



NAPIER FAMILY CENTRE

Annual Report 2018/19

Making the future happen together



PLEROMA
SOCIAL SERVICES

BRIGHT FUTURES

SUNNY DAYS

CHARITY SHOP



2018/19 Board Members

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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 2018/19

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





MESSAGE FROM THE CHAIR

Dr Diane Mara MNZM



CHIEF EXECUTIVE OFFICER

Kathryn Curran

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

As each year passes, Napier Family Centre continues to serve its community tirelessly and with integrity. We are very fortunate to have dedicated staff, contractors and volunteers committed to our mission and values. With each year too, we see the many challenges faced by children and their families increasing in complexity across all dimensions of health and well-being. Our services continue to be needed, there is still much work to do.

The Board of Napier Family Centre has the responsibility to determine the purpose, ensure the performance and success of our organisation: that we remain financially viable, sustainable and we are operating within the legal and fiscal requirements of a not-for-profit charity. Our ecumenical foundations sustain and direct our priorities. We continue to focus on managing risk, monitoring health and safety and reviewing of Board policies. Thank you to our hardworking Board members for all your assistance this past year.

Each year I have served on the Board we have had to face totally unanticipated events and this year has been no different. The discovery of traces of asbestos within the grounds of Sunny Days had to be dealt with expeditiously and effectively. Thank you to our CEO, Centre Manager, staff, children and families for their forbearance while the necessary work had to be completed. At the end of the process we have a wonderfully refurbished play area and equipment that supports quality learning experiences for our tamariki. In particular, we thank the Napier Family Centre Financial Trust for their generosity that enabled us to employ the necessary contractors and materials to complete the project.

In the past year under the highly competent leadership of Kath Curran our CEO, we have remained viable through a combination of contractual funding, philanthropy and enterprise. Of particular note is our Retail Charity Store established last year within the Taradale Shopping Precinct. The outlet is not only staffed by a large group of volunteers but also hosts events and activities taking our name and services before a wider audience across Hawke's Bay.

Whilst on behalf of the Board I can report another year of hard work and success within our numerous limitations of funding we have agreed to take a further step to better position Napier Family Centre into the future. We have recently signed a Memorandum of Understanding (MOU) with DOVE Hawke's Bay to explore the possibility of providing integrated services to families and communities. The journey of exploration has only just begun with the establishment of a Steering Work Group comprising both Board Chairs, Chief Executives and two Board members from each organisation. Nothing has been decided beyond a mutual commitment to enter into a process. As interested members, supporters and friends we invite you to be part of the journey going forward. Opportunities will be provided over the coming months for all stakeholders to contribute and time scheduled for us to report to you at regular intervals.

The saying that it takes a community to raise a child, also applies to community-based organisations such as ours - it takes a community to work together for us to continue to serve others. I acknowledge the many people over the past year who have kept Napier Family Centre flourishing and for the many gifts of time, food, resources and manaaki we receive daily. We could not survive without this aroha and goodwill.

Thank you all for another successful year in the life and times of Napier Family Centre.

On behalf of the Board
Ngā mihi aroha ki a koutou katoa.

IN THIS PAST YEAR THE TEAM HAVE SHOWN WHAT IT MEANS TO FACE CHALLENGES WITH GRIT AND GRACE.

Our team bring their compassion, experience and skills to their work with families and whānau to make a difference. They show up. And when the going gets tough, they keep showing up.

In my sixth annual report it is difficult to avoid repeating year on year the challenges coming at our whānau and community. Insecurity of housing, insecurity of income, indebtedness, financial hardship, addictions, violence, depression, suicide and mental health concerns across all communities – these are persistent themes. Families are needing us for intense work over a longer time which is not funded in our government contracts.

We are posting a modest surplus of \$10,890 off a turnover of \$3.97m and net assets \$1.6m.

Over 2240 people throughout Hawke's Bay and Central Hawke's Bay have engaged throughout our services in counselling, financial capability, family social work, parenting programmes, children's courses, ECE centre, home-based ECE and the new charity shop. All those involved contribute to the spirit of community - whether as participants in our programmes; as volunteers; as parents and whānau in our early childhood service; as donors of goods or donations for our programmes.

This was the first year for our charity shop and it has been a fantastic addition to our organisation. On average 80 hours per week are donated by the shop volunteers. We are also grateful to our volunteers in the community garden, social work, bread run and food parcel collection.

We acknowledge, especially, the volunteers in our Respite service which concluded this year. Over 15 years ago this service started as a way of matching children and solo parents with kind, caring and supportive families who would care for a child over weekends to allow the parent to heal, rest, relax and have fun. The bonds that have formed will have a lifetime positive impact for the children involved. Thank you.

When you read the service reports they tell the stories behind the numbers and the positive journeys resulting. Our families that come to us with their courage and determination for better futures for themselves and their children, in the face of severe circumstances, are our continued inspiration.

I thank our Chair and Board members who give generously of

their time, wisdom and guidance. We appreciate the continued support by the local Parishes and appreciate the thoughtful donations and prayerful support that is a tangible boost for our spirits.

In our fundraising efforts the community has been amazing. The Sunny Days new van project introduced us to outstanding leadership in NBHS/NGHS as their students in the Rotary led Interact Club adopted our cause. The Change Wars appeal again won the hearts and minds of workplaces rising to the occasion raising funds for youth counselling and the new Charity Shop's Fashion Show brought creative energy to fundraising. We are grateful to our landlords, St Paul's, who have invested heavily this year in building and landscape work to keep us all secure, safe and weathertight.

Sunny Days has also had quite the makeover in its outdoor playground following the discovery of asbestos in the soil which resulted in us deciding to totally replace it and the centre now sports new grass and a soft fall barked area.

The current government undertook a series of reviews in the mental health and education sectors and we await these outcomes in terms of what that means for delivery at grassroots. As this report is being written, the SSPA have released their report about the gross underfunding of the NGO sector being less than two thirds of the basic running costs for social work which is in line with our experience. Our ongoing individual donors through the Family Tree and grants and donations by organisations featured in this report ensure we can commit with confidence to our community and that people have access to our services when in need.

In March this year the horrific massacre of people of Muslim faith in their time of worship brought home to us in New Zealand that we are not immune in our country to the worst expression of hatefulness.

In our every day life, every time we encounter another person in need, we have the opportunity to meet that person with a compassionate response, with kindness, and to show up.

"Hate. It has caused a lot of problems in this world but it has not solved one yet." Maya Angelou



FINANCE & ADMINISTRATION

Susan Green - Manager



FINANCIAL CAPABILITY SERVICES

Debbie Mackintosh - Manager



I WOULD LIKE TO START MY REPORT BY TRULY THANKING MY TEAM FOR THEIR DEDICATION, COMPASSION & ENERGY THROUGHOUT ANOTHER BUSY YEAR.

The 2018-2019 year brought about many changes that our admin team handled with their amazing professionalism, wisdom and support.

Early in March 2019 we said farewell to our part time receptionist Laura and welcomed Kerri on board, who job shares the role of receptionist with Napier Family Centre's longest reigning staff member, Lorraine. The receptionist role is immeasurable, requiring great knowledge, multi-tasking, flexibility, empathy and calm as the first contact for our visitors and clients.

Emma's capability has also grown to include processing for ACC Sensitive Claims. This is a challenging piece of work that Emma has skilfully managed to incorporate into her usual hours.

In October 2018, we moved Bright Futures invoicing and payments from a fortnightly to weekly cycle in order to ensure more timely data is available to Management, Visiting Teachers and Admin staff. This, alongside fully embedding an administration process for Out Of School Care, have been highlights for the year and I am grateful to Jenny and Hellene for their effort in implementing these changes. It certainly wasn't without its challenges.

This year, I was honoured to be able to design and implement a management accounting and POS system for our charity retail store. This has been a great challenge that I have enjoyed seeing succeed. Now one year on from opening, the store represents a welcomed revenue stream that better enables us to meet the needs of our community.

And as if we don't like to be busy enough, we welcomed People's Advocacy Society to 'our house' this year. This involved some "musical office space" but now they have settled into their perfect home, nice and close to reception. We are really pleased to be able to benefit our clients further with their additional expertise in advice and advocacy with government agencies.

I.T

As technology is progressing at an extremely fast rate, I endeavour to be on the look out to keep Napier Family Centre's technology stack relevant and current. We have brought in a number of new programmes this year, these include Kounta; a POS system that integrates with our accounting software MYOB, Asset Tiger; a free asset management software that allows us to keep track and maintain our assets and CMS and a management system for our ACC sensitive claims contract. We will continue the roll out of Excess later this year which makes accountability and workflow easier for the Family Support team.

I wish to thank Pub Charity Ltd who recently funded new laptops for the Family Services team. These are important tools for the social workers who now have better access to the information they need to support their clients.

On the horizon is an upgrade to a cloud based server as well as new computers across the centre due to the end of life for Windows 7 in January 2020.

Finance

For the year end June 2019 Napier Family Centre's turnover of \$3.97M resulted in a surplus of \$10,890. We saw a decrease in our Government revenue which was supplemented by the Charity Shop sales. Our total expenses were relatively unchanged from last year and I would like to thank the Executive team on their ability to manage such tight restraints in their budgets and ensuring we keep cost to income relative.

As the hub of Napier Family Centre we are fortunate to see every day the goodwill and generosity of our community. From donations of time to support one of our many projects that fly under the radar, to knitted clothing that keeps babies warm, to monetary donations that enable us to help that one extra individual where the funding didn't quite stretch. I thank everyone for your support of this special place.

1724 SESSIONS WERE HELD OVER THE LAST FINANCIAL YEAR WITH 869 CLIENTS; 569 BEING NEW CLIENTS.

In previous years the number of new clients has exceeded 1000 years but we are finding the caseload is in fact far larger for my team and the work more intense as there has been a step-up in complex cases.

Behind the numbers we have some concerns about the impact of financial hardship grants clients can access from Work and Income NZ (WINZ). This has dramatically increased over the past year when WINZ lifted sanctions with the intention to provide some relief to families in extreme hardship. Some clients have accessed up to 18 hardship grants without any referrals to a financial coach for support. Whilst those grants do provide some temporary respite, the long term effect is clients facing unaffordable weekly repayments that put further pressure and strain on families. The fact is WINZ is at risk of becoming one of the biggest creditors to some of our clients, some of whom will sacrifice food in order to make their WINZ repayments. We have raised this concern with the Government agency.

Housing remains a prominent issue with a dire lack of rentals available and almost none at affordable rent prices. We are still seeing motels used as emergency housing for many clients; an environment that leads to other issues for families.

We have observed that single people on a benefit are becoming a severely disadvantaged group as what they are entitled to is very low – just \$182.45 for a single person under 25yrs or \$218.98 for a single person over 25yrs. When rent alone is \$320 or more, these people are unable to afford a reasonable place to live let alone power or food. The impact of this extremely low income can mean homelessness, couch surfing, overcrowding, physical and mental health problems and addictions.

We are still finding power companies are refusing to supply power to clients with bad credit even if the debt isn't power company debt. Also, if the debt is paid off they are often still refused supply. If the winter energy payment given to clients on a benefit was not used for power but instead used to bridge the gap for other uses like rent or food, the result was that families still went without heat during the harsh winter months.

301 requests for food parcels were made this year when clients had exhausted their food assistance at WINZ. We are very grateful to Foodbank for helping Napier Family Centre provide this most vital aid.

Community education workshops have again been popular and remain a strength of our service. We delivered regular education programmes to Hawke's Bay Regional Prison and Springhill Addiction Centre. Generally they cover topics such as entitlements, financial necessities (rent, power, food) budgeting, Working For Families, child support, credit contracts, statute of limitations, secured versus unsecured debt, options under insolvency and more. Participants report the workshops are useful and they are surprised to find out what their legal entitlements are.

The Financial Capability Service continues to work connectedly with many other services and agencies to provide advice and support that better enables our clients to get on top of their finances. We appreciate the many social services agencies that all have a particular role in serving people with multiple and complex problems and we thank them for working alongside us for the betterment of our clients over the past year.

301 FOOD PARCEL REQUESTS



ACCORD PSYCHOLOGICAL & COUNSELLING SERVICE

Sheryl Smith - Manager



THE EXPERTISE AND SKILL AVAILABLE ACROSS THE TEAM OF 17 RESULTS IN A HIGHLY VALUABLE AND VERSATILE RESOURCE TO MEET CLIENT NEED IN THIS COMMUNITY AND BEYOND.

With wider recognition of the benefits of Counselling and Psychology, we have seen another escalation in demand for services in the community over the last 12 months. There is a new sense that life can be better with the tools, skills and process offered through the safe hands of professionals. There have been more families affected by addictions and we are faced with presentations of those addicted along with family members attempting to manage the secondary impact. Accord placed 840 clients in the year to 30th June 2019. Working closely with our Social Workers, Financial Coaches, Early Childhood Teachers, Educators and the Administration Team, we make a real difference in people's lives from the point of arrival and through desired changes. Ideally, the changes made equip our clients for the future and are scaffolding for choices yet to be made.

Daily, we see a wide range of clients with current and historical issues, trauma and suffering. A greater number of people than ever have presented this year with multiple, secondary and complex situations and resultant higher levels of distress. These experiences have been amplified by nearly a decade of reduction in care and services for our most vulnerable. Recently we have seen some powerful examples of compassion demonstrated in political leadership and the culture of some organisations has begun to shift, however the harm already done takes much more time to address than to create. Strategy towards recovery has only just begun.

For some time we have delivered above requirement and currently we are at the limit of our resources. Accessible Government and Non-Government complementary services are needed along with investment in working together for the benefit of our community. The Ngatahi project is appreciated in this regard.

For our centre, face to face meetings at reception, triage and in counselling sessions encourage stronger alliances and therefore better understanding of the issues that people deal with day to day.

Our Reception staff are welcoming to all. Clients tell us that their anxieties are alleviated and obstacles are reduced through the treatment they receive. A greater number of triage meetings have been arranged over the past year at the request of potential clients, so that relationship is prioritised.

Sadly, hardship has become commonplace and this makes people vulnerable. When basic needs have not been met either over time (neglect) or on a number of occasions (abuse), people experience trauma. In this state, the human brain functions as if our survival is at stake and we react instead of respond to our surroundings. Nutrition, water, safe shelter with personal space, health, trusting relationships, safe connections with others and stable life circumstances are all basic health needs. Without these, we are less able to plan ahead, less likely to make good decisions, more likely to take risks, more likely to react with high threat perception and become overwhelmed (fight, flight or freeze). We are also more likely to suffer with mental, emotional and relational problems and further problems are generated by attempts to ameliorate or self-soothe with alcohol and other drugs.

Clients told us that they approached us for counselling due to familiarity and trust established previously with Accord or with our other services. Others came through word of mouth or they were recommended to our services.

An increasing number of clients have come with active addiction as part of their circumstances. Addressing the addiction itself must take precedence so that other interventions can be successfully implemented. When methamphetamine use is a feature, the addiction can take hold quickly and this is a current and tragic cycle for many Hawke's Bay families. Addiction is dependence and therefore defined by a lack of choice. Families are then dealing with a complex set of problems with money worries, secrecy, breaches of trust, absent or distracted parents or partners and potential separation, mental ill health, vulnerability, suicidality, other violence and in a number of cases homelessness. Longer term the effects also multiply and become more complex, including predisposing younger family members to future mental health and addiction issues.

In the past twelve months our counsellors have been working with anxious and angry children, clients healing from sexual abuse and trauma, suicidality, relationship disharmony and separation, bullying and adapting to change. The dominant themes have been grief, loss, isolation, distress and overwhelm.

To support our Therapists we offer instant supervision and debrief on request, regular external Supervision and opportunities for Peer and Cultural Supervision. As part of regulation processes, Counsellors and Psychologists keep current and extend their expertise with individual professional development plans which are carried out throughout each year of work.

We have a diverse, highly skilled team of Therapists, qualified in specialised therapeutic modalities and expertise, working with people on a wide range of issues. Ten Counsellors and Psychologists work from rooms at the centre delivering 17 days of Counselling appointments every week. Three sets of eight week Post Natal Adjustment Programmes for Mothers and their babies were co-facilitated this year with support from Social Workers and accompanied by three groups for Dads. Five six week groups for adults with anxiety and depression were developed and co-facilitated by our Counsellors. Seven Counsellors and Psychologists mostly working from their private practice rooms delivered over five days of Therapy each week. Services were available on site Monday to Friday and for two evenings each week.

Most often referrals from government and non-government agencies come with no funding attached. General Practitioners refer for individual Counselling and group process with funding through Health Hawke's Bay or with the expectation that clients can pay. Doctors also prescribe counselling so that clients can make applications to WINZ for funding. We have a substantial number of clients who fund their own Counselling. Philanthropic funds support Napier Family Centre to provide subsidies for counselling along with full funding for the three Post Natal Adjustment Programmes run each year. The Ministry of Social Development provides a contribution to funds which supports client families in need and not able to afford sessions. Organisational Counselling Programmes support a number of employed clients and their families and some employers have voluntarily referred and paid for counselling for their staff members.

The culmination of all the efforts of the following people and those not specifically named, is that clients tell us that we are a safe place to ask for help.

THANK YOU TO

Accord Therapists; Linda Elliot, Cherilea Stalker, Patricia Schimanski-Clark, Mandy Pentecost, Sara Eaton, Tim Giles, Verona Nicolson, Joe Stone, Alayne Cullen, Kurt Fenton, Paula O'Boyle, Louise Cullen, Jim Depree, Fran Lowe, Amberley Meredith, Brooks Belford and Sheryl Smith **Along with**; Puti Lancaster, Liz Ross Smith, Ben Bennett, Lindsay Macintosh, Catherine Wathey, Jill McGill, our Supervisors, NFC Managers and Teams, our Chief Executive and Members of the Board.

25% OF OUR CLIENTS ARE CHILDREN & YOUNG PEOPLE

OVER 30% OF OUR CLIENTS ARE MEN & BOYS

There is an increase in the number men seeking services especially for historical abuse, requesting help with their own issues and prior to relationship therapy.

20% OF OUR CLIENTS ARE MĀORI

OVER 65% OF OUR CLIENTS ARE WOMEN & GIRLS SEEKING HEALING

They are seeking healing knowledge for trauma, anxiety, anger and depression.



FAMILY SOCIAL WORK SUPPORT

Limor Strong - Manager



Family Social work support services work alongside families in the community to enhance the wellbeing of families and their children. We support and advocate for our families with Government agencies including Oranga Tamariki, Health, Education, Housing and WINZ.

In 2018-19 we had 205 family support referrals in Napier and 88 in Pleroma, Central Hawke's Bay. We worked with 107 families. Most of our clients this year presented with complex needs and needed more than one of our services. The 12 visit model which was suitable in the past now does not work for many of our clients and we end up working alongside families in crisis between six months and two years.

THE MAIN ISSUES:

- Housing. There is scarcity of rental accommodation in Napier and Central Hawke's Bay and many of our clients found themselves this year without accommodation.
- Parenting teenagers continues to be a concern for parents when young people are taking risks and parents are unable to keep them safe. There is a real lack of services in this area and at times the Police or Oranga Tamariki are the only option for these families.
- Mental health issues and addictions. Most clients with mental health and/or addictions do not want Government Departments to be involved and we are very limited with the support we can provide for these clients. These clients can be inconsistent and reluctant or unable to make changes. In many cases this can result in having their children uplifted from their care.

Our focus this year was on the health and safety of our staff and training our team with the Ngatahi project around mental health and addiction and working with trauma. Our goal is to keep the family support team in good form and increase our skills in areas including working with Māori, mental health and addiction and working with trauma.

We facilitated four Strengthening Family Meetings in 2018-19. Strengthening Family meetings are 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 attend regularly 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 cases that are brought up to the meeting and decide whether any services should be offered to the family and if so which ones.

PLEROMA SOCIAL SERVICES - CHB

- Colleen Edwards

*"Ko te ahurei o te tamaiti aroha o tatou mahi"
"Let the uniqueness of the child guide our work"*

Social work and counselling are in high demand in Central Hawke's Bay. A definite sign of the times and the complex lives our whānau have. I give thanks to Napier Family Centre management and colleagues for their support throughout the year.

Pleroma remains involved in the fortnightly family violence committee for the Police Pōs 4000. More of these referrals are becoming involved with Pleroma services. We are connecting with more local hairdressers on how to direct women who are in a violent relationship and having safe conversations with their clients about violence and how they can help.

'Kool Kids' an anger management program for ages 6-12 has been delivered to a small group of boys at Waipukurau Primary and will be delivered again soon to another small group. I also have been running 'Kool Kids' one on one at Pleroma. 'Life in the Tough Lane' which teaches years 7 and 8 resiliency during tough times has been delivered consistently within the Central Hawke's Bay primary schools. I give thanks to Lindsey Macintosh, Haley Holloway and Catherine Wathey for making this possible.

I am attending Work & Income frequently advocating for clients because of financial difficulties due to high rent, power bills and car repairs.

Pleroma attended a street by street event held at Terrace Primary School where all different networks come together. I represented Violence against Women committee.

We are happy to welcome Bernita Bullivant, our new volunteer to our services. She fitted in very quickly and is a great help to Family Services. She attends Napier Family Centre every Wednesday and Pleroma on Fridays.

I have been on several trainings about working with clients who are experiencing mental health and addictions as well as training around domestic violence and clients who are experiencing trauma.

Ina kei te mohio koe ko wai koe, I anga mai koe I hea, kei te mohio koe kei te anga atu ki hea

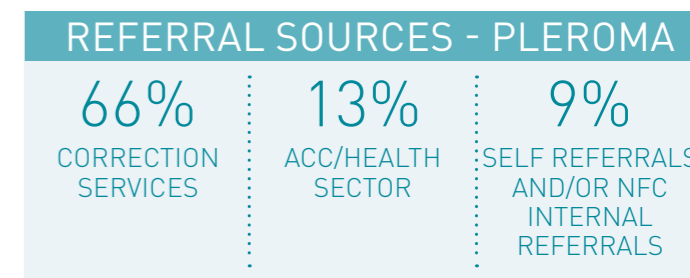
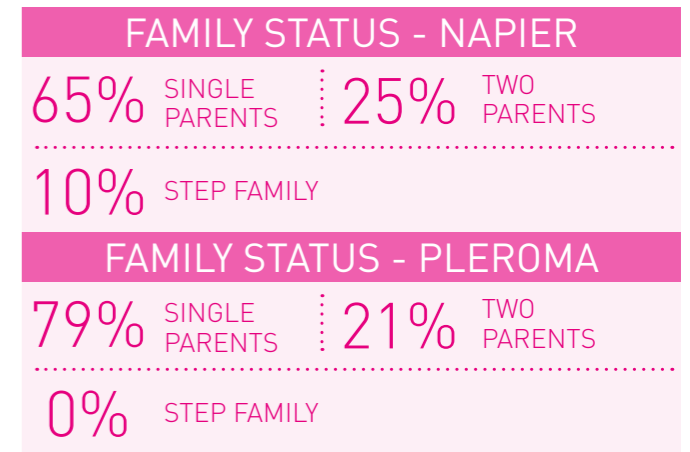
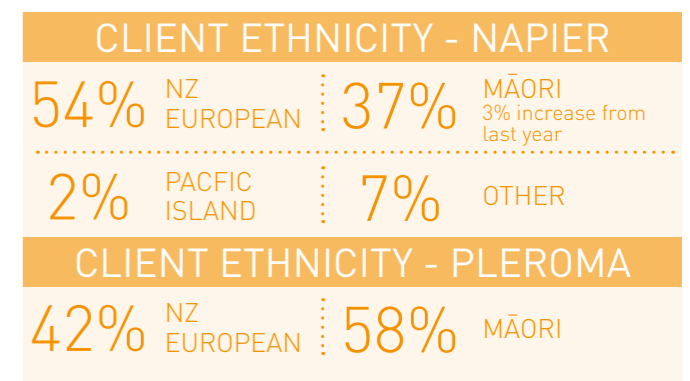
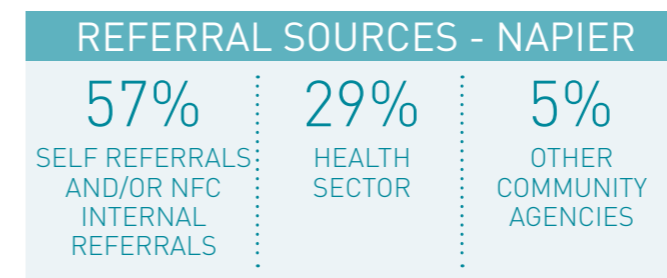
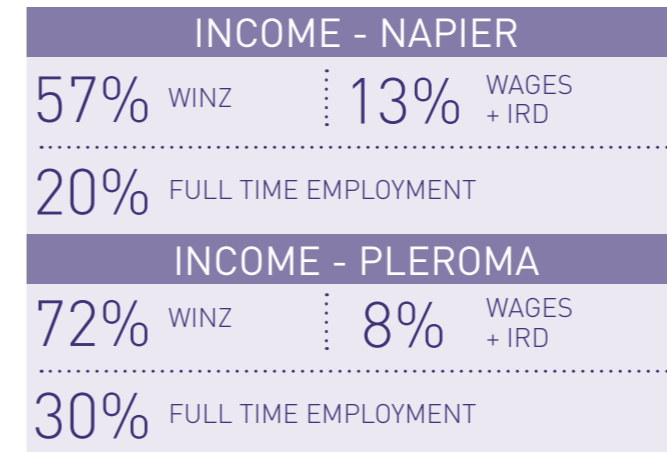
If you know who you are and where you are from, then you will know where you are going

No reira, tena koutou, tena koutou, tena tatau katoa

Feedback from clients continue to be positive and enforce that the heart of our services is in the right place:

"My support worker was amazing, kind, practical and non judgmental. She stood by me through a lot of tough situations."

"The services offered have positive impact on myself as a female, also as a mother and my children reap the rewards. Thank you so much. We love Napier Family Centre."





FAMILY EDUCATION

Heather Osborne - Co-ordinator



In 2019 we delivered 14 Educational programmes to adults and young people in Hawke's Bay, including Central Hawkes Bay.

This year our programmes were completed by 99 adults (37 male and 62 female) and 64 children and young people (33 boys and 31 girls). It is great to see the continued engagement by men, women, couples attending together and grandparents on our programmes.

POSITIVE PARENTING:

A total of 25 parents or grandparents completed this course.

FEEDBACK:

'Thank you, for the help/support and guidance. Very grateful.'

STRENGTHENING YOUR STEP FAMILY:

attended by 12 adults (6 couples).

FEEDBACK:

'This course has opened a dialogue about issues in our family and provided some valuable tools to address them.'

WOMENS WELLBEING

An empowering course for women focusing on strategies so women can make positive choices for themselves and their families. One week we welcomed Phillipa Page, who is a nutritionist as our guest speaker. The women enjoyed her presentation and asked many questions about their own personal health issues throughout. A positive outcome of this programme is that new friendships are formed and support outside of the group develops. This course was run once and attended by 9 women.

FEEDBACK:

'Has helped me unpack emotional/mental/spiritual-how and why we react in certain ways.'

PARENTING TEENS

Was offered as an evening programme once to 15 parents. The course is a safe environment to explore 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 safety, drug use, truancy and oppositional behaviour. Many of the parents reported that their teens suffered from anxiety. Parents were relieved to know they weren't alone with their stress, with many sharing how helpful it was hearing others share their concerns and feelings.

FEEDBACK:

'I have thoroughly enjoyed this course. Networking with other parents has been hugely beneficial. Good sensible advice from knowledgeable teachers.'

INCREDIBLE YEARS®

Napier Family Centre was again contracted by Ministry of Education to deliver 2 sole-agency Incredible Years Parenting Programmes over the year. 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 can include some financial support towards babysitting and also transport costs. This year saw 24 parents or grandparents completing IY Parent Programmes. 'Congratulations to Catherine Wathey for becoming an accredited Incredible Years Parent Group Leader.

FEEDBACK:

'Our relationship is now amazing. My kids have changed since this course has started and we have a happier home now.'

We are also contracted by Ministry of Education to deliver the Incredible Years Autism and Language Delay Programme for parents of children aged 2-5 years who are on the Autism spectrum. Heather Osborne and Andrea Driver delivered two of these programmes over this year. A total of 14 parents or grandparents attended these courses (7 on each course). As this is a recently introduced programme to New Zealand, the programmes are being evaluated with positive reports from participants. Andrea Driver achieved her IYA Accreditation at the completion of the second programme.

FEEDBACK:

'(This course) 'gave an amazing insight into our grandchild's world. Which in turn has allowed us to meet his needs/communicate with him/encourage him to communicate.'

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. Eight young people completed Emerge.

FEEDBACK

'(Increased) communication and listening skills'

LIFE IN THE TOUGH LANE was delivered to 16 children at Pokawa School and 27 children at Waipukurau School.

FEEDBACK

'I used to think that when life gets tough you give up, now I don't.'

JUST 4 KIDS

This was offered once with 10 children completing.

FEEDBACK:

'(The course) 'has allowed my child to talk more about feelings.'

SUNNY DAYS COFFEE GROUP

FACILITATED BY LINDSEY MACINTOSH AND JILL MCGILL

For 2019 Lindsey Macintosh has continued as regular coffee group facilitator, stepping into this role following the departure of Andrea Driver last year.

Alongside Lindsey Macintosh, we were also lucky to have the addition of Hayley Holloway (EIT Social Work Student) during some of 2019 and Jill McGill when Lindsey was away.

In addition, Financial Coach Barbara Solomon has also become a regular attendee of coffee group during 2019. Barbara has come along to share her knowledge on a variety of areas as need or discussion arises. This has been extremely valuable, with the ladies welcoming and utilising her knowledge on more than one occasion. This has led to some positive outcomes for them, including engagement with Napier Family Centre services as a result.

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



RESPIRE CARE SERVICE

COORDINATOR: CATHERINE WATHEY

In June a decision was made that Respite Services will be closed. All the families have been called and a process is underway to close. Both active families had their last respite weekends at the end of July and August. The co-ordinator of respite has let the caregivers and mothers know that Napier Family Centre will always be available for support and advice, however no longer be on call and responsible for the children while with caregivers or coordinating visits. This is the end of a chapter for Napier Family Centre, which has been invaluable for the families that it has served - by giving predominantly solo mothers much needed respite and support.

THANK YOU TO EVERYONE WHO SUPPORTED THIS SERVICE OVER THE LAST 15 YEARS.



MARKETING & COMMUNICATIONS

Suzanne Stewart - Manager

CHANGE WARS



In its third year our major annual appeal Change Wars hit its stride raising around \$8000 for the month of May to support free and subsidised counselling for children and youth. Pictured above Hawke's Bay Regional Council and EIT were just two organisations who teamed up to raise money with their purple cupcake day!



The incredible bake sale by the team at Glenn's Pharmacy raised a huge \$2500!

SPRING FASHION SHOW



The inaugural Spring into Style Fashion show was a huge success, taking place just six weeks after opening the charity shop. Tickets sold out in just days and the evening was enjoyed by many, raising around \$7000 for Napier Family Centre.

COMMUNITY GARDEN



Our community garden continues to attract wonderful volunteers and is now starting to produce some good crops.

ROCKETMAN MOVIE NIGHT



The movie night was a first for Napier Family Centre but was a great way to round off our annual appeal and sit down with friends for an epic blockbuster. The evening raised around \$900.

RALPH THE BUNNY



Napier Family Centre were lucky to be nominated by someone to win this massive chocolate Easter bunny!

QUIZ NIGHT



Our 3rd annual quiz night was another popular fundraiser supporting our annual appeal with the MSD team taking out top spot again! The event raised over \$2000 thanks to sold out tables and generous donations for raffles and auctions!

VOLUNTEERS & DONATIONS



Napier Boys and Napier Girls high school present Sunny Days with a cheque for \$1000 from their fundraising efforts for a new van.



The Navy muscle sailed in to help us move People's Advocacy Society to our place in November 2018.



Lieutenant Commander Rob McCaw donating food for our community.



Thanks to Napier City Council for their support with our working wardrobe initiative to help people prepare for job interviews by styling and donating clothes that can help them both look the part and feel confident. This was just half their donations!

XMAS CHEER



Christmas Cheer 2018 parcels were delivered to 59 families consisting of 158 children and 96 adults.

The parcels were made up of gifts donated by Napier Girls High School, local Parishes, staff and community. From Napier City Council we received food vouchers and 117 Santa Sacks that contained a scooter, a book, a ball & a voucher for a helmet. Thank you to Conroys for donating boxes. The generosity of local parishes, businesses and the community was again amazing.



CHARITY SHOP

Carolyn Pugh - Manager

The Key to our success rests in people like you, Who embody the spirit of greatness by saying "yes, I can and you can too!"



Each day I am inspired by the kindness and care demonstrated by our wonderful team of volunteers who have contributed with love and laughter and made this first year so enjoyable, what a journey it has been!

Our volunteer team has grown in numbers from 11 when we opened our doors on July 1st 2018 to over 40.

We have an average monthly volunteer contribution in excess of 300 hours given by our team and simply could not manage to run the store without our volunteer army. Every volunteer brings with them a wealth of knowledge, life experience and a will to give.

Our store was welcomed into the Taradale community with open arms and still every day we receive compliments on how well presented the shop is and how friendly the team are.

I have enjoyed sharing the story of Napier Family Centre with our customers, who are always interested in what our organisation does and are often surprised when I talk about the extent of services available to families in our community.

This is such an important part of our daily work – to share Napier Family Centre's message, vision, values and talk to people about the needs in our community. It often results in return customers and many, many donations. Awareness in our community is something that we cannot put a dollar value on but is worth so much.

Customers love the fact that they can purchase quality goods at prices they can afford and donors appreciate the care and respect we show to their treasures. Each donation tells a story and we are always mindful of how precious ones possessions are.

Sadly we are seeing on a daily basis the effects of loneliness in our community, this is mostly amongst the elderly and also young mums. I am grateful that we can spend time chatting to those who

wish to chat and lend an ear to those who are in need - we are more than a store, we are a place of laughter, calm, safety and friendship. I am so very proud of our amazing shop family and the aroha they display every day.

It has been a very busy time for us, after being open just six weeks we launched our first Spring Style fashion event which was a huge success and as I write this we are close to holding our second, even bigger show. I am grateful to Su Stewart for her expertise in marketing and promoting this event.

The aim is to continue to grow this event and for it to become our major fundraising event for Napier Family Centre.

Other projects we have worked on include our Working Wardrobe initiative with WINZ and our 'How to Deco' style evening.

We have most recently launched our 'Restyle for Runway' competition whereby customers purchase an item and restyle it into a garment suitable to feature in our Fashion show. This project celebrated our first birthday and encourages creativity, repurposing items and can also assist students to obtain NCEA approved credits in textiles and design.

We hope for this competition to be an annual feature and to develop it into something special for the Hawke's Bay event scene.

We were very pleased to have met our forecasted budget for the first 12 months and are confident that this next year will see an uplift on our figures.

I have enjoyed my year of learning more about Napier Family Centre and the incredible work our team does in the community. I believe that the Charity shop can make a difference by providing an additional income stream to assist in the vital work our organisation does and this is the driving force behind the Charity shop team.

GIVING IS NOT JUST ABOUT MAKING A DONATION IT IS ABOUT MAKING A DIFFERENCE. - KATHY CALVIN



bright futures
HOME-BASED CHILDCARE & LEARNING

BRIGHT FUTURES

Andrea Driver - Manager



NURTURING HOME LEARNING ENVIRONMENTS THAT SUPPORT YOUNG CHILDREN TO LEARN AND GROW.

Bright Futures home based care and learning continues to service children and their whānau across Hawke's Bay, offering the early childhood learning in a home environment that can match the pace of the individual child. Our environment engages children in a curriculum that is responsive to their interests and dispositions for learning while supporting their growth and development through secure attachment relationships.

The uncertainty of the homebased childcare industry nationwide continues as the sector awaits the government's final early learning strategic plan, alongside the homebased education review report which follows the consultation started early in 2018. A sector working group has been set up nationally to support services with the implementation of changes moving forward. This is the first time ever that the government has gathered so much information about homebased care and education. From what we have learnt during this review we believe Bright Futures

is operating in a model consistent with the Ministry's proposed changes already which supports the great work we do every day.

This last year has seen the fluctuation of both Educarer and child numbers throughout our services in Napier, Hastings and Central Hawke's Bay. We have seen Educarers move into other employment industries and retirement, for a number of reasons. The opening of new services particularly in Hastings has impacted our child numbers although we continue to be providing quality care and education for a small number of Hastings and Flaxmere whānau.

All of our services have experienced a significant number of enquiries for under two year old children during the last year. This suggests to us that parents/ whānau continue to value small group environments, in a home away from home setting, with one key adult providing a secure attachment relationship for their infant and toddler.

Bright Futures continues to have a fantastic team of experienced Visiting Teachers, Educarers and administration staff who support young children and their families every day. We continue to work closely with community agencies including Work and Income, Oranga Tamariki, Ministry of Education and Well Child providers to ensure positive outcomes for our tamariki and their whānau.

Our Te Ao Māori playgroup sessions continue weekly in Napier providing a culturally responsive curriculum unique to our educational setting. We value the facilitation of our kaiawhina Rawinia, who is supported by Roger McNeill from Te Whakaritiro Trust. The weekly sessions have scaffolded confidence and understanding of Te Ao Māori and Te Reo Māori for both children and Educarers. Much of this new learning has flowed into the home learning environment and into the weekly playgroups where we are seeing children take on leadership roles and confidently embrace their own culture, language and identity; and that of others.

Community excursions are a valued part of homebased care and learning including weekly playgroups and preschool gym. These provide meaningful experiences for children to make connections with the world around them. The Hastings team are fortunate to host their weekly playgroups at the St John's Presbyterian Church in Hastings. We thank Debbie and her team for sharing their special place with us.

Finally, I would like to take this opportunity to thank our fantastic teaching team of Vicki, Darryl, Paloma, Sarah, Marieta and Corina and our Educarers who every day provide rich learning experiences and nurturing home learning environments that support young children to learn and grow.



SUNNY DAYS

Cathy Grigsby - Manager



AS I WRITE THIS REPORT WE ARE ENJOYING A NEAR FULL ROLL OF ABOUT 95%.

It has been a busy year for Sunny Days. In my last report we were fundraising for a new van which we now have thanks to the efforts of Rotary and the Interact club. The bigger van means teachers can stand upright when putting the children into their car seats which is kinder on their backs. Our free van service is available for families who may not otherwise be able to get their child to an early childhood centre.

For a period of six months we were without our full outdoor area due to discovery of asbestos in the soil. Tests showed there was no risk of harm and nil airborne particles but erring on prudence the project resulted in removing all the potentially contaminated soil and replacing the whole yard with new turf. A significantly larger outdoor area is a key feature of Sunny Days. We have taken the opportunity to add a barked area for our big equipment which has been very popular.

We have been very fortunate to receive grants and donations during the year from various sources. St Vincent De Paul donated a set of thermal underwear for each of our children. Our Public Health Nurse brought some warm pj's and tops in. Te Awa School donated a big box of new books and we are grateful to Methodist parish for a grant to purchase gumboots for our children. We are feeling very looked after and really appreciate the support we receive from our community.

Despite feeling the effects of the sector wide ECE teacher shortage, we have managed very well. It is important to have a reliable reliever pool in this current environment and we recently celebrated our amazing relievers by holding a shared morning tea for them.

We are the only early childhood centre in the Matariki Kahui Ako (Community of Learners). Through this we have access to some high quality free professional learning and development. We are currently involved in a year-long programme around oral language. This is facilitated by Del Costello who is an oral language expert. There is current research telling us children do not have nearly enough oral language skills needed before they start school. We are very excited to be part of this valuable programme.

Our international Food Day is an event that is always celebrated in style. The teachers dress up in costumes from their culture and each family brings a favourite family dish to share for lunch. It is a very colourful occasion.

We look forward to our whole centre excursion to Pukemokimoki Marae which supports and strengthens our bi-cultural practice. It is a great experience for both tamariki and adults. We have a close relationship with Marewa School who often visit Pukemokimoki and one of the teachers has been guiding us through this process. She has also been teaching us local history and waiata.

Every day the Kiwi Children practice the Marewa School Anthem – Ngā Waka, this was taught to us by whaea Cherie from Marewa School. We also have a morning karakia before we start the day, Haere mai he tenei ra and the children have been enjoying listening to legends – How Maui Caught the Sun and Pania of the Reef. We are all looking forward to a bright fun filled year ahead.

Ngā mihi, Cathy and the team at Sunny Days.

Balance Sheet

	2019 \$	2018 \$
Assets		
Current Assets		
Cash and Cash Equivalents	227,202	90,455
Receivables	373,886	548,391
Prepayments	26,124	33,895
	<u>627,212</u>	<u>672,741</u>
Non Current Assets		
Property, Plant and Equipment	1,483,529	1,427,885
	<u>2,110,741</u>	<u>2,100,626</u>
Liabilities		
Current Liabilities		
Trade and Other Creditors	161,567	132,860
Current Portion of Mortgages and Loans	15,583	11,103
Deferred Income	29,695	72,803
Employee Entitlements	269,719	248,919
	<u>476,564</u>	<u>465,685</u>
Non Current Liabilities		
Loans	43,121	54,771
	<u>519,685</u>	<u>520,456</u>
Net Assets	<u>1,591,056</u>	<u>1,580,166</u>
Retained Surplus	1,591,056	1,580,166
Total Net Assets Attributable to the Owner of the Entity	<u>1,591,056</u>	<u>1,580,166</u>

Statement of Financial Performance

	2019 \$	2018 \$
Income		
Clients Fees	78,545	75,740
Dividends	660	1,505
Donations	29,648	24,257
Fundraising	6,042	4,496
Government Contract Revenue	3,023,404	3,152,659
Grants Received	340,304	343,112
Interest Revenue	3,655	2,969
Parents Fees	358,866	352,019
Rents Received	9,391	4,867
Shop Sales	112,117	-
Sundry Income	6,045	3,719
	<u>3,968,676</u>	<u>3,965,343</u>
Expenses		
Employee Related Costs	2,109,607	2,037,654
Depreciation and Amortisation Costs	76,564	82,358
Grants and Donations	-	391
Interest Expense	2,224	3,337
Other Expenses	1,769,392	1,801,009
	<u>3,957,786</u>	<u>3,924,749</u>

Net Surplus (Deficit) for the Year

	2019	2018
	\$	\$
Donations	10,890	40,594
Donations - general and appeals	29,648	24,257

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 4509 hours (2018: 609 hours).

Grants Received

	2019	2018
	\$	\$
ANZ Staff Foundation	-	4,284
Business Distributors Ltd	-	3,000
Catholic Charities Foundation	15,000	12,000
COGS	10,500	12,000
Eastern & Central Community Trust	5,000	30,000
First Sovereign Trust	-	2,410
Gwen Malden Trust	3,000	5,000
Frimley Foundation	10,000	10,000
HB Childrens Holding Trust	23,000	22,000
HB Foundation	7,250	4,000
Heavens Family Trust	3917	-
Joan Fernie Charitable Trust	-	3,000
Kingdom Foundation	-	3,000
Lion Foundation	5,000	5,000
Methodist Trust	7,000	7,000
Napier Budget Advisory Services	-	53,636
Napier Family Centre Financial Trust	117,000	17,000
Napier City Council Community Services	10,000	10,000
NZ Community Trust	1,237	-
NZ Guardian Trust	-	5,100
NZ Lotteries	80,000	125,682
North & South Trust	-	3,000
Northern & HB Federation Womens Institute	1,071	-
Pub Charity Ltd	11,529	5,000
Rotary Club of Ahuriri	5,000	-
Royston Health	17,800	-
St Paul's Parish	4,500	-
St Vincent De Paul	1,500	1,000
Willis Legal	1,000	-
Total	340,304	343,112

Government Contract Revenue

	2019	2018
	\$	\$
ACC	189,321	176,118
Health Hawkes Bay	71,215	54,963
Ministry of Education	1,929,033	2,030,404
Ministry of Social Development	294,603	299,733
Napier City Council	-	12,751
Work & Income	539,233	578,690
Total	3,023,404	3,152,659

Ministry of Education Equity Funding

Equity funding of \$159,951 was received during the year (2018: \$208,037). 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 25th 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 include 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

ACKNOWLEDGEMENTS



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

Ahuriri Rotary Club	Financial Trust
Catholic Charities	Northern & HB Federation
Change Wars Participants	Womens Institutes
Community Organisation	NZ Community Trust
Grants Scheme	NZ Lottery Grants Board
Eastern and Central Community Trust	PAC Distribution Group
Eric Lamb	Pettigrew Green Arena
Family Tree Members and Individual Donations	Probus Club of NZ
Frimley Foundation	Pub Charity Ltd
Glenns Pharmacy	Royston Health Trust
Gwen Malden	St Columba's Presbyterian Church
HB Children's Holding Trust	St Paul's Presbyterian Church
HB Foundation	St Vincent De Paul
J Bebarfald & R Kaarsemaker	Tamatea Community Church
Lime Rock Wines	Tamatea Pharmacy
Napier City Council	The Lion Foundation
Napier Family Centre	Trinity Methodist Church
	Willis Legal



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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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