

# ANNUAL REPORT 2014 2015



**anglican family care**

manaaki whānau

**Anglican Family Care is a professional social work agency that has served the people of Dunedin and Otago since 1970. The main office is based in Dunedin with branches in Balclutha and Alexandra.**

## **Our Values**

Whanaukataka / Sense of Family - our core values encompass all aspects of the family — we promote and generate respect for each other, and for those with whom we work.

Kotahitaka / Common Purpose - we endeavour to enhance our work by building lasting relationships on a strong foundation

Manaakitaka / Looking After People - we honour our responsibility to be respectful, supportive and honest in our communications.

Mahi Tahi / Working Together - we work together to create an environment in which diversity is acknowledged and nurtured.

Whakahirahira / Excellence - we strive for the very best at all times with all people and seek to be professional in all situations.

Awhinatika / Stewardship - we recognise that when we support others we are at all times acting for the whole agency and for all people.

## **Our Mission**

Providing social services in Otago to children and families from diverse backgrounds to restore wellbeing and enhance their social resiliency.

## **Our Vision**

That the values of Anglican Family Care are embedded at every level of the organisation, so outcomes contribute significantly to a just, caring, respectful and healthy community.

## **Our Beliefs**

Jesus Christ said “Love God and Love Your Neighbour”

Firstly, the love of God guides and over arches all we do.

Secondly, a love for all people is central to the values which inform our work.





# About us

We work in partnership with Ministry of Social Development, Ministry of Justice, other non-government organisations and our donors to support and improve the lives of children and families across Otago.

## What we do

- Providing support and early intervention to families experiencing Family Violence
- Providing support to help vulnerable children and struggling families
- Counselling and help in dealing with grief, loss or abuse
- Social work, including parenting support, advocacy and respite care
- Child behaviour management
- Providing help and support for any issues or problems within the family/whānau
- Children's health and development support
- If Child Youth and Family are or have been involved with family/whānau
- Help with providing food, budgeting, advice, advocacy and or general family support
- Help victims of crime reconcile with perpetrators of crime through restorative justice services.
- Caregiving, and respite care

## Specific programmes

- Family Start – referrals from 3 months gestation – 1yrs
- Budgeting – (for those with children in their care)
- Counselling – (individuals, couples and families)
- Home based social support, parenting courses and respite care – 0 to 16 yrs
- Food bank – emergency food for those with children in their care.
- Restorative Justice
- Access to Consumer Electricity Fund
- Social Workers in Schools



# 2015 A new Beginning

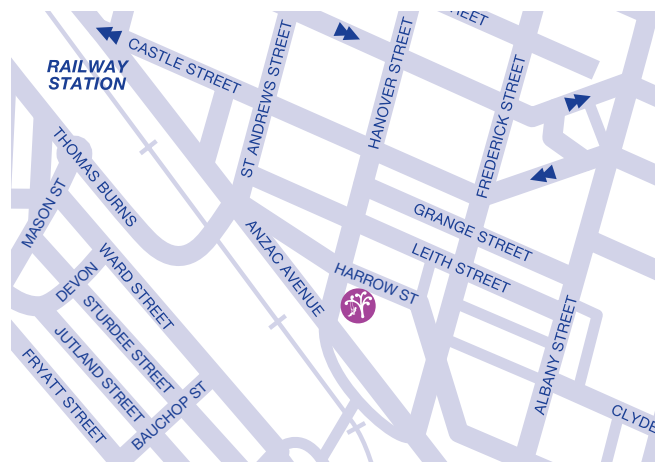


In March of 2015 after over 30 years we left our Bath Street office and moved to 266 Hanover Street.

The new premises are warm and bright, and much more suitable as a work space. We received great support from a team of advisors who provided the best solutions to a multitude of issues which had to be worked through. Our staff also worked well as a team to make the transition run smoothly.

Together with new premises we have welcomed many new faces to the organisation including Craig Ashton, Business Manager, John Gillanders, Business Analyst, Jacqui Graham, Executive Assistant, Amanda Windle, Business Support Administrator, along with Beth Stitely and Belinda Le Lievre who have joined the newly formed Community Relationships Team.

We have also seen the departure of many valued long standing staff who have been a huge part of Anglican Family Care's history. We wish to thank and acknowledge all these staff in particular Lynne Campbell, Trish Franklin, Lyn Williams, Angela McCrae, and to long time serving social worker Elizabeth Brown.



Staff joining in celebrating "Orange Day" in support of the work done to prevent Family Violence.

## It is my pleasure to present the forty third Annual Report of the Anglican Family Care Centre Incorporated Trust for 2014-2015.



This financial year shaped as a difficult year for many staff. After a comprehensive review the Agency embarked on a significant restructure which brought about staff and role changes and sadly some redundancies to

very long serving and loyal employees.

The restructure was the result of work performed over the past 18 months and was underpinned by a strong vision for the future of the Agency. The changes have enabled the Agency to reposition itself, to create new focus areas and establish essential new roles in management, information technology and community relationships/fundraising. From that perspective the Agency has recruited into its family some very talented and capable new staff members. They all have very clear roles and objectives to ensure that Anglican Family Care is best placed to achieve strategic and business plan goals and continue to survive and evolve within a very challenging economic environment.

Since the 2014 AGM the Board was delighted to welcome two new Trustees, firstly Mary-Ann McKibben, Manager of the South Dunedin Social Sector Trial. Mary-Ann is a Public Health Specialist from the United Kingdom with experience in working at national, regional and local levels to improve health and wellbeing. The second appointment was Kyle Forde, Chief Information Officer at WellSouth Primary Health Network. Kyle brings a wealth of knowledge and experience in information technology and communication strategies and systems.

Regretfully Bronwyn Miller resigned from the Board due to work and study commitments. We appreciated the unique perspective that Bronwyn always brought to the table and we thank Bronwyn for her valued contribution over the past six years.

The other members of the Board are Bishop Kelvin Wright, Hilary Allison, Sian Adamson, Bruce McCormick, Emily Keddell, Diana Hudson and Michelle McDonald.

Message from  
**Jim  
Hawker**  
Board Chairman

The 2014-2015 financial year recorded a net deficit (before fit out write-off) of \$121,003. Whilst disappointing this result was better than originally forecast. The primary cause of the deficit was the increased occupancy costs associated with the move to new premises while still committed to the Bath street lease which continues through to 2016. Salary and wage costs were also up on last year partly due to costs associated with the restructure. There were also some one-off costs associated with the office relocation.

Total income was up 4.5% on last year with the total contract funding received from the government representing 84.8% of total income. The loss this year of contract income from the Department of Child, Youth and Family has been pleasingly replaced by an almost doubling of income from the Ministry of Justice for our Restorative Justice services.

Donations received this year totalled \$305,396. Once again we are indebted to our very generous donors be it individuals, trusts, parishes or local businesses. We especially thank Otago Community Trust, Ministry of Social Development, Diocese of Dunedin, Central Lakes Trust, Alexander McMillan Trust, The Trinity Foundation, Tindall Foundation, NZ Lotteries Grant Board, Dunedin City Council and J N Lemon Trust.

We thank the very talented and hard working staff of the Agency. On the back of the significant disruption caused from a restructure, industrial action and a relocation they have continued to approach their work in a positive and professional manner, always putting the clients needs first with the quality of service delivery remaining of the absolute highest standard.

On behalf of the Board I acknowledge and thank the Director, Nicola Taylor and her Managers for guiding and managing the Agency through a very challenging year. I also offer my personal thanks and appreciation to the Board members for their support, guidance, leadership and governance of Anglican Family Care throughout the year.

I move the adoption of the Chairperson's 2014/15 Report of the Anglican Family Care Centre Incorporated Trust.

Message from  
**Nicola  
Taylor**  
(Director)



**We have navigated a year of enormous change, and we are now consolidating after a period of upheaval.**

In May 2014 we initiated an organisational review, and by the end of 2014 we had recruited new staff to implement the changed structure. During this time we farewelled some long serving employees and welcomed a new team.

The industrial action which arose from the bargaining with the PSA was a new development for Anglican Family Care Centre. The funding to our sector, frozen since 2008 by our government funders, contributed to a complex and prolonged dispute, difficult for all our staff, union members and non-union alike. We have now reached a settlement, after over a year of discussions.

We left 36 Bath Street after over 30 years, and moved to 266 Hanover Street. The new premises are warm and bright, and much more suitable as a work space. We received great support from a team of advisors who provided the best solutions to a multitude of issues which had to be worked through. Our staff also worked well as a team to make the transition possible.

The external environment for the NGO sector is uncertain, with review and change constant. The Southern District Health Board ended our contract to provide the Family Outreach service in Balclutha, after 12 years of supporting vulnerable families in a rural area desperate for this kind of support. This was a unilateral decision made with no consultation, either with us, the community, or other funders. The Ministry of Social Development ended our shared care contract. The renewal of contract funding for the 2015-2016 year has been a confusing and protracted process.

The Productivity Commission are reviewing funding to the social services, and the Ministry of Social Development has released a new Community Investment Strategy.

The needs of vulnerable children and their families continue to absorb our energies at a local level, and it is difficult to comprehend how the relentless demand on services will translate into the new models being proposed. We are seeing more and more people in high risk situations coming to us for support, when mainstream services, health and statutory, turn them away,

saying, this is not our work. Our staff responded in an extraordinary way during the recent floods, assuming extra work on top of existing responsibilities.

Our Restorative Justice team have worked very hard responding to a higher than usual number of referrals, since changes to legislation in late 2014.

The new Community Relationships Team are now working very hard to set up their new initiatives for fundraising and marketing.

Trish Franklin left in early July, after making an enormous difference to the setting up of the team.

Craig Ashton has led the new Business Support Team, managing the move of premises in March. A highlight for this year is the implementation of the new ICT strategy for the agency.

Jacqui Graham joined Anglican Family Care as Executive Assistant and has made a significant impact bringing a great amount of energy and enthusiasm to the agency.

Kathy Richards and the Supervisor team continue to provide exceptional support to vulnerable children and their families, in Dunedin, South Otago and Central Otago. A number of our staff have taken on additional study commitments. Congratulations to those who have completed qualifications during the year.

We have also received wise and careful advice from a number of people throughout the year, in matters relating to legal, cultural, financial, strategic planning, property and leases, ICT, marketing and human resources. Thank you to all who have made our transition through a challenging year possible.

Most importantly, though, our donors have made it all possible, for without your support we simply could not survive in this uncertain and ever-changing world.

The need is enormous, and your support is vital. Thank you.

To Jim Hawker, the Board and staff, thank you for your continuing hard work and commitment to the work of the agency.





## At a Glance

To provide support for vulnerable children and families.

Anglican Family Care visited over **13,000** Otago families, offering a range of services and support'



We helped more than **600** families over the last 12 months providing them the support and skills to make meaningful and lasting change.



Our food bank gave **1334** food parcels assisting families with emergency food and linked many of these into our other programmes and services.



# Support from our Community



In 2014/15 we received \$450,559 of Non-contract income made up from local trusts, foundations and individual donors. This made up 13% of our total income that went onto help support 100's of children and families in our community.

Every year the donations and support we receive go towards providing children with a chance for a happy healthy start to life. We believe all children deserve this and our work would not be made possible without our community's support.

For every dollar donated to Anglican Family Care this brings us that much closer to achieving the dream of a community free from child abuse, neglect and poverty.

St Hilda's is achieving their goal of helping local families by donating needed items to our community each school term. "Our offering is part of the Eucharist Service", says Gillian Townsley, Chaplain at St. Hilda's, "It is one way we can bring our faith to life. Our relationship with Anglican Family Care is helping to open eyes to poverty and need within our own community." Most recently the school has donated over 3 carloads of items to the AFC Food Bank. This was done in response to the increased demand on the Food Bank services stemming from the recent flood in South Dunedin.

Pat Moyle has been volunteering with Anglican Family Care since 2010. She came on board at the suggestion of a friend and has been a regular and faithful volunteer ever since.



## Volunteering for AFC

"I feel like I'm making a difference. I volunteer because I enjoy it. I want to give back to the community."



Kristalee found help through the Family Start programme six weeks after the birth of her first child. Her midwife recommended the programme.

Kristalee is just one of the many success stories of the Family Start programme and is using her experiences to help other mums through the Dunedin Parents Centre. She's grateful for the help that she's received and wants other parents who may be struggling to know that help is available. "Family Start is a God-send" she says

"There's a lot of support out there and it's not necessary to sit home and suffer. I encourage those Mums who are struggling to get help. I've learned that anxiety, depression, and other issues don't just happen to a certain type of person, they can affect anyone."



## Making a difference

**"At first I didn't want to do it. But after I met my worker, I immediately felt comfortable. She didn't judge me or my parenting and I came to understand that she was there to help."**

## Thank you Zonta



Zonta Metropolitan donated 1400 children's books to Anglican Family Care.

This amazing resource has provided books for children in families that may not have had the opportunity otherwise to access these resources.

The Zonta Service Committee headed by Kate Smeaton organised an outing for families as part of their MAD (Make a Difference) programme to provide an opportunity to visit the Eco sanctuary. A great and memorable day was had by all.



Message from  
**Craig Ashton**  
(Business Manager)

This financial year has been challenging on a number of fronts but as we plan for the future ahead we are reassured that Anglican Family Care is in a strong position to continue to deliver quality outcomes for families where it matters.

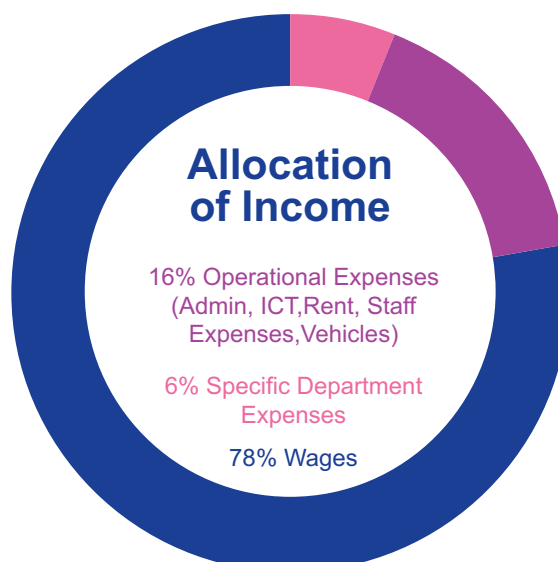
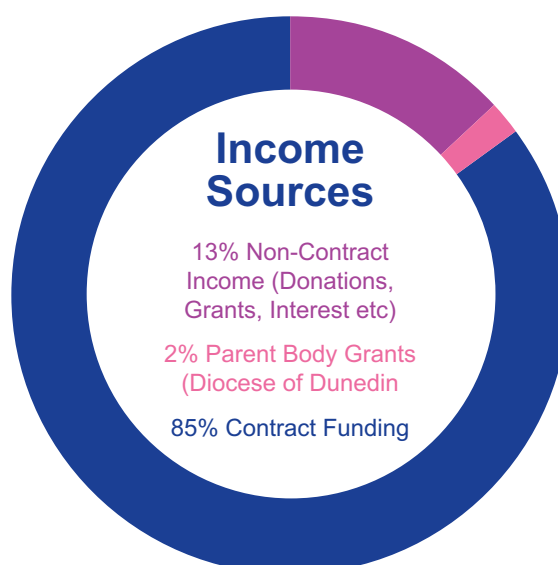
First, the costs associated with moving to Hanover Street, a necessary and long overdue exercise that has taken the organisation from cramped work spaces into a light, spacious and practical environment where we will build an exciting future ahead.

Secondly, the costs associated with the transformation of the agency's organisational structure and capability. This restructure has now set the foundation for Anglican Family Care to continue its great work, develop new and innovative ways of meeting the community's needs, raise the agency's profile and ensure Anglican Family Care has a clear, long and sustainable future.

Anglican Family Care welcomed John Gillanders as Business Analyst in October 2014. John has brought a huge amount of skill and passion for ensuring technology can support our staff to deliver the help to those in need.

Amanda Windle joined the Business Support team in December and is now bedding down a range of new and innovative administration systems and processes as the Business Support team continues to find efficiencies and streamline the running of the organisation.

There are many new innovative initiatives with a strategic focus for 2015 and together with the whole of staff and wider community we are looking forward to the future ahead.





# Community Relations

The Community Relationships Team was formed as part of the organisational review in 2014. Trish Franklin set the foundation of what is an exciting new era for Anglican Family Care before leaving in July 2015. Trish had done an amazing job over the last 3 years with Anglican Family Care and we thank her for her dedication, commitment and focus over this time and wish her well.

In January Beth Stitely joined AFC as Community Relationships Co-ordinator and in the following month Belinda Le Lievre as Community Relationships Administrator then completed the newly formed team.

Both Beth and Belinda have hit the ground running bringing a vast amount of knowledge, skill and enthusiasm for working in the not for profit sector. The key aspects of work within this team are to improve the connection and relationships within our community, raise the profile of the work we do, engage and provide opportunities for the many offers of help and support we receive from our supporters, donors, churches and sponsors.

There are many exciting opportunities to get involved with this team and already many successes worth celebrating; including fundraising in excess of \$140,000 in the first 6 months of being formed, a hugely successful movie night fundraiser and a Choc art event involving 14 AFC volunteers as part of the Cadbury's chocolate carnival week.

The Community Relationships Team is looking forward to realising the incredible potential and exciting opportunities ahead and welcome you to be part of this journey as together we build a stronger more supported community.



Message from  
**Kathy Richards**  
(Practice Manager)



As a result of the organisational restructure I am now managing Restorative Justice. It has been a pleasure to work with Raewyn and her team of facilitators as I become more familiar with the focus and function of the Restorative Justice process. I acknowledge Raewyn's increased work load over the last six months brought about by a change to legislation that has resulted in a huge

increase in referrals to Restorative Justice.

Over the past four years we have been increasingly focused on demonstrating outcomes and the impact of our work on children and families using the Results Based Accountability framework. As we become more familiar with this framework we are now receiving some very good data about the effectiveness of our work and the positive change occurring for the children and families we work with.

We find ourselves constantly navigating our way through an uncertain and changing funding environment. In June this year our contract to provide care placements for children under the care of Child Youth and Family has ended and we also lost a DHB contract to provide a wraparound intensive home based service (South Otago Outreach) for families with babies. We have however been very fortunate to continue this service for another year due to a generous grant. I would like to acknowledge the staff in our Community Relationships Team for this great result.

Despite the challenging economic and political environment, the quality of the work of our staff is of a very high standard as we continue to work with some of the most vulnerable children and families.

I acknowledge and thank all the Team Leaders and their teams for the outstanding and particularly challenging work they do. We are also very grateful to the amazing group of caregivers who open their homes and hearts to the children and young people we place in their care and the committed group of volunteers who support our foodbank and maintain our 'Born to Learn' resource room.

This has been another busy and challenging year in Anglican Family Care. Despite the impact of the organisational restructure, our workers remained focused on their work providing high quality and professional services to clients.

This has been another busy and challenging year in Anglican Family Care. Despite the impact of the organisational restructure, our workers remained focused on their work providing high quality and professional services to clients.

While moving premises at the beginning March this year was a huge undertaking, staff are enjoying the new lighter and brighter work environment, particularly having their own desks.

Over this past year we have farewelled many staff who have worked in this organisation for many years. I would particularly like to acknowledge Elizabeth Brown who retired in February after 25 years' service.

We are actively engaged in some key collaborations and partnerships across all our sites - Dunedin, Balclutha and Alexandra. With an increased focus on family violence and its impact on children and young people, these networks, inter agency collaborations and relationships are vital. I acknowledge Jane Hutton's leadership in establishing and maintaining the Balclutha Family Violence Interagency group and securing funding for an "Is not Ok" campaign. We are also actively involved in the Dunedin Collaboration Against Family Violence network and the Community Advisory Panel in Dunedin. All our sites actively engage in the Strengthening Families process and see the benefit in this approach for families.



**“I couldn’t  
have done this  
without my  
worker, she  
was amazing,  
patient and really  
listened to me”**



**694**

Total number of Community  
Electricity Fund applications



**209**

Number of AFCC applications



**\$201**

Average cost of each application

# Family Start

Family Start has continued to provide quality services to over 330 families across Otago over the last 12 months. The focus of this service remains to improve the health, education and development of children in supporting parents. The average contact and commitment of our workers to each family is two and half years, which enables a real meaningful change to occur in the lives of these families.

Zonta Metropolitan has provided reading material to enable staff to have the ability to take books into homes to encourage parents to read to their children.

One of our Family Start workers is leading a new initiative – Play Therapy. This is exciting and has the potential to grow in the future. Along with this our Family Start Whanau Workers are now delivering Youth Parenting with Youth Services comprising of 12 parenting sessions in the home with young mothers and fathers under the age of 18. This programme has been delivered in conjunction with Family Start in 89% of the cases and has made a significant impact in the lives of these young families.

Our staff group continues to take professional development opportunities to enhance and affirm practice and the work we do. This included, Family Partnership training provided through Ministry of Social Development to support the on-going growth and development of our Team Leaders as we look forward to another busy year ahead.



333

Children under 3 years



2.5  
years

Average length of intervention



10,000+

Over 10,000 home visits



100%

Parents understand  
child development



99%

Demonstrate positive  
parent/child interactions





**“My  
relationship  
with my baby  
is stronger and  
I have gained  
the confidence  
as a mum”**



**81%**

**Children in AMBTL programme  
met developmental milestones**

(AMBTL - Ahuru Mowai & Born to learn curriculum)



**83%**

**Children actively engaged in  
education as a result of the  
Family Start programme**



**83%**

**Parents know more about what's  
available in the community**



**83%**

**Parents report positive changes  
in their children as a result of the  
Family Start Programme**

# Home-based Social work



This year has been one of change of personnel for the team. Earlier this year we farewelled Elizabeth Brown from the Home Based service. We all miss Elizabeth, and also miss the practice knowledge, wisdom and compassion she brought to the work.

**“My worker was professional and she didn’t judge me. I valued her support”**

In November we welcomed Hannah van der Zanden to the team and in February, Caroline Sullivan joined us. In May we farewelled Claire Millichamp who is experiencing social work in other parts of the world. Ginnie Ravell, the current duty and care social worker, has also recently joined the home based team. We have also recently said good bye to Patricia Grothe-Robertson who was with us on a temporary contract. With these changes it has been a time of consolidation for the team as we compete with the growing demand on our services and managing waiting lists to ensure urgent needs can be met.

We are proud of the commitment of the team to the work they do and the outcomes they achieve with the families with whom they work. The issues facing the families who choose to work with us are often complex. Many of the families are incredibly resilient and comment on the helpful work the social workers do with them.

We look forward to the year ahead and continuing to work with a team of social workers who are committed to the work they do.



160

Total number of families helped



3000

Over 3000 visits to clients' homes

100% Improvements to family situation

100% Increased parenting confidence

86% Better understanding of strengths and abilities

93% Clearer understanding of children's needs



# Social Workers in Schools

“I feel more confident and know where to go for help”

It has been another very busy and productive year in the Social Worker in Schools service.

In October we welcomed Katie Baumler to the service. Katie was appointed to the position while Cindy is on parental leave. Katie works at Bathgate Park, Brockville and Pine Hill Schools. Kerri Cleaver has moved to Carisbrook and Concord Schools and Elle Brittain remains at Te Kura Kaupapa Maori O Otepoti.

We have continued to receive very positive feedback about the work that is undertaken. Group work continues to be an integral part of the programme. Groups tailored to meet the needs of the students run throughout the year. The groups are popular and the feedback is very positive. While the students have a great time there are always very clear goals for the group, such as, building self esteem, dealing with grief and anger issues.

Social Workers in Schools is a very exciting programme and we all enjoy being part of a programme that allows such flexibility and creativity. This flexibility helps us to meet the needs of the children and families who choose to work with us. Katie, Kerri and Elle complete some amazing work and it is lovely to see and hear about this work and how much they enjoy this area of practice.



258

Children engaged with our social workers in schools



85%

SWiS children showing a positive change after one year





# Caregiving and Respite care

We continue to have a loyal and committed group of caregivers who provide respite care for children whose parents are in need of some time to work on their own issues. This service could not be provided without caregivers volunteering their services for these children. We greatly appreciate their time and generosity in their caregiving role.

Our caregiver services were reduced at the end of the financial year with the loss of the Shared Care Contract. The loss of this contract means that we no longer provide bed-nights for children in the custody of Child Youth and Family.

The respite service which falls under the Community Beds Contract, however, continues to be a much needed service for families who do not have their own family networks to provide care and whose circumstances mean they require this service. Caregivers often provide care for these children for a couple of nights at a time. Caregivers are supported by our Caregiver Social Worker, Ginnie Ravell. Ginnie enjoys this role and visiting caregivers to provide support. We are always looking for new caregivers and welcome enquiries.



# Counselling

**“I was surprised how good it was. It was definitely worth asking for help, thank you.”**

The counselling service continues to be in high demand focusing on the presenting issues of stress, depression, suicidal ideation, relationship breakdowns, drug and alcohol issues, anger management and family violence.

Melanie Taylor has joined the Counselling Service in Dunedin as Karen Wells left in early 2015 after an amazing 7 years service.

Our Central Otago counsellor continues to be well supported by Central Lakes Trust and because of this generous support has gone on to help over 40 individuals and/or families this year.

The South Otago community and funders have also rallied behind the agency after the loss of a DHB contract to look to establish a much needed Counselling service in South Otago.



154

Total number of clients



92%

Situation improved as a result of counselling

# Budgeting & Community Electricity Fund

Continuity of service has been the main focus of the budget service this year. We have all worked together to cover the absence of one of our members who has been away for an extended period. We wish her well and hope she will be back with us very soon. Jenna Houlston joined us for a short period to provide some cover and we are currently exploring options to put a similar arrangement in place for the next few weeks.

Cheryl Inwood has continued to co-ordinate the Consumer Electricity Fund, and this year joined both the Cosy Homes Governance Group and Lending Matters Group which have more of a community focus. The Total Money Management aspect of the



**“I now have more confidence in my ability to be a parent and now I’m on the right track”.**

service has been reviewed and the focus will be on providing this intervention option to families with children.

Referrals to the budgeting service often involve complex debt situations. The financial situation is generally one of a number of issues impacting on a family. Developing budgets and plans with clients is very personal detailed work and can be challenging for the client to share what their budget and spending looks like. Assisting clients to explore options can be rewarding, but highlights the struggle some people have in providing the basics for their family.



148

Total number of clients signed up to the budgeting service



209

CEF clients received a budget from Anglican Family Care



76%

Increased financial confidence



67%

Reduced debt from budgeting programme



# Food Bank

The food bank continues to be well utilised by families involved in our programmes. Staff are able to make referrals for families when they see an identified need.

We noticed a considerable increase in food bank appointments due to the June floods that severely affected parts of Dunedin. Anglican Family Care was part of a community response to this event which had a significant effect on some of the most vulnerable families in our community. Many of the staff at Anglican Family Care worked at the specially set up resource centre and helped co-ordinate supports. Some work continues with these families as the effects from this are still being realised.

We continue our collaboration with the Salvation Army where they provide the premises for the storage and distribution of food. We are in the third year of this arrangement and appreciate the positive alliance formed with Dunedin Salvation Army and particularly our relationship with Lindsay Andrews in making this possible.



*Jordan, Lucy and Alex deliver St Hilda's Collegiate Schools food donation to the Food Bank.*



Food parcels provided

With the move to our new premises in Hanover Street many wishing to donate food are now dropping donations directly to our Hanover Street premises. With the increasing numbers choosing to drop food off to us directly we are enjoying meeting donors again and thanking them personally for their kindness and generosity. The food bank is struggling to meet demand at the moment so we very much appreciate donations from individuals or groups.

Often those coming to the food bank have needs in addition to food. Our duty workers, who change daily and are our home based social workers, are able to make referrals to our other services in the community. Meeting with people who are struggling to meet daily needs is always a humbling experience and a reminder of the difficult and challenging circumstances some members of our community face.



*Ginnie arranging food as part of Anglican Family Care's, June Flood response.*

# Rural Services



91%

## Family Centred Services - Balclutha Improved awareness of family violence

Anglican Family Care have offices in Balclutha and Alexandra helping families identify their own strengths and resources in times of difficulty and stress, in order to achieve positive outcomes.

Support services are often hard to access in rural areas and we are fortunate to have quality staff and the support of the community to be able to offer this support.

Steady demand has continued for all of our Child and Family Support services in South Otago. Our Home based family support program continues to support families who want to be doing something different in how they are parenting their children. For instance, problem solving and developing strategies for when the children are not listening to their parents, or supporting parents to establish new routines or getting the right services involved for their families.

The Family Centred Service is where we intensively work with families who have experienced family violence. We work with all families on the change continuum, from families who are in the initial stages of recognising they have a problem, to helping rebuild resiliency and wellbeing for those families who are ready to experience life differently.

Our Outreach program is an intensive service for new parents with vulnerable babies. We educate parents about their baby's age stage development which promote optimal development for infants. Unfortunately the DHB withdrew funding for this service, however we are extremely grateful to have the community's support and a substantial grant to continue to deliver this for another year.

Our Strengthening Families coordinator organises meetings for families who are working with two or more agencies so professionals are collaborating effectively to make positive changes for the family.

Three of our social workers are trained to deliver the standard Triple P parenting program. Triple P is a ten week evidence based program that gives parents support to help manage their child's behaviour and prevent the kinds of problems that make family life stressful. This is proving successful for our families.

In South Otago, AFC is co-ordinating the It's Not Ok campaign. This is to start raising awareness of family violence in the community to encourage attitude and behaviour changes at an individual, families/whanau and community level. We have identified local champions, the Mayor, a hairdressing salon, community constable, Big River Bikers etc to be on posters with their It's Not Ok message to start the conversation in our community. Furthermore, motivational speakers are coming to speak to schools and events are planned for throughout the year.

Our staff in Central continue to enjoy the benefit of being in the Alexandra Community House. This has strengthened our networks and collaboration with other providers and agencies in the community. We are noticing that the provision of counselling alongside our home-based social work support is continuing to achieve very positive outcomes for families involved in our service.

**"I have more of an understanding of what I need in my life and how I can get what I expect from a relationship".**





**“Just to have  
someone listen to you  
without feeling judged  
was great, it gives  
you an opportunity  
to get to the root of  
the issues. Great  
suggestions which are  
manageable”**



*South Otago Team Carolyn Greer, Jackie Greenall, Laura Beattie, Jan Wharehinga-Holden and Jane Hutton.*



# Restorative Justice

It has been an exciting time in Restorative Justice since the change to the Sentencing Act legislation in December 2014, which had a huge impact on our service. The change means that judges are required to adjourn cases so that restorative justice can be explored when an offender pleads guilty to an offence, where there is at least one victim.

This has led to a huge increase in the number of referrals we receive. Up until the change, we had received 108 referrals for all of 2014. From 6 December, when the legislation took effect, we received 44 referrals in less than three weeks. For the first six months of this year we have had just under 350 referrals. Approximately 25% of these referrals go ahead to a full conference. This means we are completing on an average, about 15 conferences each month.

Fortunately we trained extra facilitators last year, which has made it possible for us to handle the extra workload. However, we have been at full capacity, and at times we have been stretched. Facilitators have worked very hard to enable us to meet court deadlines and avoid unnecessary delays in the court process.



130

Total number of clients



491

Total number of referrals



311%

Increase of referrals from 2013/14

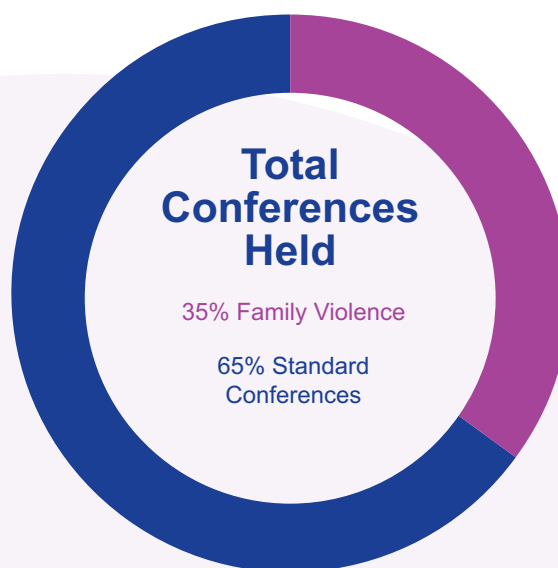
**71%**  
of referrals to  
Restorative Justice  
were received in last  
6 months due to change  
to the sentencing Act  
legislation in  
December 2014

To assist me with the administration, Jo Tiszavari has recently been employed for 15 hours per week. We have relied heavily on Josie Dolan to cover for me over the past year, and I have been very grateful to her, but for the future it is reassuring to know that we have trained staff to cover as required.

The feedback we receive from participants in conferences reminds us of the value of our work. Both victims and offenders are often grateful for the opportunity to meet, and feel much better for having done so. Even if the referral does not go ahead to a meeting, victims appreciate the offer.

We are now well placed to deliver the service under the new contract, and we look forward to that challenge.

Raewyn Macfie  
Co-ordinator



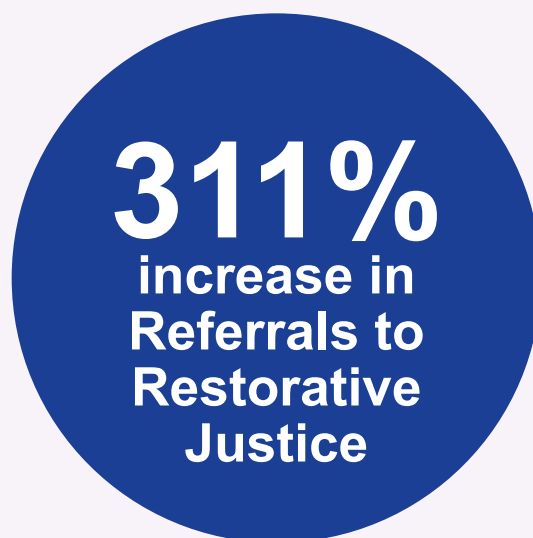
**75%**

Referrals in 2014/15 were made after the change to the Sentencing Act in Dec 2014



**35%**

Referrals related to family violence



# Our Key Supporters

Without the generosity of our key supporters the work we so passionately do would not be possible. On behalf of all the staff and families who have been involved with Anglican Family Care we would like to thank:

Alexander McMillan Trust  
All Saints', Dunedin North  
Anglican Parish  
Anglican Diocese of Dunedin  
Marty Ballantyne  
Graeme Barnett  
Beaute  
Warwick & Shirley Brunton  
Cadbury  
Callis Trust  
Carbase  
Centre City New World  
COGS (Community Organisation  
Grant Scheme)  
Comfort Zone  
Donald & Stella Cullington  
John Dean  
Margaret Dukes  
Dunedin City Council  
Dunedin Curtain Bank  
Pat Ehrhardt  
DW Featherston  
Penny Field  
Firebrand  
Jim & Molly Fulton  
Robert Grant  
Christina Holmes  
Holy Cross Anglican Parish, St  
Kilda  
Holy Trinity, Port Chalmers

Anglican Parish  
Home Health Trust  
Alan Horsman  
Immersion Marketing  
Peter Jackson  
J N Lemon Charitable Trust  
Jane Jones  
Mirani Keillor  
Val Laing  
Lion Foundation  
Michelle McDonald  
Mercy Hospital  
Mornington Methodist Church  
New Zealand Lottery Grants  
Board  
New Zealand Post Primary  
Teachers Association, Otago  
Region  
Nude Skin and Beauty  
Otago Community Trust  
Otago Masonic Charitable Trust  
Mary Phillips  
Property Professionals  
Ray White Reality  
Rialto Theatre  
Shef & Sandra Rogers  
Rotary Club of Dunedin  
St Aidan's, Alexandra  
St Aidan's, Macandrew Bay  
Church

St Andrew Street Church of Christ  
St Barnabas' Parish, Warrington  
St Hilda's Collegiate School  
St James', Roxburgh Anglican  
Parish  
St John's, Roslyn Anglican  
Church  
St Mark's, Parish Green Island  
St Martin's, North East Valley  
Anglican Church  
St Mary's, Mornington Church  
St Matthew's, Dunedin Central  
Anglican Church  
St Michael's and All Angels,  
Anderson's Bay Anglican Church  
St Nicholas', Waverley Church  
St Paul's Cathedral, Octagon  
St Peter's, Caversham Anglican  
Kate Smeaton  
Ian Smith  
Society of Friends  
Strawberry Sound  
Tindall Foundation  
Trinity Foundation  
Margaret Tripp  
The Trusts Community  
Foundation  
David & Ann Wharton  
Willis White  
Zonta Dunedin Metropolitan Club  
Salvation Army



**We value  
your  
support**

## An Acknowledgement to our Volunteers

Thank you all for gifting your time, we really appreciate and value you giving this time so willingly. The help you provide helps us immensely.

### Thanks Cadbury/Mondelez

In October 2014 Cadbury arranged for a hardy group of willing volunteers who braved the weather and helped out for a day at the homes of our caregivers. They weeded gardens, painted walls, and washed windows. Mike Christie (Manufacturing Manager) said **'It was an eye opener seeing the support the caregivers offered. I hadn't realised there was this need in the community and it was rewarding being able to make a contribution'**

### Ray White and MeatMail deliver: A little Ray of Giving

'A Little Ray of Giving' was an inspiring Christmas Campaign for struggling families who needed a little extra light in the festive season. Ray White had a special giving tree to collect gifts for children and families who are in need of respite care over the Christmas period and beyond. All financial donations going towards MeatMails regular supply of high quality, fresh meat and produce.

It's fantastic to see businesses getting involved in giving back to the community in such a positive way.



**Thank  
You**

# Anglican Family Care Centre Incorporated

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Annual Report For The Year Ended 30 June 2015

# Anglican Family Care Centre Incorporated

## Annual Report Contents

For The Year Ended 30 June 2015

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# Anglican Family Care Centre Incorporated

## Statement of Financial Responsibility

For The Year Ended 30 June 2015

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The Board of Trustees are responsible for preparing the financial statements and ensuring that they comply with the stated accounting policies and presents fairly the financial position of Anglican Family Care Centre Incorporated as at 30 June 2015 and the results of their operations for the year ended on that date.

The Board of Trustees consider that the financial statements of Anglican Family Care Centre Incorporated have been prepared using appropriate accounting policies, consistently applied and supported by reasonable judgements and estimates and that all relevant financial reporting and accounting standards have been followed.

The Board of Trustees believe that proper accounting records have been kept which enable, with reasonable accuracy, the determination of the financial position of Anglican Family Care Centre Incorporated.

The Board of Trustees consider that they have taken adequate steps to safeguard the assets of Anglican Family Care Centre Incorporated, and to prevent and detect fraud and other irregularities. Internal control procedures are also considered to be sufficient to provide a reasonable assurance as to the integrity and reliability of the financial statements.

**The Board of Trustees is pleased to present the financial statements of Anglican Family Care Centre Incorporated for the year ended 30 June 2015.**

For and on behalf of The Board of Trustees:



Chairperson



Trustee

11/9/15  
Date

# Anglican Family Care Centre Incorporated

## Statement of Financial Performance

For The Year Ended 30 June 2015

	Notes	2015 \$	2014 \$
<b>Income received from</b>			
Contract Funding	1	2,517,647	2,394,877
Non-Contract Funding	1	452,720	447,295
		<u>2,970,367</u>	<u>2,842,172</u>
<b>Cost of providing services</b>			
Salary & Wages		2,311,380	2,075,205
Accounting & Audit Fees		46,742	45,614
Depreciation		44,184	68,618
Salvation Army Contribution		32,000	32,309
Other Expenses		657,064	604,641
		<u>3,091,370</u>	<u>2,826,387</u>
<b>Net surplus/(deficit) before fit out write-off</b>		<u>(121,003)</u>	<u>15,785</u>
Fit-Out Write Off	5	79,583	-
<b>Net surplus/(deficit) for the year</b>		<u>(200,586)</u>	<u>15,785</u>

The attached Notes and Auditor's Report form an integral part of these financial statements.

# Anglican Family Care Centre Incorporated

## Statement of Movements in Equity

For The Year Ended 30 June 2015

	2015 \$	2014 \$
Opening Equity	1,463,773	1,447,988
Net Surplus/(Deficit)	(200,586)	15,785
Total Recognised Revenues & Expenses	(200,586)	15,785
Closing Equity	1,263,187	1,463,773

The attached Notes and Auditor's Report form an integral part of these financial statements.



# Anglican Family Care Centre Incorporated

## Statement of Financial Position

As At 30 June 2015

	Notes	2015 \$	2014 \$
<b>Equity</b>			
Retained Surplus		1,263,187	1,463,773
<b>Total Equity</b>		<b>1,263,187</b>	<b>1,463,773</b>
<b>Represented by:</b>			
<b>Current Assets</b>			
Cash Balances	3	278,908	270,123
Accounts Receivable		103,749	64,395
GST Receivable		-	13,715
Prepaid Insurance		11,014	10,710
Short Term Investments	4	655,046	888,098
<b>Total Current Assets</b>		<b>1,048,717</b>	<b>1,247,041</b>
<b>Non Current Assets</b>			
Property, Plant and Equipment	5	159,274	218,861
Investments	6	454,973	387,798
<b>Total Non Current Assets</b>		<b>614,247</b>	<b>606,659</b>
<b>Total Assets</b>		<b>1,662,964</b>	<b>1,853,700</b>
<b>Current Liabilities</b>			
Accounts Payable		130,791	134,014
Grant Received in Advance		71,170	73,161
BNZ Visa Owing		1,208	2,331
GST Payable		8,497	-
Provision for Holiday Pay		188,111	180,421
<b>Total Current Liabilities</b>		<b>399,777</b>	<b>389,927</b>
<b>Net Assets</b>		<b>1,263,187</b>	<b>1,463,773</b>

The attached Notes and Auditor's Report form an integral part of these financial statements.

# Anglican Family Care Centre Incorporated

## Statement of Accounting Policies

For The Year Ended 30 June 2015

### Reporting Entity

The Anglican Family Care Centre ("The Centre") is domiciled in New Zealand and is registered under the Charities Act 2005.

### Statutory Base

The financial statements comprise of the following: accounting policies; financial performance; movements in equity; financial position; as well as the notes to these statements.

The financial statements have been prepared in accordance with the stated accounting policies below.

### Measurement Base

The measurement base adopted is historical cost.

### Valuation of Property, Plant and Equipment

Property, plant and equipment are initially stated at cost less accumulated depreciation. Initial cost includes the purchase consideration, or fair value in the case of donated assets, and those costs directly attributable to bringing the asset to the location and condition necessary for its intended use.

Where an asset is disposed of, the gain or loss is recognised in the statement of financial performance and is calculated as the difference between the sale price and the carrying amount of the asset.

### Depreciation

Fixed assets are depreciated so as to charge their cost or other acquisition over their estimated useful life on a straight line or a diminishing value basis.

Fixed assets are immediately written down if impairment in the value of the asset causes its recoverable amount to fall below its carrying amount.

The method and rates applied on each asset class are as follows:

Asset Class	Method	Rate
Building Alterations	Prime Cost	4.0 - 25.0%
Equipment	Diminishing Value	14.4 - 76.2%
Motor Vehicles	Diminishing Value	26.0 - 36.0%
Furniture & Fittings	Diminishing Value	13.0 - 30.0%

### Income Tax

The Centre is exempt from Income Tax under section CW41 of the Income Tax Act 2007. The Centre is exempt from Fringe Benefit Tax under section CX25 of the Income Tax Act 2007.

# Anglican Family Care Centre Incorporated

## Statement of Accounting Policies

For The Year Ended 30 June 2015

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### Trade and Other Receivables

Accounts receivable are stated at estimated realisable value after providing against debts where collection is doubtful. Bad debts are written off during the period in which they are identified.

### Goods and Services Tax (GST)

All amounts are shown exclusive of Goods and Services Tax (GST), except for accounts receivable and accounts payable that are shown inclusive of GST, and fixed assets as detailed below. Fixed assets purchased up until 30 June 2000 were included in the financial statements inclusive of GST. Assets purchased after this date are shown exclusive of GST.

### Investments

Investments are stated at cost.

### Revenue Recognition

Income is recognised in the period that it is earned. Grant Revenue is recognised when the conditions attached to the grants are satisfied. If no conditions were attached, revenue is recognised upon receipt.

### Intangible Asset

Website development costs recognised as assets are amortised on a diminishing value basis over their estimated useful lives. The amortisation rate is 50%.

### Changes in Accounting Policies

There have been no changes in accounting policies. All policies have been applied on a basis consistent with those used in previous years.



# Anglican Family Care Centre Incorporated

## Notes to the Financial Statements

For The Year Ended 30 June 2015

	2015 \$	2014 \$
<b>1 Contract Funding</b>		
Ministry of Social Development	2,236,083	2,105,432
Southern District Health Board	21,227	23,140
Department of Child, Youth and Family	-	134,518
Ministry of Justice	260,337	131,787
<b>Total Contract Funding</b>	<b>2,517,647</b>	<b>2,394,877</b>
<b>Non-Contract Funding</b>		
Ministry of Social Development	45,657	-
Other Income	32,248	32,592
Consumer Electricity Fund - AFC application fees	2,704	10,687
Donations	132,919	113,430
Otago Community Trust	60,000	100,000
Consumer Electricity Fund - Dunedin City Council	13,044	13,449
Lottery Grants	23,100	24,045
Depreciation Recovered	-	6,823
Interest Received	99,327	102,825
Grants Diocese of Dunedin	43,721	43,445
<b>Total Non-Contract Funding</b>	<b>452,720</b>	<b>447,295</b>
<b>Total Funds Received</b>	<b>2,970,367</b>	<b>2,842,172</b>

# Anglican Family Care Centre Incorporated

## Notes to the Financial Statements

For The Year Ended 30 June 2015

	2015 \$	2014 \$
<b>2 Funding Breakdown for Specific Donors</b>		
<b>Otago Community Trust</b>		
Budgeting	10,000	20,000
CFSS Family Support Dunedin	15,000	20,000
Relocation	10,000	-
Family Start	15,000	40,000
Welfare	10,000	20,000
	<u>60,000</u>	<u>100,000</u>
<b>The Trinity Foundation</b>		
CFSS Family Support Dunedin	-	2,500
Welfare Services	7,000	2,500
Family Start	5,750	10,000
Budgeting	-	5,000
	<u>12,750</u>	<u>20,000</u>
<b>Central Lakes Trust</b>		
CFSS Family Support Central Otago	15,000	15,000
<b>Dunedin City Council Community Grants</b>		
Welfare	4,000	-
Rates Relief	3,583	4,761
	<u>7,583</u>	<u>4,761</u>
<b>NZ Lotteries Grant Board</b>		
Welfare Services	20,400	20,400
COGS	2,700	3,645
	<u>23,100</u>	<u>24,045</u>
<b>The Trusts Community Foundation</b>	4,551	-
<b>Alexander McMillan Trust</b>	14,945	-
<b>Callis Trust</b>	3,000	-
<b>J N Lemon Trust</b>		
Client Database	7,500	7,500
<b>Tindall Foundation</b>	9,564	9,373
<b>Diocese of Dunedin</b>		
Grant Funding	43,721	43,445
<b>Otago Masonic Charitable Trust</b>		
Welfare Services - Foodbank	-	1,000
<b>Ministry of Social Development - Professional Development</b>	45,657	-
<b>Miscellaneous Donations</b>	58,025	55,796
<b>Total</b>	<u>305,396</u>	<u>280,920</u>

# Anglican Family Care Centre Incorporated

## Notes to the Financial Statements

For The Year Ended 30 June 2015

	2015	2014
	\$	\$

### 3 Bank Balances

BNZ Account - Administration	268,386	84,208
BNZ Call Account - Administration	10,522	185,914
<b>Total Bank Balances</b>	<b>278,908</b>	<b>270,123</b>

### 4 Short Term Investments

Dunedin Diocesan Trust Board Investment	201,238	260,853
SBS Term Deposit	327,033	313,566
ANZ Term Deposit	126,775	313,679
<b>Total Short Term Investments</b>	<b>655,046</b>	<b>888,098</b>

### 5 Property, Plant and Equipment

Property, Plant and Equipment 2015	Cost	Depreciation Charged	Accumulated Depreciation	Net Book Value
	\$	\$	\$	\$
Building Alterations	24,577	948	948	23,629
Equipment	201,936	9,387	184,374	17,562
Motor Vehicles	263,295	31,366	182,883	80,412
Furniture & Fittings	35,296	1,990	9,122	26,174
Website	11,990	493	493	11,497
	<b>537,093</b>	<b>44,184</b>	<b>377,820</b>	<b>159,274</b>

Property, Plant and Equipment 2014	Cost	Depreciation Charged	Accumulated Depreciation	Net Book Value
	\$	\$	\$	\$
Building Alterations	125,872	13,408	46,289	79,583
Equipment	198,351	16,368	174,987	23,364
Motor Vehicles	263,295	37,605	151,517	111,778
Furniture & Fittings	11,268	1,237	7,132	4,136
	<b>598,785</b>	<b>68,618</b>	<b>379,925</b>	<b>218,861</b>

Following the move to new premises in the 2015 financial year, the building alterations of the old site have been fully written off to nil value. This amount was \$79,583.



# Anglican Family Care Centre Incorporated

## Notes to the Financial Statements

For The Year Ended 30 June 2015

	2015	2014
	\$	\$

### 6 Investments

MVB King Estate - Dunedin Diocesan Trust Board	228,221	217,159
Endres Estate - Dunedin Diocesan Trust Board	70,014	66,620
General Funds - Dunedin Diocesan Trust Board	156,738	104,020
<b>Total Investments</b>	<b>454,973</b>	<b>387,798</b>

### 7 Contingent Liabilities

There were no contingent liabilities at balance date (2014:Nil).

### 8 Budgeting Service - Clients Trust Account

The Centre provides a service of assisting clients with financial budgeting.

Part of this service includes the administration of a Trust account on behalf of these clients.

These funds do not form part of these financial statements.

### 9 Funding

The Trust relies on continued external funding and contributions from the Anglican Diocese for its ongoing operations. Funding has been secured for the year ending 30 June 2016.

### 10 Other Commitments

Anglican Family Care has committed to contributing \$32,000 to the Salvation Army during the 2016 financial year (2014: \$32,000, for the year ended 30 June 2015).

### 11 New Financial Reporting Framework

As a Registered Charity, Anglican Family Care Centre Incorporated is required to comply with the new financial reporting framework for financial statements which has been developed by the External Reporting Board (The XRB). This will apply for the first time for the year ending 30 June 2016. This change is not expected to have any significant impact on the measurement of the figures reported to the presentation and disclosure of the information reported except that a Statement of Cash Flows will be required to be included within the financial statements.

### 12 Lease Commitments

Anglican Family Care Centre entered into several lease arrangements for office premises and IT equipments, with varying terms. The financial obligations under leases at 30 June 2015 are:

Less than one year	234,100
One to five years	559,171
Later than five years	86,667
	<b>879,938</b>



**anglicanfamilycare**  
manaaki whānau

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[www.anglicanfamilycare.co.nz](http://www.anglicanfamilycare.co.nz)