



anglican
family
care

manaaki whānau

ANNUAL REPORT 2017-18

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ABOUT US

Anglican Family Care is a social services agency that has served Otago children and their families since 1970. Our main office is in Dunedin, with other branches in Balclutha, Oamaru and Alexandra. Our services are for all people regardless of their beliefs, and are delivered free-of-charge to our diverse client base. The Ministry of Justice funds our Restorative Justice Otago service. Our social work is partially funded by the Ministry for Children, Oranga Tamariki and covers our social work salaries. We fundraise for the remainder of our operating costs so are very grateful to our loyal and generous donors who make the delivery of our services possible.

OUR MISSION

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

BOARD OF TRUSTEES

Jim Hawker (Chairperson), Hilary Allison, Sian Adamson, Bishop Steven Benford, Kyle Forde, Diana Hudson, Bruce McCormick, Michelle McDonald, Mary-Ann McKibben

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.

Awhinataka (Stewardship)

We recognise that when we support others we are at all times acting for the whole agency and for all people.



OUR SERVICES

Family Start Provides support, advocacy and information about health and safety to parents of babies and young children.

Home-Based Family Support Provides support to parents; help and advice for child behaviour management; parenting courses; and respite care for families with children aged up to 16 years.

Restorative Justice Helps the victims of crime reconcile with the perpetrators of crime.

Social Workers in Schools In five Dunedin schools

Counselling and Play Therapy Therapeutic services to help children and parents deal with grief, loss, attachment, trauma or abuse.

CHAIRPERSON'S REPORT



Jim Hawker

It is my pleasure to present the forty sixth Annual Report of the Anglican Family Care Centre Incorporated Trust for 2017/2018.

The financial year ended 30 June 2018 recorded a net surplus of \$30,828 which was a welcome improvement on the deficits recorded for the past three years. Total revenue was up 1.7% on last year with the increase attributable to government contract funding. Total expenses were only marginally up on last year with employee costs the largest expense representing 78.0% of total expenses (2017: 78.9%).

Fundraising and donations, along with grants and other income received during the year, totalled \$378,109 (2017: \$373,029). As with last year, the Agency benefited from the second payment of half the capital value of the Hodges Estate which was held on deposit with the Diocese Council. We sincerely thank all our many individual donors who have generously contributed over the course of the year with a special mention to the sizeable contributions received from the Trusts Community Foundation, Lion Foundation, NZ Lottery Grants Board, Central Lakes

Trust, Dunedin City Council, Tindall Foundation, Trinity Foundation, Leslie Groves, Diocese of Dunedin, St Hilda's Collegiate and Otago Community Trust.

I thank the diligent and committed efforts of the Board who have worked extremely hard this past year reviewing the future strategy of the Agency and exploring various alliance opportunities. In late 2017 Michelle McDonald stepped down from the Board. I thank Michelle for her insightful perspectives and cultural contribution over the last 3.5 years. We also welcomed Steven Benford to the Board as the newly appointed Bishop. The other members of the Board are Hilary Allison, Sian Adamson, Bruce McCormick, Diana Hudson, Mary-Ann McKibben and Kyle Forde.

On behalf of the Board I thank the significant efforts of Director, Nicola Taylor. Nicola has the ability to turn every challenge and obstacle into a wonderful opportunity all the while fostering an environment that encourages continuous improvement across the Agency's many services. We also acknowledge the dynamic

and innovative contribution Nicola receives from her management team and thank them for their commitment to developing staff and driving forward the many new initiatives of the Agency.

Finally I acknowledge and sincerely thank the very passionate, skillful, and selfless staff of the Agency. I have been delighted by the outstanding contribution and enthusiasm shown by both existing staff and newly appointed staff – some recently qualified and others with invaluable social work experience.

I move the adoption of the Chairperson's 2017/18 Report of the Anglican Family Care Centre Incorporated Trust.



Jim Hawker

From 1 July 2017 to 30 June 2018
Anglican Family Care...



DIRECTOR'S REPORT



Nicola Taylor

2018 has seen a significant amount of work going into the strategic direction for the agency, as we have explored potential new partnerships. We have recognised our continuing fragility and the risk to our sustainability into the future. We have had a more positive year-end financial result than in previous years, but it is challenging to adequately resource the work and demand for our services is high.

We have worked very closely with Catholic Social Services exploring how we might work more closely together. We have very similar vision and values and a great deal in common. The desire to work in a partnership into the future is very exciting. We have continued strengthening our connections with Anglican Trust for Women and Children in Auckland, and the potential for growth in this relationship is huge.

We have worked very hard to deliver an expanded Family Start service into rural areas – South Otago, Central Otago and Queenstown Lakes, and also Home-Based Support into Wanaka. The parishes in rural Otago have given us huge support with this expansion.

We have operated against a backdrop of change – a new Bishop, a new government with different priorities – and with recognition of the needs of children and the realities of family violence and its impact on children.

We have a vibrant and committed team, with a mix of new and experienced staff, who bring enormous energy and passion to their work. Together we have

developed problem-solving abilities and a desire to find solutions to the most complex of situations.

We work closely with others – Oranga Tamariki, Police, Women's Refuge, health and education professionals – recognising that none of us can be effective on our own.

Our donors, supporters, friends and the parishes throughout the Diocese continue to offer the most amazing support for our work, for which we are truly grateful.

I would like to acknowledge every one of our staff for their efforts throughout the year.

Our Board have provided wise stewardship as we have explored new ventures. Jim Hawker gives advice and support when needed as we navigate the complexities of day-to-day operations and strategic direction for the agency.

Thank you team.

A handwritten signature in dark ink that reads "Nicola Taylor". The script is cursive and fluid.

Nicola Taylor

YEAR HIGHLIGHTS

EXPANSION OF SERVICES FOR FAMILIES IN RURAL AREAS

Anglican Family Care was delighted to have been asked by Ministry for Children, Oranga Tamariki, to expand our services for children and families into rural areas of Otago from 1 July 2017. "It was great that Oranga Tamariki recognised the increased need for support for families throughout our region, and we are pleased that the high quality of our services and staff was acknowledged," said our Director, Nicola Taylor.

The expansion of Home-Based Family Support into Wanaka began on 1 July 2017, while the expansion of the Family Start programme into South Otago, Central Otago and Queenstown Lakes was rolled out from 1 October.

Since the expansion, we have worked with a growing number of families in rural areas, where isolation, travel distances and lack of resources affect the day-to-day lives of children already living in challenging circumstances such as family violence or extreme poverty.

“ I WAS SO MOVED BY THE HELP AND THE SUPPORT, AND WE FOUND OUT ABOUT ASSISTANCE THAT WE NEVER KNEW THAT WE WERE ENTITLED TO. I CAN'T SPEAK HIGHLY ENOUGH OF ANGLICAN FAMILY CARE – I JUST CAN'T. THEY REALLY LISTENED TO US. ”

– Jo, South Otago



YEAR HIGHLIGHTS

FAMILY START

Holly* has been a client of our Family Start programme for 18 months. The programme supports parents of babies and young children who are living in difficult circumstances.

Holly was in a violent relationship, which involved drugs and physical, mental and sexual abuse. Her 3-year old son was often witness to these incidents and her baby to a lesser degree. They were transient due to non-payment of rent, and her partner was actively trying to avoid the police.

Oranga Tamariki (OT) got involved when the family were made homeless, and ended up living in a tent in a rural location. During a visit from OT, the partner became very angry and threatening, and was physically aggressive to the younger child. Shortly after this incident the children were uplifted and placed into care. Holly and her partner fled and there was no contact for a few weeks.

A few months later, Holly and her mother presented in the Anglican Family Care office and described the horrific abuse she had endured, and how she had gone with her partner against her will. She had managed to get free from him and she wanted to know where her children were. With support from a Family Start worker, she obtained protection orders against the ex-partner, and was able to have supervised visits with her sons.

The boys were then able to transition back into the care of Holly, with strict conditions that she must live with her parents for at least six months. During this time she maintained weekly Family Start visits and worked hard to achieve all her identified goals through the Child

and Family Plan. After six months, and with help from her Family Start worker, she and her boys moved into a rental property. The boys began to attend early childhood education and free swimming lessons organised by the Family Start worker. Holly took part in the Women's Refuge "Steps to Freedom" course to gain insight into the negative impact the controlling nature of her relationship had had on her and her children.

“ HOLLY IS NOW DRUG FREE, CHILD FOCUSED, HAS BECOME EMPLOYED, IS ACTIVELY INVOLVED WITHIN THE COMMUNITY, AND IS PROVIDING A STABLE, SAFE AND NURTURING ENVIRONMENT FOR HER CHILDREN. ”

Holly then enrolled in The Incredible Years Programme, a highly successful parenting programme. She wanted to be more involved in her children's learning so volunteered for a few sessions at her children's pre-school. The staff there felt she would be a suitable candidate for the Teacher Aide position and encouraged her to apply for the job. The Family Start worker helped her to source suitable clothing for an interview. She was open and honest in her interview about her past involvement with Oranga Tamariki. She passed her police check and started work a few weeks later.

Her oldest son, who had some concerning behaviour issues, has become very settled with the routine of pre-school

A young child with blonde hair is swinging happily on a swing set in a park. The child is wearing a white t-shirt and dark shorts with orange trim. The background is a blurred green lawn and trees.

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FAMILIES UNDERTOOK
THE FAMILY START
PROGRAMME OVER
THE LAST YEAR

each day and has made a friend. They role-play together with dolls in a very caring and nurturing way. His language has developed so rapidly that he no longer needs extra support with this. Holly has enrolled him in Keas to increase his social interaction, and is training to become a Kea leader herself. She is also an administrator of Oamaru Rocks Facebook page, a community rock-hunting group.

Social worker Sue said, "Family Start involvement has been the key for this family to have been able to implement so many positive changes. Holly is now drug free, child focused, has become employed (which could lead to her doing teacher training), is actively involved within the community, and is providing a stable, safe and nurturing environment for her children. I feel very privileged to have been part of her journey. They are about to exit Family Start as they no longer require support to keep the momentum of change moving forward. I'm a little sad that I won't be part of their continuing journey, but feel very proud to have played a part in improving outcomes for our most vulnerable Tamariki."

* name changed to protect client privacy





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**OTAGO CHILDREN
HAVE HAD PLAY
THERAPY OVER
THE LAST YEAR**

YEAR HIGHLIGHTS

PLAY THERAPY SERVICE

We have been offering play therapy since 2015, starting with one day a week and gradually growing the service to full time in the 2017-18 year. Our play therapist works with children who have experienced grief, loss, trauma or abuse, or who are having difficulty forming attachments to loved ones.

WHAT IS PLAY THERAPY?

Play therapy is a therapeutic process in which play is used as a means of helping children express or communicate their feelings and explore their experiences and relationships with others.

COUNSELLING SERVICE

As well as Play Therapy, we also offer counselling to parents to address past or present issues that may be impacting on the well-being of their children and family. This year, we worked with 91 counselling clients.

91%

**OF CLIENTS ENGAGED IN COUNSELLING
ACHIEVED A RELIABLE OR CLINICALLY
SIGNIFICANT CHANGE**

RESTORATIVE JUSTICE

539

227

108

117

VICTIMS OF CRIME SUPPORTED



YEAR HIGHLIGHTS

CLIENT SURVEY RESULTS

Client satisfaction is very important to us, and we regularly monitor client perception of how supported they feel and how their progress towards their goals is going, using PCOMS, a scientifically proven self-reflective client measurement tool.

This year, we have also started surveying clients as they exit our services. When asked what they liked about their time with Anglican Family Care, respondents said...

“ IT HELPED A LOT WITH MY PARENTING. ”

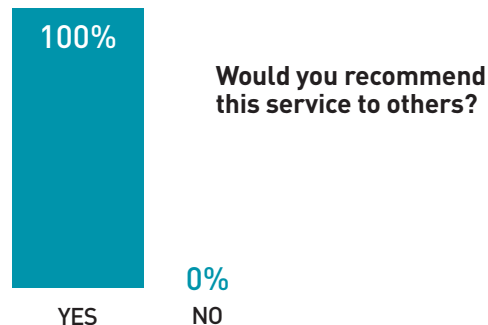
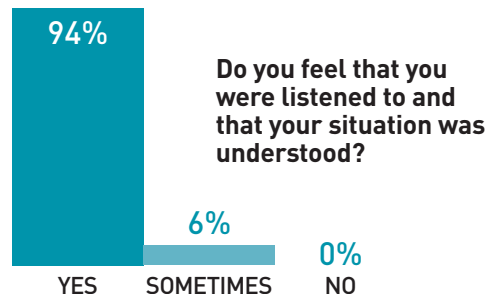
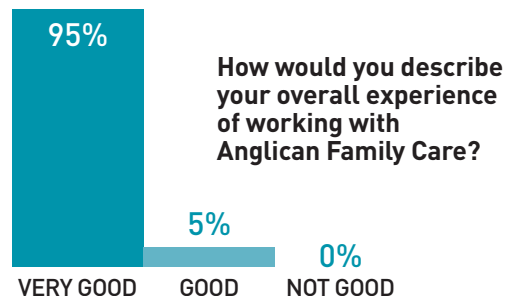
“ THE FACT THAT I WAS LISTENED TO, QUESTIONS WERE ANSWERED AND MY WHANAU WORKER WENT ABOVE AND BEYOND TO HELP. ”

“ I ENJOYED THE ABILITY TO TALK ABOUT WHAT I'M GOING THROUGH AND RECEIVE GREAT ADVICE AND SUPPORT. ”

“ I LOVED THE HELP AND SUPPORT BEING A FIRST TIME MUM AND BEING ABLE TO BUILD UP MY CONFIDENCE AND LEARN A LOT. ”

“ MY SOCIAL WORKER HAS BEEN LOVELY, SIMPLY AMAZING, HELPFUL AND UNDERSTANDING CARING AND SUPPORTIVE, I'M THANKFUL TO HAVE HAD HER. ”

“ I AM EXTREMELY SATISFIED WITH THE SERVICE I RECEIVED. ”



THANK YOU!

We are deeply grateful to the 83 individuals or families who have donated regularly to us during the past year – your support makes a real difference to Otago children.

We would also like to thank the following Trusts, businesses, schools, churches and other organisations for their support from 1 July 2017 until 30 June 2018. This included financial donations, donations of expertise or time, and donations of clothing or toys for the families we support.

Abbott Insurance Brokers Dunedin ACE Shacklock Charitable Trust Anglican Community Trust Anglican Diocese of Dunedin ANZ Staff Foundation Audit Professionals Bendigo Valley Sports & Charity Foundation Bupa Redroofs Care Home Carbase Car Services Central Lakes Trust Chorus New Zealand Limited Cowells Pavlova Kitchen Dunedin Limited Pioneers Dunedin Casino Charitable Trust Dunedin City Council Community Grants Dunstan Anglican Parish Holy Cross Anglican Parish Home of St Barnabas Leslie Groves Lion Foundation M S Farry Trust Markhams Otago McAuley Trust Mercy Hospital Network Waitaki Community Grant NZ Lottery Grants Board Otago Community Trust Otago Masonic Charitable Trust Otago Peninsula Parish Pub Charity Limited Quilters & Patchworkers of Otago Ray White Realty Ross Dowling Marquet & Griffin Rotary Club Dunedin North Rural Women New Zealand Society of Friends South City Law Southern District Health Board Southern Victorian Charitable Trust Inc St Aidan Anglican Parish St Andrew's A A W St Andrew's St Church of Christ St Barnabas Parish St Clair School St Columba's Anglican Parish St Hilda's Collegiate School St John's Roslyn Evening AAW St Luke's A A W St Luke's Parish St Mary's Church Omakau St Matthew's Anglican Church St Michael's & All Angels Group St Nicholas Church St Paul's Cathedral St Peter's Church Caversham St Peter's, Queenstown Tainui School The Tindall Foundation The Trusts Community Foundation The Warehouse Ltd Trinity Foundation Ltd Waitaki District Council Wass Computing Group Webb Farry Lawyers West Dunedin Youth and Community Trust Working Together More Fund



1. St Columba's Church (Wanaka) held a fair to fundraise for our Wanaka services. **2.** Students at St Hilda's Collegiate School donated warm winter clothes for the babies we support. **3.** Caregiver Heather Gardner retired after 20 years of caring for children being supported by AFC. **4.** Items collected by St Columba's for Wanaka families. **5.** Araia from North Otago wrapped in one of the blankets knitted by supporters from St Luke's Church in Oamaru.

INGOINGS AND OUTGOINGS

1 July 2017 to 30 June 2018

INCOME

Contract funding \$2,503,520

Non-contract income

Donations \$165,792

Grant income \$137,666

Interest received \$84,200

Other income \$34,448

Total \$422,106

Parent body grants

Anglican Diocese of Dunedin \$40,203

Total \$40,203

Total income \$2,965,829

OPERATING EXPENSES

Administration, interest and professional fees \$172,416

ICT \$94,135

Occupancy \$157,996

Specific department expenses \$114,506

Staff related costs \$2,289,987

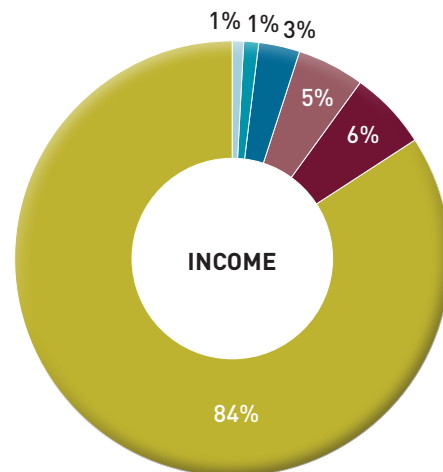
Vehicles and transport \$70,039

Depreciation 35,922

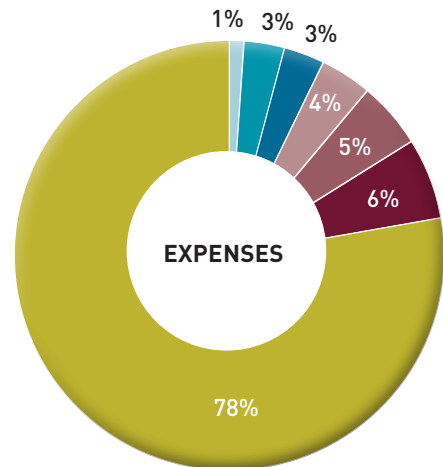
Total expenses \$2,935,001

Net surplus \$30,828

- Total contract funding
- Donations
- Grant income
- Interest received
- Other income
- Anglican Diocese of Dunedin



- Total staff-related costs
- Total administration, interest and professional fees
- Total occupancy
- Total specific department expenses
- Total ICT
- Total vehicle and transport
- Depreciation



NOTES TO THE SUMMARY FINANCIAL STATEMENTS

For the year ended 30 June 2018

These are the summary financial statements of Anglican Family Care Centre (the “Trust”) for the year ended 30 June 2018.

The specific disclosures included in these summary financial statements have been extracted from the full annual financial statements dated 5 September 2018.

The full annual financial statements were approved for issue by the Trustees on 5 September 2018 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 2018. 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 2018 may be obtained by contacting the Trust on (03) 477 0801.

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 5 September 2018.

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 Community 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 2018

	2018 (\$000's)	2017 (\$000's)
Revenue	2,964	2,898
Expenditure	2,935	2,915
Surplus	29	(17)
Other gains/(losses)	2	(3)
Total comprehensive revenue and expenses	31	(20)

SUMMARY STATEMENT OF CHANGES IN TRUST FUNDS

For the year ended 30 June 2018

	2018 (\$000's)	2017 (\$000's)
Total trust funds at the beginning of year	1,151	1,171
Plus total comprehensive revenue and expenses for the year	31	(20)
Total trust funds at the end of the year	1,182	1,151

SUMMARY STATEMENT OF FINANCIAL POSITION

As at 30 June 2018

	2018 (\$000's)	2017 (\$000's)
Assets		
Cash and cash equivalents	404	335
Other current assets	478	460
Total current assets	882	795
Other investments		
Property, plant and equipment	120	94
Other non-current assets	636	600
Total non-current assets	756	694
Total assets	1,638	1,489

2018
(\$000's)

2017
(\$000's)

Liabilities

Trade and other payables	456	338
Total current liabilities	456	338
Total liabilities	456	338
Net assets	1,182	1,151

Approved on behalf of the Trustees:

Chairperson: 
Date: 5 September 2018

Trustee: 
Date: 5 September 2018

SUMMARY STATEMENT OF CASH FLOWS

For the year ended 30 June 2018

	2018 (\$000's)	2017 (\$000's)
Net cash from operating activities	188	12
Net cash to investing activities	(119)	(104)
Net (decrease)/increase in cash and cash equivalents	69	(92)
Cash and cash equivalents at beginning of year	335	427
Cash and cash equivalents at end of year	404	335

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 2018, 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 2018. 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 10 September 2018.



Chartered Accountants
10 September 2018

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



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Charity Commission Number: 24152