



Annual Report 2009/2010

Napier Family Centre (Inc)

Making the future happen together

cnr Morris Spence Ave & Wycliffe St, Onekawa, Napier. Ph 06 843 7280 www.napierfamilycentre.org.nz



Back Row, Roydon Day, Helen Collins, Lionel Maxted, John Bebarfald. Front Row, Sarah Beckett, Margaret Drury and Sean Bevin

Officers

Chairman	Margaret Drury	St Patrick's Catholic
Deputy Chairman	Sean Bevin	St Mary's Catholic
Minute Secretary	Wendy Tavendale	Administration & Finance Manager
Treasurer	Mike Healy	St Thomas More Catholic

Board Members 2009-2010

John Bebarfald	Napier Baptist Church
Sarah Beckett	Co-opted Member (Willis Toomey Robinson)
Sean Bevin	St Mary's Catholic
Helen Collins	St Mary's Catholic
Roydon Day	Chief Executive Officer
Margaret Drury	St Patricks Catholic
Mike Healy	St Thomas More Catholic
Diane Mara	All Saints Anglican Taradale
Lionel Maxted	St Paul's Presbyterian Napier
Ross Russell	Trinity Methodist Church
Terry Taaffe	Co-opted Member (Finance Sub Committee)

Staffing Management

- **Chief Executive Officer** Roydon Day
- **Administration & Finance** Wendy Tavendale
- **Accord Counselling & Psychological Services** Kathy Egan
- **Bright Futures** Shelley Covell
Home-based childcare & learning
- **Budget Services** Debbie Mackintosh
- **Family Services** Limor Strong
Social Work
Parenting Education
Children's Supervised Contact
Youth Services
- **Funding & Communications** Kathryn Curran
- **Sunny Days ECE Centre** Cheryl Ellison



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Message from the Chair

The difficult times have continued this year for local organisations across private, public and not-for-profit sectors as the fallout of the financial crisis impacted on all levels of the community, the affect hardest felt by whom we were originally set up to support – the family.

In this time of recession, spanning over two years now, 40% more people have accessed our social services and this of course increased pressure on the resources of Napier Family Centre. Faced with a fundamental strategic question of ‘how do we meet this extra demand?’ the Board’s answer was to accept the resulting modest surplus for the year’s operations. This was not the year to bank for a rainy day.

This commitment to the community required that we do more with less. To the staff members who undertook reduced paid hours in the face of rising workloads over a period of three months, those who have taken on considerably more voluntary hours, and to our wonderful team of volunteers, we thank you. The team is to be congratulated for their professional attitude and selfless approach during this very difficult time. I also acknowledge the work of my colleagues on the Board.

The lack of NGO funding for social services has been of concern. In the latter part of the year it became evident we would not be eligible for the government’s Whānau Ora funding and though the Community Response Fund has been helpful, it is a short term, contestable and time limited source. We also faced in the government’s May budget, an effective drop in funding for our early childhood education services as the government chose not to pursue the goal of fully qualified ECE teachers. These compounding issues prompted the CEO to lobby local MP Chris Tremain who arranged a ministerial visit where we could directly express our concerns to the Minister of Social Development.

Although this environment produces more clients and families in need we remain focused on our vision to bring shining eyes to children and their families in our community. We are privileged that we are entrusted with the care of those seeking help for a wide range of issues. Our wraparound services and programmes work. The Budget Service has seen a record 592 new clients; the counselling service has gained a contract with the PHO to provide post-natal depression group work; our Youth Services team has produced a popular series of workshops for our young people, a service that has grown and thrived relying solely on philanthropic donations. Family Services supports more parents than ever through home visits and courses.

Bright Futures home-based childcare and learning is now well established throughout Hawke’s Bay and CHB with the completion of the facility in Waipukurau. Each branch now provides a playgroup facility and base for educarers and visiting teachers. Sunny Days continues to be a centre of excellence for the provision of ECE and this year enhanced the outdoor environment with a significant extension.

We cannot achieve this level of service to the community without our partners; the parishes that support us with prayer and giving, those who give so thoughtfully in the Family Tree, the charitable grants named throughout this report and the other community agencies with who we work closely.

Margaret Drury

Chief Executive



*“The Lord is good to all;
and His Tender Mercies are over all His works”
Psalm 145 vs 9*

The financial crisis of 2008 that rocked world markets also undermined the economic stability of hundreds of families in our community who now struggle to care for their families. In Hawke’s Bay the economic realities of the financial crisis continued to reverberate in our community through out the year under review.

In this volatile economic climate, the Napier Family Centre continued to deliver critical, Family, Budgeting and Counselling Services to some 1,585 individuals and families directly, and as our statistics tell us each client has 1.6 children, therefore a further 2,536 people in our community, indirectly.

These numbers do not include the Napier Family Centre’s other social services for example parenting education where courses and numbers doubled or the important work with youth or early childhood education services to children and their families.

By all economic measures, 2009/10 was not a good year for our families and now the financial recovery has arrived which is most welcome, it is a fragile recovery, but it is a positive note to begin the new financial year.

During 2009, because of the continuing financial crisis, Government recognised the need in our communities for further social assistance and made available additional funding to help the Napier Family Centre resource further our professional staff to meet the continuing demand from 2008.

Our best estimate to government was that 790 extra clients would need some sought of intervention as a result of the financial crisis over and above our contracted numbers of 354.

Even with our experience we were wildly off the mark as more than 1,231 extra clients sought help from the Napier Family Centre.

Further the generosity of charitable trusts, individual members in our community and staff, many of whom worked ten day fortnights for nine days pay for three months, was a real testimony to the values and the professional work that the Napier Family Centre does and how it impacts our community, and collectively recognised the serious situations being faced by many in our community, and acted.

And so it is with grateful thanks to the remarkable generosity and growing ranks of supporters of the Napier Family Centre who recognise the importance of investing in the safety, health and education of families and their children that we also finished the year in a positive financial position.

To all Napier Family Centre staff and volunteers – thankyou, what a year, what a journey, what a remarkable achievement. We know that the only way to bring an end to physical, intellectual and financial poverty in our community is to work in partnership with government, and its agencies, charitable trusts, businesses, and community leaders.

And as world leaders continue to stabilise the global economy following the financial crises of 2008/9 we are most grateful to all of you who remain steadfast in your commitment to the work we do for vulnerable families and their children in our community

Roydon Day



Administration & Finance

As the numbers of clients have swelled through all services of Napier Family Centre the team in administration, the hub of operations, has naturally seen a substantial growth in workload. They have risen to the task and implemented systems and processes that have ensured clients are served with empathy and professionalism while keeping costs within 10% of turnover.

One of the areas affected by this growth was our telephone system which had been second-hand when we got it 15 years ago. A much needed upgrade to a digital platform was enabled with thanks to a grant received from The Southern Trust.

Another key installation over the year was the new early childhood software, APT, on August 1st last year. This has been an asset to the administration team who has found the change of software a great improvement in terms of efficiency and ease of use.

Napier Family Centre software is continually being upgraded and we make good use of the Microsoft products available through Techsoup, their donation programme. We have just received Small Business Server 2008 and Microsoft Office 2010. We are fortunate that we are able to keep up with technology, with the help of these donations. We use Outlook to keep track of our room bookings; this has proved invaluable with all staff members being able to see room availability from their computers.

Although we have been in our new building three years now, we are ever grateful for the wonderful facilities that we have. Our clients come into a cheerful and inviting atmosphere at reception and are directed by one of our staff to the area that can help them the most.

This year with the recession we have managed to keep a positive outlook and all services have worked hard to keep expenses down. With this in mind we have a surplus for the Family Centre of just over \$17,000.

While they have been acknowledged in the reports by our Chair and CEO I would also like to give thanks to the team who, in the face of an increasing workload, gave generously to the organization by accepting a temporary period of reduced hours to enable us to accept more clients over that time.

We are always grateful for the ongoing assistance of organisations and trusts who support us in reaching out to the people of Napier.

Wendy Tavendale



Back Row Sheryl Smith, Kathy Egan, Monica Stockdale (Cultural Supervisor), Mandy Pentecost, Dianne Lummis. Front Row, Karen Gilmore, Lianne Jaycock, Susan Emmerson and Alayne Cullen

Accord Counselling & Psychological Services

Another successful year was completed by this Service. We accepted 655 referrals, a 5% increase from last year, 30% increase in the past 3 years. 21% of referrals were for children and young persons. On average clients spend just under 4 hours in counselling. The overwhelming response is that clients described a positive difference from their counselling.

Some trends over the year have been the increase in family violence referrals where we work collaboratively with D.O.V.E, sending and accepting referrals.

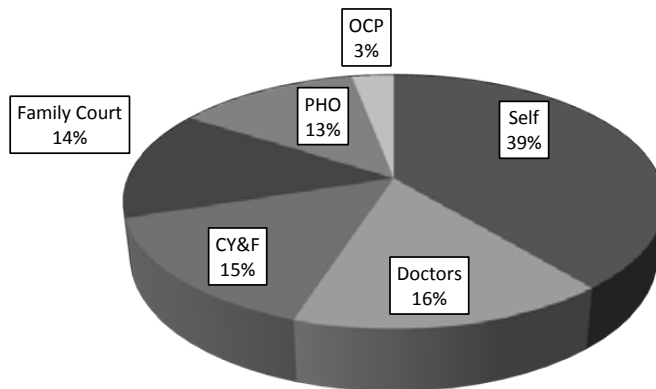
Depression, stress and anxiety issues seem to permeate most referrals. We are so fortunate to have therapists and a psychologist who work with these clients with the CBT and Mindfulness model of therapy which is so successful.

We have a team of 10 tertiary qualified and experienced therapists with expertise in mental health issues, grief issues, children's issues, family violence issues, and relationship issues, strengthening relationships and helping parents separate well for their own and children's benefit. All staff members participate in professional development and attend regular external clinical supervision, regular peer group meetings and cultural supervision. All belong to their appropriate professional body e.g. NZAC, NZASW, NZACAP and NZPS. We practice a collaborative style of leadership where each staff member's ideas and concerns are valued and respectfully addressed.

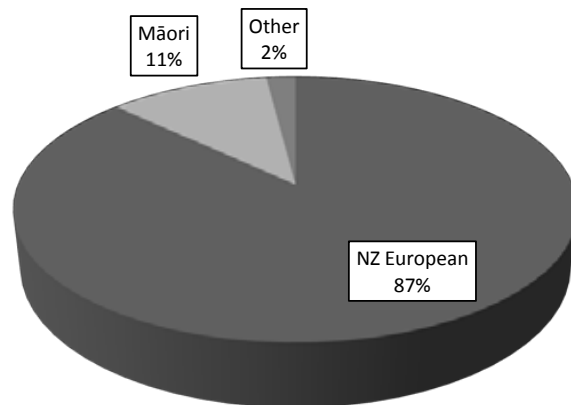
“ FEEDBACK

I am making huge progress since seeing my counsellor and I am truly grateful to her and the Napier Family Centre team ”

Counselling Referral Sources



Counselling Client's Ethnicity



Having a child psychotherapist on the team allowed us to offer her expertise to the community. This has proven to be invaluable, helping children through their parents' volatile separations where the children's needs sometimes come last. In fact many of these children present with depression and mental health issues due to anxiety and fear.

We offered an overwhelmingly successful post natal depression group in conjunction with Plunket this past year, financially supported by the HBPHO.

The great news is that we have gained a contract with the HBPHO to again offer these groups in Napier and Hastings. The group offered help for dads as well as the mums which proved to be so useful they all reported. We shall again be offering the men their sessions during the 8 week courses.

I thank the team for their commitment, expertise and competence as we would not have such a successful service without their contribution.

We acknowledge with much appreciation contributions in grants and donations from Catholic Social Services, Springhill/Frimley Foundation and the John Ilot Charitable trust. With their generosity we are able to provide counselling at no or low cost to those who fall outside of funding criteria and would otherwise have to forgo assistance at a critical time in their lives.

Kathy Egan



Educarer Sue, brings the children along to Bright Futures Playgroup, Napier

Bright Futures

Bright Futures consolidated over this year providing homebased childcare and early learning for hundreds of children and employment for a substantial workforce of Educарers throughout the Hawke's Bay and Central Hawke's Bay.

Bright Futures children experience the best of both worlds as the basis of homebased care is the smaller group setting which allows children to establish a long term relationship with their Educарer as well as develop solid relationships with other children in care. Smaller groups promote social skills such as sharing, problem solving and self esteem. We find the children confidently expressing themselves in the supportive home environment.

The children also get to play and learn experiencing bigger group environments on a regular basis. Playgroups are a much enjoyed and anticipated part of the Bright Futures children's week and each branch has a fully equipped vibrant facility supported by the Visiting Teachers.

Our main highlight of the year was the development of the Waipukurau branch office and playgroup facility. This project was greatly supported by the community and we are grateful for their assistance in grants received by the Central Hawke's Bay District Council CVOS, Pam Torbett Charitable Trust, ECCT, Pub Charity and Alfred Parsons Estate. The playgroup was designed by the Visiting Teachers Jo Brabyn and Corina Chamberlain whose vision followed a theme based on the natural environment. We also acknowledge the Lion Foundation for the grant towards rent of the Hastings branch premises.



Educarer Paula, at Bright Futures Hastings Playgroup

We fare-welled two Visiting Teachers; Sara O'Grady who had been with the service for a number of years going back to when it was known as Homecare and Karen Sinclair who had set up the Hastings branch with Darryl Fisher in 2008. We were delighted to welcome Paloma Samu who joins Vicki Robertson in the Napier branch.

It is a constant delight to watch the children in care thrive as they grow and explore their world under the care and skills of our Educators.

Any surpluses made in Bright Futures service not only go towards developing resources for the children's learning but also contribute to Napier Family Centre's social services, playing a pivotal role in helping meet demand in the community.

Shelley Covell



From left, Roydon Day, Jo Brabyn, John Hayes (MP), Corina Chamberlain at CHB Bright Futures Playgroup opening.



Napier Family Centre proudly supported Foodbank's appeal. Picture above, Greenmeadows school contributed magnificently

Budget Service

It is impossible not to talk about the recession when reviewing the year for our Budget Service. We have seen 592 new clients this year; a 27% increase on the 465 new clients taken on in 2009 and notable, 97% increase on the 300 new clients per annum that was the norm for the 5 years previous.

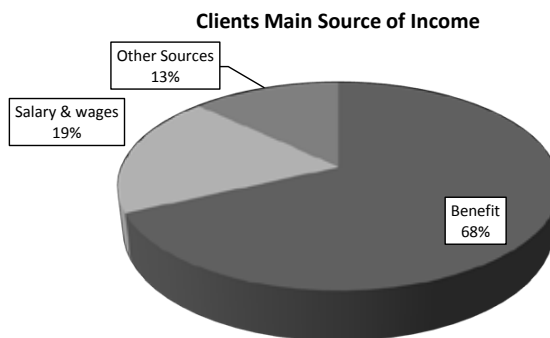
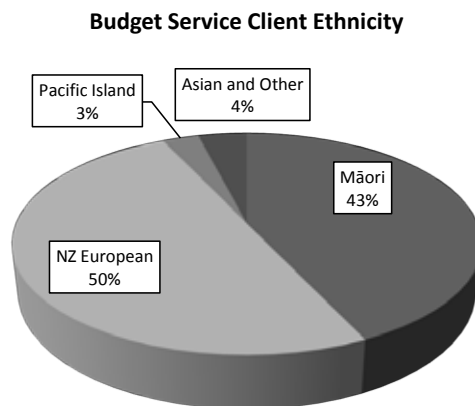
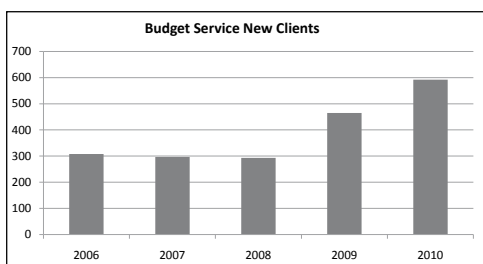
The two drivers that lead our clients to seeking help are debt burden and/or desperation for food. For 79 clients an insolvency solution being a non-asset procedure, a bankruptcy or a summary instalment order was the only way forward. The average debt per client has come down to \$30,000 perhaps an indication of tighter access to credit.

Around 70% of our clients are single mothers though an increasing number of solo fathers and working families need help to make the household budget work. Within the households of our 592 clients there were 958 dependent children, a concern that so many children live in our community in homes experiencing financial distress.

When clients cannot make ends meet it is often the food money that gets diverted to pay bills which then creates issues with health. We requested over 360 food parcels from Foodbank – again our perspective has been changed in these economic times as two years ago 100 requests was considered an extraordinary ask.

The team of budget advisers worked extremely hard, offering many voluntary hours, to meet the needs of clients and the clients are to be congratulated for their determination and courage to work through their issues under very difficult situations. While the volume this year was extraordinarily high most clients' cases were completed within 3 months with positive outcomes.

The Ministry of Social Development Community Response Fund, Catholic Social Services and Lotteries Community grants enabled us to commit resources for the year to meet this high demand.



Foodbank's Feed the Bus, Fuel the Family campaign

We were pleased to be invited to support the Napier Foodbank's innovative *Feed the Bus Fuel the Family* appeal. A double-decker bus made the rounds over three mornings stopping at schools, kindergartens and supermarkets to collect donations of necessary food items to stock their shelves for the winter months. Our Budget Service requests food parcels from Foodbank on behalf of our clients.

“ We requested 360 food parcels from foodbank over the past 12months ”

Volunteers

Our volunteers do truly fantastic work for Napier Family Centre in the capacity of Budget Advising, Foodbank Parcel deliveries and Bread Runners. They work tirelessly and without complaint even as our numbers of clients have gone up dramatically. Retiring from our volunteers this year are some dedicated and wonderful giving people who we acknowledge and thank very much.

We would like to especially thank David Pryor who has given us six years as a budget adviser and helped many families with budget advice, payment plans, advocacy, support and determination.

Our bread run provides relief to around 55 families delivering bread twice a week. We are grateful to New World Greenmeadows that kindly give this bread to us and other agencies throughout the week. Our bread runners sort the bread and deliver to the families. Allen Sinton, Rod Crozier and Ray Burney have given many years to this task. Rod continues to volunteer at Sunny Days ECE centre.

Debbie Mackintosh

Family Services

Family Service incorporates the following four services:

- Family Social Work Support Service
- Youth Services
- Parenting Education
- Children's Supervised Contact
- Respite Care

We were able to meet the sustained growth in demand with the help of funding from Catholic Social Services, NCC Community Grants, Lotteries Community, James Anderson Bequest, Inner Wheel of Ahuriri, HB Federation of Women's Institute, COGS (Parenting Education) and AXA Hearts in Action (Teen Parents workshops) as well as The Family Tree and Parish donations.

2009 was a busy but fruitful year for Family Services; our team comprising Limor Strong, Val Chittenden, Liz Yarwood, Liz Oliver, Janelle McDonald and Lizzie Wright as well as our team of supervisors in children's supervised contact. We were delighted to have Sara-Jane as a volunteer over this past year. Our Family Services team members are well qualified and experienced providing professional service to the community.

Family Coaching

Family Coaching is home-based family social work support providing assistance to parents to understand how they can provide a safe environment for their children, building healthy family relationships.

Referrals were up by 10% on last year, over 53% increase in 3 years. The high number of referrals received was anticipated as a result of the prolonged impact of the recession but in spite of a difficult economical climate Family Services succeeded in receiving extremely needed funding. Where one door closed another opened for us and we successfully maintained a high quality of services for the community.

This year the focus was on parenting education. We addressed the increase of demand of referrals by increasing the number of courses we run this year and directing our clients to parenting courses instead of one on one support when appropriate. That way we could meet more clients' needs. This worked well and the attendance to the parenting courses was high.

94 clients of our 160 referrals received commenced working with us. Our social workers spent an average of 43 hours per client.

65% of our clients are on benefits compared with 28% who have employment. The benefit system does not sustain families and there is a notable increase of clients entering the workforce, jobs permitting.

25% of our clients were Māori compared to 71% European which compares to the census demographic data and this mix is not surprising as there are a number of Māori service providers available in Napier.

66% of our clients are single parents **28%** are two-parent family
6% are step-parenting

We are working with families on a range of issues including children's behavior management, adequate boundaries, neglect, children/parent's self esteem, step-parenting issues, custody struggles and many more. We provide families with food parcels, clothing and household items to help families cope better with the financial pressures and referred clients to other services at the Napier Family Centre including budget advice and counselling.

Family coaching meets our clients' needs with offering advice, strategies, support and a well needed advocacy in the parenting field. We have empowered clients to make healthy, good decisions to improve their family safety and well being.

“ FEEDBACK

I think you are wonderful for making these courses available.

(My Child) had a fantastic time. (Parent) ”

Parenting Education

Facilitators

Val Chittenden (Co-ordinator),
Heather Osborne, Andrea Driver,
Liz Yarwood, Sarah Mardle and
Janelle McDonald.

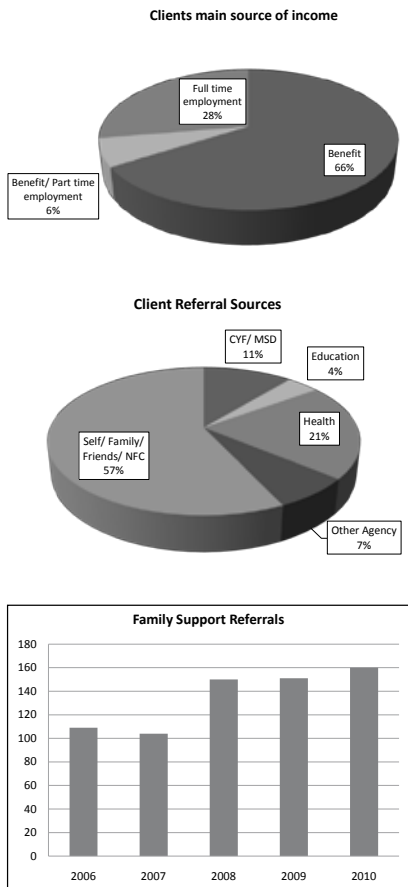
In 2009/2010 we provided 17 courses for over 110 participants. Most courses are offered each term.

In 2009/2010 our funding from Adult Community Education ceased, but funding from the Primary Health Organisation, COGS and AXA Hearts in Action ensured continuity and as a result participants increased overall, and we often have waiting lists. This is a very positive trend for the children and parents of our community, and augers well for Napier as a whole.

Parenting Teens

We have noticed a large increase in men attending, with and without their partners/wives. Couples continue to attend in large numbers, and we are noticing an increase in blended families. This is a great indication that parents are actively thinking about, and are aware that situations can be improved upon. Generally, parents are relieved to find that they are doing a "good job", and that they are not alone.

Participants commented that the sessions were comfortable, and created the environment in which to share concerns. Other comments were that the ideas discussed were practical, and helped them in day to day parenting. Sharing concerns, and realising that they were not the only ones having issues were the most mentioned comments.



Self-Esteem for women

Although this is a short three week course, we cover issues of, self-care, assertive communication and behaviour, goal setting, personal boundaries. Other issues arise during discussion, and as facilitators we gain huge satisfaction from the changes we see in the participants. The group environment is important in this course, and although the first week can be difficult for the participants (due to fear and low self-esteem), evaluations attest to "life changing revelations", and the sharing and support of the group".

Love with logic programme

The Love with Logic programme is a parenting course for young mums with preschool children.

In 2010 we stopped delivering the love with logic programme at William Colenso College and implemented a community workshop available each term. All workshops covered different aspects of positive parenting. The workshops were delivered in a very fun way with hands on activities which is important to keep their interest. Evaluations from all workshops have been very positive.

Positive Parenting

This course focuses on parents of children aged birth to pre-teen. Referrals come from a variety of sources, from self referrals which seem to be on the increase, CY&F and from the courts and Probation.

We have noticed a trend that more fathers are coming along to the course and interestingly they have tended to be the most consistent and highest attendees in each group. The feedback continues to be very positive and the groups needs are being met. One quote on the evaluations sums this up "I was expecting to be told how to parent not to be shown how we can or could do things".



Just for Kids

We have run four Just for Kids courses over the last year, each of a six week duration. We started each course with 10 participants, and had a total of 35 children complete the course over the year. We have continued with the Parent's evenings, and giving handouts to the parents with information to support the children's learning, and also have a facilitator available after each session for one on one discussion

time, which parents have really appreciated. We have continued to fine tune each session to suit the needs of each group, such as creative activities, physical activities, and discussion times, and have introduced some experiential learning, such as making an exploding volcano, to support our week on Anger.

The Celebration week at the end of each course continues to be well attended, and the number of family members attending, are consistently growing, with 20 – 30 family members joining in the celebrations of the children's achievements. It is very rewarding to see the positive improvements the children make from week to week and to have great support from families.

Supervised Contact

Liz Oliver (Co-ordinator) has noted that while this has proven the busiest year in the three years she has led the service the numbers have been equally unevenly spread which continues to make planning difficult. The extremes in contact hours each month requires careful juggling of supervisors.

For this year we have had six contracted supervisors: one in Waipukurau, two in Hastings, two in Napier and one residing in Clive who works in either city. Notable this year is that we have had a slightly larger number of referrals from Hastings court than from Napier.

The Family Centre has, for some years, been a member of the Aoteroa New Zealand Association of Supervised Contact Services [ANZASCS]. In November last year the AGM included an introduction of a training course for supervisors of contact which will result in a NZQA qualification. Four of the six supervisors were able to attend with Liz and this interest enabled us to partake in the pilot programme for the qualification free of course fees.

In May this year Liz convened a meeting of Hawke's Bay's family lawyers with input from Barnardos. The goal was to advise these co-workers, in the area of custody and access, of our processes and to start some communication around the difficulties we encounter.

Liz and her team are looking forward to another year of supporting children and parents working towards meaningful access.

Respite Care Service

Co-ordinator Val Chittenden

Initially, in late 2009 we saw a drop in the number of parents requiring respite services, however in 2010 the numbers have increased again. We have five active caregiving families, caring for five children from three families. The children range from three to nine years of age. This service is working well, fulfilling the needs of caregivers, children and parents alike. We rely on the generous spirit of our voluntary caregivers, without them our service could not function. The parents who use our service also deserve a mention. They are reliable, flexible and appreciative.

Limor Strong



Youth Services

Along with one-to-one Youth Support/Coaching service, the team continued to deliver the Training for Employment programme until December 2009 and Shining Stars mentoring. Group work programmes have developed significantly over the year.

Youth Support

We had 50 referrals of young people between the ages of 12yrs-18yrs working with 33 clients giving us an average monthly caseload of 18 clients. 52% of our contact hours go into this area. As many cases were complex, youth workers networked with a number of relevant professionals and agencies in Hawke's Bay. Additionally, youth workers continue to take a holistic approach and involve parents/guardians in the process of supporting the young person when the opportunity arose. Along with self referrals we continued to receive referrals from parents/guardians, local schools, government and non-government agencies.

Client Ethnicity 66% NZ European
 30% Māori
 2% Pacific Island
 2% Other

Gender 64% Female
 36% Male

Group Work

Staff members have developed new tools and continue to explore new ways of supporting young people – thereby offering young people choice in service type. Group work is designed to support young people in developing their social skills and gain confidence in a friendly environment. We provided groups for 88 participants; a number chose to take part in more than one group.

We ran three groups for young people:

- GirlzAtt 13-16yr old females
- Xplore 13-16yr old males
- Emerge 10-12yr old males and females

We also conducted these groups:

- Holiday programmes for young people involved in our service
- Group work programme for young people attending Waiohiki Trust

Shining Stars

Becoming a mentor for our Shining Stars programme offers women in the community an opportunity to be a positive influence on a young person's life. Both mentors and their 'little sisters' are screened and trained before they are matched and throughout the year-long mentoring relationship they are supported by programme staff. Activities are arranged for mentors and mentees throughout the year. Additionally, we have social gatherings for mentors to meet and share their experiences. This year seven matches completed the programme and five matches will compete Shining Stars in April 2011.

Training for Employment

Our Training for Employment contract was completed in December 2009. This initiative helped support people who want to get off the benefit by preparing them for the workforce using individual and group sessions. The programme ran successfully for three years yielding significant results.

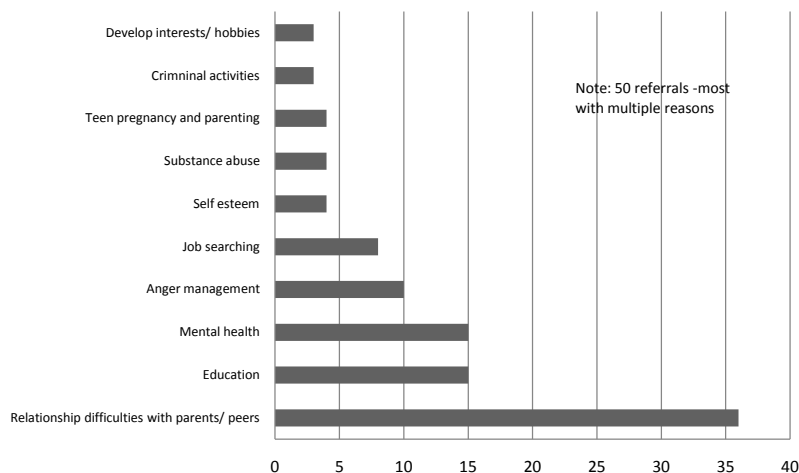
Youth Services is not supported by any government funding. Grants and donations from Jeans Day Friday, The Family Tree, JR McKenzie, ANZ Staff Foundation, Creative Communities Napier and NFC Financial Trust made it possible to offer such a comprehensive service to young people reaching out for help.

“ FEEDBACK FROM YOUTH SUPPORT/COACHING

I think the service was really good. It really helped me and I got into it... made me happy, gave me confidence on my school work and my eating during the day and helped with my health and anger problems (Male, 14)

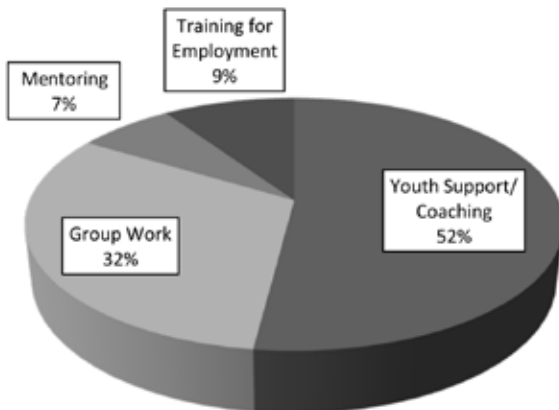
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Reasons for Youth Support Referrals

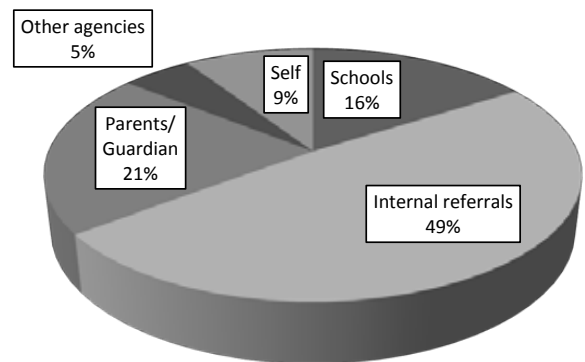




Youth Services Contact Hours by Programme



Group Work Referral Source



“ FEEDBACK FROM GROUP WORK

It helped her deal appropriately with her peers. She enjoyed herself immensely and came away willing to talk to me about issues that concern her rather than bottling them up (Parent’s comment)

”

Sarah Kelly (Co-ordinator)



NZ Wool Testing Authority – Great supporters of Jeans Day Friday

Funding & Communication

This was a difficult year for any non-profit organisation raising donations as philanthropic trusts signalled less earnings available for distribution. An outcome of this economic environment is the trend by the larger trusts to offer a few targeted high-value grants rather than distribute widely. While this strategy encourages collaboration and benefits higher population programmes it also tends to marginalise smaller regional operations.

We set a realistic target of \$130,000 being the same as the previous year and this was achieved by the graciousness of our supporters.

These supporters are listed at the back of this report and they are all significant contributors. Whether by the size of the grant such as Lotteries Community (\$32,000) or by the consistency of giving and compassion for families in the community shown by the trusts, individuals and parishes over the years, we are immensely grateful for the fantastic support and we thank you.

This funding:

- Supported programmes not supported by any government contract such as our Youth Services
- Ensured Services to be properly resourced which ensured clients are given excellent quality of care
- Enabled us to meet the extraordinary growth in demand

The Family Tree membership has quietly grown and contributes a significant and, importantly, reliable stream of funding for our programmes. We look forward to growing this concept over the next year.

Jeans Day Friday donations were down on previous years – a common experience in street appeals across the sector – but the event is welcomed by the community and attracted participation by over 100 workplaces.

We are grateful for the substantial sponsorship of the flyers by Ladybug Design and the generous publicity space given by Napier Mail and the great push for the day by Classic Hits. Local media support our activities with stories about our services and help to inform the public about our work. Results from brand research by SIL Research showed we are very well known in Napier (72%) and about a third of the population in Hastings recognises our name.

Xmas Cheer is a gifting programme that gives us the opportunity to give relief to families who simply could not manage a special day for their children without the kindness shown by the community. Napier City Council's appeal provided food, the Napier Girls High School, Parishes and individuals provided gifts to over 80 families with 200 children benefiting. The Warehouse Wishing Tree has contributed proceeds for four years and gives the project a terrific boost. An unexpected, but greatly appreciated donation of \$1000 came from local business Flaxpod. Getting this number of parcels organised and distributed requires a team effort and each service gets involved under the direction of the Xmas Cheer coordinator. We thank Yvette Martin who managed it for many years, Debbie Mackintosh in 2008 and Sarah Mardle who took over the task this year.

Kath Curran



Sunny Days

Sunny Days has had another very busy year, with full rolls and a long waiting list, which continues to grow.

With the expansion of our outdoor area the children have so much more room to spread out and play, and we consider this a huge point of difference compared to other centres. The teachers are able to create an interesting learning around the large sandpit, hill and the new bike track. The expansion of our section gained us some large fruit trees. We have also planted passion fruit and blueberry and the vegetable and herb gardens continue to thrive, especially with the use of the fertiliser from our worm farm.

Our team of dedicated teachers offers a wide variety of strengths and interests, which helps create some exciting learning experiences. We continue with the project approach and have ongoing projects in both the Tui and Kiwi rooms, based totally on the children's interests. We also have special days such as the Teddy Bear picnic and full centre outings.

Our children share a variety of different cultures and to celebrate this we had a cultural food day. Many families are still talking about this day and the huge success it was. Families are now sharing recipes.

Our van service continues to be an integral part of Sunny Days. The pick-up/drop-off service is free to our families and the criteria is they must live 1km away and not have access to a vehicle. We have two volunteers, Merv "Poppa" Wright and Rod Crozier. These men have been with us for many years; Merv driving the van and being responsible for all our recycling and Rod is our handyman. They both do a wonderful job for us.

The teachers at Sunny Days have taken part in a wide range of professional development courses over the year; some full centre and some have been for individual teachers.

Cheryl Ellison

GARDINER KNOBLOCH

WILKET House (First Floor), Shakespeare Road, Napier, New Zealand

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CHARTERED
ACCOUNTANTS

Audit Report.

To the readers of the financial report of Napier Family Centre Incorporated

We have audited the financial report on pages 20-24. The financial report provides information about past financial performance of the Napier Family Centre Incorporated and its financial position as at 30th June 2010. This information is stated in accordance with the accounting policies set out on pages 21-22.

The Napier Family Centre's Elected Board Responsibilities.

The elected board is responsible for the preparation of a financial report which fairly reflects the financial position of the Napier Family Centre Incorporated as at 30th June 2010 and the results of operations for the year ended 30th June 2010.

Auditors Responsibilities

It is our responsibility to express an independent opinion on the financial report presented by the committee and report our opinion to you.

Basis of Opinion

An audit includes examining, on a test basis, evidence relevant to the amounts and disclosures in the financial report. It also includes assessing:

- the significant estimates and judgements made by the Board in the preparation of the financial report, and
- whether the accounting policies are appropriate to the Napier Family Centre Incorporated circumstances, consistently applied and adequately disclosed.

We conducted our audit in accordance with generally accepted auditing standards in New Zealand except that our work was limited as explained below. We planned and performed our audit so as to obtain all the information and explanations we considered necessary. We obtained sufficient evidence to give reasonable assurance that the financial report is free from material misstatements, whether caused by fraud or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial report.

Other than in our capacity as auditor, we have no relationship with or interests in the Napier Family Centre Incorporated

Qualified Opinion

As is common with other organisations of a similar nature, control over revenues from those locations where cash is collected prior to being recorded is limited, and there are no practical audit procedures to determine the effect of this limited control.

In our opinion, subject to the possible effect of the limited control over income referred to in the previous paragraph, the financial report on pages 20-24.

- complies with generally accepted accounting practice; and
- gives a true and fair view of the financial position of the Napier Family Centre Incorporated as at 30th June 2010 (Equity \$1,091,185) and the results of its operations (a surplus of \$17,328) for the year ended on that date.

Our audit report was completed on 27 August 2010 and our qualified opinion is expressed as at that date.

Gardiner Knobloch

Auditor **GARDINER KNOBLOCH**
Address **NAPIER**

Partners
Ewan Gardiner CA • Graeme Knobloch CA • Peter Gillies CA

**NAPIER FAMILY CENTRE INCORPORATED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2010**

REPORTING ENTITY

Napier Family Centre Incorporated is an incorporated society under the Incorporated Societies Act 1908. It is a charitable institution, governed also by its constitution.

STATEMENT OF ACCOUNTING POLICIES

MEASUREMENT BASE

The accounting principles recognised as appropriate for the measurement and reporting of earnings and financial position on an historical cost basis are followed by the entity.

The following specific accounting policies, which materially affect the measurement of financial performance and financial position, have been applied:

Accounts Receivable are stated at estimated net realizable value.

Fixed Assets are stated at cost less aggregate depreciation. Realty has not been depreciated. Depreciation is charged on a straight line basis and diminishing value basis to write assets off over their expected economic life.

Investment in the WBDT Permanent Fund has now been revalued and is shown at 6985 units at a value of \$2.19.

GST – All revenue and expense transactions are recorded net of GST. Where applicable all assets and liabilities have been stated net of GST with the exception of receivables and payables which are stated inclusive of GST.

STATEMENT OF CASH FLOWS has been prepared exclusive of GST, which is consistent with the method used in the Statement of Financial Performance.

Definitions of the terms used in the statement of cash flows are:

“Cash” includes coins and notes, demand deposits and other highly liquid investments readily convertible into cash and includes at call borrowings such as bank overdrafts, used by the entity as part of its day-to-day cash management.

“Investing Activities” are those activities relating to the acquisition and disposal of current and non-current investments and any other non-current assets.

“Financing Activities” are those activities relating to changes in equity and debt capital structure of the entity and those activities relating to the cost of servicing the entity’s equity.

“Operating Activities” include all transactions and other events that are not investing or financing activities.

CHANGES IN ACCOUNTING POLICIES

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

CONTINGENT LIABILITIES

There was a contingent liability at year end for work undertaken on a property owned by Napier Family Centre. Other than that contingent liability Napier Family Centre has not granted any securities nor given any guarantees in respect of contingent liabilities payable by it or any other party.

This statement is to be read subject to the Audit Report

**NAPIER FAMILY CENTRE INCORPORATED
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2010**

4. OPERATING LEASES

The entity leases certain buildings, where the lessors effectively retain substantially all the risks and benefits of ownership of the leased items. Operating lease payments are included in the determination of the operating profit in equal instalments over the lease term.

5. FIXED ASSETS AND DEPRECIATION

	Cost Price	Accum Depn	Depn	Closing Book Value
Office Equipment	147,862	125,102	17,714	22,760
Motor Vehicles	136,379	74,859	25,719	61,520
Land & Buildings	1,600,111	103,089	49,306	1,497,022
	<u>1,884,352</u>	<u>303,050</u>	<u>92,739</u>	<u>1,581,302</u>

6. NON CURRENT LIABILITIES

	Current	Non-Current	Total	Total Last Year
Ministry of Education Grant	59,377	356,267	415,644	534,400
BNZ Mortgage	24,000	200,000	224,000	248,000
	<u>83,377</u>	<u>556,267</u>	<u>639,644</u>	<u>723,022</u>

Ministry of Education Grant

The Capital Accommodation Grant made by the Ministry of Education under section 309 of the Education Act. The grant may be repayable to the Ministry, in full or in part, if the Napier Family Centre (Inc) fails to meet the conditions specified in clause 14 of the Deed.

BNZ Mortgage

Funds advanced to purchase the properties at 32 Barker Street, Napier and 23 Northumberland Street, Waipukurau. Monthly repayments of \$2000. Interest rate at 30 June 2010 was 7.04% and 6.39%. Secured over 32 Barker Road, Napier and 23 Northumberland Street, Waipukurau.

This statement is to be read subject to the Audit Report

**NAPIER FAMILY CENTRE INCORPORATED
FOR THE YEAR ENDED 30 JUNE 2010**

STATEMENT OF FINANCIAL PERFORMANCE

	This Year	Last Year
INCOME		
Projects and Fundraising	131003	133510
Operations	3523117	3495002
	3654120	3628512
EXPENDITURE		
Operations	3636792	3450491
	17328	178021
NET SURPLUS FOR YEAR	17328	178021

STATEMENT OF MOVEMENTS IN EQUITY

Surplus from:-		
Projects and Fundraising	131003	133510
Operations	-113675	44511
	17328	178021
Total recognised revenues and expenses for this year		
Contributions to Equity		
Revaluation of Permanent Fund	1884	-1537
MOE Grant to Sunny Days 10% write off	59377	59377
Prior Period Adjustment	-22878	
	55711	235861
Opening Equity	1035474	799613
EQUITY AT 30TH JUNE 2010 REPRESENTED BY NET ASSETS	1091185	1035474

This statement is to be read subject to the Audit Report and the Notes to the Financial Statements.

**NAPIER FAMILY CENTRE INCORPORATED
FOR THE YEAR ENDED 30 JUNE 2010**

STATEMENT OF FINANCIAL POSITION AS AT 30TH JUNE 2010	This Year	Last Year
ASSETS		
CURRENT ASSETS		
Petty Cash on Hand	444	404
BNZ Current Account	28543	49806
BNZ Autocall Account	83	1384
BNZ Sunny Days Account	117	347
BNZ Family Tree	183	790
BNZ Cash Card	20	6
WBDT Call Fund	16359	14849
BNZ Sunny Days WINZ	2533	3378
BNZ Bright Futures WINZ	4964	22226
Raboplus	13864	7145
Kiwi Bank	371	34934
Accounts Receivable	406400	306674
Prepayments	5333	3603
Resident Withholding Tax		1042
	<u>479214</u>	<u>446588</u>
NON CURRENT ASSETS		
Investments		
WBDT Permanent Fund	15297	13411
Fixed Assets (as per attached statement)	<u>1581302</u>	<u>1573471</u>
	1596599	1586882
TOTAL ASSETS	<u>2075813</u>	<u>2033470</u>
LESS LIABILITIES		
CURRENT LIABILITIES		
Accounts Payable	82381	63165
Accrued Charges	227698	180920
Provision for Bad Debts	5000	5000
Income in Advance	29905	25889
	<u>344984</u>	<u>274974</u>
NON CURRENT LIABILITIES		
Ministry of Education Grant	415644	475022
BNZ Mortgage	224000	248000
	<u>639644</u>	<u>723022</u>
TOTAL LIABILITIES	<u>984628</u>	<u>997996</u>
NET ASSETS AT 30TH JUNE 2010	<u>1091185</u>	<u>1035474</u>

This statement is to be read subject to the Audit Report and the Notes to the Financial Statements.

Acknowledgements

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

- Alfred Williams Parsons Trust
- ANZ National Staff Foundation
- AXA Hearts in Action
- BP Fuel Vouchers for Volunteers
- Catholic Charities Foundation of the Diocese of Palmerston North
- Cartridge World
- CHB District Council CVOS
- Community Organisation Grants Scheme - COGS
- Code Blue
- ECCT
- HB Children's Holding Trust
- HB Federation Women's Institute
- Inner Wheel Club of Ahuriri
- Jeans Day Friday Supporters
- John Ilot Charitable Trust
- JR McKenzie
- Kingdom Foundation
- Ladybug Design
- Lottery Community
- Mail Newspapers HB
- Napier Methodist Parish
- NCC Community Grant
- NCC Creative Communities
- Pam Torbett Charitable Trust
- Pub Charity
- Springhill Trust/Frimley Foundation
- St Columba's Church
- St Paul's Afternoon Fellowship
- St Paul's Presbyterian Church Anderson Bequest
- The Family Tree & private donations
- The Lion Foundation
- The Southern Trust
- The Warehouse



Mission Statement

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

Values

- Integrity
- Teamwork
- Innovation
- Compassion

Vision

"We will bring shining eyes to the children and their families in our community"



www.napierfamilycentre.org.nz