



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

*Te Whare Manaaki Tangata*

# Contents

About .....	3
President’s Report .....	4
Executive Director’s Report .....	7
Welcome to our new Treasurer .....	8
Financial Summary .....	8
Residential Parenting Programme .....	10
Welcoming Refocus .....	14
Counselling Service .....	15
Fundraising & Marketing .....	18
Thank you .....	19

## The Home and Family Society Christchurch Incorporated

Address: 76 Thackeray Street  
Christchurch 8023

Telephone: 03 944 0635

Website: [www.homeandfamily.net.nz](http://www.homeandfamily.net.nz)

Executive Committee: Philip Duval, President  
Cheryl Tóvizi, Vice President  
Richard Perrett, Treasurer  
Jennifer Delaney  
Jody Hohaia  
Nettles Lamont  
Raewyn Perry  
Lindsay Strathdee

## Vision

The vision of Home & Family/Te Whare Manaaki Tangata is that all children will live in homes with whānau/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
Respect	We will work alongside you as you make changes in your life
Responsiveness	We strive to provide the kind of service you need
Child centered	The wellbeing of children is at the heart of what we do

## About Home & Family

Home & Family is an independent, Christchurch-based charity that works with children, adults and families facing barriers to positive outcomes in their lives. Established over 100 years ago, as the Society for the Protection of Women and Children, today it builds safe and secure families through two services: counselling and a residential parenting programme.

Home & Family provides residential parenting assessments and programmes for families where there are concerns about safe and effective parenting. The programme takes place at a house in Barrington and is staffed 24/7. While on the programme, parents learn strategies for safe, nurturing parenting. We are committed to keeping families together wherever possible.

Our counsellors help people affected by abuse, post-earthquake trauma, loss, family violence, addiction, depression, anxiety and relationship problems. We offer child centred play therapy and are the only agency in Christchurch that works with children as young as three. As a result, 57% of our work is with children and youth.

The services provided by Home & Family are unique, but address a critical social need in Christchurch and the surrounding areas.

## President's report

It is that time of the year when I am able to quietly reflect on the past twelve months and consider, among other things, the Society's overall wellness. Of course, our organisation's state of health can be measured in a number of ways – financial being the obvious one but equally as important, I believe, are considerations of team performance and how we are perceived by those with whom we interact.

Our clients have always been ready with accolades because we are walking with them and serving their needs with compassion and understanding. Our much-valued team of counsellors and social workers face challenges in the work they do but manage to cope admirably well and do us proud. They bring strength of purpose, more than a modicum of wisdom and a noticeable spirit of generosity in the work they perform.

Our motivated Executive Director, Val Carter, continues to instil profound respect in all with whom she deals; her firm but fair manner and professionalism shines through on many levels, enabling oftentimes tricky, complex negotiations to proceed with ease, invariably to the benefit of Home & Family. She has a good rapport with her team and, without doubt, she has been an asset to the Board, her staff, our stakeholders, and, in many ways, to the wider social services sector itself.

No organisation like ours can survive without funding and the need is ever-increasing; operating costs invariably rise every year and this year has been no different. The role of Fundraiser is of the utmost importance and it is critical to have the right person identifying funding opportunities, acting on these and following through to getting those much-needed approvals. Eve Wingerath, Home and Family's Fundraising Manager, brings her impressive talents to the table, organising stunning events like Dancing with the Stars and successfully networking to raise our profile. The funding applications she has produced and got across the line are of huge and essential value to us.

Our financial situation has and never will match that of a Fortune 500 company but we have been operating for close to 120 years and have managed to survive and thrive, ready and able to go on with the important work we do. All things considered I believe we are in a more than acceptable financial state of health at this time and our future prospects look good.

In June of last year Home & Family took on an addition to its everyday, core operations, the Refocus Programme. The programme at the time operated within



Phillip DuVal

CYDP. With the cessation of CYDP, the team that had been working with vulnerable families to effect positive, sustained change had found itself in need of an umbrella charity to effectively continue its work.

It was felt there was a synergy between the work of Home and Family and Refocus, and a decision was made for the two organisations to collaborate so that Refocus could continue its work. Our thanks to the Dublin Street Trust for fully funding this initiative for the past year and for the foreseeable future or until alternative funding is secured.

Property matters have somewhat dominated us over the past twelve months with one of the fire damaged flats on Barrington Street eventually being demolished and the remaining unit repaired and reinstated to its former glory. The magnificent Our House project, in all its enormity, continues to inspire us all. Following a tender process held earlier this year the Board appointed Simon Construction Ltd, a respected Christchurch construction company with excellent heritage building credentials and a sound reputation, to carry out the preservation and restoration work needed to comply with the building code and make the building fit for Home and Family's administrative and counselling base. Work has commenced and it is expected that the project completion and subsequent handover will occur immediately prior to Christmas this year. Funding to cover the cost of this project is largely in place, thanks primarily to the CCC Landmark Fund grant of \$950,000 (approved 18 months ago), a Lotteries Commission grant of \$800,000, monies from Heritage NZ, the Stout Foundation and others.

"When a heritage building ceases to be used for the purpose for which it was built, finding a compatible new use is often the hardest challenge we face. The Community of the Sacred Name worked within the community exhibiting similar values to that of Home & Family. These shared values and their longevity in our community make Home & Family an ideal match." - Jenny May, Architectural Historian.

I take this opportunity to acknowledge the sterling work of our architect William Fulton, who has laboured long and hard on the Our House project to represent our wishes on paper and push through our council consents; Jenny May, a constant source of inspiration, knowledge and support on matters historical and heritage-related; and Georgia Whitla and her team at BECA International. Each has worked with us over the past years and continues to support this project both in spirit and with a generous allocation of time and resources, much of it pro bono.

I remain ever so grateful to the Board of Home and Family for its enthusiasm for the cause and its determination to deliver governance at the highest level of competency; this past year has seen Board members step up with enviable alacrity, taking on additional responsibilities and portfolios, forming essential subcommittees and undertaking professional development courses – all of this in the interests of being the best they can be in their roles on your Board. It has been an inspiration. I sincerely thank each of you for your efforts to enhance our governance capabilities and strengthen this organisation's ability to function with confidence and competence.

To our Vice President, Cheryl Tóvizi, my sincere thanks for your incredible efforts this year, your diplomacy and your clear grasp and understanding of complex issues. You have been a great help.

We say goodbye to a popular Board member, Jody Hohaia, who is leaving us to embrace the joys of motherhood. Jody will be very much missed by all. She has been an important contributor to the governance of Home and Family over the past two years.

We welcomed Nettles Lamont to the Board and she has proven to be a huge asset – her understanding of finance, strategic and perspicacious mind, dynamic nature and experience in charities and governance has been invaluable.

We are also fortunate to have recently secured the support of Richard Perrett, a highly qualified, eminently respected, recently retired tax accountant, as our new treasurer. Richard's expertise and experience will be invaluable to us in the ongoing management of our finances. His good counsel and fiscal guidance will undoubtedly assist us in looking to the future with confidence.

In all that we do here at Home and Family let's always remember why we are here and for whom; therein lies a noticeable constant that binds us together for that common goal. Let's continue to be motivated and impassioned, to do the very best for those we serve. We as an entity are in good health and our wonderful wellness is a reassurance.

I look forward to the year ahead working with the very best team of people one could possibly hope for.

Thank you all for your support and encouragement once again.

A handwritten signature in blue ink, reading "L.P. Duval", with a long horizontal flourish extending to the right.

Phillip Duval  
President



Photograph of the interior of the former convent chapel



## Executive Director's report

2016 certainly proved to be a year of change at Home & Family. We farewelled three long serving Board members and welcomed new members to the team. Our Fundraising Manager, Sophie, returned home to Dublin and we have been lucky to find another fundraising 'treasure' in Eve. We also said goodbye to Donna who left Christchurch for new adventures in Wellington. Donna had been with Home & Family for a number of years, working as part of the parenting and admin teams.



Val Carter

In August 2016, a programme supporting youth and their whānau, Refocus, came under the Home & Family umbrella. There is natural synergy between our work and the work undertaken by the Refocus team. Both provide social services to some of the most vulnerable families in the region, cognisant that intergenerational change often requires a nimble, long term and consistent intervention.

Our counselling and administrative teams left our post quake 'temporary' accommodation in Hereford Street in October 2016. To say that we had outgrown the space is certainly an understatement! We were so lucky to have been offered the flats in 2011, they really enabled us to carry on delivering our services at a time when need was so acute. We will be forever grateful to Gerry for her generosity. We have settled well into Thackeray Street – it will serve us well until Our House is resplendent and ready to welcome us home!

Our parenting service did not escape any disruption over this period, the insurance settlement finally came through following our fire at the flats and the Council organised EQC repairs to the house. The timing of these two, not insignificant, pieces of work coincided (as is often the way). The work commenced at the end of 2016 and was completed by mid March 2017. The result is a much fresher and smarter environment in which to welcome families and an increased capacity which is very useful as the referrals keep pouring in!

Going forward, 2017 is proving to be just as exciting. We are pleased to be formalising a collaborative partnership that will see us further support the Integrated Service Response (ISR) pilot and, naturally, we can't wait to see Our House finally become our home. I would like to thank the amazing team that I work alongside, Home & Family is strong because of you and the amazing work that you do. Creating environments for positive change, indeed!

A handwritten signature in black ink, appearing to read 'Val Carter'.

Val Carter  
Executive Director

# Meet our new Treasurer

I have spent the past 23 years as a tax partner with PwC in Christchurch. Over that time, I have worked with numerous charities, both in their establishment and governance. Having recently retired from PwC, I am now keen to give back to the community and use my deep financial knowledge and experience relating to charities to assist Home & Family.

My wife and I are parents of 3 boys and understand the challenges facing parents. Home & Family provides a much needed and invaluable service to the community and changes the lives of so many parents and children.



Richard Perrett

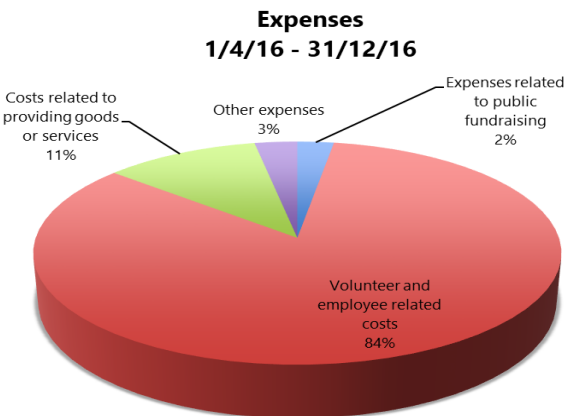
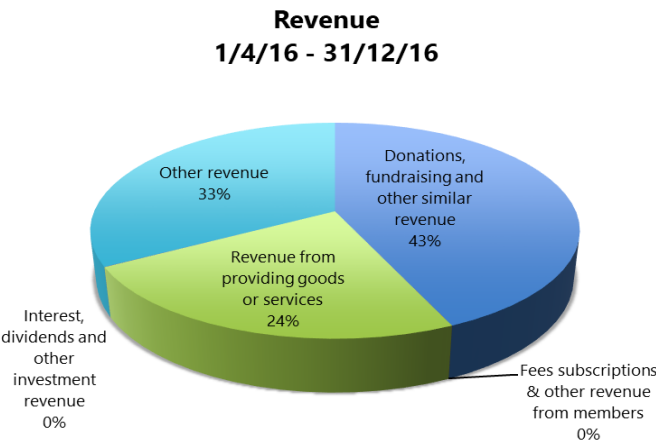
## Treasurer’s report

There is still a steady growth in demand for the services provided by Home & Family. One of the aims of the Society is to provide essential services at a level of fees that all clients can afford. This in turn presents the challenge to find funding to meet the difference and Home & Family is extremely grateful to the many supporters who enable this aim to be met.

Full financial statements, including the auditor’s report, are published separately. It should be noted that these accounts are for a 9 month period, 1 April 2016 – 31 December 2016. This is due to a change of balance date.

Income for the 9 months totalled \$1,249,803. Included in income for the year is an insurance payment totalling \$413,426 for the Barrington Street flats’ fire. The expenses, including depreciation, totalled \$807,476.

Below are two pie charts giving an overview of the financial results for the year.





The two charts give a graphical summary of the Society's income and expenditure, with donations, fundraising and other similar revenue accounting for 43% of revenue. Volunteer and employee related costs are 84% of expenses for the period.

The Society finished the year with cash on hand of \$316,869 and no bank debt. The value recorded in the accounts of the Society's land and buildings has increased from \$415,617 to \$1,284,633. This increase has arisen as a result of recording Our House at its rateable valuation as against \$1 in the prior year. The basis for this change is reflected in note 15 of the annual accounts. The Our House restoration project has now commenced following a closed tender process to secure a main contractor, Simon Construction. To date this capital project has secured funding of \$2,343,217.



Richard Perrett  
Treasurer

"I am lighter, brighter and smile more easily." – counselling client

"Home & Family has given us so much. They've given us not just their time, but their knowledge and their care" – parenting client

## Parenting service report

### Staying Connected

We have had many new and past families join us for our monthly family lunch. These lunches are very nurturing and fun-filled occasions. We catch up, share a laugh and a tear and are always amazed to see how "our children" have grown. Our mums and dads support each other and there is always a hug as you arrive and leave.

### Our Environment

How happy are we? Very! Why? We have finally had our earthquake repairs at the house completed and the Christchurch City Council also took the opportunity to give the house a bit of a facelift. So a big thank you to them. A huge thank you Chris from Gartshore and Jo and the team from CCC who project managed the work in a way that allowed us to continue to support our families. Thank you also to McKenzie and Willis for the curtains which are only because they are pretty but keep us warm.

Why else are we happy? One of our flats is now operational again following the fire in 2015. Thank you to Daniel from Jordent for his great work getting this done. It is already housing a family of 4. It is so great to be able to say we are working to full capacity again.

"I came here to get my daughter back after giving birth. It took a while to get in but when I was in I stayed just over a year... today I have both my children and great friends and knowledge to share.. THANK YOU ALL WHANAU" – parenting client

### Our Families, Whanau and Tamariki

It is a given that we are always busy. Families coming and going in times of great stress and turmoil often say they feel welcome, supported and safe with Home and Family. Many now share on Facebook some of their journey. Being open and honest about their journey and supporting others to stay the distance and do the mahi. Many now want to support us and do this by sharing their stories, volunteering and fundraising.

The changes in legislation, housing, poverty, mental health, alcohol and drug issues, childhood trauma, family violence; all of these and more make for a challenging



Sandra Talbot

journey for anyone. But for those with little or no safe family supports it is overwhelming. Our aim as always is to strengthen not just the individual or nuclear family but to widen that safe network of family, friends and community. Thank you to our whanau and community networks Te Puna Oranga, Battered Women's Trust, Early Start and many others.

### **Our Stakeholders**

Those of you that refer to and support our work thank you for the opportunities you give families to make the changes needed to parent well and keep children safe.

Without the supreme fundraising efforts of so many we could not do what we do to help change the things that need to change to keep children safe and happy and where possible with their family.

### **2016: Our Team**

What can I say? Well lots really but I will be brief. I am so proud and thankful for everything you do to make sure that we provide a nurturing, safe and happy home from home for our families. This is not always easy and not always understood. I want you to know that you are all very much appreciated and that those whose lives you get to impact in so many positive ways will gain strength from this to ensure they are able to nurture and keep safe their most precious children.

*Sandra Talbot*

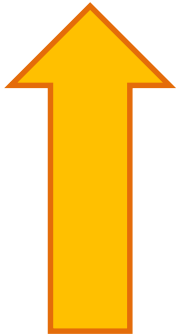
Sandra Talbot

Team Leader Parenting



## Parenting data - 2016

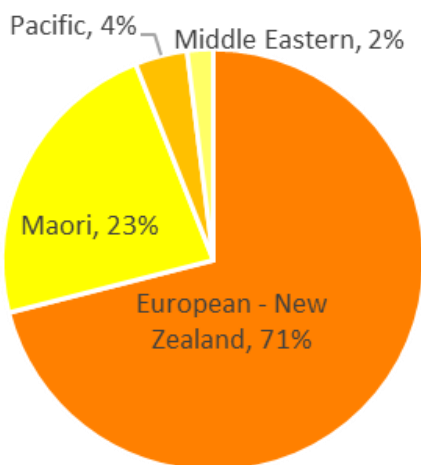
56 clients  
44 new referrals  
2353 bednights



**16%** variance between government funded clients and new clients seen

**271%** variance between government funding and true cost

### Ethnicity



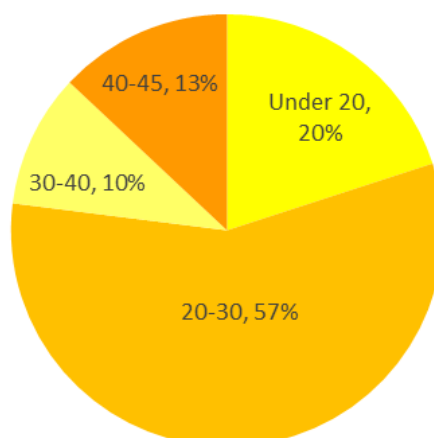
**Average parent age:**

**26**

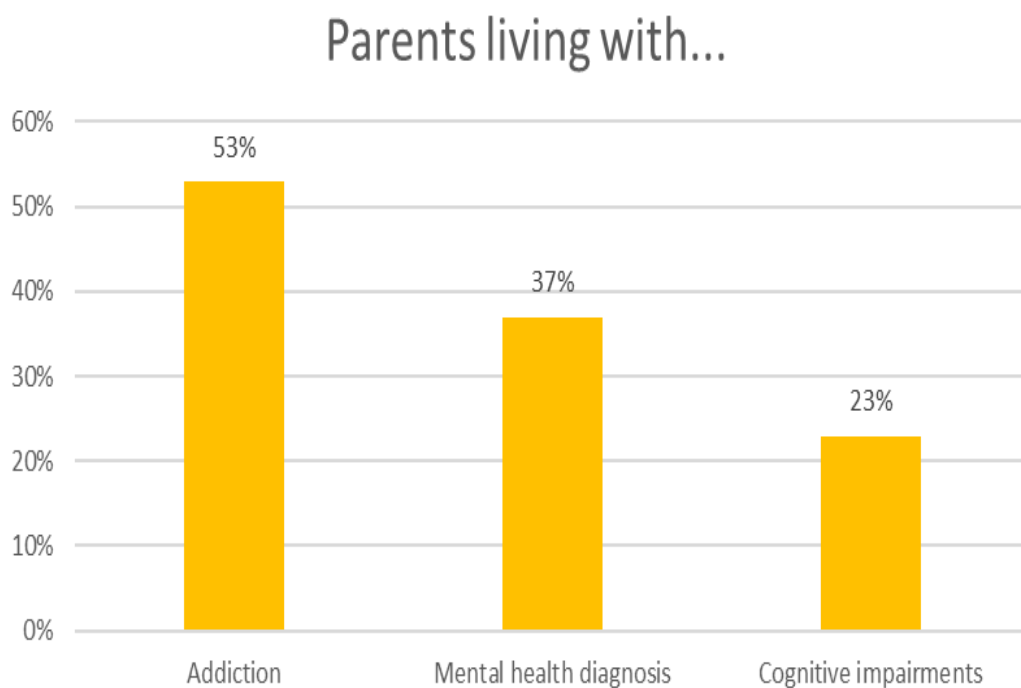
**Average child age:**

**2**

### Age breakdown - parents



## Parenting data - 2016



**67%**  
clients directly  
impacted by family  
violence

**30%**  
babies coming  
directly from NICU

"I learnt so much in this experience with my boys. The staff and social workers are amazing and so kind!"

- parenting client

## Welcome to Refocus!

In August 2016, Home & Family welcomed a new team: the aim of Refocus is to enable all families and young people to become thriving members of New Zealand society.

The service is a critical, child-focused intervention, which aims to break cycles which can result in young people entering the youth justice system. The programme is a holistic service which recognises how the 'bigger picture' contributes to young individuals becoming offenders and works with the whole whānau for up to five years. It is run by Kevin, Rudolph & Hunia. The team's ability to work alongside whānau who live with inter-generational complexity is widely valued within our community.

The success of the Refocus intervention relies on the trust and relationships the team build with the children, young people and their whānau. The relationships formed through the programme give the opportunity to best support clients to effect change.

Currently, Refocus is working with 10 young people and their whānau. The team is regularly approached to take new referrals and recently there has been an increase in requests from schools for Refocus staff to be present onsite to support engagement and school connectedness.

It has been a pleasure to work alongside the Refocus team – their dedication, knowledge and enthusiasm has already had huge benefits for families in the community and as there is a real synergy between the vision of Home & Family and the work that Refocus does.



The Refocus Team (L-R: Kevin, Hunia, Rudolph)



## Counselling service report

2016 was a year of change within the counselling team; the most notable being that we've moved to Thackeray Street and anticipate the final shift to 'Our House'.

Meeting the needs of a diverse and complex community is not always straightforward. In December, an independent review was undertaken of our counselling service, which identified its strengths and ways of working which would enable Home & Family to offer counselling support to more people from Christchurch and the surrounding areas.

Furthermore, with Refocus under the Home and Family umbrella we have begun meeting new client needs for counselling.

We have seen a further increase in our profile, both in general as a charity and clinically amongst peers. With this increase has come increased referral levels, particularly for children. 57% of our counselling clients are now made up of children and youth alone. It was well-documented at the time that the February and November earthquakes of 2016 re-traumatised children in Canterbury and we saw this in our work. It has also become apparent that schools, particularly primary, lack the resources to provide necessary counselling interventions for children. Looking forward, our counselling team will begin to work within schools, with an initial collaboration planned with Haeata.

All in all, the counselling team has had a big and at times challenging year. However, relationship is what it's all about – for all of us. And as a team it is as important that our work relationships and environment are fulfilling and supportive as we seek to facilitate this for our clients. This is congruence; that we live what we say.

With this in mind, I am very grateful to the team of counsellors I work alongside. I want to take this opportunity to publicly thank each of you for your professionalism, huge compassion and work ethic. Day after day you give your best for your clients and you make a difference. I know that's why we do what we do. Helping the people of our community with me are Guy, Sophie, Carolyn, David, Jocelyn, and Gill and, just new to the team, Leasa. Thank you to each and every one of them.



Cheryl O'Neill

"My son has gone from strength to strength.  
The tools you gave him were crucial for him to move ahead."  
– parent of counselling client

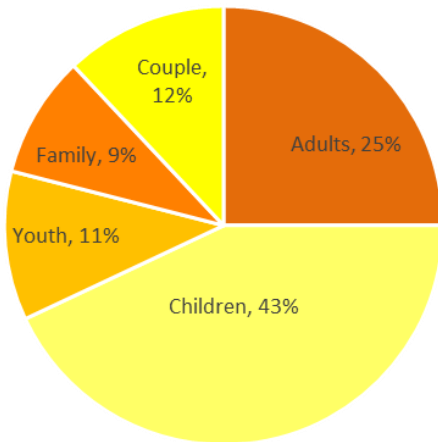
## Counselling data - 2016

404 clients  
353 new referrals  
30% increase in clients seen since last year  
480% increase since 2012

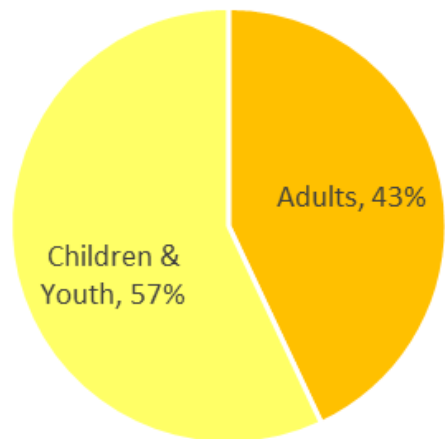


**535% variance between government funded clients and new clients seen**  
**713% variance between government funding and true cost**

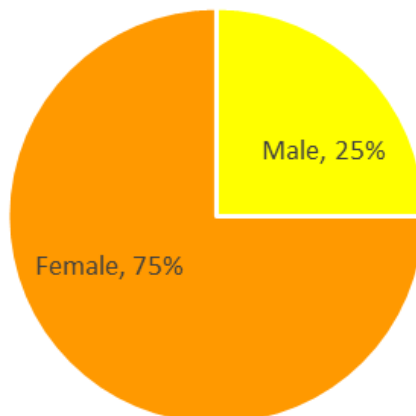
### Counselling type



### Age breakdown

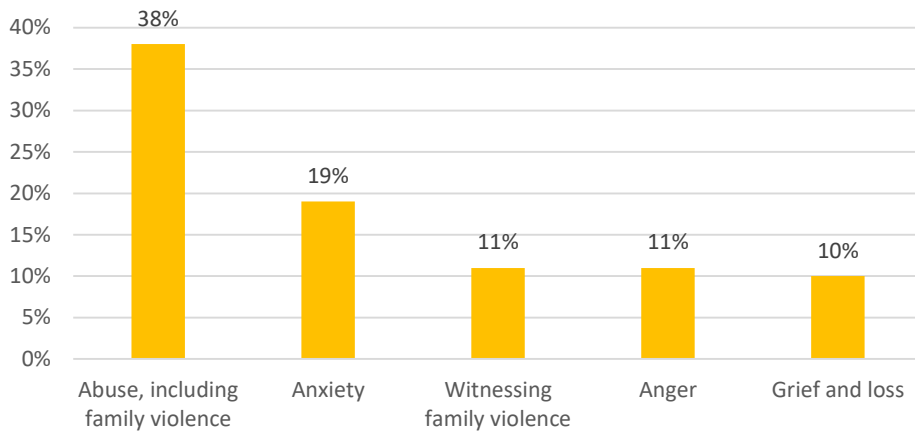


### Gender breakdown - adults

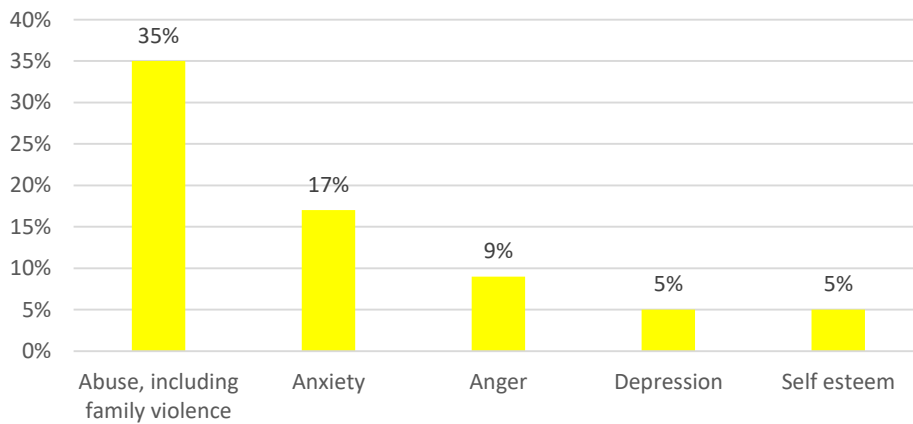


# Counselling data - 2016

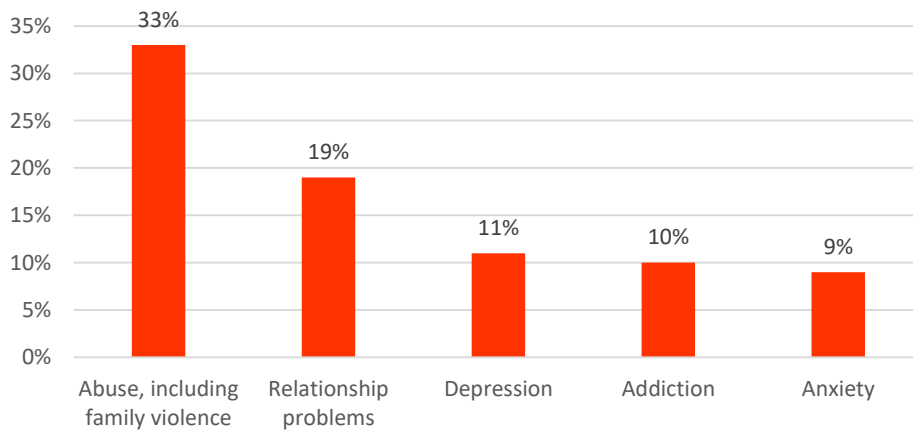
## Top 5 referral reasons - children



## Top 5 referral reasons - youth



## Top 5 referral reasons - adults



## Fundraising & marketing report

Working for Home & Family over the past months has been more fun and rewarding than I could have imagined. Not only that, but the amazing work of the counsellors and parenting team is truly unique and critically important for building stronger individuals, families and societies. It is this which makes fundraising for the charity both a challenge and a pleasure. As ever, we are extremely grateful to our donors, without whom our work could simply not take place.

The success of fundraising and Home & Family's profile has increased in recent times. One thing I've been struck by is people's willingness to pitch in and, once they learn more about our work, stay involved for a long time.

With this in mind, we are introducing a new and ongoing project, the aim of which is to increase financial sustainability and community involvement. "Activating Kindness" is an initiative that enables anyone to donate to Home & Family in ways which don't cost them directly, but help our fundraising efforts.

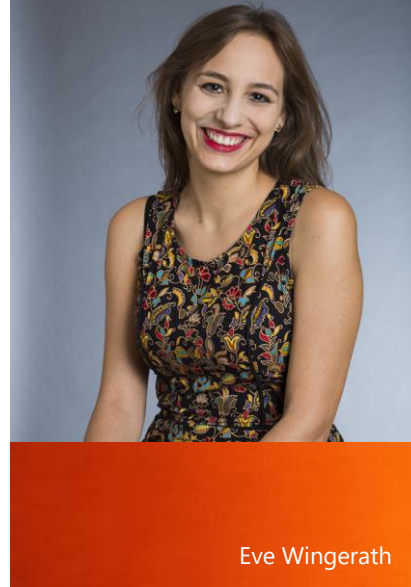
We have also been working more and more with other businesses and institutions from around Christchurch. Particularly exciting is our collaboration with Krama & Co; a social enterprise which supports women the world over, including directly funding Home & Family for work with women through sale of kramas. Our fundraising events continue, with Dancing With the Stars running for the third year in a row and enthusiasm as great as ever.

I'd like personally to thank the following people and institutions: Mediaworks, Fahey Fence Hire, Adgraphix, Stadium Cars, Spark, Vanessa and Scott Cole, everyone dancing in Dancing With the Stars this year, Krama & Co, Kristen Stewart Make-Up Academy, Ara Institute, Fairfax Media, Metropol, Addington Raceway, Justin Wallace, the whole of my fantastic fundraising committee and of course all the staff at Home & Family who double up as fundraising volunteers when needed!

Each and every one of these people or organisations have been so generous with their time and efforts and a real delight to work with. There is no doubt that the services of Home & Family are needed to create a stronger community and so it is wonderful that the community recognises this and helps make Home & Family stronger and more successful.



Eve Wingerath  
Fundraising Manager



"By supporting Home & Family I'm just doing my small part to fulfil the big hopes I have for all children in our community." - Mark Quinn, supporter

## Thank you to the many Trust and Foundations who work alongside us to support our community

Christchurch Casino Charitable Trust  
Christchurch City Council  
Christchurch Airport  
Diocesan Welfare Council, Catholic Diocese of Christchurch  
Dublin Street Trust  
Elizabeth Ball Charitable Trust  
Heritage New Zealand  
Jones Foundation  
The Keith Laugesen Charitable Trust  
Lottery Communities  
Lottery Heritage  
Lion Foundation  
Mackenzie Charitable Foundation  
Mainland Foundation  
Maurice Carter Charitable Trust  
Methodist Church of New Zealand, PAC Distribution Group  
New Zealand Charitable Foundation  
Perpetual Guardian  
The Philip Brown Fund  
Pub Charity  
Rata Foundation  
The Southern Trust  
The Stout Trust  
The Estate of Sybil Ada Hensley  
The Tindall Foundation  
Townend Trust  
Twigger Women's Refuge Endowment Fund

**Naku te rourou nau te rourou ka ora ai te iwi**  
*With your basket and my basket the people will live*

