



NAPIER FAMILY CENTRE

Annual Report 2017/18

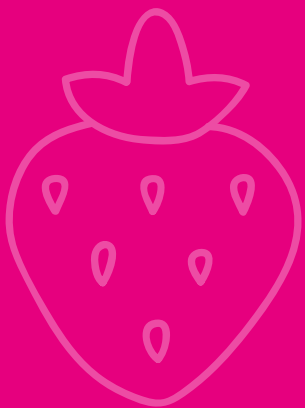
'Making the future happen together'





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2017/18 Board Members, absent: Caroline Hickman

OFFICERS

CHAIRPERSON: Dr Diane Mara,
All Saints Anglican Taradale

DEPUTY CHAIRPERSON: John Bebarfald,
Napier Baptist Church

SECRETARY: Susan Green,
Finance and Administration Manager

TREASURER: Mike Healy,
Catholic Parishes of Napier

BOARD MEMBERS 2017-2018

Dr Diane Mara, All Saints Anglican Taradale

John Bebarfald, Napier Baptist Church

Kathryn Curran, Chief Executive Officer

Kerry Marshall, St Paul's Presbyterian Napier

Mark Goodson, Co-opted Member (Willis Toomey Robinson)

Mike Healy, Catholic Parishes of Napier

Rev'd Ian Render, St John's Cathedral

Rev'd Tony Franklin-Ross, Trinity Methodist Church

Caroline Hickman, Trinity Methodist Church

Morris Williams, Co-opted Member (Finance Sub Committee)

Lionel Maxted, Co-opted Member (Finance Sub Committee)

EXECUTIVE TEAM

CHIEF EXECUTIVE OFFICER: Kathryn Curran

FINANCE AND ADMINISTRATION: Susan Green

FINANCIAL CAPABILITY SERVICES: Debbie Mackintosh

COUNSELLING AND PSYCHOLOGICAL SERVICES: Sheryl Smith

FAMILY SERVICES: Limor Strong

BRIGHT FUTURES: Andrea Driver

SUNNY DAYS: Cathy Grigsby

CHARITY SHOP: Carolyn Pugh (From June 2018)



Strength in community

The complexity and magnitude of social and economic challenges today are undoubtedly tough. We are often asked how we keep fighting the same issues when the size of the problems do not seem to diminish.

We see amazing potential in our community, not just among the clients we serve but among the volunteers, advocates, philanthropists and youth of our region and we can all support change through thinking positively about that.

Collaboration can drive broader social change, which is something we, at Napier Family Centre experience frequently. Take our work this year with the help of William Colenso School and Napier Boys High School. Both were ready and engaged to take action and support Napier Family Centre's work. Why? They see the issues around us and feel connected to contribute to a solution.

Authentic engagement is about someone feeling connected to you and motivated to take action. Momentum is gathering as today's youth are more aware of social and economic issues but they have decided they're not powerless to do something about them. One person can make a change.

Yes we live in a world of Kardashians, however social channels give our children, women and minority communities a voice and an opinion to be who they are and combat the challenges of today. #metoo. We are all learning that we don't need to change who we are, we need to help people change the way they see us.

When we talk negatively about issues such as child poverty for instance, 'being a burden' or saying 'it's not the child's fault, that has implications and it can contribute to a divide. Sometimes the way we talk about these issues makes us feel like we can't fix them.

Most New Zealanders care about people hurting and there are things we can do about it, we don't need to feel hopeless and we can lift the stress across our communities when we connect.

The trauma in the world and our communities is no doubt going to remain harsh but there are so many good people willing to take on the challenge for a brighter future.

There is comfort in the knowledge that our mission today will be supported by the strong, spirited youth of tomorrow.



Napier Boys High School Interact Club, Ahuriri Rotary and Napier Girls High School this year helped us raise money to replace our Sunny Days Van.



MESSAGE FROM THE CHAIR

Dr Diane Mara MNZM

KIA ORA KOUTOU KATOA! IA
ORANA! TALOFA! KIA ORANA!
GREETINGS TO YOU ALL!

Thanks to the tireless efforts of our CEO Kath Curran and all our employees and volunteers, Napier Family Centre (NFC) has faced and met the many challenges evident within the communities we serve.

The economic, social and political climate and issues of quality housing, family budgeting, counselling and early childhood care and education continue to require not-for-profit NGOs such as NFC to make up the shortfall from government funding levels to the sector.

I am privileged to be the Chair of a dedicated Board that continues to work from the base of our shared Christian values and beliefs to serve those in society who, for whatever reason, need help to regain their sense of control and choice in their lives.

This year we appointed three new Board members who bring a range of knowledge and experience from current and prior service in governance, financial management, social service provision and family law. The contribution of the Very Rev Ian Render Dean from Napier Cathedral links us back to our origins. We also welcomed Kerry Marshall from St Pauls' Presbyterian Church and Caroline Hickman from City Methodist. They have brought some fresh thinking and new ideas to the Board. My thanks go to our continuing members: John Bebarfald (Baptist) is Deputy Chair; Mike Healey (Catholic); Rev Tony Franklin-Ross (Methodist) and our seconded member Mark Goodson who have been active in governance responsibilities this past year.

As described in Kath's report the 2017-18 year has seen Napier Family Centre incorporate like-minded services and agencies that continue to extend our connections and range of services provided from within our premises. The Board thanks the staff for adapting and embracing all of these changes this year including our new venture into Charity Retail in the Taradale Shopping

Centre. The process in establishing this new initiative involved some extra time and effort by all parties. The Board joins with me in congratulating our CEO and the new managers Carolyn and Tania for their time and commitment in establishing such a bright and welcoming outlet, which also provides a shop-front visibility for NFC.

The Board has reviewed our Strategic Plan. We believe we are still responding to the identified needs in Central Hawke's Bay, Flaxmere, Hastings and Napier within current sources of income and support. However, it is also true to say that every year this fine balance provides us with a challenge. We have also initiated a review of our Board policies and procedures which will carry through into 2019. Our risk management and health and safety policies continue to operate robustly. In terms of sustainability we acknowledge the ongoing support of the Napier Family Centre Financial Trust once again for their contribution of \$17,000 this year.

Yet again the contributions of all of the stakeholders within the whānau of NFC: Board members, Trustees of the Financial Trust, our volunteers, our qualified and professional staff across all of our operations, our philanthropic supporters, the allied agencies and parishes keep us able to serve our communities of need. On their behalf and to you all I say thanks for another year and God Bless you all!



CHIEF EXECUTIVE OFFICER

Kathryn Curran

THIS IS MY FIFTH ANNUAL REPORT AS CEO AND I REMAIN INSPIRED BY THE TEAM AT NAPIER FAMILY CENTRE.

In the face of challenges that are growing in complexity, the team works alongside families to help parents and whānau achieve their goals for creating better futures for themselves and their children.

Through our services in early childhood education, counselling, financial capability, family social work, parenting and children's programmes, Napier Family Centre has been a part of over 2500 people and their families' lives. Leading our workforce of 60 staff, 60 contractors and 30 volunteers are our executive management team; Andrea, Cathy, Debbie, Limor, Sheryl, Susan and Carolyn, who joined us in June. I thank them for their commitment to our community, their values-driven decision-making and their sheer tenacity to keep pursuing the best for our families.

Several common themes come through the service reports and these themes are subjects of daily headlines but nevertheless raise alarm for our workforce who are describing the difficulty in providing the right resource for families seeking help, many in desperate situations. These themes include housing crisis and the insecurity of shelter, mental illness, addictions, trauma and financial indebtedness. I encourage you to take time and read their reviews as the reports are insightful. The stories behind the numbers speak to the strengths and courage of our families who seek help and the difference made through practical services and programmes and just keeping it real.

For this 2017-2018 year under review we saw July bring on board Pleroma Social Services in Otane, Central Hawke's Bay. This undertaking was a rapid extension to our suite of services in family social work, children's programmes and counselling. We have enjoyed getting to know the CHB community further and how we can best contribute.

Some of the new activities in Hawke's Bay throughout the year included Incredible Years Autism, Group Therapy, a Bright Futures playgroup designed on Te Ao Māori, as well as the full complement of parenting and children's courses. In The Terrace school in Waipukurau we delivered the Life in the Toughlane programmes to Yrs 7 and 8 classes. We also remain actively involved in collaborative initiatives such as the Ngātahi project across Hawke's Bay to strengthen children's workforce competencies.

Our audits this year included Sunny Days ERO, Bright Futures ERO, our MSD approvals audit and our financial audit. The financial result this year was a surplus of \$40,591 off a turnover of \$3,965,340. We take the deliberate decision to reinvest in our community in terms of subsidised hours for families in ECE and counselling.

Without \$343,112 from our philanthropic sector we would not have been able to commit all the resources we do to the community. We are so grateful for the generosity of our donors and grant makers. We are really appreciative of the rangatahi in our school communities who gifted artwork and energy in fundraising efforts. As well as the tangible dollars that enables the work we find this mandate and kindness a boost to our spirits that is priceless. Thank you for your gifts and aroha.

I would like to acknowledge the welcomed additions in April 2017 to our Financial Capability team from the Napier Budget Advisory Service who complete their fixed term contracts with us in October 2018. Denise, Jill and Remco brought experience, skills, hard work and fun at a time we needed extra support embedding the new Oranga Tamariki contract.

Volunteers for Napier Family Centre provide their talents and skills in many areas like community gardening, bread run, food parcel collections and social work. They encompass the spirit of giving and we are thankful for their dedication.

The year ahead brings us more innovation as we have opened a Charity Shop in Taradale and joining our staff are manager, Carolyn and her assistant Tania. The volunteers are amazing, the donations of goods from the community has been terrific.

In August we welcomed People's Advocacy Services whose Napier team will be providing their much needed free advice and assistance from our Napier offices. The HB Community Law Napier clinic continued to run successfully and will be adding an additional afternoon.

Finally, I thank my Board. I am blessed with a supportive and engaged Board and Chair whose wisdom and oversight of the governance of our complex organisation keeps us in sound shape and good heart.



In July 2017 Napier Family Centre took on Pleroma Social Services following the winding up of their Trust and we were awarded a contract by Oranga Tamariki for counselling and social work.

We would like to acknowledge the assistance, support and encouragement of the former trustees of Pleroma Social Services Trust, the manager, Rachel Mackay and the administration assistant Catherine Pedersen. Colleen Edwards remained a full time social worker in the service; Suzanne Hoyt as counsellor on student placement and we were delighted to employ Patricia Schimanski-Clark as our part time counsellor.

By Colleen Edwards

***Ki te patai mai tetahi ki ahau,
he aha te mea nui o tea o?***

***Maku ra koe e ki atu, he tangata,
he tangata, he tangata.***

Na reira, ke te mihi.

**If someone were to ask me,
what is the most important thing in the world?**

I would answer him, it is indeed people.

I greet you all.

I would like to acknowledge Napier Family Centre for taking on our agency and allowing us to continue to use the Pleroma name and most importantly to be able to continue working with whānau in the C.H.B area.

Ko to hera.



AS ONE SUN SETS, ANOTHER ARISES.

Pleroma is involved in the fortnightly family violence committee.

One of the initiatives in CHB is liaising with the hairdressers on how to direct women who are in a violent relationship. We will present a plan around having those safe conversations with their clients about violence and how they can help. The hairdressers will be given handouts on IT'S NOT O.K.

The Safer Central Hawke's Bay Accreditation day was a highlight and I felt privileged to be part of an auspicious occasion. I felt the closeness of a very caring C.H.B. community and how important it is knowing the networks and how they can help to enable our whānau. We are an active community that connects well with other agencies and this network of agencies has a strong ethos in helping our whānau get the very best support.

Ehara taku toa, I te toa takitahi, engari he toa takitini.

Success is not the work of one but the work of many.

No reira, tēnā koutou, tēnā koutou, tēnā tatau katoa.



FINANCIAL CAPABILITY SERVICES

Debbie Mackintosh - Manager

TOO EASY TO BORROW.

Should it be ok to borrow money when there is no chance you can afford to pay it back? Of course not, but let's show how easy it is to do:

A quick scroll through social media and you will no doubt see an advertisement for a FREE loan, it looks like you meet all their criteria, how good is that! It even says in black and white it's not going to cost you anything, no fees or interest, it's a no brainer! \$500 should cover it, just until you can get back on track.

Something in the back of your mind says you should be careful with this, make sure you meet every payment and stay on top of it, so you do. Your loan balance is down to just \$10 in a few weeks, that wasn't so hard and you were finally able to stock the cupboards! The power bill didn't get paid this month but that's ok, you're used to having to prioritise.

You get a call from someone really nice at the loan place, they say you're one of their best customers, would you like to borrow \$1500, there's no need to provide banks statements or anything as you've already proved you are a good customer. So you agree, unaware that the \$10 you owe on the previous loan is now attracting interest on the whole loan amount. Suddenly \$10 becomes \$750 and \$1500 becomes \$2000. Your debt is nearing the \$3000 mark and you just don't know how this happened so quickly. How can you be paying 400% interest, that can't be legit can it?

Unfortunately this downward spiral to out of control debt is seen daily by my team, it isn't shocking to us to see interest of 850%. It is just too easy to borrow and the system is failing the most vulnerable. A review of the Credit Contracts and Consumer Finance Act is underway to address Predatory Lenders but this is taking a while. The responsible lending legislation has changed little and our clients are racking up huge debt and anguish with lenders before we can intervene and threaten action to the commerce commission. Sometimes we can have charges and interest reversed but it is a long and hard road for the client to travel.

Over the 2017-18 financial year our Financial Capability Service saw 729 new clients which was 72% of total clients. We held 2392 sessions over the year, 48% over what we were contracted to provide, showing the need in our community for assistance with debt, food and financial crisis is as high as ever.

Requests for food parcels of 375 is a little higher than last year and a major concern as the number of children living in the homes of our clients experiencing poverty and food insecurity is nearing

600.

Client's total debt reached over \$14.5m this year including mortgages. Excluding mortgages that meant a significant burden of debt on top of living pay cheque to pay cheque. With landlords increasing rents and the shortage of rental properties, we have seen many people living in motels, transitional and emergency housing. These are often the people who were just scraping by but just a small increase in living costs is enough to tip the scales to severe poverty.

Under such extreme stress many families are breaking apart as struggles with household finances dominate the relationship.

Government agencies' expectations are high in terms of repaying debt and power companies can be quick to cut power to vulnerable families, citing clients 'no longer meet credit requirements'.

Both Summary Instalment Orders and No Asset Procedures have increased marginally on last year whilst debtors' petitions have significantly decreased from 12 to 5. We are very clear that Bankruptcy is not an easy way out and has significant repercussions including the ability to work, rent, bank and borrow.

Our service continues to work collaboratively to provide education in Financial Capability through our MoneyMates group workshops. This year we held community education workshops at Springhill Addiction Centre, First Choice, Plunket and Napier Corrections to name a few.

We remain committed to our clients who are courageous in seeking help and are working hard to build their financial capabilities for a brighter future.

77% OF NEW CLIENTS PRIMARY INCOME SOURCE IS WINZ

40% OF NEW CLIENTS ARE RENTING
27% OF NEW CLIENTS ARE HOUSING NZ
4% OF NEW CLIENTS ARE HOMELESS

372 REQUESTS FOR FOOD PARCELS



FINANCE & ADMINISTRATION

Susan Green - Manager

RESILIENCE, WARMTH, EMPATHY AND COMPASSION.

As I sit here and reflect on the last 12 months, I am overwhelmed by the amount of resilience, warmth, empathy and compassion I am privileged to see on a daily basis through some amazing women here at Napier Family Centre.

These ladies are the heart of what keeps Napier Family Centre revolving. There is utmost emphasis in ensuring every client that comes through our door or calls in, is treated with warmth, empathy and respect. Pride is put on the fact that if we can't help, we will find someone that can. Lorraine, Laura, Emma, Hellene and Jenny (and Barb as our go to cover person) are our client's champions but what makes me the most proud is that we do this all while we have so many other things going on in the background.

The 2017-2018 year saw a lot of changes for the Admin team. Pleroma Social Services in Otane was merged into the mix. We took this all in our stride and now answer all the calls here in Napier. We picked up their old data system and made the transition over to our database. There was a lot of learning (and a lot of coffee consumed) from both the Admin team and Pleroma team to make this transfer successful. As we move on to the next year, we find ourselves with Pleroma firmly embedded in our processes, as if they had been here all along.

We were treated, at the end of 2017, by having our toilet block refitted by our Landlords. What was once known as "Antarctica" in winter, is now a more pleasant experience for staff, clients and visitors.

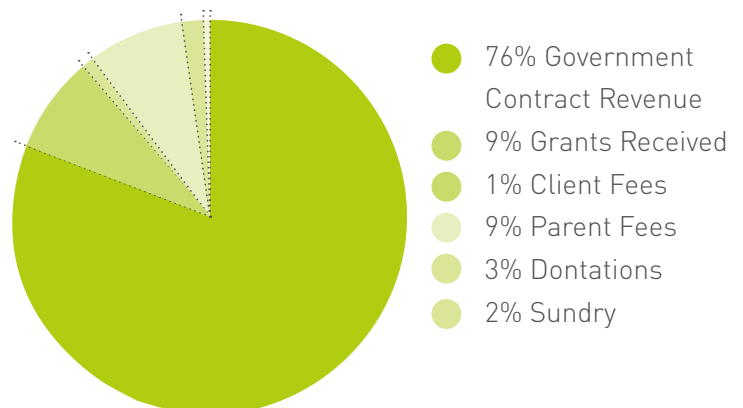
Our Servers were upgraded in storage capacity this year and we finally had Fibre installed. Some of the IT assets were re-jigged, within the staff, to allow for CHB Visiting Teachers to have laptops, making them more mobile and flexible. We were also graciously gifted a new laptop when we changed printer providers. Andrea, Bright Futures Manager, was the recipient of this laptop, making almost all of our Bright Futures Staff more mobile with suitable IT devices. Mobile devices were also upgraded this year, thanks to Spark for arranging this for us, bringing updated technology to our teams in the field.

In February 2018, Bright Futures started offering Out of School Care. As this was all new to both Bright Futures and the Admin team, we were afforded the luxury of creating an administrative process from scratch. Of course this hasn't been without it's ups and downs, but we have learnt so much from this new initiative.

Financially speaking we saw a 7% increase in income for the 2017-2018 financial year, this was partly due to a big increase in grants received, donations and general appeals. Our Government Contract revenue was down for the year, however the management team has kept a very tight line on the cost to income ratio, resulting in a surplus for the year.

Finally, I would like to acknowledge an honorary team member. This amazing lady is 93 years old. Her name is Mrs Prince and she is a regular here bringing in her beautiful handmade gifts for children. Mrs Prince creates skirts, pants, quilts and bags in her own time and out of her own pocket. So thank you Mrs Prince from not only my team and myself, but from all the lucky children who have received one of your many creations.

INCOME





ACCORD PSYCHOLOGICAL & COUNSELLING SERVICE

Sheryl Smith - Manager

THIS YEAR OUR ACCORD AND ACC CONTRACTED COUNSELLORS HAVE MET THE HIGHEST LEVEL OF SERVICE DEMAND TO DATE.

We worked with 821 client families presenting multiple and complex issues. The demand on triage, assessment, referral and placement aspects has been high with thousands of enquiries by phone, email and our website. The professionalism and flexible work hours provided by our practitioners has meant that we could attend to families that were not being met either through lack of access, financial barriers or scarcity of particular expertise. Awareness of the proven benefits of Counselling is more accepted with families asking for help at earlier stages of distress and advocating for themselves and others. Collaboration between services within Napier Family Centre has continued to be a strength to enable each other in the care of our client families. Our good relationships with people in Community organisations and Government agencies has allowed facilitation between services and eased access for clients. Face to face and over the phone Napier Family Centre staff are able to alleviate anxieties and help with practical solutions. It is a daily pleasure to see clients for whom relief and calm decisions follow relational support and kindness. People are treated with respect and dignity through the services beginning with Reception where high levels of skill de-escalate tension and set the tone for the client journey with us.

Parents, people in relationships and men have been contributors to the growth in enquires along with single women from 40-60 for whom there are gaps in service.

Once again anxiety, depression, relationship disharmony and reconciliation, grief, isolation, loss, change, bullying and abuse have been dominant primary issues. The difficulties people experience in dealing with Court systems and processes to meet basic Welfare, Housing and Income need has meant priority focus on managing distress for individuals and families when these are societal issues and ills. The requests people made for help with other issues such as those named above are able to take place with calm space for learning and processing and hence these issues are secondary to calming distress. Personal resources were stretched beyond reasonable limits and consequent Mental Ill Health has not been matched by service delivery.

We have a professionally diverse and skilled team of Therapists. Their range of expertise and years of practice experience allow Accord to provide services for client families with wide a range of issues. Every week we deliver 16 days of Counselling appointments from our NFC premises. Four days of services take place in Otane. Three sets of 8 week Post Natal Adjustment Programme were co-facilitated this year and we offered groups for the PNAP Dads. Six Private Practice Counsellors and Psychologists working from their own rooms delivered ACC contracted services for clients dealing with effects of Trauma and Abuse. Services were available on site for at least one evening a week and many Saturday mornings were available for couples and adults. This year we developed a group programme of six sessions for people referred by their GPs for Anxiety and Depression. We ran six groups of the Building Resilience course in both Napier and Hastings. We have had positive feedback from attendees on both the content and the skilled facilitation of our small team of providers.

General Practitioners have once again been seeking the best care for their patients with funding limits and an expectation of patient self-care and responsibility. Both patients and GPs are working to find the best match of skills to improve mental health and wellbeing. Preventing the extremes of ill health is a priority as much as attending to current health issues. We are all using internet resources for information and to find services for face to face care. Treatment options for depressed and anxious people include online resources, groups such as ours and individual sets of sessions. Prescribed Counselling is increasingly being offered by GPs without or alongside medication. Awareness of the proven effectiveness of Counselling has increased and local GPs promote use of therapy more than ever before. Counsellors and Psychologists are matched according to the expertise needed in a relational process. Transformative processes are experienced by our clients who let us know how their lives and the lives of their children have changed for the better and this feedback is appreciated and shared with practitioners. We provide space for clients to examine their lives, develop new approaches and practice change while supported well.



Counsellor wellbeing is key for the intensive work they do with clients. Support, instant Supervision and debrief on request, external Supervision and opportunities for Professional Development, Peer and Cultural Supervision all benefit our well rounded practice. They also receive support and assistance to maintain professional development, community connections and standards for membership to Professional Associations. The Supervisors and Facilitators who contribute to the professional health of our practitioners are a vital part of our safe and effective practice.

Working parents and their children have received life changing input from our team. Support to manage thoughts and feelings when change or trauma present, has meant parents and young people feel confident with skills and strategies to resolve tensions and miscommunication. Families have made positive choices when given the resources to do so.

The fact that we have a number of specialised services working together in Napier and Otane with some services able to be located in Hastings, has meant a greater reach, improved access for families and provided a sense of safety for vulnerable clients. Counselling and Psychology, use of many therapies, parenting support, groups, financial capability, legal advice, early childhood care and education, are all well utilised. We continued good working relationships with agencies and organisations to ease access for clients, provide service level information and to develop proposals to attract funds to support all of the high quality work being carried out and the increasing number of referrals from government and non-government services that come with no identified funding.

Thank you to those clients who were able to fund their own Counselling appointments as this allows wider application of the available funding sources. Health Hawke's Bay, Organisational Counselling Programmes and the Ministry of Social Development have provided funds along with Napier Family Centre subsidising those who could meet us part way with their own payment. Clients report appreciation for the support received and recognise the

value by the life changing experience they have had with their Counsellor. This work was all supported so well thanks to our Administration team with reception, finance and technology included in their brief. We move forward with a sense of optimism and a belief in the resilience of people who create and adapt to big and small change every day.



THANK YOU TO

Accord Team;
 Linda Elliot, Mandy Pentecost,
 Patricia Schimanski-Clark, Cherilea Stalker,
 Sara Eaton, Alayne Cullen, Kurt Fenton,
 Joe Stone, Louise Cullen, Jim Depree,
 Fran Lowe, Amberley Meredith, Paula O'Boyle,
 Puti Lancaster, Liz Ross Smith, Ben Bennett,
 Lindsay MacIntosh, Catherine Wathey, our
 Supervisors, NFC Managers and Teams,
 our Chief Executive and our Board Members.



821 CLIENTS PRESENTED WITH MULTIPLE AND COMPLEX ISSUES



FAMILY SOCIAL WORK SUPPORT

Limor Strong - Manager

OUR TEAM WORK ALONGSIDE OUR CLIENTS TO ENHANCE THE WELLBEING OF FAMILIES AND CHILDREN.

We provide information on services in the community and advocate for our families with Government agencies including Oranga Tamariki, Health, Education, Housing and WINZ.

In our Napier based service over 2017-18 we had 151 new family support referrals and commenced work with 92 families. Our Pleroma service had 76 referrals and worked with 31 new families.

Most of our clients this year presented with complex needs, we saw families needing support for longer, around 6-12 months on average and in extreme cases, more than a year.

Across Hawke's Bay and Central Hawke's Bay were four major concerns; housing, parents struggling with teenager's behaviour, addictions, and mental health.

Many of our clients found themselves without accommodation. The process of getting a family into a home is a long one and many of these families had to go through living in motels for quite some time before moving into transitional housing and only then were assisted to find a home. Rental accommodation is scarce in Napier and the forecast for improvement is not positive. The process is long and stressful which has a negative impact for children as well as their parents. Having a 'home' is key to a family feeling connected to community.

We have seen many parents who say their teenagers are 'out of control', they feel they are struggling to keep them safe and in routines. These parents are feeling disempowered with very limited support for the issues they are facing. This is especially so for single parents with limited family support in the community.

We have noticed that our community has increased levels of addictions and more children living with parents who have addictions. The children do not have stable routines or stable environments. They lack consistency and their basic needs are often not met while living with parents with substance abuse. In many cases they are removed from their parents care and placed with other family members or even strangers. We assist these parents to approach addiction services and support them through their custody rights to gain access to their children who are removed from their care. But addiction is a long battle with

many withdrawals. Clients with addictions are often not able to commit to our services and make the required changes for a better life for themselves and their children.

The final major concern is mental health and this is an ongoing concern as about 20% of our clients are experiencing it but are not always receiving mental health services support. Clients presenting with mental health issues are inconsistent at times and unable to commit to our services. Our team find that the hours needed can be very high and despite planning with the client for wrap around services and support, they are also most likely to withdraw without notice.

We facilitated six Strengthening Family Meetings in 2017-18. Strengthening Family meetings is a structured, early intervention process that enable government and community based services to work together with families who need support from more than one agency.

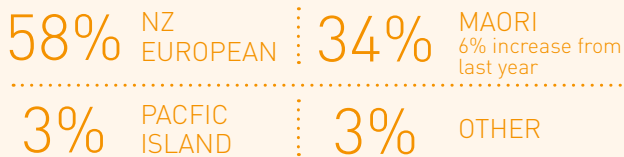
We regularly attend the B4 school triage meetings with the coordinator of B4 School early children screening (4 year olds), Ministry of Education, Child Development unit and Family Works. Together we assess the cases brought to the meeting and decide whether any further services should be offered to the family.

.....
FEEDBACK FROM CLIENTS CONTINUES TO BE POSITIVE AND REINFORCES THAT THE HEART OF OUR SERVICES IS IN THE RIGHT PLACE.

"It has been good to have the support whilst living in Napier enabling me to give more to my son and has helped me achieve my goals."

"The most helpful was the consistency and readiness to help. I would most definitely approach Napier Family Centre again. Wonderful services and help provided"

CLIENT ETHNICITY - NAPIER



CLIENT ETHNICITY - PLEROMA



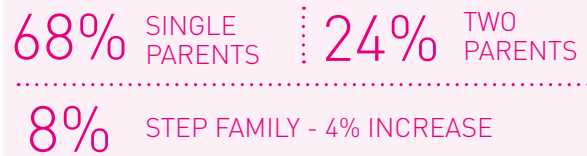
INCOME - NAPIER



INCOME - PLEROMA



FAMILY STATUS - NAPIER



FAMILY STATUS - PLEROMA



REFERRAL SOURCES - NAPIER



REFERRAL SOURCES - PLEROMA





FAMILY EDUCATION

Heather Osborne - Co-ordinator

This year our programmes were completed by 93 adults (25 male and 68 female) and 71 children and young people (37 boys and 34 girls). This included 7 grandparents. It is great to see more men as well as couples and grandparents attending our parenting programmes.

13 programmes were delivered this past year. This included two new programmes to our Parent Education portfolio; Life in the Toughlane and Incredible Years Autism®.

LIFE IN THE TOUGH LANE

Life in the Tough Lane was delivered at Terrace School in Waipukurau. This is a course for intermediate aged children (10, 11, 12 years) which focuses on thriving through tough times and building resilience and positive attitudes for success. This was delivered to 47 children in 2 classes once per week for 5 weeks. Positive feedback was received from both school and children involved. The school invited the facilitators to deliver this programme at their school again in the future.

FEEDBACK:

'I can ask for really special help at the times when I desperately need it'

INCREDIBLE YEARS®

Napier Family Centre has been contracted by Ministry of Education to deliver a new programme for parents of children aged 2-5 years who are on the Autism spectrum called Incredible Years Autism Spectrum and Language Delay. This is a course which is being piloted in 8 centres around New Zealand and will be evaluated by Massey University to identify the positive impact the programme is having for these whānau. In February Heather and Andrea attended training in Auckland with Dr. Caroline Webster-Stratton from America who is the writer of this programme. Delivery of our programme began in June 2018 with 5 families initially attending. This is a 14 week programme which will run until October 2018.

Napier Family Centre was again contracted by Ministry of Education to deliver 4 half Incredible Years Parenting Programmes over the year. This means our IY Parent Group Leaders were involved in one sole agency programme and two other IY programmes, co-leading alongside Birthright Hawke's Bay Child & Family Care and Te Taiwhenua O Heretaunga. This collaboration between trained Parent Group Leaders strengthens our inter-agency relationships and continues to work well.

This programme is aimed at parents of children in the 3-8 years age group. Meeting the needs of the parents so that there are 'no barriers to attendance' is key for the successful delivery of IY. This

year saw group leaders working with parents with mental health issues, hearing impediments and English as a second language.

FEEDBACK:

'The IY programme has given me the necessary tools to manage my kids behaviours positively and even if their behaviour does start to deteriorate, I feel confident thanks to Incredible years that I could get their behaviour back on track.'

EMERGE

Napier City Council has continued to partly fund our Emerge programme. We are thankful for this funding which has allowed us to work with youth aged between 10 and 12 years of age to support them with issues such as managing strong feelings including anger and anxiety and strategies for dealing with bullying, building healthy relationships and increasing resilience and social skills. Emerge was offered twice in this year.

FEEDBACK:

(my child) 'was initially reluctant to come, but after the first session was very excited to come each week and shared what was learnt.'

JUST FOR KIDS

A course for 7-10 year olds to explore issues relevant to them in a fun, safe environment. The programme covers issues such as bullying, self-esteem and social skills using cooperative games, discussion and art to enable learning and increase strategies. This course was run once this year.

FEEDBACK:

'Thanks very much to the facilitators for the encouragement and confidence you have given (my child) during the course.'

POSITIVE PARENTING

(for parents of 0-12 years) is a popular 6 week course which was offered 3 times in this financial year. Once as a day time programme and twice as an evening programme so that working parents are able to attend.

FEEDBACK:

'Very useful for motivation and confidence within the home. Helping to keep the home safe, loving and caring.'

STRENGTHENING YOUR STEP FAMILY

A course for couples which focuses on the unique issues faced by both biological and step parents and the children when a step or blended family is formed. This was delivered once and feedback was again very positive.

FEEDBACK:

What was most helpful? 'To see that other stepfamilies have the



same problems. The exchange with others. I really enjoyed the course and it helped me move forward.'

WOMEN'S WELLBEING

An empowering course for women focusing on strategies so women can make positive choices for themselves and their families. Topics include health and nutrition, increasing self-esteem, building confidence and setting healthy boundaries. Many of the women who attended this programme identified that they were feeling very isolated and lonely and felt they had little support. A positive outcome of this programme is that new friendships are formed and support outside of the group develops. This course was run once.

FEEDBACK:

What was most helpful? 'Understanding others. Learnt a lot about myself.'

PARENTING TEENS

This course was offered once. The course is a safe environment to explore, the at times, overwhelming struggles many parents are facing. Course content has some room to be adapted to meet parent's needs. Issues which were a focus of this programme included teenage safety including drug use and access to internet, setting and enforcing boundaries, building and maintaining respectful relationships and increasing communication.

FEEDBACK:

What was most helpful? 'Considering other options for responses. Being supportive and communicative.'

D.R.E.A.M. HOLIDAY PROGRAMME.

In the July school holidays 2018, five of our clients' children were fortunate to be able to attend a drama workshop run by Hanley Productions. This was sponsored by the Napier City Council and the children who attended thoroughly enjoyed the experience and the final production of 'H.R. Puffin Stuff.'. Parents noticed an increase in confidence and communication skills as well as the children having lots of fun. We are hoping we will be offered this wonderful opportunity again in the future.

We are delighted that one of our children won a scholarship to attend the drama programme in the next school holidays.

RESPIRE CARE SERVICE

COORDINATOR: CATHERINE WATHEY

During the past year the Napier Family Centre have maintained two active volunteer caregivers and we are excited to have two

further caregivers enroll this year. One of the caregivers have been consistently providing respite to the same fourteen year old teenager since he was 18 months old. There is a trusting relationship between these families which has meant that when problems arose this year with the teenager's behaviour, the families were able to quickly resolve them. Napier Family Centre respite service is small but it provides such an important service to the community. It gives our parents (all single mothers with little or no family support) a night off approximately once a month.

SUNNY DAYS PARENT SUPPORT GROUP

FACILITATED BY LINDSEY MACINTOSH AND HAYLEY HOLLOWAY

The group has had a core group of five mums attending up to 10 casual attendees. The group is diverse reflecting the community in the Marewa based ECE centre. Throughout the year the regular group of ladies are welcoming to those who frequent coffee group less often. This core group of women continue to support each other outside of coffee group when able. Our new members were told about coffee group after attending other Napier Family Centre programmes including Positive Parenting and Women's Wellbeing. One other lady has children at Sunny Days and heard about the group through them.

Although there is no set agenda, we have encouraged the ladies to think of topics they would like to discuss.

The topics of concern and areas of support are very wide and encompassing concerns in family life.

- **Affordable family friendly activities**
- **Benefit issues and dealing with WINZ.**
- **Budgeting/financial difficulties**
- **Building confidence and personal boundaries**
- **Bullying**
- **Caring for ill family members/relatives**
- **Challenges of blended/step families**
- **Childbirth**
- **Children's diets and meal time challenges**
- **Children's use of technology**
- **Concerns about friends**
- **Dealing with conflict**

We look forward to the coffee group year ahead and welcoming regular and new faces.



MARKETING & COMMUNICATIONS

Suzanne Stewart - Manager

ESTABLISHING NEW AND REFRESHING OLD RELATIONSHIPS HAS BEEN A FOCUS OVER THE LAST FINANCIAL YEAR.

Hawke's Bay is a thriving region with many new businesses, professionals and families wanting to be involved in their community. Social responsibility has been forefront as Hawke's Bay is keen to retain 'good people'. Napier Family Centre has benefited from those forward thinking organisations who fulfil their own people's sense of responsibility in the community whilst help us achieve our goals.

Marketing in the not for profit sector is more than the old fashioned notion of making a sale or securing a donation. We use our marketing platforms to spread our messages, share our mission and values and communicate events and news.

Fundraising allows us to bridge the gap between funding and demand in many of our services and the competitive nature of fundraising ensures we continue to innovate. Campaigns like our Change Wars appeal, quiz night, product fundraisers and new Fashion event provide valuable income and build our organisation's profile with a variety of stakeholders.

Change Wars, now in its second year, which superseded jeans Day continued to promote Napier Family Centre to the local business community, public and private sector. Wrapping just one of our important messages around the campaign 'children's mental health issues' compelled those touched by it to dig deep, resulting in our most successful campaign to date.

Change Wars is getting a momentum of its own and that's what I find really so positive. It's not a matter of us telling the people what they have to do. The engagement is authentic and when you have that, things flow.

HOW YOU CAN HELP:

Napier Family Centre provides social services to around 2500 families each year. Whilst we receive government funding for many of our services the divide between what we receive and the community demand is wide. We rely on the generosity of philanthropic donations to help us ensure no one is left hopeless:

MAKE A DONATION

It's easy to make a donations online, post a cheque or call into our centre. Donations can be a one off payment or you can make regular donations by joining our Family Tree gifting programme.

INVOLVE YOUR WORKPLACE

- Join our annual appeal Change Wars to raise money by having a fundraiser
- Invite Napier Family Centre to speak at your workplace, pledge an annual donation or give staff the opportunity to make donations through payroll

LEAVE A LASTING LEGACY

A gift in your Will to Napier Family Centre will ensure help for our community's most vulnerable children and families. Large or small, bequests or gifts will be greatly appreciated to help us continue our work in the community. Bequests and gifts can be left 'freely' where Napier Family Centre will apply the funds to where it is most needed or 'specified', where you can tell us what area you would like the money used for.

VOLUNTEER

- Volunteer at our Taradale charity shop
- Help out with our fundraising events
- Visit the our projects page on our website to find other things we need help with

DONATE GOODS

- Donate clothing, homewares, small furniture or children's items to our charity shop
- Donate new toys and gifts for our Christmas Cheer appeal for families in need
- Donate non-perishable food, clothing and household essentials for families in need



VOLUNTEERS ARE OUR CHAMPIONS

Napier Family Centre are grateful to have help from volunteers in so many different ways. From our dedicated bread runners who deliver food to families in extreme hardship week after week, year after year, to our new charity shop volunteers who endlessly sort, organise and sell thousands of donations whilst presenting the shop with style and flair and making it an enjoyable place to visit.

Our thanks also to those who contributed regularly, occasionally, or even just once, your support is truly appreciated.

Right; Some of our charity shop volunteers having fun redressing 'Charles the mannequin' in preparation for our shop launch July 2018.



On Napier Family Centre's website you'll find a new budget calculator tool.

The online calculator gives a menu of just about everything that we earn from and spend on. Ultimately it gives you a results table of how that drops out as a weekly surplus or deficit. It's a real world look at household budgets for kiwis and part of our goal to be innovative in the way we educate and build financial capability in us all.



BRIGHT FUTURES

Andrea Driver - Manager

Bright Futures has branches in Napier, Hastings and in Waipukurau.
At present the numbers of children and Educarers at these services are:

NUMBER OF CHILDREN

(enrolled @ 30 June 2018)

| | |
|---------------|------------|
| Napier | 74 |
| Hastings | 41 |
| Central | 72 |
| TOTAL: | 187 |

NUMBER OF EDUCARERS

(enrolled @ 30 June 2018)

| | |
|---------------|-----------|
| Napier | 22 |
| Hastings | 15 |
| Central | 13 |
| TOTAL: | 50 |

ETHNICITY OF CHILDREN

(enrolled @ 30 June 2018)

| | | | |
|-------------------|---|--------------|-----|
| African | 1 | Māori | 53 |
| Cambodian | 2 | Not Stated | 1 |
| Chinese | 2 | NZ European/ | |
| Cook Island Māori | 1 | Pākehā | 104 |
| German | 1 | Polish | 1 |
| Indian | 4 | Samoaan | 17 |

EHARA TAKU TOA I TE TOA TAKITAHU,
ENGARI HE TOA TAKITINI

MY STRENGTH IS NOT MINE ALONE,
IT COMES FROM THE COLLECTIVE/ GROUP.

As I reflect on the year past this whakataukī comes to my mind. Our Bright Futures collective stands strong amidst a time of change in the early childhood education sector. Currently in New Zealand parents have more choice than ever before, in the type of early childhood education and care service they can choose for their child. Home based childcare alone has seen growth by 158% across NZ since the early 2000s. As I write, the government and Ministry of Education are consulting and developing a new 10 year early learning strategic plan which includes a full review of the Home Based Early Childhood Education sector.

Despite the uncertainty of our sector moving forward, our team remain passionate, committed and responsive to the education and care needs of tamariki and their whānau.

During the past year we have noticed the complexities for some whānau and tamariki have changed and we are relying heavily on our collaborative relationships with our own social services

and other community agencies such as Public health, Healthy Homes, Plunket, Community food banks and Safe Kids Aotearoa. These positive relationships between professionals are built on a foundation of communication and shared responsibility for children's learning and development. They are vital in order to support our Teachers and Educarers and ensure positive outcomes for children and their whānau are achieved.

Bright Futures continues to operate in Central Hawkes Bay, Hastings and Napier. We have a team of six Visiting Teachers who support around 50 Home Based Educarers and around 200 children. In addition to the care and education provided in the home environment, children in our service experience weekly playgroups, Gym Jam, community excursions and weekly Hip Hop sessions. We thank Teish from Dance Life studios for assisting us to provide free Hip Hop sessions to the community in both Napier and Hastings.



We would also like to thank the Trinity Methodist Church who kindly donated funding towards producing further Transition to school resources which were developed as part of the CORE Pasifika Transition to school project last year. These resources have supported tamariki and whānau across the services prepare for the next learning journey at school.

Late in 2017 our Hastings Visiting Teacher team relocated to the Napier Family Centre office alongside the Napier teaching team. This has enhanced the collaboration and supportive culture amongst the team. Our Hastings Educarers and children enjoy fortnightly playgroups at the Hastings Oasis playgroup venue. This is a beautiful venue and we are grateful to the St John's Church community for allowing us to share their space.

We have celebrated many highlights throughout the last year including a 'well placed' result from our Napier and Hastings services Education Review office visit, early in 2018. The Central Hawkes Bay visit was postponed by ERO, to be completed in October.

Supported by Roger McNeill from Te Whakaritorito Trust our Bright Futures Napier team of Educarers, children and Visiting Teachers established Te Ara Ki Te Ao Māori, a journey into the Māori world, weekly playgroup. This playgroup was initially facilitated by a kaiāwhina and more recently one of our confident Educarers. Our group have taken on a tuākana tēina approach,

learning together to weave te reo Māori and tikanga Māori into our unique homebased education setting. We are proud to see the culture, identity, language and mana of the children and adults flourish within our service.

Another exciting initiative has been the involvement of the Flaxmere Educarers, children and whānau with the Hawke's Bay community trust 'The changing lifestyles project'. This has included subsidised professional development for all Educarers, resources for children and a visit to Timber Nook, nature based play environment for a sensory experience.

Out of school care was introduced to our homebased education and care services across Hawke's bay during the last year. This has provided continuity of care for tamariki and whānau during their transition to school.

The Bright Futures Educarers and Visiting Teachers are strong advocates for children. They continue to be powerful influences in the lives of tamariki. They are passionate and dedicated to their work. It is as a result of the strengths of our passionate Teaching Team and Educarers we have celebrated another successful year by ensuring all Bright Futures children are provided with the best possible care and learning opportunities.



SUNNY DAYS

Cathy Grigsby - Manager



SUNNY DAYS

LICENSED EARLY CHILDHOOD EDUCATION & CARE CENTRE

SUNNY DAYS CONTINUES TO BE BLESSED WITH A BEAUTIFULLY DIVERSE RANGE OF CULTURES.

We celebrate this diversity by learning some simple words or greetings in the child's home language, learn songs and purchase resources such as books and games. We are lucky to have parents who are eager to share their culture with us. It has been interesting learning how some of our Middle Eastern families have adjusted to life in NZ. Some have come from a life where they are constantly in a state of high alert to a country of peace and I think most of us take this for granted.

We are currently fundraising for a new van which many of our families rely on. Our recent survey on the van service showed that our families really appreciate it and their children would not be able to attend Sunny Days if we didn't offer it.

Sunny Days hasn't previously undertaken fundraising of this scale so we are thankful for support in this area from Napier Boys High School's Interact Club and Napier Girls High school in support. They have chosen Napier Family Centre as their charity to fundraise for. What amazing young people they are, they have inspired us to explore how we can further add to their efforts including, a hāngī, photo fundraiser, RSA quiz, indoor netball challenge and a fundraiser dinner.

Special days and events continue to be celebrated at Sunny Days. For Matariki we usually wind celebrations up with a hāngī but this year we decided on a boil up for lunch instead. We had a great turn out and plenty of kai. Our families are very generous with donating kai and their time for centre celebrations. We have been celebrating annually the many cultures that make up our centre by hosting an "International Food Day." This is coming up in September and will be our 8th year. Many of our families bring a dish that represents their culture to a shared lunch.

Excursions into the community are also a big part of our programme and provide a rich learning experience for our children. This past year our main excursion was to the Funky Farm Petting Zoo in Mangateretere. This was a whole centre excursion and it took a lot of careful planning. We hired a bus and had lots of fantastic parent helpers. It is a very safe place for children to run around freely. There was also a huge inside area where we could have lunch. The children were able to feed some of the animals and also enjoyed petting them. For a lot of the children the bus ride was what they remembered best.

Our Internal Evaluation over the last few months has been about how we consistently assess, plan and evaluate children's learning and development with particular reference to parent and whānau aspirations for their children. This involved a review of our philosophy and a closer look at how we are gathering parent aspirations and what we do with that information. We have included parent aspirations in our revised philosophy and also consider these in our planning and assessment practices.

The competition in ECE is continually growing and while that is a concern we are maintaining overall rolls of around 85-90% full. Our under 2's centre usually sits around full capacity as this is a service not available at all centres.

We have had access to some very relevant professional learning development over the last few months. Some of the teachers have been attending workshops on learning and implementing Makaton. Makaton is a communication programme based around a core vocabulary, using speech, signs and/or symbols. It is a communication programme, especially designed to help children with communication and learning difficulties to better understand our speech and develop their own communication skills. This programme is offered through the Ministry of Education's Learning Support team.

As part of our strategic plan, the team will be undergoing some professional learning development around leadership in the coming months. We are excited to further explore each teacher's strengths and talents and to share these within the team. Stronger and more collaborative leadership will impact positively on children by supporting their belonging and well-being.

SUNNY DAYS ETHNICITY

| | | | |
|----------------|----|--------------|----|
| CURRENT ROLL | 71 | Not Stated | 2 |
| Chinese | 1 | NZ European/ | |
| Māori | 46 | Pākehā | 14 |
| Middle Eastern | 5 | Samoaan | 3 |

Balance Sheet

| | 2018 \$ | 2017 \$ |
|---|-------------------------|-------------------------|
| Assets | | |
| Current Assets | | |
| Cash and Cash Equivalents | 90,455 | 78,467 |
| Receivables | 548,390 | 642,574 |
| Prepayments | 33,895 | 7,184 |
| | <u>672,741</u> | <u>728,225</u> |
| Non Current Assets | | |
| Property, Plant and Equipment | 1,427,882 | 1,396,335 |
| | <u>2,100,623</u> | <u>2,124,560</u> |
| Liabilities | | |
| Current Liabilities | | |
| Trade and Other Creditors | 132,861 | 152,748 |
| Current Portion of Mortgages and Loans | 11,103 | 9,715 |
| Deferred Income | 72,803 | 119,336 |
| Employee Entitlements | 248,919 | 236,745 |
| | <u>465,685</u> | <u>518,544</u> |
| Non Current Liabilities | | |
| Mortgages | 54,771 | 66,444 |
| | <u>520,455</u> | <u>584,988</u> |
| Net Assets | <u>1,580,167</u> | <u>1,539,572</u> |
| Retained Surplus | 1,580,163 | 1,539,572 |
| Total Net Assets Attributable to the Owner of the Entity | <u><u>1,580,163</u></u> | <u><u>1,539,572</u></u> |

Statement of Financial Performance

| | 2018 \$ | 2017 \$ |
|---|----------------------|-----------------------|
| Income | | |
| Clients Fees | 75,740 | 63,876 |
| Dividends | 1,505 | 450 |
| Donations | 24,257 | 15,386 |
| Fundraising | 4,496 | - |
| Government Contract Revenue | 3,152,657 | 3,204,409 |
| Grants Received | 343,112 | 144,000 |
| Interest Revenue | 2,969 | 4,059 |
| Legacies/Bequests | - | 800 |
| Parents Fees | 352,019 | 254,149 |
| Rents Received | 4,867 | 5,288 |
| Sundry Income | 3,719 | 1,546 |
| | <u>3,965,340</u> | <u>3,693,963</u> |
| Expenses | | |
| Employee Related Costs | 2,037,654 | 1,892,995 |
| Depreciation and Amortisation Costs | 82,358 | 80,964 |
| Grants and Donations | 391 | 350 |
| Interest Expense | 3,337 | 3,960 |
| Other Expenses | 1,801,010 | 1,722,700 |
| | <u>3,924,750</u> | <u>3,700,969</u> |
| Net Surplus (Deficit) for the Year | <u><u>40,591</u></u> | <u><u>(7,006)</u></u> |

Donations

Donations - general and appeals

| 2018 | 2017 |
|---------------|---------------|
| \$ | \$ |
| 24,257 | 15,386 |

The Entity relies heavily on the generosity of the community within the Hawkes Bay region both financially and the amount of donated time from volunteers. The Entity does not fair value volunteer time in the Statement of Financial Performance as the value of the services provided cannot be reliably measured as there are no equivalent paid positions available in the local labour market, and in the absence of volunteers, some of the services may not be provided. During the reported period, total donated volunteers time was 609 hours (2017: 1132 hours).

Grants Received

| | 2018 | 2017 |
|--|----------------|----------------|
| | \$ | \$ |
| ANZ Staff Foundation | 4,284 | - |
| Business Distributors Ltd | 3,000 | - |
| Catholic Charities Foundation | 12,000 | 12,000 |
| City Medical Ltd | - | 2,000 |
| COGS | 12,000 | - |
| Eastern & Central Community Trust | 30,000 | - |
| First Sovereign Trust | 2,410 | - |
| Gwen Malden Trust | 5,000 | - |
| Frimley Foundation | 10,000 | 10,000 |
| HB Childrens Holding Trust | 22,000 | - |
| HB Foundation | 4,000 | 1,000 |
| Joan Fernie Charitable Trust | 3,000 | - |
| Kingdom Foundation | 3,000 | - |
| Lion Foundation | 5,000 | - |
| Methodist Trust | 7,000 | - |
| Napier Budget Advisory Services | 53,636 | 68,000 |
| Napier Family Centre Financial Trust | 17,000 | 16,000 |
| Napier City Council Community Services | 10,000 | 10,000 |
| NZ Guardian Trust | 5,100 | - |
| NZ Lotteries | 125,682 | 25,000 |
| North & South Trust | 3,000 | - |
| Pub Charity Ltd | 5,000 | - |
| St Vincent De Paul | 1,000 | - |
| | 343,112 | 144,000 |

Government Contract Revenue

| | 2018 | 2017 |
|--------------------------------|------------------|------------------|
| | \$ | \$ |
| ACC | 176,118 | 169,965 |
| Health Hawkes Bay | 54,963 | 80,555 |
| Ministry of Education | 1,966,961 | 2,122,372 |
| Ministry of Social Development | 363,176 | 282,622 |
| Napier City Council | 12,751 | 3,064 |
| Work & Income | 578,690 | 545,831 |
| | 3,152,657 | 3,204,409 |

Ministry of Education Equity Funding

Equity funding of \$208,037 was received during the year (2017 \$205,747). The funds received were utilised for reducing barriers to attendance by sponsoring childcare and learning hours and providing transport; resources to support learning and strengthen partnerships with whānau; training for teachers and educators; providing support for ESOL educators.

These summary Financial Statements have been extracted from the full financial statements. The full financial statements were submitted to the Board for approval on the 26th of September 2019. And have been prepared in accordance with the Tier 2 Public Benefit Entity International Public Sector Accounting Standards and Audited by Bay Audit and Accounting Ltd. These extracts do not included all disclosures provided in the full financial Statements and cannot be expected to provide a complete understanding as would be expected from the full financial statements.

A full set of the audited financial statements are available for download from the Charities Services website www.register.charities.govt.nz

ACKNOWLEDGMENTS



We value and acknowledge the philanthropic contributions to the work of Napier Family Centre made by the following contributors.

ANZ Staff Foundation

AWW Fellowship
Cathedral Church

Catholic Charities

Community Organisation
Grants Scheme Kahungunu

Community Organisation
Grants Scheme Tamatea/
Tamaki-Nui-a-Rua

Eastern and Central
Community Trust

Eric Lamb

Family Tree Members &
Individual Donations

First Sovereign Grant

Frimley Foundation

Glenn Roberts Pharmacy

Gwen Malden Trust

Hb Children's Holding Trust

Hb Community Foundation

Joan Fernie Grant

Kingdom Foundation

Lime Rock Wines

Lion Foundation

Napier City Council Grants Scheme

Napier Family Centre
Financial Trust

North and South Trust

NZ Lotteries

NZ Lotteries Community Facilities

PAC Distribution Group

Pub Charities

Sponsors Of Quiz Night 2017

St Columba's
Presbyterian Taradale

St Paul's Presbyterian Church

St Vincent De Paul Taradale

Tamatea Community Church

Taradale Village Quilters

Toshiba (BDL)

Trinity Methodist Church

Womens Section RSA





MISSION STATEMENT

Through Christian love Napier Family Centre provides services valued by families and individuals that help them along life's journey.



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