



home & family  
te whare manaaki tangata

# Annual Report 2012-2013



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





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'We were very impressed with your set up and the work you do. We visit a lot of places and we felt the "spirit" of your place was fantastic. You are obviously passionate about what you do'.  
Dr, May 2013

### The Home and Family Society Christchurch Incorporated

Registered address: 4/316 Hereford Street  
Christchurch 8011

Telephone: 03 944 0635

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

Executive Committee: Phillip Duval (President)  
Jennifer Delaney (Vice President)  
David White (Secretary/Treasurer)  
Bruce Baillie (Minutes Secretary)  
Hilary Bliss  
John Goodrich  
Lindsay Strathdee  
Mary Caldwell  
Raewyn Perry

## Mission

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

## Vision

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

## Our Values

Respect, Hope, Compassion

It is the job of communities and government to support families in what they do best, by providing quality co-ordinated universal and specialist services and resources, supportive policy, programmes and law.<sup>1</sup>

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<sup>1</sup> The White Paper for Vulnerable Children



## President's report

Ladies and Gentlemen – it is my unreserved pleasure to present the 2013 President's report for Home & Family.

This year my report will consist of not only a general overview of the state of the Society's health and well being but also expressions of gratitude for all the work everyone has done along the way to help us to fulfil our aims and realise our dreams.

At the outset I want to make comment on and pay tribute to two people. The past year has been challenging for our two Managers with Lynne Trowbridge (now on 12 months leave) having done sterling work navigating our organisation through the somewhat uncharted waters of the Sleepover Act and Val Carter, on board from February this year, taking the helm with enviable finesse to oversee the eventual settlements under the Act.



Phillip Duval

The Manager of Home and Family plays a pivotal, important role in keeping all interested parties happy, not only maintaining the status quo across the spectrum of activities we are involved in as a charity but also provoking change, inspiring initiatives amongst staff and helping to build our brand. Of course there's much more to it than just these things; challenges undoubtedly arise on a regular basis to test one's mettle and it has been our good fortune in both Lynne and Val that they have been able to smooth out the wrinkles, calm the waters and maintain their respective focuses, in their own ways.

The fundamentals of Home and Family's work centres around our supported 24 hour accommodation and our counselling services, both in very good heart at this time. Notwithstanding this, a review of the accommodation commissioned last year and undertaken earlier this year by John Dunlop, a recognised health professional in the Social Services sector, recommended a raft of changes to further enhance and professionalise the service we are providing and the Executive Committee, the Manager and key staff members have been working to explore the best way forward. We are very fortunate to have experienced, committed people running the accommodation and I am always pleased to acknowledge their considerable efforts and contributions towards the overall success of Home and Family. Thank you to Sandra Talbot and her wonderful team (Carol, Deb, Mandy, Henny Jane, Sarah, Bron & Kalae) for another great year.

Our counsellors are a legendary group, working away in our Hereford St offices and in other locations to provide a much needed service to our community, among other things looking after so many people still suffering from the after-effects of the earthquakes that ravaged our city almost three years ago. Counselling children continues also to be significant part of their work with demand for services as high as ever. We all appreciate our counsellors (Cheryl, Rosemarie, Guy, Sophie, Carolyn and Noelene) and sincerely thank them for their fine work. No mention of Home and Family's counselling arm can be made without acknowledging the excellent work being done by Michael our Earthquake Support Co-ordinator and our counselling students Jocelyn and David.

It has long been the hope of Home and Family to find a true home where we can re-establish our offices, provide a suite of counselling rooms and have a base to grow all of our services in the community. In the past year considerable thought has gone into where to from here – our offices and counselling rooms are in leased townhouse accommodation at the moment and whilst we are very grateful to the owners of the property we realise this is not a long-term option for us. The Executive Committee, along with the Manager, has been examining options for relocating and it is hoped that a suitable property will become available sometime

in the next year. I'm sure Donna and Sue, our capable and enthusiastic Admin team, will be looking forward to having a little more space.

Charities can thrive only if they are adequately funded by government, the benevolence of the general public or through the generosity of charitable trusts and private entities offering sponsorship and support. Home and Family, as you will glean from our Treasurer's Report (David White), continues for another year to reach for the goal of good financial health, relying on a full team collective effort under the very competent and thoroughly watchful eye of David. Our fundraising duo, Derek and Gill, have served us valiantly this year and continue to find the much-needed dollars for us to achieve our goals through a multitude of skilful fundraising endeavours, innovative ideas, funding applications and more. For their efforts we are profoundly grateful and truly thank them.

To my fellow Executive Committee members I give a simple thank you also. Home and Family has benefitted so much from the work you have done, some of you over many years, and your knowledge, experience, expertise and, above all else, your love for this organisation and the work our people do is very apparent. It has been a pure delight and a humbling privilege to work with you and for you during this past 12 months' term of office.

Supporters and friends of Home and Family, professional colleagues and others, thank you for the ongoing expressions of support you provide to us, we appreciate it and we cherish it in the knowledge that your belief in this organisation's work, and the people who carry it out, enables us to look with great hope to the future.

Thank you.

Phillip Duval JP LLB MRSNZ MInstD  
President  
Home and Family Christchurch



# Manager's report

## Background

Home and Family began in Christchurch over 100 years ago starting life as the Society for the Protection of Women and Children. Today, as a small local charity, we provide essential services to those in need.

Home and Family has two main streams of service – counselling and a supported accommodation programme. The counselling service works with adults, children, couples and families, supporting them to work through issues that may present barriers to positive outcomes. The counsellors may work with clients to strengthen resilience, self-esteem, relationships - helping them work through issues arising from challenges such as domestic violence, addiction, abuse. Our Hereford St based counsellors are seeing more and more children and research tells us that this is not unusual. It is documented that throughout history following a major event there is often a two year lapse before post-traumatic stress reaches its crescendo. The ability to offer subsidised or free counselling is possibly more essential now than in any time in our past.



Val Carter

Our supported accommodation programme works with families where there is concern about parenting skills. Again, many parents will have had trauma in their lives that present barriers to successful parenting. In many instances, we work with families where CYF are considering the appropriateness of the family to continue parenting. In such serious situations, our accommodation programme has provided support and assessments to help families gain skills or agencies to make appropriate decisions that must always be in the best interest of the children.

This residential programme offers 24 hour supported accommodation for Mums and their children. During the day the Mums undergo a programme to teach life skills and strategies for safe and nurturing parenting of children. Staff are always present to teach pro social skills. An exciting new development is our work with Dads when they form part of a family unit. We have seen some great success with this and are keen to further develop this in the future. Our aim is to keep families together as a safe and secure unit wherever possible. Recently a chance meeting by staff with a man standing outside the fence looking at our house revealed he was taking a trip down memory lane. He had lived at the house as a child when it had been run by the Methodist Mission. He shared his happy memories of the people who cared for him and the things he did, like mowing the lawns for 50 cents. Fast forward to today and the house is still providing a place of safety, support, care and hope for children as their parents seek better outcomes for their families.



Michael Wise  
Earthquake Support  
Co-ordinator

## 2012/13

The last financial year saw us deliver a total of 2377 bednights' worth of support to families participating in our residential programme. Our counselling team delivered 661 counselling hours. Referrals to both services have increased and we are aligning our strategic direction to meet this increase in demand. We are proud to also be part of the Earthquake Support Coordination Service and are pleased that our Earthquake Support Coordinator's position will continue through to June 2014. This role has developed over the last couple of years and it will be interesting to see what coordinated support will look like into the future.

Earlier this year we commissioned an external review of our accommodation service. This review, that identified 'Home and Family have a proud tradition of providing accommodation to the 'weak and vulnerable', has allowed us to gain a clear vision that will enable us to ensure our residential programme remains effective and current.

We continue to work closely with other agencies, mindful of the collective impact of collaboration for our community. We maintain strong links with Child Youth & Family

The ability to offer subsidised or free counselling is possibly more essential now than in any time in our past.

and the wider Ministry of Social Development (MSD), Right Service Right Time and organisations such as Social Service Providers Aotearoa. We are pleased to be participating in the MSD's Investing in Services for Outcomes initiative through the Capability Framework and are excited about the prospect of building our organisational capability and collective capacity to best meet the needs of our clients and their communities.

There has been a lot to celebrate over the last year and given the vision, focus and commitment of the Committee and Team at Home and Family, I feel confident that the coming year will continue to deliver success as we work to support 'people to make a positive difference in their lives, their families and communities'.

## Treasurer's report

Following the practice of the last few years, this annual report includes a summary of the financial results for the year together two pie charts that give an overview of the Society's financial performance. The full financial statements including the auditor's report have been printed as a separate document.

Income for the year totalled \$635,768 compared with \$807,884 in the 2012 year. The most significant item that contributed to this decrease was the insurance proceeds received in 2012 of \$107,446. There was also a decrease of more than \$100,000 in the amount that we received by way of grants and donations. On a positive note however, our income for the 2013 year was almost \$78,000 more than we received in 2011 when our income totalled \$557,827.

The expenses for the year, including depreciation amounted to \$646,221. In 2012 the expenses amounted to \$567,544. The expenses for 2013 included the payments made to staff in settlement for the sleepover shifts paid since 2006 at less than the minimum wage. The total cost of this compensation was \$56,800 and this account for a large portion of the increase in wages. The Government contributed 50% of this compensation by way of an additional grant to the Society. The other expenses for the year are consistent with previous years and overall showed a small decrease from 2012.

As shown in the charts included within this report, 72% of the Society's income comes from grants and donations with the house accommodation contributing a 21%, Counselling 3% and other income 4%. On the expenses side, staff wages and salaries account for 76% of our costs with all other categories representing between 1% to 6% of our costs.

The Statement of Financial Position shows that the total equity of the Society at 31 March 2013 was \$575,901. Of this amount \$219,790 represents the increased value of the flats owned by the Society and of the remainder a sum of \$46,464, which was received by way of a bequest and a grant from the Methodist Church, has been set aside towards the cost of office while a further \$70,215 of the insurance proceeds which has not been spent is being held to replace office furniture and equipment lost in the Canterbury Earthquakes. The remaining balance of \$239,432 represents the general accumulated funds of the Society.

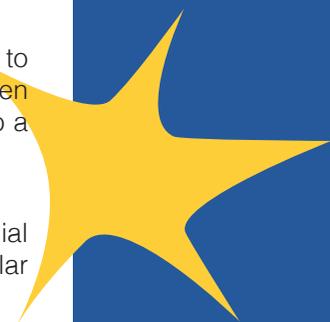
The challenge for the Society is to continue to expand its funding base not only to enable to continue its current services of assisting vulnerable families and children but to also be able to offer additional counselling and accommodation support to a wider range of clients.

In closing I extend my appreciation to the staff who have maintained the financial records of the Society and greatly assisted me in my task as Treasurer. In particular I wish to acknowledge the work done by Jeni, Sue, Lynne and Val.



David White

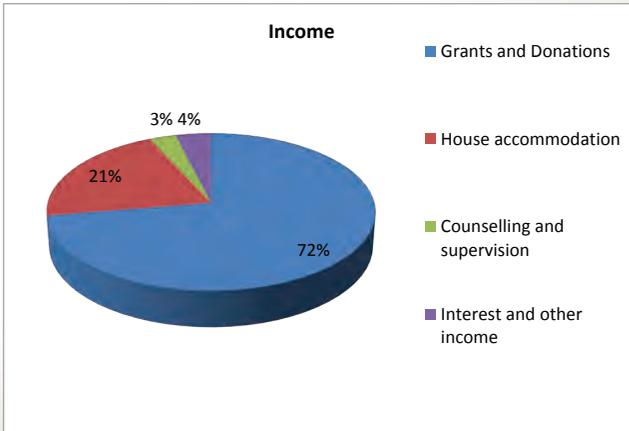
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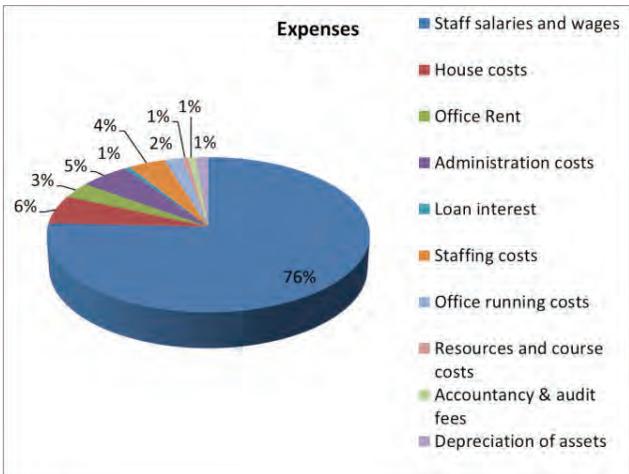
## Financial summary

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

<u>During the year ended 31 March</u>	This year	Last year
Income was received from:		
Grants and Donations	460,349	562,582
House accommodation	132,201	85,537
Counselling and supervision	18,384	13,704
Insurance proceeds received	0	107,446
Interest and other income	<u>24,834</u>	<u>38,615</u>
<b>Total Income</b>	<b><u>635,768</u></b>	<b><u>807,884</u></b>
And money was spent on:		
Staff salaries and wages	489,390	396,632
House costs	38,536	36,762
Office Rent	21,030	16,959
Administration costs	35,438	40,160
Loan interest	3,916	6,233
Staffing costs	26,294	25,392
Office running costs	13,205	17,348
Resources and course costs	3,698	5,525
Accountancy & audit fees	<u>5,543</u>	<u>4,578</u>
Total cash expenses	637,050	549,589
	_____	_____
Net surplus/(deficit) before depreciation	(1,282)	154,915
Depreciation of assets	<u>9,171</u>	<u>10,397</u>
<b>Net Surplus/(Deficit) for the year</b>	<b><u>\$(10,453)</u></b>	<b><u>\$247,898</u></b>
<u>At 31 March 2013 we had</u>		
Money in the bank or on hand	282,189	315,264
Money owed to us	46,275	3,515
Fixed assets	<u>472,176</u>	<u>475,068</u>
Total Assets	800,640	793,847
Less		
Money owing on accounts	90,562	17,446
Expense accruals	8,946	23,614
Unexpended grants	125,231	73,226
Bank loans	<u>0</u>	<u>93,207</u>
Total Liabilities	224,739	207,493
	_____	_____
<b>Giving equity at 31 March 2013 of:</b>	<b><u>\$575,901</u></b>	<b><u>\$586,354</u></b>



Grants and Donations	460,349
House accommodation	132,201
Counselling and supervision	18,384
Interest and other income	<u>24,834</u>
<b>Total Income</b>	<b><u>635,768</u></b>



Staff salaries and wages	489,390
House costs	38,536
Office Rent	21,030
Administration costs	35,438
Loan interest	3,916
Staffing costs	26,294
Office running costs	13,205
Resources and course costs	3,698
Accountancy & audit fees	5,543
Depreciation of assets	<u>9,171</u>
<b>Total Expenses</b>	<b><u>646,221</u></b>



## Accommodation programme

'The accommodation programme has meant I'm a lot happier and more confident so that changes a lot in the way I look at my life and the goals I have set myself'

As I reflect on another very busy year I am heartened by the dedication and commitment of the team to provide a safe and nurturing home for our families and their children. Regardless of background or issues that bring them to our services parents are supported to take stock and draw on their many strengths to achieve their goals which for all is to be happy and safe in their own home with loving family/whanau. I have been moved many times by the manner in which our families show their connectedness and relationship with us and appreciation of the support we provide. From the delighted hug or smile from a child to the gift of baking or handmade flax flowers or a whanau waiata; families doing the hard yards, breaking the cycle of violence, addiction or child abuse, being stronger, safer and together, these moments are what this work/mahi is about. They can take pride and celebrate their successes as they move on with their lives.

Twenty families have stayed with us this past year. That is 20 mothers, 29 children and 5 fathers all actively participating in positive change.



Sandra Talbot

Twenty families have stayed with us this past year. That is 20 mothers, 29 children and 5 fathers all actively participating in positive change. Fathers who were having to live separately from their children until they were able to successfully complete a placement with Home and Family have now been able to re-establish themselves as fulltime permanent caregivers and move forward with their lives. Children who had been in short and long term care situations or were at risk of being removed have also been able to return to or remain in the primary care of a parent. For the minority who remain in an alternative care situation while this is challenging it is also reassuring that these children are safe and well cared for.

It has been fantastic to be rebuilding capacity slowly and safely. This has seen some increase in our house team numbers with some exciting developments to look forward to. This team is made up of angels disguised as Carol, Mandi, Bronwyn, Deb, Sarah, Henny-Jane, Kalae and I know our families are thankful to the whole team for their unwavering support during challenging as well as successful moments.

While we like many still wait for EQC repairs at the house it is with delight we can say our flats will be repaired and available to operate at capacity in the near future. Exciting times ahead as we look to offer support to more families. The housing situation in Christchurch has been incredibly burdened and being fully operational once again will hopefully offer some short term respite for our families.



Home & Family Accommodation Team

## Counselling

'I have learned how to approach my child's upset and change in behaviour following separation.'

'I have more of an understanding of what needs to change.'

'My son has less anger, more respect and tolerance towards others and is better at verbalising his feelings.'

They say "a change is as good as a holiday". Well, I say that only a holiday is as good as a holiday, sometimes change is hard work and scary!! However, change can also be energising and even somewhat refreshing. The key is perception and how change is introduced. Reflecting on the past twelve months within counselling, we have certainly had our fair share of change as we fare-welled several of our counselling staff. Although sad when people leave, new people bring different strengths and new opportunities to embrace new possibilities.

We now have a team of 6 counsellors and 2 student counsellors and are able to offer a range of modalities to support children, youth, adults, couples and families. We have just equipped our second Child Centred Play Therapy room, in order to meet the increase in counselling referrals we are receiving for children. Child Centred Play Therapy can be used to support children from the age of 3

years. Play is the most natural way for a child to express himself, bridging the gap between concrete experience and abstract thought. This is why Play Therapy concentrates on play rather than talking therapy.

This year, we have been able to offer Gestalt Therapy. Gestalt therapists pay attention to mind, body and spirit, believed to be equally important in the journey of exploring a person's experience and worldview. This modality fits well with the Māori model Whare Tapa Wha. We attend to the physical (through the senses) as much as we do to thinking (mental), emotions/feelings (as in relationships to whānau) and beliefs (spiritual).

In addition, we continue to receive many referrals for relationship counselling. Using her training in Imago Relationship Counselling, our counsellor can provide a safe and supportive environment where couples can discover essential skills to work around relationship obstacles with meaningful and long-lasting results.



Home & Family  
Counselling Team

## Fundraising

It goes without saying that in order to keep our services up and running, we need appropriate funding to be available. Gone are the days when we had only one secretary who also did all the house calls – that was in 1910! We now have a staff of 21, over 2 sites and are running our counselling service and back office from a temporary setting.

At Home and Family, 72% of our income comes from Trusts, Foundations and donors. The position of fundraiser at Home and Family is an essential and ever changing one. The Ministry of Social Development 's 'Investing in Services for Outcomes' is specific in its expectations for sector wide collaboration, targeted responses and outcomes. This level of expectation, transparency and accountability is equally as vital for the Trusts and Foundations who financially support our work. Furthermore, these measures help us to evaluate our service so that it remains relevant within our community.



Home & Family  
Fundraising Team

So, how do we know that our clients benefit from our services? We maintain relationships with our referring agencies and feedback is ongoing. We also ask clients to complete evaluations at the end of their residential programme or counselling. Following is an example of data collected:

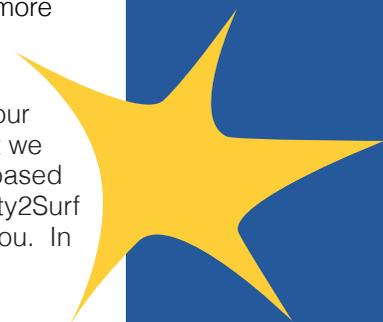


16 counselling clients completed evaluations following completion of their counselling with us. In response to the question 'how helpful did you find the counselling sessions?' 6 responded with 'quite helpful' and 10 replied with 'very helpful'.

12 clients who participated in our accommodation programme completed our accommodation evaluation. In response to the question 'was the service helpful or supportive?' all 12 agreed with 9 specifying that the service was 'helpful'. Clients reported being: more confident (11); less stressed (9); life was more manageable, they were more able to cope (11).

As with many charities, at Home and Family we acknowledge the support of our wonderful volunteers. This year we have been overwhelmed with the support we have received for our community and fundraising initiatives as well as office based assistance. These events, including our annual appeal, raffle, beanie knit, City2Surf and Mud Sweat & Tears participation would not have been possible without you. In particular, thanks to Opus staff who have been fantastic!

As with many charities, at Home and Family we acknowledge the support of our wonderful volunteers.





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

ANZ National Staff Foundation  
Bendigo Valley Sports & Charity Foundation  
Catholic Diocese of Christchurch – Tindall Foundation  
Christchurch Casinos Charitable Trust  
The Timothy Blair Trust  
Elizabeth Ball Charitable Trust  
Christchurch City Council  
Christian Healing Trust  
Community Organisation Grants Scheme  
Community Response Fund  
Child Youth & Family  
First Sovereign Trust  
George Mitchell Trust  
John Illot Charitable Trust  
Jack and Marjorie Ferrier Trust  
Jones Foundation  
B A Lewis Charitable Trust  
Lion Foundation  
Malvern Lions Clubs  
NZ Lottery Grants Board  
Mainland Foundation  
Methodist Church of New Zealand  
Maurice Carter Charitable Trust  
NZ Guardian Trust – Servicke Jones Trust  
Opus  
The Phillip Brown Fund  
Pub Charity  
Southern Trust  
Springhill Trust & Frimley Foundation  
Twigger Women's Refuge Endowment Fund  
William Toomey Charitable 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

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