



2023-24
ANGLICAN
FAMILY CARE
ANNUAL
REPORT

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ABOUT US

Anglican Family Care is a social services agency that has served the people of Dunedin and Otago since 1970. Our main office is based in Dunedin, with other branches in Balclutha, Oamaru, Alexandra and Wānaka.

Our main focus is tamariki, rangatahi, and their whānau but we also provide services that support individuals in need.

Our services are for all people regardless of beliefs because we respect the values and beliefs of the Anglican Church, especially “to respond to human needs by loving service.”

Our Vision

Strong, connected and thriving whānau and tamariki.

Our Purpose

Manaaki whānau

Manaaki Whānau refers to the concept of caring for and supporting families. It encompasses nurturing relationships and ensuring the well-being and dignity of family members. Manaaki Whānau involves a holistic approach to care and support, emphasising respect, compassion, and the interconnectedness of individuals within the wider family and community.

Our Mission

Working together with Otago whānau to make change that inspires hope for a better future.

Our Values

Whanaukataka

Facilitating relationships, creating belonging strengthening and enhancing connections.

Kotahitaka

Building common purpose, shared direction, togetherness, and unity.

Manaakitaka

Enhancing mana through care, generosity, and respect.

Mahi Tahī

Working together with shared commitment, skills, and knowledge.

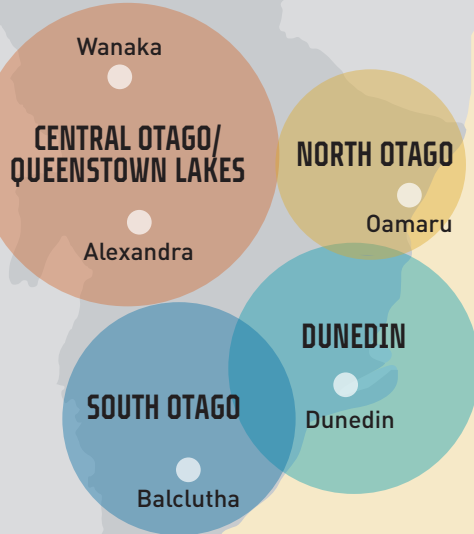
Whakahirahira

Inspiring people to grow and be their best, building on their strengths.

Awhinataka

Guiding, supporting, and nurturing people with empathy and humility.





OUR SERVICES

NORTH OTAGO

23 Coquet Street
Oamaru, 9400

Services

Family Start
Oceans Grief and
Loss Programme

GREATER DUNEDIN

266 Hanover Street
Dunedin, 9016

Services

Counselling
Family Start
Home-based Family Support
Respite Care
Restorative Justice
Social Workers in Schools

SOUTH OTAGO

13 High Street
Balclutha, 9230

Services

Counselling
Family Centred Service
Family Start
Home-based Family Support
Restorative Justice
Strengthening Families
Community Connector

CENTRAL OTAGO/ QUEENSTOWN LAKES

Alexandra Community House
14-20 Centennial Ave,
Alexandra, 9320
Wanaka Community Hub
34 McDougall Street,
Wanaka, 9305

Services

Family Start
Home-based Family Support
Restorative Justice

OUR SERVICES

Community Connector Service (CCS)

A navigation service to individuals and whānau negatively impacted by the COVID-19 pandemic.

Counselling

Therapeutic services to help tamariki and parents deal with trauma, loss, attachment, abuse, or grief.

Family Violence - Direct Services

Holistic social work support to reduce the risk of family harm re-occurring in whānau.

Family Start (FS)

Provides support, advocacy and information about health and safety to parents of pēpi and rangatahi.

Home-based Family Support (HBFS)

Provides support, advocacy and advice for parents/caregivers of tamariki (up to 18 years). We also deliver one-on-one parenting courses and, in Dunedin, respite care.

OCEANS

A grief and loss programme supporting tamariki and parents who need tools to deal with grief due to change and loss in their lives.

Restorative Justice (RJ)

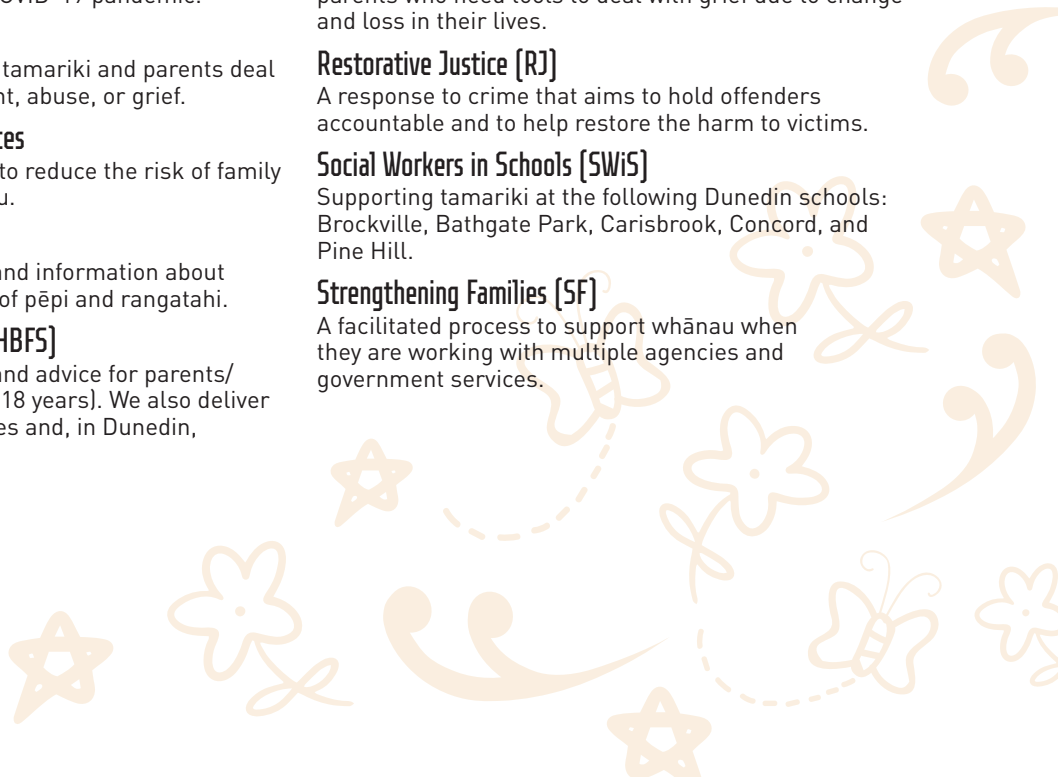
A response to crime that aims to hold offenders accountable and to help restore the harm to victims.

Social Workers in Schools (SWiS)

Supporting tamariki at the following Dunedin schools: Brockville, Bathgate Park, Carisbrook, Concord, and Pine Hill.

Strengthening Families (SF)

A facilitated process to support whānau when they are working with multiple agencies and government services.



OUR PEOPLE

Anglican Family Care employs 47 highly qualified professionals, including Social Workers, Family Start Workers, Counsellors, Restorative Justice Workers, as well as Management, Fundraising, Marketing & Communications teams, Administration, and Business Support staff. Our people are, without a doubt, our most valuable asset.

We are immensely grateful to our dedicated volunteers who generously give their time to co-facilitate the OCEANS Grief and Loss programme in North Otago. We also deeply appreciate our pool of Caregivers providing respite care for parents and caregivers in Dunedin, and our board of trustees who offer strong governance and support for our strategic goals.

Kaimahi Celebrations

Congratulations to Lisa Te Pana who celebrated 10 years of service with Anglican Family Care.

Lisa is based in our Dunedin office.

Board of Trustees

Ruth Zeinert (Chairperson)

Diana Hudson (Deputy Chairperson)

Bishop Steven Benford (2017 – 2024)

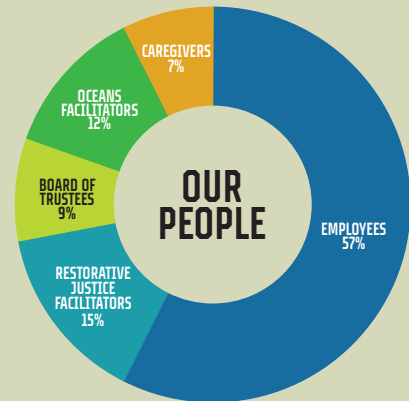
Amanda Burke

Elisabeth Cunningham (Bishop's Delegate)

Jim Hawker

Dean Macaulay (2023)

Katherine Shaw





Kaimai enjoy the sun at Puketeraki Marae during our noho marae.

CHAIRPERSON'S REPORT



I am honoured to present the Chair's Report for the 2023/24 year, reflecting on our achievements, challenges, and the continued impact of Anglican Family Care Centre Incorporated in our community.

The highlight of the past year was most certainly the social work pay equity settlement, long-awaited recognition of the value that registered social workers bring to our tamariki and whānau. The settlement is a huge milestone for the community-based social work sector in Aotearoa New Zealand and has had a significant impact on the lives of many of our own kaimahi, who make an often-unseen yet significant contribution to improving the well-being of our communities.

The contracting environment has brought uncertainties that are yet to be clarified, however, we continue to uphold our commitment to our vision of strong, connected and thriving whānau and tamariki while we wait on confirmation of future funding.

Total revenue was up 17% from last year, which is largely a reflection of Pay equity coming into play. Expenditure followed this of course, up \$907,589 on last year. Wages were a major part of this being up \$934,123. This has led to a deficit for the year of \$72,689.

Income received for the year from fundraising, donations, grants, and other income totalled \$347,589 (2022/23: \$394,706). The drop is certainly a reflection of the current economic times. As always, we are very grateful for the generous contributions received from our donors, who include the Anglican Diocese of Dunedin, Central Lakes Trust, Dunedin City Council, Friends of Relationship Services, Healthcare Otago Charitable Trust, Lion Foundation, NZ Lottery Grants Board, Otago Community Trust, The Trusts Community Foundation, Tindall Foundation and Trinity Foundation. This year we said farewell to board member Dean Macaulay, who returned to his native Australia. We also

said goodbye to Bishop Steven, who is ably represented on the Board by Elisabeth Cunningham. I am grateful for the commitment of all of our trustees, who give their own time and energy to support our mahi.

Kā mihi nui to General Manager Mike Williams, Practice Manager Jane Hutton and Fundraising, Marketing and Communications Manager Donna Davidson. Throughout the past year, your strategic vision and tireless efforts have guided AFCC through both challenges and successes. To our kaimahi, your commitment to our mission is evident in the positive impact we continue to make in the lives of those we serve. We look forward to continuing this journey together.



Ruth Zeinert

GENERAL MANAGER



Tēnā koutou katoa, ngā kaitautoko, kaimahi, me ngā kaitiaki o te Poari. Nau mai, haere mai, me te mihi mahana ki a koutou katoa.

It is my pleasure to present my report for the 2023-24 year.

The contracting environment at the moment is challenging. The pressure on the public sector to reduce costs by around \$1.5 billion per year is causing uncertainty for those of us who contract with government. We are concerned about potential funding constraints and the impact this could have on our ability to deliver essential services in a restrictive economic environment. However, we must focus on what we can control which will require resilience, innovative thinking, and sound strategy. The vision and mission of the agency remain our drivers, and we will continue to collaborate with our government partners to deliver our much needed and valued services to our community.

Some very positive news. In December 2023, we received variations to our contracts with Oranga Tamariki and the Ministry of Social Development which allowed us to deliver the social work pay equity settlement extension. This marked a significant moment for the social work profession in our sector - one

which sees their work being recognised and valued appropriately. A win for so many of our kaimahi, and for whānau accessing our services as it has also helped significantly with recruitment. Staffing vacancies have been notably shorter meaning less interruption to our mahi. We continue to support a second equity claim for kaimahi outside of the social work scope.

We are progressing in our bicultural wayfinding journey, which commenced in 2021. It is somewhat ironic that section 7AA of the Oranga Tamariki Act is this year being removed from the Act by government. This was the piece of legislation that initially prompted us to look hard at how we delivered our services in terms of our responsiveness to tamariki and whānau Māori. However, for us, the initial steps we have made have ensured that we have a strong foundation to build on and a shared commitment to continue progressing in a Tiriti-centred way. We were humbled to be given the responsibility of kaitiaki for a kōhatu pounamu named Te Puka o Takata (The Anchor of the People) by Matua Ewan Duff (Kāi Tahu/Te Atiawa) at Puketeraki Marae earlier this year. A significant blessing for the agency in this journey, and one that will ground us in our future work.

What a year for our kaimahi then – from the elation many experienced with the delivery of pay equity for social workers to the uncertainty around contracting and the understandable anxiety that comes with it. Despite this, our wonderfully skilled kaimahi continue to deliver our services and programmes with compassion, empathy, and a great degree of resilience. Their ability to deliver a consistently high level of support and intervention despite any external distraction is a testament to their profound commitment to the well-being of whānau. I am sincerely grateful to our practice leadership group for providing the right mix of supervision, guidance and care that helps make this possible. Our agency culture is strong, underpinned by a common sense of kotahitanga and manaakitanga.

Our Board of Trustees, chaired by Ruth Zeinert, have continued to provide the agency with skilled and knowledgeable governance oversight. Recruitment and retention is a challenge for many not-for-profit Boards around Aotearoa, so we are very fortunate to have retained the majority of our trustees throughout the 2023-24 year. The year ahead will provide an opportunity for the Board and management to revisit our strategic outlook and plan, which is timely given

the changeable environment we are operating in. I am also hugely grateful for the tireless mahi of my management colleagues, Jane Hutton and Donna Davidson – ka nui te mihi ki a kōrua.

Like so many within the Anglican Diocese of Dunedin, we were sorry to see Bishop Steven leave Dunedin in May. Bishop Steven was a great supporter, Board member, and friend of Anglican Family Care from the time of his instalment in 2017. He was a familiar face at our agency events and Annual General Meetings across his tenure; a man of enormous integrity and humility who seemingly always had the right words for the time. It was great to be able to host Bishop Steven for a farewell morning tea in April to acknowledge his contribution to our agency and wish him well for his next calling.

We were also saddened by the passing of our former Director, Catherine Goodyear, in November last year. Catherine was at the helm of what was then the Anglican Methodist Family Care Centre from 1982 until 2003 – an extraordinary commitment to both agency and community. It was wonderful to have the opportunity to host Catherine at our recent 50th anniversary events, especially given the sizeable contribution she made to our history.

Fittingly, Catherine's legacy of manaaki, compassion, and tenacity remains to the fore in the current-day agency.

Anglican Family Care is immensely grateful for the unwavering support we receive from our community of supporters. Your generosity and commitment help us to provide vital services and assistance to families in need, fostering a stronger, more compassionate community. Your contributions, whether financial, volunteer efforts, or advocacy, have a profound impact on the lives we touch, and we are deeply thankful for your continued partnership in our mission. Together, we are making a significant difference and bringing hope to those who need it most.

In summary, another largely positive year to look back on and a complex and challenging environment to navigate as we look ahead.

Nāku iti nei, nā



Mike Williams

PRACTICE MANAGER



Tēnā koutou

It has been another challenging but successful year at Anglican Family Care. Much has been achieved this year through the outstanding work and commitment of our staff. We have partnered with stressed families to find hope, parents are better able to recognise and meet the needs of their tamariki, we have helped create safety for families, supported traumatised children and whānau to find healing, and helped victims of crime participate in processes to address their harm.

Despite earlier difficulties recruiting professionals, particularly in rural settings, social work pay equity has helped us end the year fully staffed. Across the organisation we have been fortunate to recruit two skilled and experienced team leaders, five social work graduates, three highly experienced and skilled social workers (including two previous employed at AFC) and one highly skilled Early Childhood worker.

As part of the children's workforce, working across the care and protection realm, we are aware of our responsibilities to whānau, and we take the utmost care in inducting our kaimahi.

We made the difficult decision to pause accepting referrals for our over-subscribed Home-based Family Support services in Dunedin and South Otago, and our Dunedin counselling service. This gave us the opportunity to recruit the necessary staff and give us time to work through and reduce the waiting list. We have since re-opened all waiting lists and are now able to provide timely interventions to whānau.

We passed our two-yearly accreditation visit from Te Kāhui Kāhu with flying colours. This is a section of Te Kāhui Kāhu's Assessment Report:

"Anglican Family Care continues to be a cornerstone of social service delivery in the Otago, Clutha, Waitaki and Central Otago regions. Kaimahi deliver holistic support to whānau, while also being specialists at what they do. The

dedication by the Anglican Family Care leadership team to increasing kaimahi cultural safety and safe practices is evident and embedded into the day-to-day operation of the organisation. Kaimahi across all sites work hard at building and maintaining collaborative and professional relationships with other non-government and government agencies to ensure whānau are receiving the best services and are well supported. Anglican Family Care are also prioritising the recruitment of caregivers to grow this offering.”

We have rolled out our new Practice Framework, which is based on My Working World (MWW), a dynamic practice framework that integrates key components from an international evidence base (Family Partnership Model, Personal construct theory), the systems approach of the AMBIT framework and Bronfenbrenners ecological model) with Kaupapa Māori values and best local practices - making it robust and fit for purpose in Anglican Family Care. The Practice Framework sits across Anglican Family Care’s multiple services and underpins our values and culture privileging responsive, empathy guided partnership relationships with the team, with whānau, their children and across the community.

The MWW framework has profoundly influenced our kaimahi professional development and practice. The framework has led to increased self-awareness, improved communication, enhanced collaboration, and a commitment to continuous improvement and whānau-led approaches. Anglican Family Care will continue to embed and build on our practice framework, utilising the framework to refine service outcomes and increase our evaluative data.

Throughout our work, tamariki continue to be at the centre of our decisions, actions and practices that affect them. We are confident in the ethics, integrity, and quality of work we provide. We have clear policies and hold ourselves to a high standard. We put considerable effort into recruiting, training, and inducting our staff so they can identify and work to mitigate any care and protection risk, and learn the art of how to partner with whānau in a child-focused, client-centred way, that is purposeful, and effective in creating positive client change.

At the time of writing this report, we are devastated to read the findings of the Royal Commission of Inquiry to Abuse of Care in State and Faith based institutions, and the findings of Aroturuki Tamariki’s

(Independent Children’s Monitor) review of the implementation of the recommendations of Dame Karen Poutasi following the death of Malachi Subecz “Towards a stronger safety net to prevent abuse of children”.

Both reports ask for a shift from State care to local communities caring for each other. We know what needs to be done – priority given to addressing child abuse in New Zealand, creating systemic changes in government agencies, and entrusting and empowering communities to prevent and respond to harm. This means resourcing and supporting Iwi and Non-Governmental Organisations to do the mahi that helps keep pēpi, tamariki, rangatahi and whānau safe.

Nāku iti noa, nā



Jane Hutton

YEAR HIGHLIGHTS

NORTH OTAGO FAMILY START

The demands for the Family Start service remain high, as we continue to deliver a trusted and highly valued service to whānau and tamariki of the North Otago Community. We work collaboratively with other agencies to ensure we can meet the ever-increasing complex needs of our community, whilst keeping vulnerable tamariki as the focus of our work.

We are fortunate to have excellent community support and regularly receive donations of grocery vouchers, baking, baby clothes etc that we can pass on to clients in need.

We continue to work in the family violence space, and AFC now chair the Family Violence Interagency Response Service (FVIARS) table each week. This year has also seen us sitting at Te Ara Tika, (the Care and Protection Panel) alongside Oranga Tamariki and other non-government organisations working in this space.

**44 Families engaged
in Family Start
North Otago.**



OCEANS GRIEF AND LOSS PROGRAMME

Over this past year, the Oceans Grief and Loss Programme has run five groups in the North Otago region which have supported 23 tamariki and their whānau to gain tools, enabling them to adapt to the difficult changes they have experienced. Reasons for attending the groups this past year were split 50:50 between grieving the loss of someone close to them through death and adjusting to difficult changes in their life due to being separated from someone they love.



After the completion of each programme, we ask for feedback from participants and caregivers to enable us to adapt our content and make changes if necessary, so that we help as many people as possible. So far, 100% of participants and whānau who responded have said that the Oceans programme has been helpful. We continue to receive positive comments from participants and their whānau such as “[My child] is more relaxed now – things that upset her prior to attending Oceans appear to no longer bother her as much.” (Parent) “Thank you for the time and effort you put into the programme. We definitely felt welcome, and the caring nature of those involved was very obvious.” (Parent) “I can

share the story [about Grandad dying] now without crying” (10-year-old boy). “I’ve noticed that when I get sad now I know what to do about it” (9-year-old girl). Feedback such as this encourages us to continue with this valuable work in North Otago.

None of what we do could be done without our caring volunteers who facilitate the groups. Towards the end of last year, we ran another training workshop for potential Oceans facilitators and had four new volunteers come on board. They have all now

completed their training by coming alongside an experienced facilitator to help run a group, and we look forward to utilising their skills and enthusiasm in future groups.

23 tamariki and their whānau engaged in OCEANS.

100% of participants and whānau who responded have said that the Oceans programme has been helpful.

**“I’ve noticed that when I get sad now I know what to do about it”
(9-year-old girl).**

YEAR HIGHLIGHTS



CENTRAL OTAGO/QUEENSTOWN LAKES

The Central Otago/Queenstown Lakes region is one of the fastest-growing regions in New Zealand and we feel fortunate to support whānau, tamariki and rangatahi who reside here. The last year has seen the Central Otago/Queenstown Lakes Team go from strength to strength with successful recruitment to our Team Leader role as well as to our Social Worker role. This has meant that we have been able to increase our presence in our local communities and re-strengthen connections with other social services and community organisations. It has also allowed us to cover the vast area we service, which extends from Queenstown, Wanaka and Hawea, to Cromwell, Alexandra, Ranfurly, Roxburgh, and Millers Flat, more adequately with the important support services we offer.

Our new Team Leader has been working on reconnecting, as well as making new connections, with key local support people and services across the region who also work with our whānau, and we are seeing the benefits for our clients of these meaningful and reciprocal relationships. We are now part of several multi-agency meetings designed to better respond to the needs of whānau in our communities including weekly FVIARS and Oranga Tamariki Interagency Roundtable Pathway Response meetings, Mount Aspiring College, Cromwell College, Wanaka Primary School monthly multi-agency meetings, the Central Lakes Mental Health and Addictions Network meeting, the Infant, Child and Youth

Interagency meeting, the Wanaka Interagency meeting, the Young Families Collective Meeting, the Cromwell Community (Interagency) meeting, and the Wanaka Well Child Network meeting. Being involved in these meetings and networks is a privilege and is critical for us to continue to work towards improving outcomes for whānau we work with.

In February 2024, we also welcomed a new Social Worker to our team. She brings with her a wealth of knowledge regarding rangatahi which has added to the robust skills and knowledge our team holds that our clients can benefit from. We feel fortunate to have her as a member of our team.

While it is positive to see such growth in our region, the rapidness at which this has occurred has been accompanied by a multitude of issues for whānau in our communities, which is reflected in the referrals we are receiving. Whānau continue to experience difficulties such as accessing affordable, appropriate housing and/or long waiting lists for social housing, ongoing cost of living issues creating financial stress and pressure impacting the ability of whānau to meet basic needs and/or fund additional activities at school or in the community (school camps, sports etc), an increase in issues relating to mental health and wellbeing for both parents and tamariki/rangatahi, an increase in tension and conflict in whānau relationships, and an increase in recorded family harm incidents.

As we continue to support and partner with whānau, we are grateful for the support of our private and public funders which allow us to provide additional support, such as assistance with meeting basic needs, and access to counselling. Both of these funders support our work with whānau to partner towards making meaningful and sustainable change in their lives.

**18 whānau received
Family Start intervention.**

**44 whānau were supported
by Home-based
Family Support service.**

YEAR HIGHLIGHTS

SOUTH OTAGO

Clutha is known to be a supportive, tight-knit community that pulls together in times of crisis with strong capacity to provide practical help to those whose needs are known¹

and we at the Anglican Family Care South Otago office are proud to play our part.

This has been a year of change and growth for our team based at the Balclutha, reaching households across the region including Clinton, Owaka, Lawrence, Milton, and Waihola.

Despite the Community Connector role coming to an end, we were granted permission by the Ministry of Social Development to continue to administer the remaining discretionary fund to continue to serve the needs of people in the

community. It has been a joy to support so many people through this fund: providing relief for financial hardship, access to programmes that support the health and safety

of whānau, and helping with essential items and education needs to name a few. Thank you to all the people who reached out for help either directly or through local support services.

In the last year, we were pleased to fill two vacancies with enthusiastic new graduate social workers. We have run a Circle of Security parenting programme and been able to reduce our wait times for all services.

In partnership with Tokomairiro Waiora and the NZ Police, and participation at the Family Violence Interagency Response table (FVIARS), we have continued to embed collaborative working to assess risk and plan for the support of people experiencing family harm, through our leadership. Our South Otago Interagency meetings have continued to bring professionals working across the district together on a monthly basis.

We have also seen a healthy uptake of the services we have on offer through the Family Centred Service, Family Start, Home-based Family Support, Counselling and Strengthening Families. Thank you to all our partners and supporters in this work and to the families we have been privileged to work with over the last year.

¹ Wylie, S. & Morton, N. (2023) Clutha District Community Needs and Strengths Assessment: Prepared for Clutha Development, Clutha Development and Social Research & Evaluation. p6.



**57 whānau engaged in
social work services .**

**75 people were supported
by the Community
Connector service.**

**24 clients accessed
Counselling including
Family Violence
Therapeutic interventions.**

FAMILY START DUNEDIN

Our team is now complete with the addition of a new Team Leader and kaimahi. We are excited about fostering a collaborative approach that utilises the diverse skills and strengths of each team member. By drawing on each other's expertise and individual perspectives, we ensure the best possible outcomes for whānau and pēpi, creating a supportive and empowering environment. We are dedicated to the well-being of our kaimahi, who work tirelessly to support whānau through the complexities of the cost-of-living crisis and its day-to-day implications. Our office environment prioritises kaimahi well-being with flexible working conditions, the option to work from home, and various wellness initiatives, all contributing to making Anglican Family Care a wonderful, inclusive, and fulfilling place to work. Together, we strive to build a resilient community, where every individual feels valued and supported.

Our team has participated in comprehensive agency-wide training in the My Working World (MWW) framework. This innovative framework fosters empathy-guided partnerships with whānau, within teams, and across the community, emphasising relational connections. My Working World provides a set of tools and kaupapa designed to navigate and strengthen partnerships effectively. Our team is actively integrating the insights and skills gained from this training into their daily practice, enhancing their working

YEAR HIGHLIGHTS

partnerships for and with whānau. There are exciting plans to continue embedding the MWW framework into our practice, ensuring it becomes an integral part of our supervision and ongoing professional practice. This commitment to the MWW framework reflects our dedication to building strong, empathetic partnerships and empowering both our team and the communities we serve.

With the support and collaboration of our community partners, we are able to provide a service to whānau that creates the best possible conditions for positive change benefiting whānau and pēpi. We value the collaboration that occurs on a daily basis, as it is essential to the success of our mission. Here is a snapshot of the collaboration and challenges we are addressing in the community:

Comprehensive support for pregnancy and new mothers: We are dedicated to providing comprehensive care and advocacy to ensure respectful and supportive treatment during hospital stays, particularly for vulnerable pregnancies. By identifying community resources and peer support networks, we aim to fill gaps and enhance the care provided to vulnerable mamas and pēpi, ensuring they receive the support and assistance they need throughout pregnancy and early motherhood.

Mental health and alcohol and drug support: We are committed to improving mental health support through trauma-informed care by utilising community partnerships to reduce wait times and enhance accessibility to essential services for whānau.



Housing availability, suitability and affordability: We are committed to addressing the issues of housing availability, suitability and affordability by exploring various housing options and strengthening community support networks to improve accessibility for whānau.

Addressing the cost-of-living crisis: In response to the cost-of-living crisis, we are dedicated to promoting access to budgeting services and community resources to help individuals manage living expenses more effectively. By enhancing social networks and reducing isolation, we aim to provide comprehensive support during these challenging times. Additionally, we strive to foster positive interactions with WINZ, encouraging mana-enhancing experiences through constructive and supportive engagements, further aiding the community in navigating financial difficulties.

Collaboration is at the heart of our approach, and we are grateful for the variety of partners who support the work we do. Together, we create a network of care that empowers whānau, fosters resilience, and nurtures the well-being of pēpi. This united effort is a testament to the power of community and the profound impact of working together towards shared goals.

141 whānau
engaged with
Family Start
Dunedin.



HOME-BASED FAMILY SUPPORT DUNEDIN

After having to make the difficult decision to pause accepting referrals in 2023, we were thrilled to make good progress with the waiting list and re-open to new referrals in January 2024. This has enabled our service to provide more timely interventions to clients and wait times for the service have significantly reduced. Our service involves working with parents/caregivers who want to develop and strengthen their parenting skills and confidence so that their tamariki are able to reach their full potential. Often there are multiple stressors impacting whānau that benefit from Social Work intervention, and addressing these things has positive flow-on effects for tamariki.

YEAR HIGHLIGHTS

HOME-BASED FAMILY SUPPORT DUNEDIN (CONTD)

We are able to tailor our intervention to the needs of the whānau, however, a cornerstone of our service is the ability to offer the Circle of Security (CoS) Parenting Programme. As with all our interventions, this is undertaken one-on-one with the parent/caregiver, in their home, at their pace.

**HBFS supported
141 whānau.**

**Our caregiver service
provided 47 community
nights of respite care,
and 59 nights in partnership
with Oranga Tamariki.**

We receive consistently positive feedback about the difference CoS makes in whānau relationships, understanding and responding to the needs of their tamariki and confidence in their parenting. We see this as being especially useful when there has been trauma or parents themselves have had a difficult or challenging childhood and want better for their children (i.e. breaking the cycle).

Part of our Home-based Family Support Service involves the provision of respite care. Over the past year, the agency has invested resources into a caregiver recruitment campaign in an effort to increase our caregiver numbers. Although this remains challenging, we have been pleased to be able to support Oranga Tamariki with some short-term care placements and approve Kinship Caregivers as part of the service.

We have had some professional development opportunities with the agency's Bicultural Wayfinding Journey and My Working World framework. Both of these speak to the values of the agency and support our kaimahi skill around developing positive working relationships with clients, colleagues, other professionals and the wider network, as well as interventions that are client-led.

Pay parity for Social Workers was passed, which was a significant achievement for the sector and for our kaimahi. The team are skilled professionals and are committed to providing a quality service for Ōtepoti whānau.



SOCIAL WORKERS IN SCHOOLS (SWIS) SERVICE

The Social Worker based at Concord and Carisbrook Schools has undertaken training to become a Certified LEGO®-Based Therapy Facilitator. Research shows that LEGO®-Based Therapy taps into the natural interest and motivations of children, making it a highly effective form of therapy. This training means that she is now offering LEGO®-Based Therapy to groups within the schools. The benefits of the groups are that they help develop positive friendships, increased self-esteem, resilience, problem-solving and communication skills. Feedback from tamariki that have taken part in the groups has been that they are able to get along with others now and also that they are not as scared to try something new. As well as the structured LEGO® Therapy Groups, SWiS kaimahi also continue to run popular lunchtime LEGO® Groups which are open to all students. These larger groups are a great way to form and maintain relationships with the students. SWiS have also run Friendship Groups that combine a mindfulness crafting activity as well as incorporating themes of caring for yourself and others. These groups are a great way of fostering friendships and connections between the students as well as being a safe space for the students to talk about any worries that they may have. SWiS continue to partner with the Dunedin Riding for the Disabled to run a Horse Sense Group during terms one

YEAR HIGHLIGHTS

SOCIAL WORKERS IN SCHOOLS (SWIS) SERVICE (CONT'D)

and four. Horses are amazing creatures and research suggests there are many benefits for young people who spend time around them. These benefits include increased confidence and self-esteem, feeling more relaxed and calm, a stronger sense of empathy and learning life skills.

407 tamariki were supported across 5 Dunedin schools.

100% of those engaged in group programmes expressed satisfaction with the service.

Of the 73 tamariki working individually with SWIS, 100% reported their interactions to be mana-enhancing, increased their sense of belonging in school, and/or offered a greater connection to whānau/hapu/iwi/community. The same number reported that they were satisfied or very satisfied with the service.

THERAPEUTIC SERVICES DUNEDIN | COUNSELLING

Our Counsellor had an opportunity at the end of 2023 to undertake professional development in a psychotherapeutic modality, Deep Brain Reorienting (DBR). This is the first time this training has been offered in New Zealand. DBR is proving to be highly effective in interventions with clients. DBR instigates a natural healing process that unlocks and releases earliest traumatic childhood memories and attachment shocks – that are held in the body – by slowly tracking the body reaction to a current trigger situation. The method does not require the client to remember the root trauma. It can also be used to treat more recent shock situations to reduce symptoms of Post-Traumatic Stress Disorder (PTSD), anxiety and mood disorders, grief and emotional regulation. What is unique about DBR is the body's ability to release trauma through the body's natural healing sequence, without the need to focus on the actual trauma memory or present-day trigger. This has been well received by clients, who are able to get to the core of their experience to start the healing process without becoming

emotionally overwhelmed. DBR can also assist parents/caregivers with historical attachment challenges to be more confident in the parenting. Parents/caregivers are less anxious and are able to provide a better quality of care as their anxiety has reduced.

Our Counsellor continues to offer Circle of Security Parenting Programme as part of the Counselling Service. This is a useful option for some clients who may need a higher level of therapeutic support while they undertake the programme and work through issues that impact their parenting and relationship with their child/ren.

Having several intervention options available for clients supports the service to be responsive to the needs of AFC clients. While the Counselling sessions primarily are with a parent/caregiver, by strengthening and supporting them, this has a natural flow on to more positive outcomes for tamariki and the wider whānau.

**Deep Brain Reorienting (DBR)
is a new therapy method in
New Zealand that helps people
heal from trauma naturally.**

**47 individuals received 245
counselling sessions in Dunedin.**



YEAR HIGHLIGHTS



RESTORATIVE JUSTICE

Restorative Justice Otago is funded by the Ministry of Justice to provide restorative justice services to the Dunedin and Alexandra courts. This community-based justice programme offers victims of a crime an opportunity to participate in a process to address the harm done. All referrals are received through the courts or the Police Diversion Scheme. Participation in a restorative justice meeting is voluntary for the victim and the offender. Both parties are invited to meet together with trained facilitators to discuss what happened and what can realistically be done by the offender to put things right for the victims.

The Ministry of Justice is currently undergoing changes to the Services that provide training and accreditation for facilitators. As a result, we have not been able to recruit, train or gain accreditation for new facilitators since October 2023. The inability to recruit and train has added pressure to the current facilitators' workload however they continue to show they are a very passionate, skilled and experienced team who achieve great outcomes for victims and the community.

Our numbers of referrals continue to decline and we have seen a decline in referrals for diversion

and low-level offending due to the police pathway, Te Pae Oranga Iwi Community Panel. Until recently, the panel were also dealing with low-level Family Violence, however, they have ceased this service and we, therefore, expect we may see an increase in referral numbers. The majority of our work now involves managing extremely complex cases. Facilitators use robust risk assessments to carefully assess when it is safe for Restorative Justice conferences to proceed. We continue to deliver positive outcomes from this service for victims and offenders; however, conferences are not always appropriate to proceed for various reasons, including due to safety concerns and mental health of participants.

Since May 2024 we have been invited to participate in a pilot programme with Te Ngāpara Centre for Restorative Justice, through the Victoria University of Wellington. This pilot programme explores the needs of victims where a face-to-face conference does not meet our guidelines and enables the victims to determine whether there is an alternative option for them in the restorative justice process. This is an exciting opportunity for us and facilitators have embraced this new concept that allows us to be creative in how we can best meet the needs of victims.

Referrals:
315

Pre-conferences:
207

Conferences:
56

WHAT OUR CLIENTS TELL US

Client satisfaction is a top priority for us. We consistently monitor how supported our clients feel and their progress towards their goals. When whānau exit our service, they are invited to complete an anonymous survey. Here's what they shared with us:

Home-based Family Support - Dunedin

"The support we received enabled us to change the trajectory for our family, it was tremendous."

"I felt she [social worker] understood our situation and offered appropriate advice and support."

CoS "It is quite powerful. I would highly recommend this service to others."

"I now am able to have a healthy emotional response to my children. Take time to actually stop and think about the reason behind the behaviour, rather than the behaviour itself. I have a much clearer mind now, and I was able to work through some of my own stuff while doing this course."

Family Start - Dunedin

"I now have a very bright and cheeky 4-year-old who is inquisitive and eager to learn."

"The programme gives you that strength so you can get through, which was especially significant having a challenging child."

"The circumstances that I had, being in lockdown and feeling isolated – I felt scared. However, having the consistency of support over that time, and the reassurance that I could contact my Whānau Worker, played such a big role in everything that was going on for me, despite being in lockdown."

Home-based Family Support - Wanaka

"Getting the right support is my advice for any parent, and to recognise it is the right support for your situation."

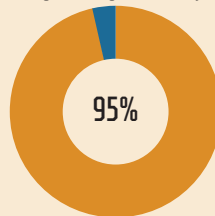
"The Circle of Security programme provided me with invaluable strategies to handle [my son's] emotions and address them in a non-emotional manner."

PIE Charts

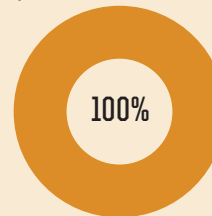
Marking Scale

- Very Good
- Good
- Not Good

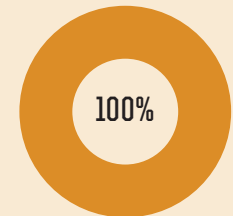
How would you describe your overall experience of working with Anglican Family Care?



Did you feel like you were listened to and that your situation was understood?



Would you recommend this service to others?



IN THE LAST 12 MONTHS

We supported over 2,534 vulnerable tamariki and their whānau in Otago, helping them make positive changes and inspiring hope for a better future.

We conducted 3,279 home visits across Otago, making our services more accessible and reducing transportation and childcare barriers for parents.

Social Workers in Schools provided programmes to 407 tamariki across five low-decile schools in Dunedin.

We held 269 counselling sessions for parents and tamariki, helping them address trauma and repair their lives.

217 whānau across Otago received support from our Home-based Family Support service, aiding them in understanding their child's needs and achieving their parenting goals.

227 Otago whānau benefitted from the Family Start programme, which focuses on the health, education, and development of their pēpi.

Our Restorative Justice team received 315 referrals and conducted 263 meetings, directly supporting victims of crime.

THANKS TO OUR WONDERFUL COMMUNITY



We are deeply grateful for the unwavering support of our vibrant community. Your dedication—whether as a volunteer, referrer, individual supporter, business, church, or community funder—is the backbone of our mission. Through gifts-in-kind, financial contributions, or the gift of your time, you are making a meaningful and lasting impact.

A special thank you to The Anglican Diocese of Dunedin and our sisterhood network for standing with us. We extend our heartfelt appreciation to St Hilda's Collegiate School for their ongoing support of Otago whānau throughout the year, and to St Paul's Cathedral for inviting our staff and whānau to the Blessing of the Christmas Tree, and for keeping us in your thoughts and prayers. We are also grateful for the support of other Christian denominations.

Earlier in the year, it was wonderful to see many of our supporters and stakeholders come together in Dunedin to learn about the Circle of Security parenting programme, presented by two of our dedicated practice kaimahi. Additionally, we thank everyone who attended our Spring Fling event at Olveston Historic Home, where guests

enjoyed an Edwardian high tea and a tour of one of Dunedin's magnificent historical homes. Philanthropic generosity fosters positive change and inspires hope for a better future by providing access to essential social, therapeutic, and restorative services.

Our Community Connect Newsletter keeps supporters, stakeholders, and clients informed, featuring inspirational stories from those who have engaged with our services. If you would like to receive a copy by email or post, please contact us at Communication@FamilyCare.org.nz.

Thank you for being a vital part of our journey toward a brighter future for all.

Ngā mihi maioha

How you helped us
achieve our goals!

Grants - \$220,958

Donations - \$67,247

Volunteer Hours - 259

GRANTS AND DONATIONS

We are sincerely thankful for the generosity shown by our community over the past year. Bequests, grants, fundraisers, gift-in-kind donations, individual contributions, and sponsorship have

empowered us to work alongside Otago whānau, inspiring hope for a brighter future. Ngā mihi nui to the Trusts and organisations that have made significant contributions throughout the year.

Grants and Significant Donations

ACE Shacklock Charitable Trust
Alexander McMillan Trust
Anglican Diocese of Dunedin
Aotearoa Gaming Trust
Central Lakes Trust
Dunedin City Council
Friends of Relationship Services

Healthcare Otago Charitable Trust
Kingston Sedgfield [NZ] Charitable Trust
Lion Foundation
New Zealand Lottery Grants Board
Otago Community Trust
Patricia France Charitable Trust
Pub Charity Limited
Ray White Realty Dunedin

St Andrew Street Church of Christ
St Hilda's Collegiate School
St Peter's Anglican Church, Caversham
The Molly Fulton Family Trust
The Trusts Community Foundation
Tindall Foundation
Trinity Foundation Ltd
Waitaki District Council

Gift In Kind

Many of our gifts come from local businesses, community organisations and individuals. We thank you all for your continued support.

Beanies for Babies
Caring Families Aotearoa
Cottonsoft Ltd
Dunedin Kia
Good Bitches Baking Oamaru
Five Forks Rural Women
Hell Pizza
Kaan's Catering

MidWinter Carnival Organising Team
North Otago AAW
Oamaru Top 10 Holiday Park
Otago Peninsula Parish
Peninsula Bays Women's Institute
Port Chalmers Women's Institute
Queen's High School
Ray White Dunedin [Little Ray of Giving]
Rotary Club of Dunedin
Rotary Club of Dunedin Harbour
Sarah Cross - Kakapo Consulting
Skellerup Farm Source Oamaru

St Paul's Cathedral, Dunedin
St Andrew's Maheno AAW
St Hilda's Collegiate School
St John's Roslyn AAW
St Luke's Oamaru
St Mary's Mornington
Leanne Black and Tall Poppy Real Estate
Trista Townsend and the team at LJ Hooker Dunedin
Tuapeka Gold Print Ltd
WellSouth
Zen Hair

A SNAPSHOT OF A YEAR



Whānau worker Bushie with a St Hilda's student who made greeting cards for our kaimahi to use.



Kaimahi Rose & Mary had a great time at the Greater Green Island Get Together in September.



Seen on the streets in South Dunedin, our kaimahi joined the crowds at the South Dunedin Street Festival.



We farewelled Bishop Steven Benford in May. Here he is pictured with Elisabeth Cunningham, his representative on the Board of Trustees.



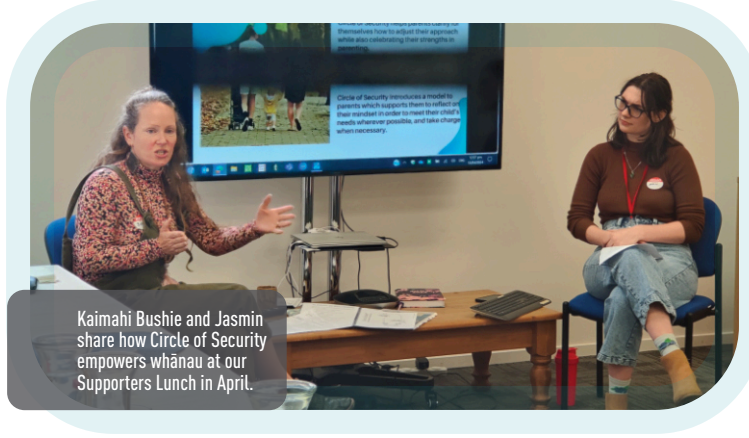
Community working together! Thank you to Trista Townsend and the team at LJ Hooker who collected 102 Festive cheer boxes which included some food staples and other treats for clients at Christmas time.



Kaan's Catering helped alleviate the commercial pressure to provide a "perfect Christmas" for whānau by providing Christmas hampers filled with fresh meat, fruit, veges and treats.



Partnering with St Hilda's Collegiate School during our Winter Warmers campaign means whānau are kept warm during the chill of winter.



Kaimahi Bushie and Jasmin share how Circle of Security empowers whānau at our Supporters Lunch in April.

INGOINGS AND OUTGOINGS

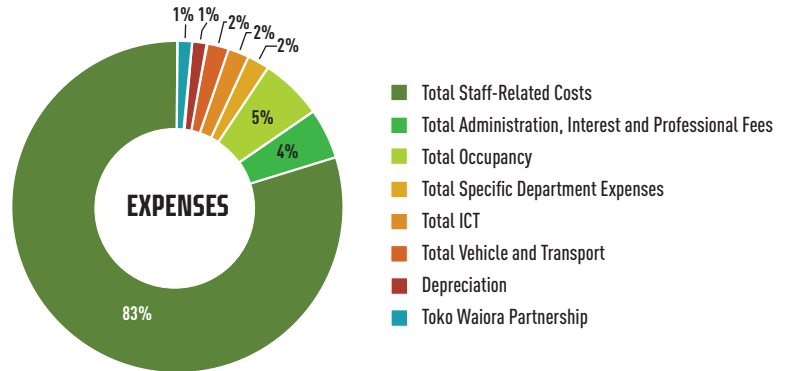
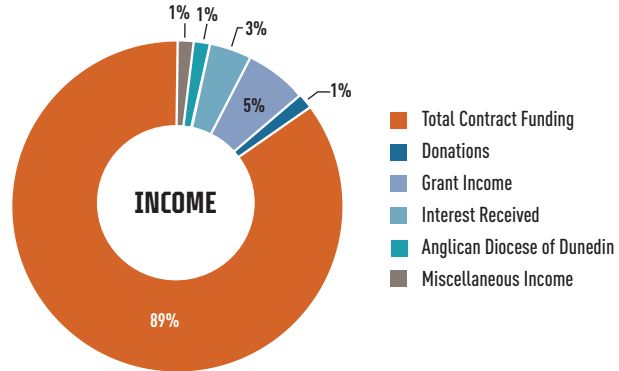
1 July 2023 to 30 June 2024

INCOME

Total contract funding	4,157,171
Non-contract income	
Donations	67,247
Grant Income	220,958
Interest Received	144,425
Misc Income	17,537
Total Non-Contract Income	450,167
Parent Body Grants	
Anglican Diocese of Dunedin	45,787
Total Parent Body Grants	45,787
Total income	4,653,125

OPERATING EXPENSES

Administration, Interest and Professional Fees	201,170
ICT	114,770
Occupancy	236,960
Specific Department Expenses	103,936
Staff Related Costs	3,911,354
Vehicles and Transport	87,903
Depreciation	69,721
Total expenses	4,725,814
(Deficit)	(72,689)



NOTES TO THE SUMMARY FINANCIAL STATEMENTS

For the year ended 30 June 2024

These are the summary financial statements of Anglican Family Care Centre Incorporated (the "Trust") for the year ended 30 June 2024.

The specific disclosures included in these summary financial statements have been extracted from the full annual financial statements dated 03 September 2024.

The full annual financial statements were approved for issue by the Trustees on September 2024 and have been prepared in accordance with Tier 2 Not-For-Profit Public Benefit Entity (PBE) Financial Reporting Standards as issued by the New Zealand External Reporting Board (XRB). They comply with New Zealand Equivalents to International Public Sector Accounting Standards Reduced Disclosure Regime (NZ IPSAS with RDR) and other applicable Financial Reporting Standards as appropriate to Public Benefit Entities. A modified audit opinion has been received on the full financial statements for

the year ended 30 June 2024. The modification is a qualification that is common with other entities of a similar nature, where control over donations, fundraising and other similar revenue prior to being banked is limited. A copy of the full Trust financial statements for the year ended 30 June 2024 may be obtained by contacting the Trust on (03) 4770801.

This summary financial report cannot be expected to provide as complete an understanding as provided by the full financial statements of the Trust. This summary financial report has been examined by our auditor for consistency with the full financial statements. An unqualified audit opinion has been received. These summary financial statements were approved for issue by the Trustees on 04 September 2024.

Basis of preparation

Anglican Family Care Centre is a public benefit entity and was incorporated as a Charitable Trust in accordance with the provisions of the Charitable Trusts Act 1957. These are the summary financial statements of Anglican Family Care Centre and they comply with PBE FRS 43: Summary Financial Statements. The presentation currency is New Zealand dollars, rounded to the nearest thousand dollars. The full financial statements upon which these Summary Financial Statements are based, have been prepared to comply with the Accounting Standards Framework for Public Benefit Entities and the Financial Reporting Act 2013.

Specific accounting policies

All specific accounting policies have been applied on the same basis as those used in the full financial statements of the Trust.

SUMMARY FINANCIAL STATEMENTS

Summary Statement of Comprehensive Revenue and Expense

For the year ended 30 June 2024	2024 (\$000's)	2023 (\$000's)		2024 (\$000's)	2023 (\$000's)
Revenue	4,649	3,942	Liabilities		
Expenditure	4,726	3,818	Trade and other payables	958	630
Surplus/(Deficit)	(77)	124	Total current liabilities	958	630
Other gains/(losses)	4	(1)	Total liabilities	958	630
Total comprehensive revenue and expenses	(73)	123	Net assets	1,423	1,496

SUMMARY STATEMENT OF CHANGES IN TRUST FUNDS

For the year ended 30 June 2024	2024 (\$000's)	2023 (\$000's)
Total trust funds at the beginning of year	1,496	1,373
Plus total comprehensive revenue and expenses for the year	(73)	123
Total trust funds at the end of the year	1,423	1,496

SUMMARY STATEMENT OF FINANCIAL POSITION

As at 30 June 2024	2024 (\$000's)	2023 (\$000's)
Assets		
Cash and cash equivalents	1,128	197
Other current assets	529	1,000
Total current assets	1,657	1,197
Other investments		
Property, plant and equipment	173	165
Other non-current assets	551	764
Total non-current assets	724	929
Total assets	2,381	2,126

SUMMARY STATEMENT OF CASH FLOWS

For the year ended 30 June 2024	2024 (\$000's)	2023 (\$000's)
Net cash from operating activities	342	165
Net cash from/(to) investing activities	589	(269)
Net (decrease)/increase in cash and cash equivalents	931	(104)
Cash and cash equivalents at beginning of year	197	301
Cash and cash equivalents at end of year	1,128	197

Approved on behalf of the Trustees



Chairperson
Date: 03 September 2024



Trustee
Date: 03 September 2024



Report of the Independent Auditor on the Summary Financial Statements to the Trustees of Anglican Family Care Centre Incorporated

Our Opinion

The summary financial statements, which comprise the summary statement of financial position as at 30 June 2024, the summary statement of comprehensive revenue and expense, summary statement of changes in trust funds and summary statement of cash flows for the year then ended, and related notes, are derived from the audited financial statements of Anglican Family Care Centre Incorporated for the year ended 30 June 2024. In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial statements, on the basis described in the notes to the summary financial statements.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required for the full financial statements. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements and the auditor's report thereon.

The Audited Financial Statements and Our Report Thereon

We expressed a modified audit opinion on the audited financial statements in our report dated 4 September 2024.

A handwritten signature in blue ink that reads 'Audit Professionals Limited'.

Chartered Accountants
4 September 2024

Trustees' Responsibilities for the Summary Financial Statements

The Trustees are responsible for the preparation and presentation of the summary financial statements in accordance with PBE FRS-43: Summary Financial Statements.

Auditors' Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with the audited financial statements based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810 (Revised), *Engagements to Report on Summary Financial Statements*.

Other than in our capacity as auditor we have no relationship with, or interest in, Anglican Family Care Centre Incorporated.

Restriction on Distribution or Use

This report is made solely to the Trustees as a body. Our audit work has been undertaken so that we might state to them those matters which we are required to state to them in an audit report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Trustees, as a body, for this report, or for the opinions we have formed.

Dunedin

GLOSSARY

*Tēnā koutou katoa, ngā kaitautoko, kaimahi, me ngā kaitiaki o te Poari.
Nau mai, haere mai, me te mihi mahana ki a koutou katoa.*

Thank you to all the supporters, staff, and trustees of the Board. Welcome, come, and a warm greeting to you all.

pēpi:	baby or babies aged 0-2 years	awhi:	support
tamariki:	children aged 3-12 years	kaumatua:	respected elder
rangatahi	young people aged 13-17 years	kaumātua:	respected elders
whanau:	family	karakia:	prayer
whānau:	families	kete:	basket. In this report, it is used in the context of the skills of workers
manaaki whānau:	to support families	motu:	island, grove of trees, separated
kaimahi:	staff/workers	nāku noa, nā (name):	yours sincerely (Two lines)
noho marae:	overnight stay on a marae	noho:	sit, remain, settle, reside
mahi:	work	tangata whenua:	people of the land
kā mihi nui:	thank you very much	tangata tiriti:	people of the Treaty (non-Māori)
kaitiaki:	guardian	Taonga:	an object or natural resource which is highly prized/treasured
kōhatu pounamu:	greenstone	te reo me ngā tikanga Māori:	the Māori language and cultural practices
matua:	parents/adult/grown up	te reo Māori:	the Māori language
manaaki:	to support	tikanga:	correct procedure, custom, or cultural practice
kaupapa Māori:	Māori principles	waka huia:	treasure box
mana:	value especially of a person	whaea hapū:	pregnant mothers (noun + adjective)
Ōtepoti:	Dunedin	whakamana:	empowering
te Tiriti o Waitangi:	the Treaty of Waitangi		



Anglican Family Care
266 Hanover Street | Dunedin | 9016
0800 FAM CARE | 0800 326 2273
anglicanfamilycare.org.nz
Charity Commission Number: 24152

2023-24
ANGLICAN
FAMILY CARE
ANNUAL
REPORT

