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# Annual Report

Home and Family Society

Christchurch Incorporated



April 1st 2010 – March 31st 2011



# Serving Our Community For 103 Years

Founded in 1908 as the Society for the Protection of Women and Children, the Home and Family Society provides strengths based social services which inspire and support people to make a positive difference in their lives, their families and the community.

With a proud record of over 100 years of service to those most at risk in our community, Home and Family provides support to vulnerable families, assisting parents to make appropriate decisions for the well being of the family, with the safety of children being paramount

This support includes 24 hour supported and emergency accommodation for women and children facing severe personal difficulties, counselling for individuals couples, children and families (face to face and phone) and play therapy for children.

Clients enter the 24 hour Supported accommodation for a variety of reasons. Increasingly people are presenting with multiple and more complex issues, requiring considerable support and encouragement from residential staff in order to address their individual needs and those of their children. The success of the programme is a tribute to staff who give so much of themselves to ensure a successful outcome for the families.

We provide affordable counselling for individuals including children and young people, couples and families. People who would not normally be in a position to afford the “going rate” for counselling can come to us and receive the help they require.



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# Staff & Committee 2010 - 2011



<b>Patron</b>	Robert Consedine
<b>Manager</b>	Lynne Trowbridge
<b>Administrator</b>	Lindall Hansen
<b>Fundraising Coordinators</b>	Jeni Sparks / Derek Dean
<b>Counsellors</b>	Cheryl O'Neill, Maria Lui, Kevin Moran, Ruth Barber, David Millar
<b>Counselling Students/ Volunteers</b>	Rolien Busch, Michael Wise, Kathy Hughes, Annah Winheld
<b>Accounts</b>	Bill Delaney
<b>House Team</b>	Sandra Talbot (Social Worker) Carol Watson, Bronwyn Bentley, Debbie May, Sarah Starr, Donna Kenton, Kim Grey, Lindall Hansen
<b>Executive Committee</b>	Philip du Val (President) Jennifer Delaney (Vice President) David White (Treasurer) Bruce Baillie (Minute Secretary)
<b>Committee Members</b>	Hilary Bliss, Mary Caldwell, Chris Cox, John Goodrich, Raewyn Perry, Lindsay Strathdee,



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# Message from our President

In a year fraught with the most unimaginable loss of life and widespread devastation of personal and public property, the people of our city have shown the world, in the best possible way, an enviable, laudable spirit of survival, a calm, dignified sense of hope in the future and outstanding strength of character in the face of the adversities of a series of natural disasters.

Our own resilient organization has, through the tireless efforts of every member of our staff and under the supervision and leadership of our manager, Lynne Trowbridge, continued to operate without offices, counselling rooms or much of the equipment needed to run a business. Furthermore, for many months Lynne and the team soldiered on without access to critical files, computer data and important historical information. Loungerooms and studies became our offices and consulting rooms, coffee shops became preferred meeting places and all of this whilst trying to deal with the implications of damage to homes and properties, personal stresses and strains from the seven thousand aftershocks on top of the rigours of everyday life.

For all of this, if we take a snapshot or look at an overview of Home and Family in July 2011, we can once again in our one hundred and three year history, find reasons to celebrate as we have maintained financial stability, exceeded the expectations of our social service partners and much valued funders, and striven to serve and protect our clients with all of our abilities.

A pivotal part of our work revolves around our 24hr Supported & Emergency Accommodation; its ongoing success owes much to Sandra Talbot, our senior social worker, who continues to deliver the highest level of professional service to residents in the house; Sandra is admirably supported in her role by a strong, effective & confident team and they all enjoy our unreserved gratitude for the good work they are doing.

Our Counsellors, Administrator and two fundraisers, I will admit, have not had an easy time of things these past 12 months and since the February earthquake have not had dedicated rooms to work from. This is, of course, unsettling both from a professional and personal point of view and will surely have made their tasks more difficult. They are to be congratulated for their perseverance and their buoyant attitude.

I believe the current Executive Committee offers stability, experience and commitment; there is very much an embedded desire to serve Home and Family to the best of our individual and collective abilities. This is not to suggest that we can't or don't make

mistakes from time to time or don't make decisions that seem flawed but let me assure all our supporters, volunteers, staff members, funders, professional colleagues and friends that our goals and expectations for Home and Family are surely the same as yours. Let's keep working with a cheerful readiness in our hearts and an eye to the future to build on what has gone before us.

This reminds me of what I said in my annual report last year, *"Most of us know that an Annual General Meeting is a time to reflect on the year that has just passed but I believe that we should also be looking ahead and thinking about our future. We have survived several world recessions, one major depression and I am sure many an obstacle that may have seemed insurmountable at the time. As we are 102 years old this year it may well be time to turn our attention to some long term strategies which may involve change so that we will be better able to meet the challenges of the future in as strong a position as possible."*

Who ever would have imagined at that time what was to occur on September 4th and beyond?

On a final note I want to express my gratitude as president to those who have laboured long and hard on the compilation of our Centennial book, "There But For Fortune" which we have great pleasure in launching here at this AGM this evening. The principal contributors, Dr Dugald McDonald and Don Rowlands, both long standing supporters of Home & Family, have collaborated to produce a very readable work of outstanding quality and one that represents a considered, accurate account of our first 100 years. This book has been a number of years in the making and without the unrelenting persistence of Jennifer Delaney may never have been published. My sincere thanks to each of you and to everyone else who played a part in taking this book from idea to reality.

A final tribute must be made to Ivan Hatherley of Toltech Print who has led us through the publication process with a calm confidence and a knowledge of processes that has made it all that much easier for us all. We are indebted to him for his endeavours.

I trust and hope that the 2011-2012 year will be one of Home & Family's finest. I would be honoured if each and every one of you would accompany me on this next stage of the journey.

Phillip Duval



# Message from our Manager

When starting to write this report and reflecting on what had happened at Home and Family during the year ended 31st March, 2011, I found it difficult to focus on life before the September 4th Earthquake and the subsequent aftershocks. Our city and its people have been sorely tested since that time, particularly after the devastating February 22nd Earthquake. Home and Family add our voice of condolence and comfort to those who have suffered the loss of loved ones or property during this time. It does feel as though life will never be quite the same again. However Cantabrians are strong and resilient and although it will take time I know that Christchurch will redevelop into an even better city than previously.

In July 2010 Home and Family moved into a new premises, a lovely old Heritage Building in Hereford Street, near Cranmer Square. Feedback from staff and clients was very positive and we were all settling into our new home and planning to be there for many years. The building sustained damage during the September 4th earthquake and it was closed for a couple weeks until assessed safe to return to work. Our 24 hour supported accommodation house and two flats, also suffered some damage and the house had to be closed for a few weeks until it was made safe.

Unfortunately Home and Family's lovely counselling rooms and offices suffered badly in the February 22nd Earthquake and our landlords advised that the building was to be demolished. We feel very fortunate however, that at the time of the earthquake only three staff were in the building and although shaken and a little dusty, battered and bruised we emerged safe and sound. Our house and flats although suffering some further damage, were able to continue with business as usual.

After February we did not have a new "Home" to go to, staff worked from their own homes and our counsellors provided telephone counselling and support to clients. We were fortunate that we could meet regularly, for staff meetings and peer support at our accommodation house. Other meetings with staff took place at cafes around town as we all accustomed ourselves to the "new normal".

After September a need for support for people who had been badly affected in the earthquake was identified and an opportunity arose, for NGO's to work closely with the Ministry of Social Development to respond to this need. Agencies in our sector were asked to consider supplying staff to work in Advocacy Roles assisting the 800 – 900 people in Christchurch significantly impacted by the earthquake. Home and Family were able to respond to this request by bringing on board Michael Wise, who had previously been a student with us. Michael's life experience combined with his counselling skills made him an ideal candidate for this position. After the February Earthquake Michael's role expanded to include working with families who had lost loved ones in the earthquake. This work was a collaboration between, MSD, Police and some NGOs and

demonstrated a willingness for parties to work together to achieve the best outcomes for these families.

In September Kevin Moran , one of our counsellors, decided to leave us in order to focus more on development of his private practice. We were very lucky to have Ruth Barber, a very experienced counsellor, who had previously worked with us come on board again. David Millar also joined our counselling team. Staffing has otherwise remained stable and I feel very fortunate to be working with such a dedicated and loyal team. The house continues to be ably managed by Sandra Talbot our Senior Social Worker, she is well supported by Carol Watson, Bronwyn Bentley, Debbie May, Sarah Starr and Donna Kenton. Kim Grey and Lindall Hansen work on a casual as needs basis. Our counselling team of Ruth Barber, Cheryl O'Neil, Maria Lui and David Millar bring a wide range of skills to their work. Volunteers and students counsellors also make a big contribution to our work. Lindall Hansen has a key part to play as our office administrator, she is the first face of the organisation for clients, who regularly make comment about the friendly welcome they receive. Derek Dean and Jeni Sparks have continued in their fundraising roles, displaying enthusiasm and commitment at all times. Bill Delaney continues to volunteer his time on a regularly basis to work with Lindall taking care of our accounts paying wages etc.

Throughout the year our counsellors worked with a wide range of clients with common themes in counselling continuing to be, grief and loss, trauma, depression, anxiety, witness to or victim of domestic violence, relationship and parenting issues. Added to these issues was the specific effect of the earthquake on children and adults and the demand for counselling in this area is predicated to increase for some time to come.

Demand for our accommodation programme continued to be high with a waiting list for most of the year. The team at the house worked with some very complex cases over this time and their commitment to the families who come into the programme is outstanding.

I would like to acknowledge the way in which the staff continued to work throughout the stressful events of the last six months, continuing to provide a quality service to clients, whilst dealing with their own concerns about their homes and the wellbeing of their families and friends. I need to particularly acknowledge the house staff who were working at the time of the significant earthquakes. They followed all safety procedures diligently, providing assurance and support to the clients, whilst not always knowing if their own family and friends were okay.

Our committee have continued to ensure the governance of the organisation is well cared for. I have appreciated their support over the last twelve months. This support has been particularly important for me, whilst dealing with many complex issues that have arisen during the year. It was sad when Chris Cox tended her resignation from the committee and I know her contribution is missed.

A big thank you to all staff, committee and volunteers, it is your combined efforts that make Home and Family the special organisation it is.

Finally I would like to acknowledge all of our supporters, funders and other stakeholders and the contribution they make to ensuring Home and Family continues to deliver services to some of the most vulnerable people in our community.

Lynne Trowbridge



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# Thank you for your Support

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Air Rescue Services Ltd

Aldred Women's Fellowship

**ANZ Staff Foundation**

Casino Trust

**CCC – Strengthening Communities  
Fund Christchurch**

COG'S

**Community Response Fund**

Elizabeth Bridge Club

Eureka Trust

**Garden City Trust**

George Mitchell Trust

Hyman Marks

Inner Wheel Club of Christchurch

John Illot Charitable Trust

**Jones Foundation**

**Lion Foundation**

**Lottery Grant's Board**

**Mackenzie Charitable Foundation**

New Zealand Community Post

Papanui Methodist Women's Fellowship

**Pub Charity**

Save the Children

Sovereign Sunshine

**Springhill Trust and Firmley Foundation**

**The Canterbury Community Trust**

The Philip Brown Fund

The Southern Trust

**The Strathlachlan Fund**

**The Todd Foundation**

**Tindall Foundation**

Catholic Diocese of Christchurch

Upper Riccarton Methodist

Women's Fellowship

Baird, J

Consedine, C.E & R.J

Cotton, Margaret

Crowhen, Peter

Hampton

Hawkins, N.J & F.M

Hollingworth, Mrs S

Joseph, M.A

Christie, Marion

Robertson, Ian R

Sime, Graeme

Wallace, J

Weaver, C.T





# Message from our Treasurer

At the time of preparing this report the financial statements for the year had not been completed. The Canterbury Earthquakes of February 22nd severely damaged the offices of the Society at 236 Hereford Street. The building has now been demolished but fortunately we were able to recover most of the records prior to demolition. However, it has taken sometime to fill all of the gaps and the financial statement presented to the Annual Meeting have only just been completed and it has not been possible to have the audit completed.

Despite the upheaval and disruption following the earthquakes, the financial result for the year to 31 March 2011 was very pleasing. The revenue for the year rose by over \$40,000 from the previous year, and is the result of the Government grants toward wage costs of \$38,868 which were received following the Canterbury earthquakes.

Expenses for the year totalled \$486,669 an increase of \$27,913 or 6% over the previous year. The expenses with the greatest increases were staff wages which increased by \$17,796, house expenses with an increase of \$12,604 and office rent with an increase of \$4,263. The overall result after allowing for depreciation of \$4,938 was a surplus of \$66,221 compared with a surplus of \$51,070 for the year to March 2010.

The total value of the assets at 31 March 2011 was \$567,544 compared with \$537,096 twelve months earlier. The liabilities have decreased from \$264,861 at March 2010 to \$229,088 as the surplus for the year has been used to temporarily repay the floating loan with the Westpac Bank.

The overall net equity of the Society at balance date was \$388,456 compared with \$272,235 twelve months earlier. The increase in the value of the flats owned by the Society represents \$219,790 of the overall equity.

Most of the office furniture and equipment was lost as a result of the earthquake. Some damage was also sustained at the house and flats although the house has been able to continue operating. It is hoped that all of the repairs as well as the replacement of furniture and equipment will be funded from the proceeds from the insurance claim.

In closing, I must again express my appreciation to Lynne, Lindall and Bill who maintain the financial records of the Society and give me considerable support in my task to monitor and oversee the financial affairs of the Society.



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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 unaudited financial statements.

The full financial statements and audit report will be published separately.

During the year ended 31 March	This year	Last year
Income was received from:		
Grants and Donations	389,246	394,211
House accommodation	99,672	94,808
Counselling and supervision	18,543	18,765
Interest and other income	50,366	9,817
<b>Total Income</b>	<b>557,827</b>	<b>517,601</b>
And money was spent on:		
Staff salaries and wages	350,983	333,187
House costs	47,362	34,758
Administration costs	20,054	21,254
Loan interest	14,301	16,517
Staffing costs	13,943	15,147
Office running costs	12,673	13,060
Office Rent	20,257	15,994
Resources and course costs	2,596	2,964
Accountancy & audit fees	4,500	5,875
<b>Total cash expenses</b>	<b>486,669</b>	<b>458,756</b>
Net surplus before depreciation	71,159	58,845
Depreciation of assets	4,938	7,775
<b>Net Surplus for the year</b>	<b>\$66,221</b>	<b>\$51,070</b>
<b>At 31 March 2011 we had</b>		
Money in the bank or on hand	75,857	46,293
Money owed to us	36,086	32,263
Fixed assets	455,601	458,540
<b>Total Assets</b>	<b>567,544</b>	<b>537,216</b>
Less		
Money owing on accounts	45,737	31,865
Expense accruals	20,171	24,480
Unexpended grants	73,697	4,727
Bank loans	89,483	203,789
Total Liabilities	229,088	264,861
<b>Giving equity at 31 March 2011 of:</b>	<b>\$338,456</b>	<b>\$272,235</b>



# Thoughts from Michael Wise

Recent events relating to the Earthquake in September and the aftershocks have impacted on us all. Michael Wise, one of our counsellors here at Home and Family has been very much involved with providing support to those people affected. These are his thoughts (abridged from an interview in May 2011)

*Since December 2010 I have been doing Earthquake Support Coordination work, assisting people with practical and emotional help. Recently, since 22nd Feb this work has changed into doing intense trauma, loss work and bereavement counselling. This has included more up-skilling in the area of post traumatic stress, work that could reach into the future for some time to come.*

*Often when change comes it is catharsis, and so wonderful to see. We live in times, I believe, where we are not split as in older times by financial classes, but in terms of being equipped mentally and emotionally with the tools necessary to positively tackle the complexities of life. I believe that Home and Family will have far reaching effects in individual lives, not only for this generation but for those that follow. I firmly believe that the most powerful legacy we can leave the world is good mental / emotional health*

*Mental / emotional health in the past has had a negative stigma, with 18th Century clinical practices that would put anyone off! Nowadays counselling has moved on, but some of the stigma has not and this may take more time. It is happening however. Today counselling should be an entirely safe and relaxed, friendly affair where client / counsellor relationship is totally respectful, gentle and a life growth experience. Personally I believe that counselling and learning new life skills should be a hugely liberating and life changing experience. These are things previous generations often just did not know and then we are destined to mostly just stumble through life without the needed tools to cope well emotionally. Thank God times are a-changing...*



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# Fundraising and Donations

Home and Family receives approximately 25% of its income through various Government contracts, relying on client fees and donations from Trusts, Foundations, Companies and Individuals to raise the 75% balance required.

We also are involved with and hold a range of fundraising activities throughout the year and we are extremely grateful to our Volunteers for making these a success.

One event which we will miss tremendously was assisting with the Floral Carpet event at the ChristChurch cathedral. Our wonderful volunteers were responsible for ticketing and admission at this event for which we received a Donation from the Garden City Trust. It was with disbelief that we watched the destruction occur just two days after The Floral Carpet closed. We have been assured that this event will "bloom again" in a different format, and that we will be invited to be part of it once more.

Our Annual Gold Star Appeal has seen us having volunteers at various malls and supermarkets throughout Christchurch and suburbs in October. This Appeal not only gives the public an opportunity to donate to Home and Family but also raises awareness of what services we provide.

And in December we had our "Experiences for Christmas" Raffle with kindly donated prizes ranging from "One Nights Accommodation at a Scenic Circle Hotel" to "A ride round the Ruapuna Race Trace". It is hoped this will also become an annual fundraising event.

Your donation will help to ensure we can continue to provide support for our community.

## I would like to help Home and Family in their work with Children and Families

Name .....

Address .....

.....

Phone .....

Email .....

Charities Commission No. CC 23597

Here is my donation: \$20 \$50 \$75 \$100 Other \$.....

☐

Please send me information about making a gift to Home and Family in my will.

To discuss making a regular donation or automatic payments:

Ph 379 5645 or email [derek@homeandfamily.net.nz](mailto:derek@homeandfamily.net.nz)

*Thank you we will send you a receipt*