Home & Family Annual Report 2020



Our Vision



Home and Family have redefined its' goals for the future with a solid plan to become a springboard for all children to have the opportunity to reach for the stars.



Te Whare Manaaki Tangata

As New Zealand's second oldest charity, The Home and Family society have evolved into a fully child-focused organisation. Our commitment to early intervention and wrap around services for pēpi, tamariki, rangatahi and their parents/caregivers enables our children to live in homes with whānau who cherish them, keep them safe and nurture their potential.

JOIN US IN HELPING CHILDREN TO

Our objectives:

1

To be a springboard for children to reach for the stars 2

Enabling strong and unified famalies 3

Being NZ's best charitable investment



Thought leaders: finding new solutions for effective change for generations of children and families to come

To be a springboard for children to reach for the stars.

For all children to have equal opportunity, Home & Family will work to ensure cost is not a barrier to families seeking support. Our programmes are heavily subsidised to reduce the financial burden for whānau. In addition, we aim to educate our clients on the services available in their community.

Enabling strong and unified families.

Our holistic whole whānau approach enables long-term change and breaks intergenerational cycles so that tamariki and their whānau can flourish.

Being NZ's best charitable investment.

Home & Family are motivated to create strong, trust-based and long-term relationships with those who provide any form of support, be it financial or voluntary, to our organisation. We have implemented a new plan for regular engagement and contact with our advocates and supporters. We have a new donor database system that will assist with communication and management of our supporters for whom we will formulate regular events and speaking engagements that provide opportunity to connect and grow our support base.

Thought leaders: finding new solutions for effective change for generations of children and families to come.

We engage in regular education relevant to all aspects of our work and have been engaged in industry pilot schemes directed by the police and government agencies. In 2020 we had a team member that has been instrumental in the development of 'Whānau Resilience.' In redefining our focus on children affected by family violence, our sights are firmly set on becoming leaders in our field. We identify the need to constantly evaluate the work we do, and we stay nimble in our response to events. Over 120 years, Home and Family have identified that staying ahead of the latest research and having the confidence to implement change quickly and effectively remains the key to our continued sustainability.

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Co-Chair Report Anthea Livingstone

Board Members: Phillip Duval · Co-Chairperson Anthea Livingstone · Co-Chairperson Richard Perret · Treasurer Raewyn Perry Vicki Tahau Paton Chris Egden

It gives me great pleasure to present the Chair Report for the 113th AGM for Home & Family! It is wonderful to be here in Our House and The Little Chapel, a peaceful, welcoming place of warmth and love. And the place that Home & Family calls home.

So much has happened since we were here for the AGM last year. Not long after we gathered here, we all went in to 5 weeks of lockdown at Level 4. And life changed dramatically for the foreseeable future. And unlike most countries in the world, we have been able to return to a degree of normalcy at Level 1 with the odd step back into Level 2, as Auckland stepped back to Level 3. We know that we need to still be careful and continue to scan or sign-in, so we know where we have been.

This time last year we were not using Levels to describe how we negotiated everyday life and now it seems relatively normal.

This last year has been an absolutely incredible year of growth and of change for Home and Family.

During Level 4 lockdown, the board met weekly with Val on zoom, to get updates on what was happening with the team and our clients.

We as a board watched with pride as the team at Home and Family stepped up to deliver much needed services during the 5-week lockdown after it began 25 March 2020.

Zoom – another everyday word that hardly anyone was using this time last year. It provided us all with a way to keep in touch.



Leanne, who became the chair at last years AGM, was facing huge pressure in her work and understandably had to step down as a board member during that stressful time.

This meant that suddenly I was required to step up to assume the chair role and I quickly persuaded Phillip to assume the role as co-chair to guide me.

Val was able to give encouragement and support to the staff and it was heart-warming to hear that our families in turn, felt supported by the fact that Home and Family were able to facilitate the continuation of our services remotely.

We as a Board, held several sessions to work on our strategic plan in June. And reach for the stars was born. We all felt strongly that our mission was to ensure that every young person has the opportunity to fulfil their potential and literally reach for the stars.

Chris Egden joined our Board in August and we said goodbye to Nettles Lamont in December. We sent a letter of thanks to the Dublin Street Charitable Trust to thank them for the support of the Refocus programme before it finished at the end of year.

The board would like to thank Val for her tremendous leadership over the last 12 months. Your calm, nurturing reassurance over a very stressful time was much appreciated by staff and board members alike. And your tenacity for securing funding to enable Home and Family to provide much needed essential services has been incredible to witness.

We also would like to thank all the staff for their hard work and their passion for the work they do here. You are all amazing people. And welcome to all our new staff members.

Thank you to my fellow board members (Raewyn, Richard, Vicki, Chris, and Phillip) for your passion for Home and Family, for your support and especially your humour over the last year.

And sadly, today we say goodbye to Phillip Duval from our board. As you know Phillip has been a mainstay of the Home and Family Board for a very long time. He made sure that Home and Family would one day be able to call Our House, home. And thankfully we are not losing him entirely as from today Phillip will become Patron of Home and Family.

Thank you for your wise counsel to me Phillip, as I negotiated suddenly becoming chair last April. As you know, I said that ONE DAY I would be happy to step into the role. But was expecting that would be several years in the future.

But sometimes things do not always go to plan. And like all of Home and Family has done, and indeed as many in New Zealand and around the world have had to do, sometimes we have to pivot and step up and do what needs to be done. So, I say on behalf of the board, thank you for everything Phillip. There will probably never be enough thank you's for all that you have done.

So, with pride and a degree of trepidation, I step into the role of Chair of Home and Family for the year ahead. Please know that this is not a stepping-stone for me. This is where I know I am meant to be. Here in Our House and part of this amazing family that is "Home and Family".

Treasurer's Report



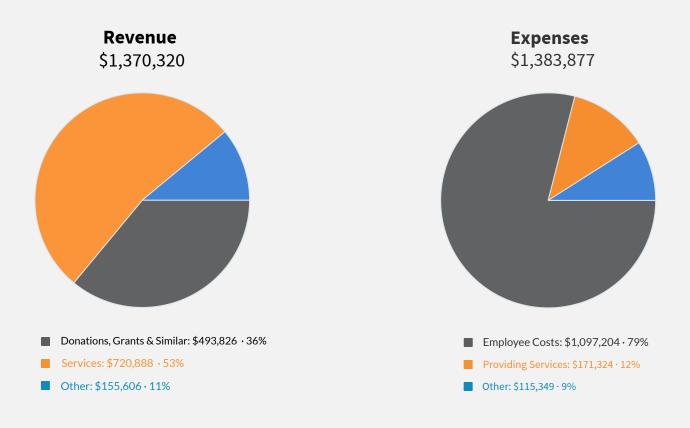
Consistent with prior years the full financial statements, including the auditor's report are published separately.

2020 transpired to be a very challenging year in every aspect. From a financial perspective the pandemic severely impacted our fundraising efforts which necessitated ongoing and careful management of our cashflow throughout the year.

However I'm delighted to report, we have come through the year with only a small accounting deficit of \$13,556 and with positive cashflow of \$153,000. This outcome is entirely due to the fantastic efforts of our management and fundraising teams who have worked tirelessly to ensure our revenue opportunities were maximised and our costs were carefully controlled.

The accounting deficit for the year of \$13,556 includes a depreciation charge of \$83,473 which is a non cash charge. If we remove that non cash charge, then our result would be a surplus of approximately \$70,000. Given we had budgeted to breakeven for 2020, and given the difficult environment we have been in, this result is extremely pleasing and puts us in a solid financial position for the coming year.

Total revenue for the year amounted to \$1,370,320 (2019 \$1,268,598) while total expenses, amounted to \$1,383,877 (2019 \$1,313,964). 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 \$493,826 (2019 \$617,809) accounting for 36% of total revenue and revenue from services of \$720,888 (2019 \$578,326) accounting for 53%.



By far our largest costs are employee related costs of \$1,097,204 (2019 \$990,293) which account for 79% of total expenditure. Of that amount, \$155,292 was funded from the Government's Covid 19 wage subsidies. Our costs of providing services of \$171,324 (2019 \$194,329) accounted for 12%.

We finished the year with cash on hand of \$363,655 (2019 \$210,020) and an interest free Covid loan from the Government of \$44,200. That loan is due for repayment in May 2022. The Society also has an undrawn loan facility of \$200,000 available to meet cash flow demands.

Looking forward, we are budgeting, at an operational level and excluding depreciation to again break even for 2020.

The primary aim of the Society is to provide essential services to the community at a level of fees which all clients can afford. This in turn creates the challenge to find funding to meet any shortfall. We are heavily dependent on donations and grants from private individuals, estates and business organisations to keep our organisation going and I would like to take this opportunity to thank all of those people who have been so generous with their support, whether it be in the form of their donated time, the provision of free or discounted goods and services, or financial contributions towards the organisation.

Home & Family cannot continue to provide the essential services needed by the community without your support and I hope that we can count on your ongoing support in to the future.



Executive Director's Report

Val Carter Executive Director

So, here we are at the 113th AGM for Home & Family! Welcome to Our House, our beautiful whare, that shares such a synergistic heritage with Home & Family.

2020 provided Home & Family with the opportunity to really test the services we deliver to our community and how we deliver them. When NZ went into lockdown on 25 March 2020, the team moved quickly to ensure that the essential services we provide were continued. Although the residential component of our parenting service was unable to continue until we moved to Level 3, whānau were supported in collaboration with our Oranga Tamariki colleagues through phone and video contact. Child therapists supported tamariki and their whānau, providing online therapy, the Refocus team provided remote community support as did our ISR team. We were able to further support our ISR team through the re-deployment of staff to assist with the ensuing increase in referrals following police call-outs for episodes of family violence. It is a credit all staff that they were able to put aside the impact that the lockdown was having on them personally in order to focus on supporting our clients.

When we were out of lockdown, we wanted to know how our clients had found the remote nature of our service delivery. We canvassed our clients and overwhelmingly the feedback indicated how much they appreciated the continuation of our services. "the regular contact was most supportive", "being able to communicate when in isolation was great we didn't feel quite so alone" "

One of the most important changes that can positively impact the wellbeing of whānau is to live free from violence.

Having to respond rapidly in the face of a global pandemic enabled us to demonstrate how nimble we are as an organisation. I am really lucky to be part of a team that strives to provide the best services possible, regardless of the situation our community finds itself in. I would like to thank all of my colleagues for their dedication and as we welcome new members to the team for 2021, I know that the organisation is in good hands and ready to extend our reach even further, so that more tamariki are able to reach for the stars.

One of the most important changes that can positively impact the wellbeing of whānau is to live free from violence. It is essential for parents to understand the traumatic impact that being exposed to violence can have on tamariki. This year, a strategic decision was made to cease delivery of our Refocus programme and to use the knowledge and experience gained through this programme to focus on supporting tamariki and their whānau impacted by violence. As a result, we now have 4 staff members working within our Whānau Safety team with a focus on ensuring the tamariki voices are heard and needs met. As we move away from the delivery of the Refocus programme, I want to acknowledge the significant contribution that the Dublin Street Charitable Trust has made through its support of this programme since mid 2016.

In closing, I would like to thank our amazing Board of Trustees who oversee the organisation with passion and clarity. Thank you to our volunteers, supporters, donors and funders. As I always say, we couldn't do what we do without you!

Partners For Change



"

2020 saw us formalise our 'Partners for Change' programme and launch our Legacy giving project. Home & Family plan to capitalise on the 15% increase seen across New Zealand in bequests being left for charitable purposes. Our legacy giving programme strengthens our commitment to self-sustainability; with our longevity and child-focused approach, we believe we are an excellent choice for anyone looking to make real change in the future.

Phillip Duval Co-Chair

" Volunteering your time, money or energy to help others doesn't just make the world better – it also makes you better. Giving back to your community boosts your happiness, health and sense of well being."

I can't tell you who first said this, but I am glad they did because there is a quintessence of truth contained in the words.

I'm very excited to tell you about a wonderful, uplifting opportunity; a once in a lifetime chance, you might say, to join me in helping others in our community to prosper and realise their dreams.

The numbers of family harm incidents reported daily and attended by Police and involving young children in the Canterbury region is frightening; it's distressing, and it's heartbreaking to know that such a high level of call-outs is occurring in our community. I don't believe any of us is prepared to stand by and ignore this.

The Home and Family team are closely involved in dealing with the consequences of some of these cases, working alongside children and families to find a way to effect change, to help the children, in particular, to restore a sense of excitement and hope for the future in their lives, to, effectively, reach for the stars. This work is stressful at times, it's painful, but it's rewarding when a pathway forward is found. We rely on our professionals to be strong and offer care, guidance and those important rays of sunshine where possible. There are many good stories that come out of these life changing efforts ultimately, but it's work that remains, all the while, challenging on a personal and professional level.

I have chosen to leave a legacy to Home and Family, and I am pleased that my legacy will assist this special team of people to keep doing what they're doing for some of our most vulnerable members of society. You, too, can be an agent for change and participate in turning sad and heartbreaking stories into joyous, happy ones where every child can confidently reach for the stars.

My message is simple. Help me to help Home and Family help those who need it. Join me in leaving a legacy, become a Partner for Change, and I am certain you will feel all the better for it. I promise it won't hurt!

Covid-19



Home and Family, like many, has experienced a turbulent year with the March 2020 Lockdown and subsequent alert level changes due to COVID-19 in our community. Deemed an essential service, we were quick to identify the needs of our clients and nimble in our response to the wider community. With the Christchurch Police reporting on a 20% increase in family violence just 14 days into level 4 lockdown, we voluntarily re-deployed members of our team to work with the Canterbury Integrated Safety Response (ISR).

Whānau Safety

Our Refocus team leader communicated with our tamariki and whānau to ensure they were safe and well provided for. We distributed donated hygiene packs, including laundry detergent, cleaning products and personal hygiene products such as shampoo, disposable gloves, and hand wash, to our whānau to help promote the need for extra hygiene practices of lockdown. Donated grocery bags were also distributed to those most in need. We checked that all of our tamariki were equipped with devices to ensure they could engage with on-line learning and supported them in their transition back to the classroom.

Residential Parenting Programme

Our Residential Parenting Programme was closed for the first time in 20 years at alert level 4. We maintained remote yet regular contact to ensure our families felt supported. At level 3, we welcomed our families back into the house and created our own bubble within our team of staff and clients.

Child Therapy

Home & Family provided 212 on-line therapy sessions over seven weeks in Level 3 & 4. Maintaining this connection for tamariki and talking through strategies to reduce their stress and anxiety was essential over this period. Re-integration back into life and school after lockdown created issues for many of our children, which saw extensions of their 20-week programs.

Social Enterprise

Unfortunately, the border travel restrictions and subsequent lockdowns impacted our social enterprise income. Rent relief was given to 'The Good Habit', and unfortunately, the hire of 'The Little Chapel' for weddings and events was also affected.

Our team attended pieces of training specific to COVID-19 to ensure they had the skills to assist our clients through such an unprecedented time. We believe we are sufficiently prepared with policies and procedures should COVID-19 re-appear in our community.

Making an Impact

Have the worries that brought you to counselling been addressed?

"Yes. Jemma is much happier. She is worrying a lot less and sleeping well. Her confidence has increased."

- "Yes. Nina's emotional wellbeing has improved more than we could've hoped. Her confidence has improved."
- "Yes. Ashton has enjoyed his time with Guy and has been able to process some of the insecurities he has had."

 The whole experience has been very positive for Sophie. She is now a happy ten year old who is able to deal with her worries and now has some strategies if something is concerning her. She seems less anxious. She has really enjoyed seeing Heather. During the lockdown, it was great to have facetime sessions with Heather. These sessions were beneficial for Eva and me. I cannot recommend Home & Family highly enough.

Between the beginning and now, Sam has been able to transition back into school without separation anxiety. He has loved coming, which has set a good tone for any future counselling he may need.

Have you made any changes to the way you live your life?

"Making changes to accomodate a better living environment for my daughter."

"Taking my baby home. Staying drug-free."

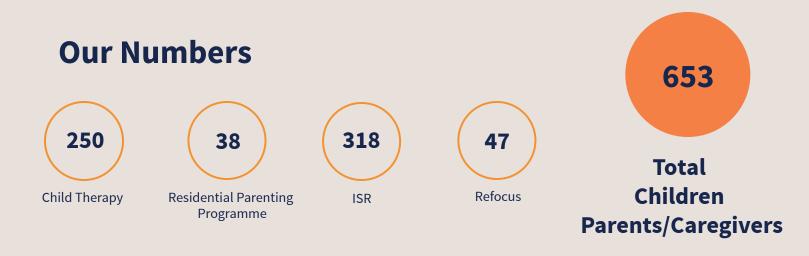
"Yes. Staying away from troubled people that can cause harm to myself and baby. "

What is parenting like for you now?

"Very enjoyable and rewarding."

"For me being a proper parent has been amazing. Everything seems so much clearer."

"Loving every moment of it."



We work to strengthen relationships with our statutory agencies and stakeholders. Our connection with MSD, OT CWSS, SSPA, BTW and our many social workers continues to grow into supportive collaborations built on trust, longevity and positive outcomes.

We are part of CWSS – Canterbury Whānau Safety Services, a collaboration that was formed to support ISR. Whānau are also referred to Home & Family from this collaboration for wrap round whānau services, particularly child and youth therapy. This innovative collaboration has organically developed a reach that is unparalleled within Canterbury, enabling the significant collective expertise to deliver timely and appropriate support within our community. As CWSS, we are also part of the Whānau Resilience design team with one of our staff members participating in the design process. We are also active members of RSRT, SSPA and CFVC. As an active Christchurch based service provider, we partner with relevant government and NGO organisations to strengthen delivery to our clients.



How We Know We Make Change

Home and Family are audited externally on a biennial basis by the Ministry of Social Development. Our annual accountability to MSD is reported from our data collection from our clinical management software 'Exess'.

All cases are studied using both quantitative and qualitative methods. Our clients' complete entry and exit evaluations are uploaded to Exess to ensure we track accurate data. On completion of their programme this data allows us to review our processes and ensure we are meeting the outcomes and goals set for our clients. All clients referred via government agencies are documented and reported on regularly and overseen by our Practice Manager Sandra Talbot. Clinical meetings are held every week to ensure best practice is at the forefront of our service.

Information is reviewed at management and governance levels, it is then used for all external reporting and accountability on our government contracts.

Home & Family was audited by the Ministry for Social Development in November 2020.

Comparative Timelines

The history of Our House and that of the Home & Family Society have some remarkable parallels.

A History of The Community of the Sacred Name

1893 Sister Edith arrives in Christchurch, founds Christchurch Deaconesses' Institute. 1895 **Construction of Deaconess** House (now 'Our House') begins [Benjamin Woolfield Mountfort]. Sisters move in. House dedicated in February.

1893

The Society of the Protection of Women and Children founded S.P.W.C.

1898 S.P.W.C merges with the

1896

Nurse Maude comes

dispensary and district

to live in the

Community.

Establishes a

nursing scheme.

Society for the Prevention of Cruelty to Animals (S.P.C.A). Children's Aid Society established in Christchurch.

> S.P.W.C becomes incorporated.

A History of Home & Family Society

The Society successfully campaigns for the inclusion of incest in the Crimes Act and later age of consent is raised from 14 to 16 years of age through influence and persuasion of the Society.

1908 Christchurch branch of S.P.W.C formed, stemming from Children's Aid Society.

Christchurch branch of S.P.W.C holds first AGM.

Ongoing work for social reform from 1900 continues, including

- Prison reform
- Curfew for unaccompanied minors in public bars
- Home for mothers of illegitimate children
- Rights of foster children
- Women inspectors in female prisons
- Separate toilets in factories for women, longer lunch breaks and better conditions
- Appointment of female police officers
- · Censorship of material available to children
- Legal marriage age raised

- Women's rights in the workforce

The Community of the Sacred Name is the only Anglican female order in New Zealand and was founded in 1893 by Sister Edith Mellish.

The Community was founded as a teaching and nursing order, initially caring for "the poor, the sick and the fallen" (with a focus on unmarried mothers and orphans).

> 1911 The Community of the Sacred Name is adopted as the name of the order. Brick building erected on site. Opened October 1912.

Community begins the making of wafers, which in time supplies all parishes in New Zealand and later the Pacific Islands. The Community also created embroidery for priestly garments, altar linen and banners.

1926 S.P.W.C and S.P.C.A part ways.

1909

1900 Chapel and extension opened [Cyril Julian Mountfort]. Additions made to building until mid-late

19205.

1900

Some of the features of the chapel are of artistic and historical significance. The lancet windows in the chapel were relocated in 1900 from the original east window of *St Michael and All Angels Church*. These windows were crafted by Powells of London in 1871.

The altar and carvings in the chapel are by noted Christchurch carver Frederick Gurnsey, who also carved altarpieces for the Christchurch Cathedral and its chapel, as well as carvings for the Bridge of Remembrance.

Three windows in the west end were commissioned for the chapel by the sisters and designed by the renowned English Arts and Crafts artist Veronica Whall (for *Whall & Whall* stained glass studio).

1992 Retreat house opened on site [Don Donnithorne].

1981

Changes name to

Home & Family Society.

2011 Brick building demolished after severe damage in Canterbury earthquakes.

The Community of the Sacred Name sell the Deaconess Building (commonly referred to as The Convent) to Home & Family and work begins to fundraise the \$3.6 million needed to restore it and make it fit for purpose. The building is renamed Our House.

1955 Changes name to Society for Protection of Home & Family.



The first window depicts St Bridget of Ireland and is in memory of Mother Edith, as Mother Edith was Irish and St Bridget founded the first Convent in Ireland. The forget-me-nots, daffodils and birds loved by Mother Edith are in the foreground of the window while the face of St Bridget features a likeness to Mother Edith. This is the oldest window and the only window signed by Whall. It dates from c.1928.



1990's - 2000's

Two streams of service emerge.

The north-west window c.1938 commemorates Nurse Maude and depicts St Barnabas. The window features her favourite flowers, delphiniums and love-in-a-mist, and is located near to where she would sit in the Chapel.



The south-west window c.1948 depicting St Francis Xavier commemorates Canon Mutter, an early Community chaplain.

Strategic Objectives

Home and Family have redefined its goals for the future with a solid plan to become a springboard for all children to have the opportunity to reach for the stars. By capitalising on our reputation and capacity, we aim to enable families to become strong, unified and safe.

> We will focus on heavily subsidised programmes to ensure cost does not become a barrier to those seeking critical services. Our newly defined objectives are for 90% success rates across all of our programs by 2024.

We intend to implement these changes through our stronger focus on the family violence sector and directing our services to those most in need. Our plan to create safer environments, strengthening whānau through support, aroha/love through our three core services.

Our goals for our team and our society as a whole is to find innovative and effective solutions through consultation and training to be implemented with tenacity and boldness. With our goals for 2024, we aim to be NZ's best charitable return on investment and to move from reliance to self-sufficiency.



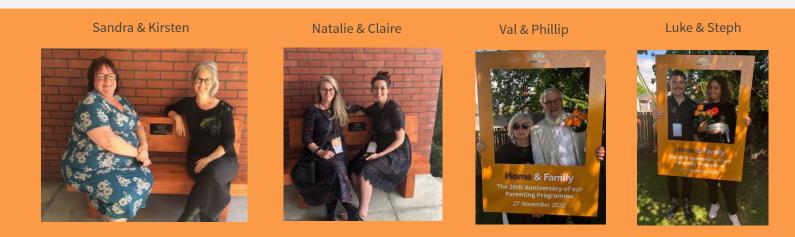
With a disproportionate number of Maori and Pasifika families represented across our services, we plan to continue our strong response to reconnect our clients with their culture. All of our programmes are built on the principles of Te Whare Tapa Wha: to ensure the four cornerstones of Maori health are considered every step of the way. Our early intervention whole-whānau approach, remains the key component to our strategy now and in the future.



November saw the celebrations of two milestones for Home & Family.

Our Practise Manager, Sandra Talbot, celebrated 20 years with Home & Family. She has been fundamental in the implementation and success of our Residential Parenting Programme. Sandra's experience, clinical advice and oversight across our three core services is an essential aspect of ensuring good practise throughout our organisation. Her weekly clinical meetings ensure our team's direction, and intervention is aligned with our families goals and that we are providing the best possible opportunities for support.

The Residential Parenting Programme also celebrated 20 years of service to our community. Hundreds of families from as far away as Auckland have lived in with our expert team over the years. Many of our families joined us along with Board members, life members, and community support groups to celebrate the change we have bought to the lives of the children, parents and families we support.



Home & Family Supporters



Bikers Against Child Abuse (BACA)



Mary Cladwell and Jennifer Delany H&F Life Members



Cheryl Tovizi and Lindsay Strathdee H&F Life Members



Thanks to Our Supporters

On behalf of our entire team, we would like to thank all of our grantmakers, individual donors, generous supporters and community groups for their unwavering support for the work we do in our community. Without you, we would be unable to instigate change in the lives of the hundreds of children who engage in our services each year.













Ministry for Women Ministry of Social Development Oranga Tamariki

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Children who need the **most love** often ask for it in the **most unloveable** way "

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Te Whare Manaaki Tangata



The Home & Family Society Christchurch Incorporated

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Donate to us: https://www.homeandfamily.net.nz/donate/

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