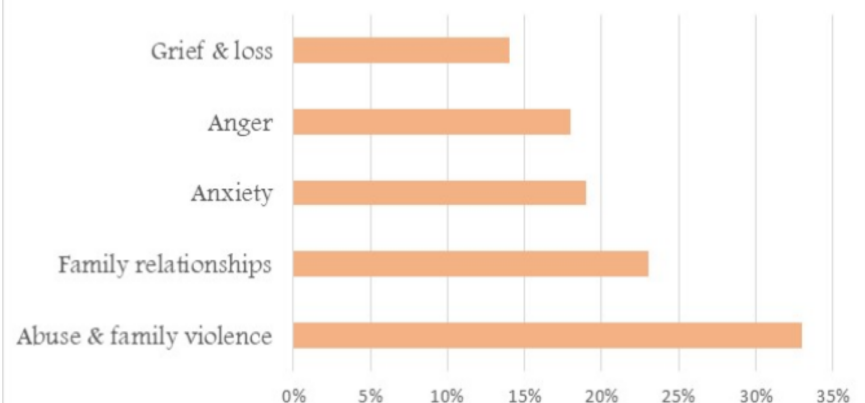
*Pathway to Healing*



We collaborate closely with Battered Women's Trust, primary schools, social workers and other agencies, reaching young people who need us most.



Top 5 referral reasons for children and youth



Data from 01 Jan - 31 Dec 2018

# Who we help: Refocus...



3/4 young people on the programme became engaged in sports, martial arts or music



At the start of the programme,

8/10

referred young people were NOT engaged in education



By the end of the programme,

8/10

referred young people were FULLY engaged in education

Last year we:  
supported 18 families on the Refocus programme...



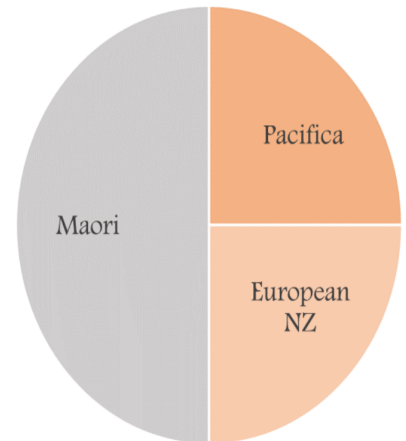
with a total of 40 children and young people, and 32 adults



9 out of 10 young people were male



The average age of referred young people on the programme was 9.

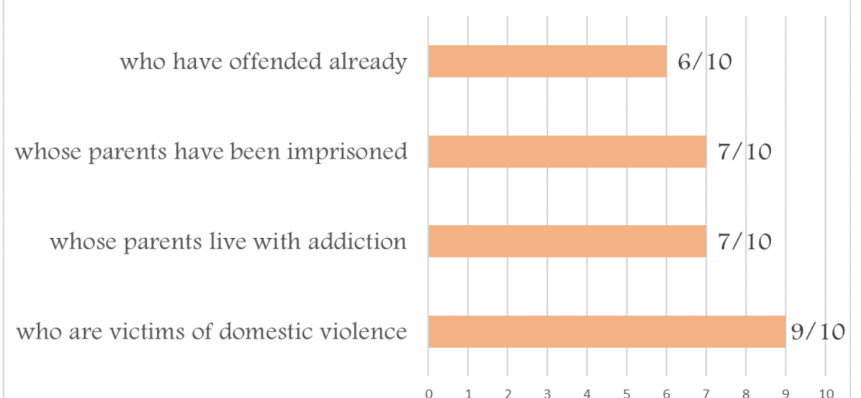


12/13

families who left the programme last year had met all their goals



Young people on Refocus....





# Welcoming new staff

Last year, we said goodbye to some wonderful people, but also welcomed many new. We are delighted to introduce them.

## **Claire Quinn ~ Finance Administrator & Our House Coordinator**

Claire has substantial experience in the corporate sector and relishes the change and the challenges that working in the charity sector presents. Qualified with a Bachelor of Social Science, Claire organises events, drawing on her work and study experience to ensure functions run smoothly and successfully.

Claire enjoys most forms of exercise (but in particular football), baking and is also a qualified nail artist.



## **Heather McKain ~ Counsellor**

Originally from Montana, Heather is a trained GP and counsellor. As well as counselling, she has training in biofeedback, mindfulness and play therapy.

She has a great passion for working with children and young people. Heather constructs the counselling process to the individual child to build a therapeutic relationship.



## **Josh Koia ~ Kaimahi Rangitahi**

Josh has a wealth of experience within the Social Service sector; from working in mental health support to youth work, alongside voluntary positions within the community.

“I absolutely love what I have experienced so far with the Refocus team. I believe the best way to strengthen our communities is to simply expend genuine support to whānau, which Refocus and Home & Family do so well, so it’s a real privilege to be here”



## **Stephenie van den Anker ~ Kaimahi Rangitahi**

Stephenie is the newest member of the whānau. She has a background in personal training and childcare, and in her spare time is a voluntary counsellor for Lifeline New Zealand.

Stephanie’s passion for community and hauora (health) and her understanding of Te Whare Tapa Wha, which she brings to her practice, are greatly valued by the Refocus team.

In her spare time, Stephenie loves fitness and performs Kaihaka.



# Thank you to our supporters, fundraisers, partners and volunteers

Addington Raceway	Harcourts Holmwood	Petticoat Lane Costume Hire
Alexander Harold Watson CT	Heritage New Zealand	The Philip Brown Fund
Anna Flanagan	Industria	Piko Wholefoods
Anthea & Glenn Livingstone	Jazz Magellan	PKF Goldsmith Fox
Apollo Projects	Jennifer Delaney	Pub Charity
Azap Electrical	Jenny May	Pure Hair
Barrington Mall	Jo McMecking	PWC
Bounce Containers	Jones Foundation	The Quinn Family
Cat House Films	Joseph O’Sullivan Photography	Rata Foundation
Christchurch Casino Charitable Trust	Kirsty Hopewell	Rebecca Boot
Christs College	Kitchen Express	Rebecca Parnham
Christchurch City Council	Krama & Co.	Resene
Chris Harris	Kristen Stewart Makeup Academy	Runacres Insurance
Chris Lewis	Landhomes	Sarah & Jude Maginness
C. Melvyn	Lottery Communities	Serene Industries
Cole Dance Create	Lottery Heritage	Sidney Cato
Cunningham Taylor Law	Lion Foundation	Simon Construction
The Community of the Sacred Name	Livingstone Advisers	The Southern Trust
C & R Consedine	Lucy Black	Spark Hub
Courtney King	Maeve Gresham	Spencer Group
David & Renata Boot	Mainland Foundation	Stitch O Mat—New Brighton
Decmil	Martin Lorenz	Sumner Time & Time Again
D. Runcible	Maurice Carter Charitable Trust	Swain Woodham
Dublin Street Trust	McKenzie & Willis	The Estate of Sybil Ada Hensley
Elizabeth Ball Charitable Trust	Melodie M	Taylor Shaw
Emma Steele Photography	Methodist Church of New Zealand	Tessa Dawes
The Entertainment Book	Ministry of Social Development	Tim Fahy
EV City	Naomi Van Den Broek	Townend Trust
Finders Keepers, New Brighton	Nigel and Emma Paterson	Upper Riccarton Methodist Women’s Fellowship
Floorpride	North Canterbury Methodist	Wendy Hollyer
Foodstuffs	Women’s Fellowship	The Woolston Club
Fulton Ross Architects	PAC Distribution Group	Valais Blacknose New Zealand
Get Marketing	Pam Stewart	Vanessa Cole
Godfrey Hirst	Partners Life Insurance	Verity Carter
Halswell Catholic Women’s League	Perpetual Guardian	Vita Diet
Harcourts Grenadier	Performance Physio	

