



NAPIER FAMILY CENTRE

Annual Report 2016/2017

'Making the future happen together'





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OFFICERS

CHAIRPERSON: Dr Diane Mara,
All Saints Anglican Taradale

DEPUTY CHAIRPERSON: John Bebarfald,
Napier Baptist Church

SECRETARY: Susan Green,
Finance and Administration Manager

TREASURER: Mike Healy,
Catholic Parishes of Napier

BOARD MEMBERS 2016-2017

Dr Diane Mara, All Saints Anglican Taradale

Gerard van de Ven, Catholic Parishes of Napier (to March 2017)

John Bebarfald, Napier Baptist Church

Kathryn Curran, Chief Executive Officer

Lionel Maxted, St Paul's Presbyterian Napier

Mark Goodson, Co-opted Member (Willis Toomey Robinson)

Rev'd David van Oeveren, St John's Cathedral

Mike Healy, Catholic Parishes of Napier

Morris Williams, Co-opted Member (Finance Sub Committee)

Rev'd Tony Franklin-Ross, Trinity Methodist Church

EXECUTIVE TEAM

CHIEF EXECUTIVE OFFICER: Kathryn Curran

FINANCE AND ADMINISTRATION: Susan Green

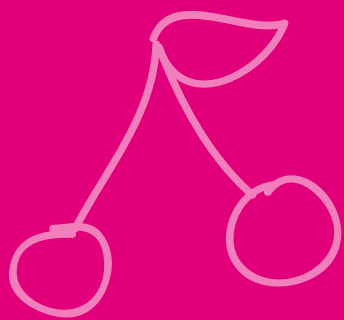
BUDGETING SERVICES: Debbie Mackintosh

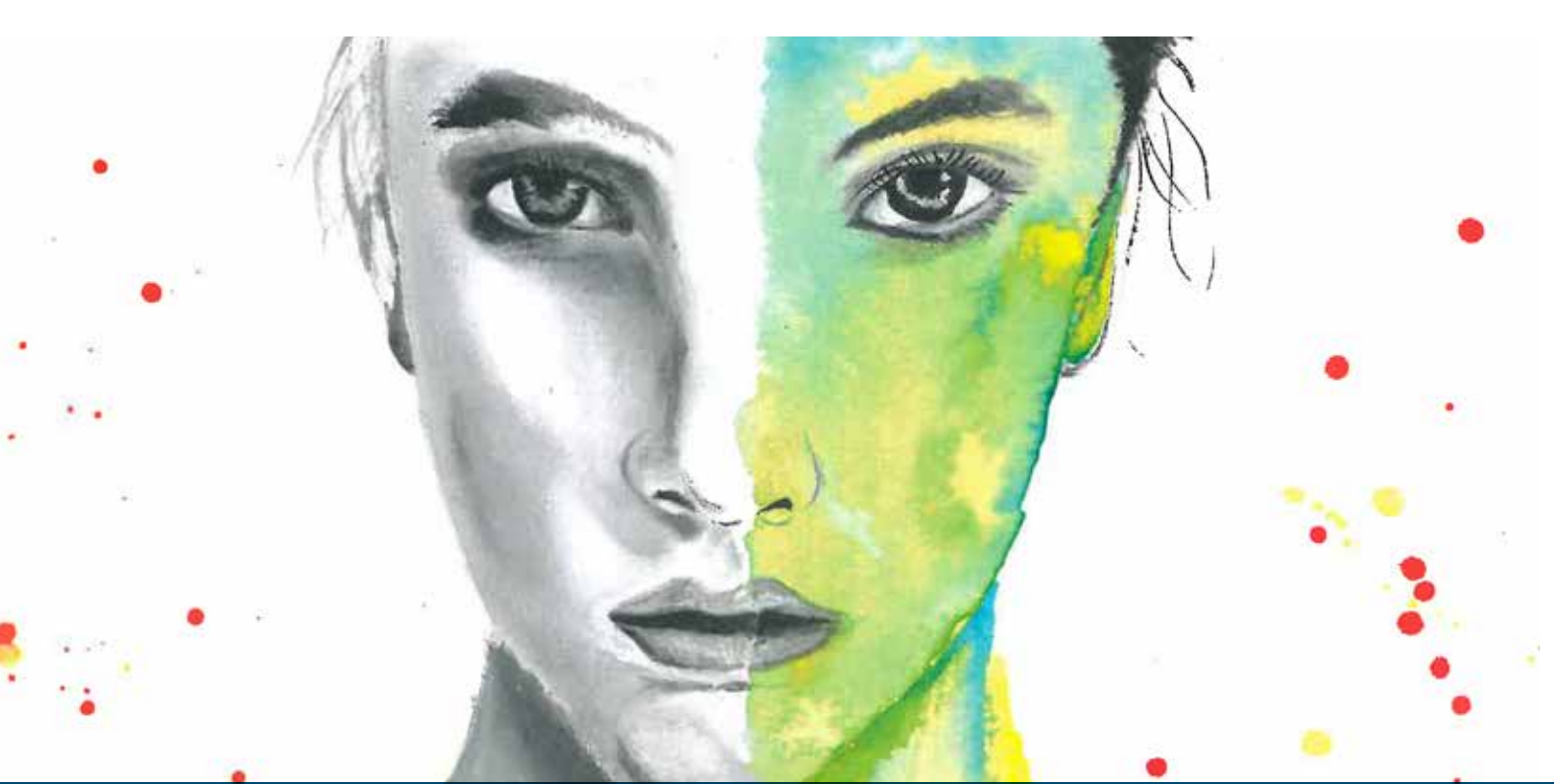
COUNSELLING AND PSYCHOLOGICAL SERVICES: Sheryl Smith

FAMILY SERVICES: Limor Strong

BRIGHT FUTURES: Andrea Driver

SUNNY DAYS: Cathy Grigsby





For our children's sake

How is society supposed to cope when a child says, 'I don't want to live anymore'?

New Zealand should, by comparison to countries that are dealing with terrorism, displacement, and school shootings, be a country that can boast an idyllic haven for children to grow. Yet we have a great number of children in mental health crisis.

The darkest corners of children's mental health battles are too confronting for many, too unbelievable and too complex; we question where their problems come from, hoping the answers to our youth suicide epidemic lay there. The judgements then follow the frustration of not finding the answers; "Why can't children just be more resilient"; "Why don't their parents set better boundaries"; "Why aren't the parents talking to their children more"; "Our schools aren't dealing with it".

The services we do have are under immense pressure and they're geared for a crisis mentality when in fact, early interventions and talking about this stuff more are going to go some way to keeping our kids healthy. Prevention is the best cure, we know that.

Parents feel helpless as their reference to back when they were growing up, is so different to the context that children face today. Parents are tasked with teaching children how to be safe in the online space, when the truth is they are actually trying to figure it out themselves. These kids know we don't know the half of it when it comes to cyber bullying.

Children are constantly under pressure, striving to achieve more, to fit in and be noticed, or unnoticed. They are never left alone, yet can feel so very lonely.

Are we as parents raising children with unrealistic expectations? That they should always feel good, that they just need to get on with life, should achieve unreachable goals and ones that are ever changing? It's only natural to want more for our children than we had, but can it be OK to say that who they are is good enough for acceptance?

Some say parents haven't taught their children enough coping skills to deal with the world in all its harshness. Perhaps the modern lifestyle has slowly redefined the wonder of childhood leaving our children's immature brains drowning as they try to keep up with modern pressures. Maybe we as adults have left children to it as we battle our own demons.

Children as young as two can withdraw or struggle to learn and develop. Their battles with depression, anxiety, self-harm, bullying and domestic violence are very real. The problems children face often play out as aggressive behaviours, self-harm or suicidal ideation.

In therapy children learn safe ways to deal with their pain and attending to mental health issues early, reduces the risk of safety concerns and suicide.

Children have their whole lives to deal with the complexities of life, but only a short time to be kids. Childhood serves a very real purpose. It is not something to 'get through' like a civil emergency and needs to be actively nurtured. Children's depression and anxiety doesn't have to mean a lifelong struggle and it certainly doesn't have to end in suicide. We might not have the ready-made answer yet but we must not give up trying to work it out. For our children's sake.



MESSAGE FROM THE CHAIR

Dr Diane Mara MNZM

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

I have great pleasure in once again reporting to all our stakeholders on behalf of the Board of Napier Family Centre. Our congratulations to Kathryn Curran our CEO and her staff who together with contractors and supporters continue to provide high quality education and social services to the children and families of Napier, Hastings, Flaxmere and Central Hawke's Bay. The Annual reports by our Chief Executive and the Senior Managers reveal another busy year of change and progress in their respective areas of the organisation. The Board thanks them all for another year of respectful leadership, commitment and professionalism.

Recently the Board regretfully accepted the resignation of Gerard van de Ven who was a nominee from the Napier Catholic parishes. We wished him well as he departed with his partner Elly Govers for work with Volunteer Service Abroad in the Pacific. Another long serving Board member Lionel Maxted also stepped down this year but we are fortunate to retain his considerable wisdom and expertise on the Finance Committee. I acknowledge the continuing service on the Board of John Bebarfald (Deputy), Reverend Tony Franklin-Ross, Mike Healy, Rev David van Oeveren, and Mark Goodson. In addition Morris Williams, the Chair of our Finance Committee works with Mike and Lionel to advise the Board on our Operational Budgets and monthly financial position. This Committee carries out very careful monitoring and timely financial advice to the Board that helps us to make careful decisions going forward.

I report that Napier Family Centre continues to be governed and managed responsibly and prudently. We continue to provide services in a very insecure not-for-profit sector that demands us to live with very thin margins between success and facing challenges to survival. The fact that we receive so much support through our various donors and sponsors, through philanthropic donations and fundraising such as our Jeans Day outreach is essential. Napier Family Centre's Financial Trust continues its support to our organisation, providing us with a donation of \$16,000 this year. We thank our Auditors for the preparation of our Financial

Statements for 2016-17 so that we can comprehensively report to our funders and communities about our financial position.

Each year brings change and this past year has continued this trend. Organisational change has been seen in the extension of services in Central Hawke's Bay, in our incorporation of budgeting services, increased ACC counselling contracts, parenting education such as Incredible Years®, and building up of family social work. The early childhood centre, Sunny Days and home based-service Bright Futures perform strongly in providing quality early childhood care and education. Many families and children are benefiting from consistent care and attention because our time and resources are focused on meeting the needs of our clients. I am pleased to report that Kathryn and her team have managed these changes, integrating new staff and resources in a seamless manner.

Our newly refurbished playgroup room and training space are already meeting the needs of our groups, providing some extra space and flexibility when working with other agencies and services that use our premises. It was therefore decided we would hold our AGM within Napier Family Centre premises this year to share these renovations.

Finally my thanks go to the dedicated Board members who give of their time generously and selflessly. As an effective working group we provide strong governance and we look forward to increasing our Board membership in the near future. Our relationships with the participating parishes that provide voluntary and monetary support are valued ones by Napier Family Centre. We look forward to these relationships continuing into the future.

Another successful year. God bless you all.



CHIEF EXECUTIVE OFFICER

Kathryn Curran



THE YEAR UNDER REVIEW SEES NAPIER FAMILY CENTRE REACHING OVER 2400 FAMILIES AND THE POSITIVE STORIES BEHIND THE NUMBERS ARE THROUGHOUT THIS REPORT.

Napier Family Centre finished the year to 30 June 2017 posting a \$7,000 deficit being 0.2% of the \$3.7M turnover. It is not a comfortable position to be posting deficit results year-on-year albeit minimal. It places perspective on the results for Napier Family Centre contribution to wellbeing in the community in the face of sustaining over nine years of reduced rates of core government contracted funding. Our philanthropic donors have been crucial to allow our mandate to provide free and low cost solutions.

The team of 60 staff, 30 volunteers, 80 contractors bring their professionalism, skills and knowledge along with sheer dedication to the wellbeing of this community through their work for children, youth, families and whānau, couples and individuals. The people and families who connect with us show great courage, are incredibly resourceful in surviving the hardship and they inspire. Our early childhood education services keeps us focussed on the importance of the early years for children. We have been able to invest back to our families over 37,000hrs. The positive outcomes for our community are expressed throughout this report; please take some time to read the stories behind the numbers.

I am most fortunate to have a Board who are well engaged, share their wisdom and are generous with their time. This year we farewelled Gerard van de Ven embarking on an adventure through Volunteer Services Abroad and we pay tribute to our long serving member, Lionel Maxted, in his retirement from the Board but, thankfully, will continue on our Finance Committee.

My team of executive managers, Andrea, Cathy, Debbie, Limor, Sheryl and Susan are a talented crew who bring it all together with leadership, creativity, positivity, professionalism and sheer hard work that allows us to commit to our community with confidence in the programmes and services delivered. This year we farewelled Cheryl Ellison who had walked the journey of our ECE services for over 22 years, firstly growing our centre based services and in the last four years including management of our homebased service.

Ministry of Social Development (now Ministry for Vulnerable Children: Oranga Tamariki) went to public tender for their new building financial capability contracts. Unfortunately the funding

for the Hawke's Bay has been reduced overall but we have embraced the new programme that requires more time and focus on building strengths and capability with our clients. We have been fortunate to be able to welcome the skilled team from the Napier Budget Service and grateful for the significant donation awarded by the trustees to enable us to resource the transition to this new model.

September 2017 marks Napier Family Centre's tenth anniversary in the remodelled St Stephens Church in Onekawa. For those of us who were part of the move 10 years ago from the Cathedral Lane building it still hasn't got old - the free parking, practical office spaces, comfortable counselling and interview rooms and air-conditioning! The community responded to that shift and the families engaging with services quickly doubled from 1100 families to over 2500 per annum across our budgeting, family social work, counselling, parenting education, children's courses and early childhood education services.

It is coincidence but feels like a timely milestone to have received grants from Eastern & Central Community Trust, Gwen Malden Trust and the Lotteries Community Facilities this year to further improve these premises. The playgroup hall has been upgraded with insulated ceiling, lighting and modern air-conditioning. As soon as the hall was functional it burst with activity with the community hip-hop for under five year olds, the Onekawa community playgroup, our own Bright Futures playgroup, and the term's community programmes – Parenting Teenagers, Positive Parenting, Incredible Years, Strengthening Step Families, Emerge and Just for Kids. The new training room and another interview room adds to the capacity of this place to accommodate services. Without doubt these spaces will be put to great use.

Well before Napier Family Centre moved into the St Stephens building the Onekawa community parent-led playgroup provided space and time for parents to meet with each other and children play and socialise. Ten years on this group is still going strong. In more recent times we have seen the addition of the Hawke's Bay Community Law who have run their busy Friday Napier clinic from our premises for the past eighteen months.

As I write this report Napier Family Centre is expanding its social work and counselling services in Central Hawke's Bay where our Bright Futures homebased ECE have been established for ten years. Carrying on the work of Pleroma Social Services in Otane whose Trust wound up 30th June 2017 we are excited to commit to this community with more family support services.

Late last year the Community Connections team gave us a day of gardening that fully established our community garden and fruit trees. A grant from NCC along with volunteers and expertise from Te Whakaritorito Trust and Volunteering HB made the dream of ten years ago for an edible fruit forest a reality. This project has made the place more welcoming and people delight in taking produce to enhance their family meal. I guess it is ok that, for some good things, it takes time.

There is immediate urgency though in our city for support for individuals, families and children who are struggling under a load of debt, a very real housing shortage, insecure work, family violence, health issues, stress and the trauma of abuse, loss and grief. This year's focus for our Jeans Day appeal was to highlight the need to understand better the support needed for child and youth counselling.

Napier Family Centre sits alongside a community of strong support agencies; not-for-profit, government, private, small and large, and we welcome the collaborative drive to work through complex issues. But the challenge is on us all to sustain the energy and not lose sight of what makes a thriving community; where all our children and families have brighter futures ahead. When faced with crushing evidence of housing shortages, children living in poverty and the growing number of our youth in mental health crises it requires all of us to persist in overcoming the complexity.

There's a lot of insecurity in the not-for-profit sector as funding is sporadic and scarce. We are forever appreciative of the donations and philanthropic support, the compassionate response of the people who generously gift to us for this work. We remain especially grateful to our landlords of the last ten years, St Paul's Presbyterian Church, who have shown us great faith and been solid partners in establishing a place that I have heard more than one client say, 'is a godsend'.

NAPIER FAMILY CENTRE SITS ALONGSIDE A COMMUNITY OF STRONG SUPPORT AGENCIES; NOT-FOR-PROFIT, GOVERNMENT, PRIVATE, SMALL AND LARGE, AND WE WELCOME THE COLLABORATIVE DRIVE TO WORK THROUGH COMPLEX ISSUES. BUT THE CHALLENGE IS ON US ALL TO SUSTAIN THE ENERGY AND NOT LOSE SIGHT OF WHAT MAKES A THRIVING COMMUNITY; WHERE ALL OUR CHILDREN AND FAMILIES HAVE BRIGHTER FUTURES AHEAD.



FINANCIAL CAPABILITY SERVICES

Debbie Mackintosh - Manager



FINANCE & ADMINISTRATION

Susan Green - Manager

IT IS SOBERING TO REPORT THAT THERE WERE AT LEAST 564 CHILDREN LIVING IN THE HOUSEHOLDS OF OUR CLIENTS WHO WERE EXPERIENCING POVERTY THIS YEAR.

Eighty percent of those children were under 12 years of age, a troubling reflection on the state of our community who are experiencing inadequate food and resources, housing insecurity and unemployment.

However, 1066 courageous individuals sought and received support from our Financial Capability Services this year, 87% were new clients.

We began the year with an MSD funded roll-over contract, which targeted us to reach 164 new clients for the period 1 July – 31st October. We reached 377 new clients in those four months – 79% over what we were contracted to do. In November 2016 the contract with MSD changed to fund sessions rather than client numbers. 1 Nov 2016 – 30 June 2017 we were contracted to deliver 776 sessions and held 867 face-to-face sessions in that period and over a year we tracked 1347 held appointments.

The changes to the contracts also brought about the change in our department's name, staff's position titles (now Financial Coaches) and many changes to how we work, all to align to the Commission for Financial Capability's stronger focus on planning, goal setting and building strengths and capability with our clients when it comes to their budgets. As well as government driven changes the NZ Federation of Family Budgeting Services that was the guiding professional body, setting standards for the sector, is in the process of winding up. A new stewardship group has since been formed; The National Building Financial Capability Trust.

In April we welcomed the skilled team of Jill, Denise and Remco from the Napier Budget Service who have allowed us to increase these services to our community. I am thankful for the skills, knowledge and readiness to embrace change from all my team.

A \$10.2 million total debt for this year's clients shows how our families are doing it tough. That's an average burden of \$18,600 (approx. excluding mortgages) per household on top of the strain of living pay cheque to pay cheque, which is frequently inadequate to meet one's most basic needs. Insecure and casual or highly seasonal work creates pressure on household budgets and many people do not know their eligibility to access income support.

High stress jobs, people on medical leave and people experiencing additions in the family, job losses and other factors

present with concerning behaviour. They are anxious, depressed and finding it hard to see beyond the state of their current crises.

This year, new Summary Instalment Orders (SIOs) of 33 is a significant increase of 32% on last year. No asset procedures of 29 remain steady and debtors petitions have thankfully decreased to 12 from 19.

We are looking forward to sinking our teeth into the new MoneyMates programme which will be developed over the year as we gain feedback. MoneyMates is a peer-led support workshop series for groups.

We are alarmed at the predatory nature of some lenders whose tactics often create the perfect environment for people to end up in huge debt and a downward spiral of their wellbeing.

Overall another busy year with plenty of changes embraced. We remain committed to working with our clients to draw on their strengths, enable hope for their future and working towards finally

59% TOTAL CLIENTS FEMALE

44% TOTAL CLIENTS MĀORI

36% TOTAL CLIENTS NZ EUROPEAN

63% BENEFITS PRIMARY SOURCE OF INCOME

1.1M CLIENT DEBT WRITTEN OFF

366 REQUESTS FOR FOOD PARCELS

NAPIER FAMILY CENTRE RECEIVED JUST OVER \$1.5M FROM FEES AND GOVERNMENT CONTRACTS TO DELIVER 15,000 HOURS IN ESSENTIAL SOCIAL SERVICES TO THE PEOPLE AND COMMUNITIES OF HAWKE'S BAY.

Our ECE services, Bright Futures and Sunny Days operated 328,906 hours of childcare over the past year.

Every call, invoice, enquiry and query is expertly handled by the phenomenal skills and experience of the Finance and Administration team. I am grateful for such a talented team who treat every client and visitor to Napier Family Centre with skill, kindness and compassion.

This year we celebrated 10 years in the Morris Spence Avenue location. The relocation all those years ago brought about a more modern way of working for Napier Family Centre; so we continue to invest and resource better, more efficient systems and technologies that allow us to streamline our work, to deliver more for our communities.

Physical space was at a premium in our building this year so I am thankful to Lotteries and ECCT for grants to extend our facilities to accommodate our own and external community activities. The planning and process of the construction was a negligible disruption in comparison to the reward of the fantastic spaces we now have to offer our users.

This year we welcomed Emma to the team to work alongside our highly experienced ECE team of Jenny and Hellene. At time of writing I have also appointed an additional part time receptionist Laura who will job share with Lorraine.

In Finance, the deficit 0.2% (of turnover) or \$7000, is a convincing argument for the scale of need in our community. Hawke's Bay is an amazing place to live for many but it is not without its problems.

The budget runs thin throughout the year with grants and fundraising helping us to bridge the gap between our contracts and demand. Never the less, a gap remains.

Without doubt, our financial resources will continue to be stretched over the coming years. However, Napier Family Centre is up for the challenge as we remain committed to helping every person in our community achieve a better standard of life and wellbeing.

FUNDING

This year grants made up a total of \$144,000. Philanthropic donations and Fundraising \$15,386. Contracts \$3.2 Mil. Thank you to all our funders in all their forms. We cannot do this work without you.

CHRISTMAS CHEER 2016

Christmas 2016 saw the continuation of Hellene, from our Administration team, receiving, coordinating and distributing parcels of food and gifts for 100 of our families in need. These families included 235 Children, 28 Youth and 136 adults whose Christmas was made a little brighter.

We simply could not achieve this scale of operation without the compassion and generosity of volunteers, staff, and donors. Our thanks to:

Alison Lawson Clinic, All Saints Church, Napier Baptist Church, Bright Futures Educators, Clark Products, Conroy Removals, Downer, Greenmeadows Primary, Greenwood family, Mrs Pearce, Napier City Council, Napier Girls High School, NZ Couriers, Office Max, Out and About Hawkes Bay, Pak N Save Napier, Reading Cinemas, SBS Bank, Sim Family, Sport Hawkes Bay, St Columba's Church, St Marys Church, St Patricks Church, St Pauls Church, Stevenson Family, Stitch in Time, Taradale Family Dental, Taradale Intermediate School, Taradale Village Quilters, The residents of Summerset, TK Design, Trinity Methodist Church, Intense Sound & Vision, Searle Travel, Peter Mackay Builder, Community Connections, Splatter Services, Need a Nerd and the many more.

\$3.7M TURNOVER

\$7,000 DEFICIT

\$1.54M NET ASSETS



COUNSELLING

Sheryl Smith - Manager



ACCORD COUNSELLORS HAVE WORKED WITH OUR CLIENT FAMILIES TO MEET THE SIGNIFICANT INCREASE IN DEMAND ON THE SERVICE THIS YEAR.

Their professionalism and skill are a highly valued contribution to the wellbeing of our families. From my experience in triage, there has been an increase in awareness of the proven benefits of Counselling. A greater number of people have presented this year with complex and higher levels of distress. More people are in worse circumstances than they have experienced before. Collaboration between services within Napier Family Centre has been vital in the care of our shared clients along with our relationships with other Community organisations. Face to face meetings allow better and stronger understandings and more of these have been arranged over the year for the support of clients. When clients engage, Napier Family Centre staff offer calm, solution focused processes in compassionate ways appropriate to each role. This helps to alleviate anxieties and reduce obstacles for clients. Our Reception staff are second to none welcoming clients to services.

For the most part, clients initiated contact with Accord for particular guidance and Therapy. Adults, partners, parents of children and young people have been dealing with distress manifesting in a number of issues and in a context of uncertainty and change. Sadly, hardship has become commonplace and this has meant vulnerability. Clients enquired about counselling due to familiarity, comfort and trust established previously with Accord or with our other services through parenting groups, budget assistance or child education.

Depression, relationship disharmony, grief, isolation and change have been dominant primary issues. Pressing societal issues of housing, transport, work hours and pay along with isolation from extended family have added layers of complexity for our client families. There are a number of single parents who moved regions to escape violence. Families reintegrated released prisoners, some of whom had previously caused them harm. Struggling couples had less options for affordable Relationship Therapy. Older adults in difficulty were the least well met by social structures. Families catered for a greater number in the same space. Personal resources were stretched beyond reasonable limits. Mental Ill Health was more common alongside complexity of issues. In meeting these needs, we utilised resources well. The service is rich in human assets and demonstrated great capacity to attend to people in need. Accord is both a Community and a

Professional service with a long history of maximising benefit for investment. A healthy future for our community requires greater investment.

We have a diverse team of Therapists with a high level of skill. They are qualified in specialised therapeutic modalities and have expertise working with people on a wide range of issues. Nine Counsellors and Psychologists work from rooms at the centre delivering 17 days of Counselling appointments every week. Three sets of 8 week Post Natal Adjustment Programmes were co-facilitated this year which added two therapists and a Social Worker to the team with child care support and groups for Dads. Six Private Practice Counsellors and Psychologists working from their own rooms delivered another five days of Therapy each week. Services were available on site for at least one evening a week and Saturday mornings.

General Practitioners caring for high numbers of patients seek remedy for those in pain and distress, with access to specialist medical assessment and treatment more lengthy and difficult. Treatment options for depressed and anxious people now include online resources and delivery of short courses. Prescribed Counselling is seen as a preferred treatment to medication in many cases. The different professional lens allows information to be gathered differently by the complementary and particular standpoint. Counsellors, in relationship with their clients are best placed to determine the most effective therapies and the professions support each other well in service of each client. Clients are allocated to a therapist who will best meet their needs and are charged a standard fee regardless of which education or training path the therapist has taken to become qualified. This way the client receives the service needed without additional budgetary consideration. Counsellor or Psychologist matching and the approaches we can offer to best assist, are discussed with all clients according to the information provided in triage. It is noteworthy that these are transformative processes. Sessions that take place away from daily demands offer a safe place to collaborate and tailor therapy that changes lives.

Our providers have support, instant Supervision and debrief on request. They participate in regular external Supervision and are offered opportunities for Peer and Cultural Supervision. With assistance, Counsellors meet their responsibilities to maintain

professional development, community connections and standards for membership to Professional Associations. The Supervisors and Facilitators who contribute to the professional health of our practitioners are also a vital part of safe and effective practice.

Healthy balance in life involves time with family, friends and loved ones. This is not news and has been an operating principle at Napier Family Centre since its inception. Many working parents have insufficient quality time together and this year a number have faced relationship crises. They have needed useful processes to support staying together or to separate amicably. Children have benefited either way, as they too required support to manage their feelings and changes to their world. Parents noted that young people shifted quickly from worried, anxious, angry and tearful presentation to relaxed and keen to continue therapy. Children and young people said that they felt better and liked their counsellor. Our families were respected, understood and supported towards positive choices. Parent/s and child communication issues were highlighted and in Therapy, solutions were tailored to learning style, age/stage and emotional availability. Parents described being better resourced to support their children and felt calmer as a result.

The value of specialised services working together and under the same roof provides a sense of safety that allows vulnerable clients to be supported well in timely ways with therapy, parenting, groups, financial capability, early childhood care and education and legal advice. Continued good working relationships with staff in other agencies and organisations meant ease of access for clients, who reported a sense of safety in transition. Increasingly referrals from government and non-government services come with no identified funding.

Support to resolve issues early has far reaching benefits in the lives of our families. Even with this accepted knowledge, investment at this stage is for the most part left to agencies and families. We have a substantial number of clients who fund their own Counselling. Some clients access individual counselling through an allowance from Work and Income for G.P. prescribed treatment. Accord was able to sustain subsidised services for clients through philanthropic funding to Napier Family Centre. I was able to continue to offer Counselling services at no cost to a number of client families with children using contributory funds supplied by contract to the Ministry of Social Development. Health Hawke's Bay continued to support referrals from General Practitioners for a wide range of clients no cost to clients. This has been a significant contribution to early intervention in Mental Health for return to Wellness and prevention of more serious Mental Ill Health. Organisational Counselling Programmes

have supported a number of client families by contracting with employer companies and Accord. Clients, their families and when applicable, their employers have appreciated the significant benefit achieved from these funded or partially funded avenues, easy and quick access to Accord.

Clients told us that they experienced a friendly, welcoming environment and that we have a reputation as a safe place to ask for help. Clients expressed specific appreciation for strategies and tools that reduced distress and built on hope for the future.

THANK YOU TO:
Accord Therapists; Kathy Egan, Linda Elliot, Mandy Pentecost, Patricia Schimanski-Clark, Cherilea Stalker
Accord Contractors; Alayne Cullen, Kurt Fenton, Joe Stone, Louise Cullen, Jim Depree, Michelle Loveday, Fran Lowe, Amberley Meredith, Paula O'Boyle
and in support; Puti Lancaster, Liz Ross Smith, Ben Bennett and Lindsay MacIntosh, our Supervisors, NFC Managers and Teams, our Chief Executive and Board members.

OUR CLIENTS

1/4 MALE CLIENTS.
A HIGHER PROPORTION OF MEN ARE SEEKING HELP.

1/4 CHILDREN & YOUTH
A QUARTER OF OUR CLIENTS ARE CHILDREN AND YOUNG PEOPLE THESE INVOLVE FAMILY AND CARERS

6-82 THE AGE RANGE OF OUR CLIENTS

10% ATTEND FOR RELATIONSHIP THERAPY

MORE WHĀNAU ARE CHOOSING ACCORD



FAMILY SOCIAL WORK SUPPORT

Limor Strong - Manager

FAMILY SOCIAL WORK SUPPORT AIMS TO BUILD A POSITIVE PARTNERSHIP WITH PARENTS AND SUPPORT THEM WITH THEIR PARENTING ROLE.

The social worker works in the home to provide parents with information about services in the community and advocate for them with Governmental agencies including CYF, Housing, Education and Health sectors.

In 2016-17 we had 176 family support referrals and worked with 93 families. We work with our clients on variety of issues including children behavior management, parents/children self-esteem, anger management, housing and accommodation distress, schooling matters, household accessories, clothing for children, advocacy with Government Department and referrals to other services when required.

PRESENTING PROBLEMS ARE:

- **High demand from the community met with restricted resources within Family services**
- **More than 50% of our families present themselves in a crisis situation**
- **Lack of appropriate and affordable accommodation for families in Hawke's Bay**
- **Low income (benefit or work wages)**
- **Addiction is another trend, in particular addiction to methamphetamine and marijuana**
- **Children's behavior management in particular teenagers lack of respect to boundaries**
- **Mental health issues including depression and bi-polar and its influence on children's wellbeing and daily routines**
- **Schooling - children who do not 'fit the school format' or have behavioral issues within the school and need support/mediation with schools and teachers**
- **Having limited or no access to transport has become more common**
- **We had a few Correction's clients approaching us as soon as they were released from prison wishing to learn new parenting skills and become better parents. About 50% of those withdrew a few weeks after commencing**

Andrea Driver left our services in May 2017 to manage the Bright Futures ECE service. Andrea was our Respite Care coordinator, Parenting Facilitator and coordinator and Family Support worker. We wish Andrea well in her new role.

In June we have welcomed Jenny Bennett to our Family Services team. Jenny is a new social worker who has completed her studies in November last year.

This year our focus was on Vulnerable Children Act. We changed the employment process of new employees in particular ones who work with our children's programmes. We improved our referee checks and ensure there are always two facilitators with a group of ten children. We adapted our policies to the new Act to ensure we are working within the Government's policy. We also attended community meetings regarding this Act and will attend further training in the future. We are obligated to keep children safe within our services.

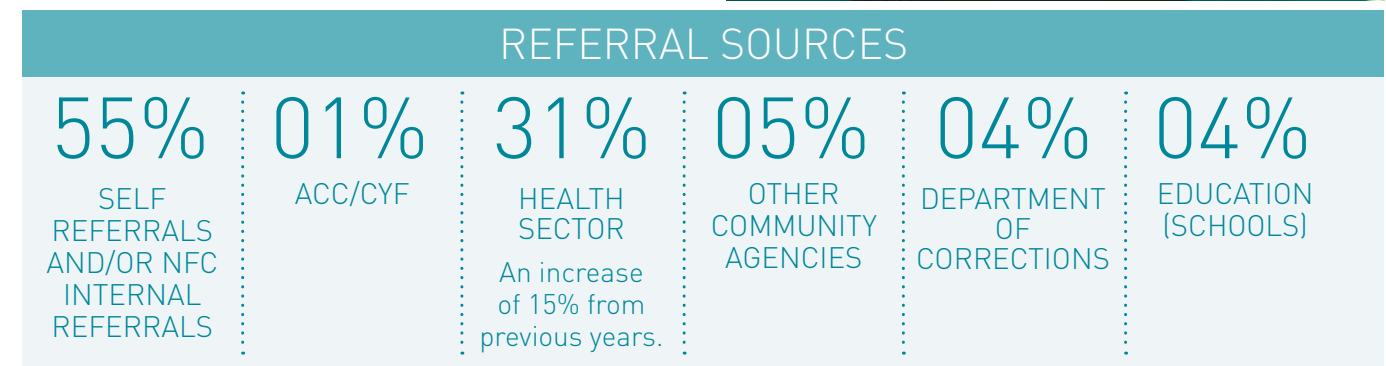
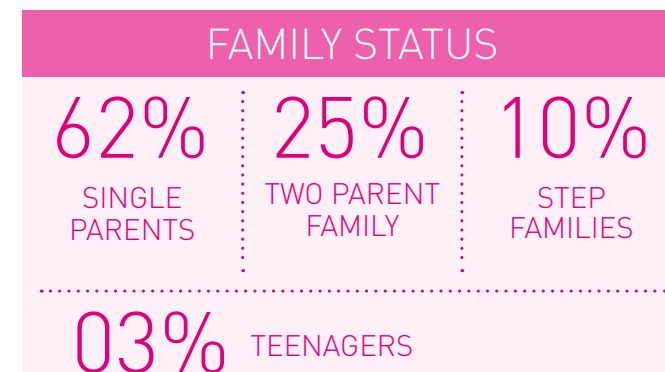
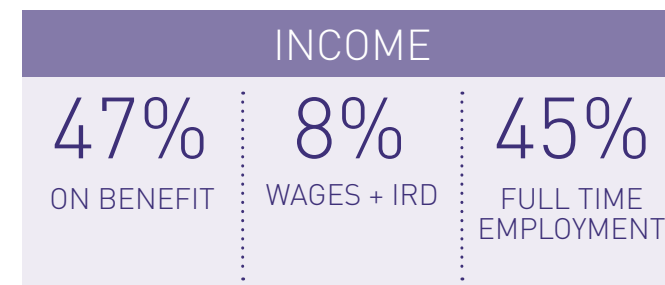
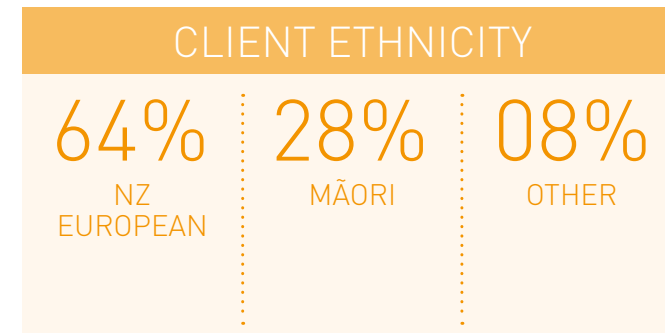
We facilitated four Strengthening Family Meetings in 2016-17. Strengthening Family Meetings are a structured, early intervention process that enable government and community based services to work together with families who need support from more than one agency.

In June 2017 Napier Family Centre applied for MSD funding to continue Pleroma Social Services in Otane. We were successful and from July 2017 Colleen Edwards the Pleroma social worker joined our Family Services team, a fantastic opportunity to continue supporting the Central Hawke's Bay community.

We are involved in fortnightly triage meetings with B4 School Services which includes Ministry of Education, DHB, Department of Child Development and Family Works to ensure families receive the appropriate services after their four year old check by the DHB nurses.

Clients provide a written feedback at the end of work. The written evaluations are very positive and reinforce that we are meeting our clients' needs within our services: "I feel better able to deal with issues regarding my child."

"Great to have someone to talk to and lots of ideas to help with my child's behavior and outbursts."





FAMILY EDUCATION

Heather Osborne - Co-ordinator



Nine family Parenting Programmes were delivered over the previous July-June financial year.

This is a decrease from previous years due to the demands of the team in other areas of work.

These programmes were completed by 57 adults (13 male and 44 female) and 34 children and young people (21 boys and 13 girls).

Whilst the waitlist held the parents who were interested in future programmes, Family Support was offered to tide them over until the next course was run. This generally worked well with just few parents falling off.

Our team of facilitators included the Family Support Workers as well as a student and a volunteer.

Attendance on most courses was consistent and those who did drop off were usually due to life stresses, sickness or moving away.

INCREDIBLE YEARS @

Napier Family Centre was contracted by Ministry of Education to deliver three half Incredible Years Parenting Programmes over the year. This means NFC IY Parent Group Leaders were involved in one sole agency programme and another programme co-facilitating alongside Birthright Hawke's Bay Child & Family Care. This interaction between agencies continues to be working well.

FEEDBACK: *"Incredible Years has helped me strengthen the bond, trust and relationship with my child which has been amazing. I am now calmer and think more before confronting"*.

EMERGE

Napier City Council has continued to partly fund our Emerge programme. We are thankful for this funding which has allowed us to work with youth aged between 10 and 12 years of age to support them with issues such as bullying, anger management, building healthy relationships and social skills. Emerge was offered twice.

FEEDBACK: *"I have increased awareness for my own feelings and emotions and how to positively use or apply strategies for good outcomes"*.

JUST 4 KIDS

Our course for 7-10 year olds was offered twice, alternating terms with Emerge. It explores issues relevant to them in a fun, safe environment. The programme covers issues such as bullying, self-esteem and social skills using cooperative games, discussion and art to enable learning.

FEEDBACK: *"My daughter comes out of there happy. She is interacting with other kids her age group"*.

POSTIVE PARENTING

For parents of 0-12 year olds, this is a popular 6 week course which was offered once as a day programme. In the second half of 2017 this will be offered as both day and evening programmes to meet the needs of working parents.

FEEDBACK: *"PP has helped give me confidence in my parenting. The new tools and strategies I gained through this course were most helpful. Well done and thanks a lot to the facilitators, splendid job"*.

STRENGTHENING YOUR STEP FAMILY

Our course for couples which focuses on the unique issues faced by both biological and step parents and the children when a step or blended family is formed was delivered once and feedback was again very positive.

FEEDBACK: *"It has helped us to better understand our problems and how to solve/work through them"*.

WOMEN'S WELLBEING

Women's Wellbeing is an empowering course for women focusing on strategies so women can make positive choices for themselves and their families. Topics include health and nutrition, increasing self-esteem, building confidence and setting healthy boundaries. Preparing for interview skills and using effective communication was practiced. This course was run once. Over the years many women have commented that this course has changed their life and increased their self-awareness.

FEEDBACK: *"This course has made me a lot more confident"*.

Our skilled facilitators were also called upon to deliver some community talks. In July and August 2016 Catherine Wathey and Lindsey Macintosh delivered three workshops for an organisation due to changes in the workplace. These workshops focused on interview skills, CV and letter writing and were designed to support any staff members affected by the changes. Feedback from the participants was positive.

In April 2017 Heather Osborne spoke to a group of women returning to the workplace. Topics covered included coping with change and managing stress and self-care when re-entering the workplace.

Both these community education talks were well received.

In the April school holidays 2017 six of our client's children were fortunate to be able to attend a drama workshop run by Hanley Productions. This was sponsored by the Napier City Council and the children who attended thoroughly enjoyed the experience and the final production of 'The Mad Hatters Tea Party'. Parents noticed an increase in confidence and communication skills as well as the children having lots of fun. We are hoping we will be offered this wonderful opportunity again in the future.

RESPIRE CARE SERVICE

COORDINATOR: ANDREA DRIVER/ CATHERINE WATHEY

In May 2017 Catherine Wathey took on the coordinator role for our Respite Service. We are fortunate to have two fantastic respite families who embrace the children in their care over the weekends. They are also a huge support to the children's mothers who are often parenting alone and in trying circumstances.

This small but effective service relies on philanthropic donations and provides the opportunity for a couple of our parents to have respite and time out. The relationships are important and much valued as the long term bonds develop with feedback often from the mother saying their child really looks forward to the visits.

SUNNY DAYS PARENT SUPPORT GROUP

FACILITATED BY ANDREA DRIVER /HEATHER OSBORNE/ LINDSEY MACINTOSH

This year we have had around ten mothers join our coffee group with a core group attending the weekly get together in the Sunny Days Whānau Room.

Throughout the year the ladies have continued to welcome each other warmly and look forward to seeing those who attend less regularly. They offer support to each other outside of the group where possible, and as facilitators we have observed great support for each other in the matters they are dealing with, including offering to provide transport and child care. Furthermore our ladies have continued to develop further social support for themselves within the wider Napier and Hastings community and report that they have been able to confidently access support from services when required.

TOPICS OF SUPPORT THIS YEAR HAVE INCLUDED:

- General confidence and self – esteem building
- Parenting issues (young children and teenagers)
- General relationship and family issues
- Legal matters
- Stress relief and self-care
- Technology and internet safety for teens
- Interviews and returning to work force
- Benefit issues and dealing with WINZ / IRD
- Dealing with Oranga Tamariki (CYFS)
- General health and how to stay well





MARKETING & COMMUNICATIONS

Suzanne Stewart - Manager

A LOOK BACK AT WHAT WAS HOT THIS YEAR IN THE MARKETING AND COMMS OFFICE AND THE WORD 'CONTENT' SPRINGS TO MIND.

Content marketing is still heavily on the uptrend across most sectors. It's a beast that can be challenging to manage efficiently but done well, content marketing creates and distributes valuable, relevant and consistent content to a planned audience to stimulate interest. Our take on that is to ensure the content we put out mirrors our approachable, accessible values. That first call is often the hardest for our clients so we're working hard to make it a less daunting one.

As a lean organisation, we have ensured our content has been versatile, so this year we have achieved gains in our presence in community mainstream media, blogs and social media.

Another main feature of the year has to be around the trust people have in us and their experiences with us, to give personal recommendations – particularly in public forums such as community groups in social media. Never before have I seen Bright Futures and Napier Family Centre mentioned so frequently in comments where many deeply personal stories are shared. To me this shows our community's faith in us and their confidence to speak up about their experiences so that another's burden is lightened.

Our Bright Futures brand continues to remain up with the best of Hawke's Bay's ECE market where our emphasis on engaging with family, whānau and community has been recognised and valued. Our free hip hop sessions, gym jam sessions, open playgroups, parent talks and other activities have again all been popular and well liked.

The revamp of our 'Jeans Day' annual appeal to include a strong social message around the state of children's mental health in our community was a highlight for the year. We changed up the format to a weeklong appeal campaign 'change wars' which introduced our supporters to some friendly competition for a good cause. Not dissimilar to the battles a child faces with bullying, anxiety or depression, these friendly battles were confronting and gave the campaign some air time in a crowded space.

One of the things I have noticed, that while some aspects of fundraising have changed in recent years, the power of relationships remains the same. People want to feel valued, they want to attend, participate and donate when they feel connected to do so. When you cut away all the technology, it's our relationships with our stakeholders, supporters and community that make our campaigns great.

JEANS DAY CHANGE WARS

Jeans Day 'change wars' appeal week – raised \$4500 – engaged 66 local businesses and organisations. Raising awareness around our 'children's mental health' social message.

NFC WEBSITE

Napier Family Centre's website received almost 13,000 sessions with an average duration of 2.04min. This equated to around 10,000 unique users viewing 60,000 pages. The top five pages in order of popularity after the landing page were: contact us page, counselling page, family services – our courses page, couples counselling page and our services page.

BRIGHT FUTURES WEBSITE

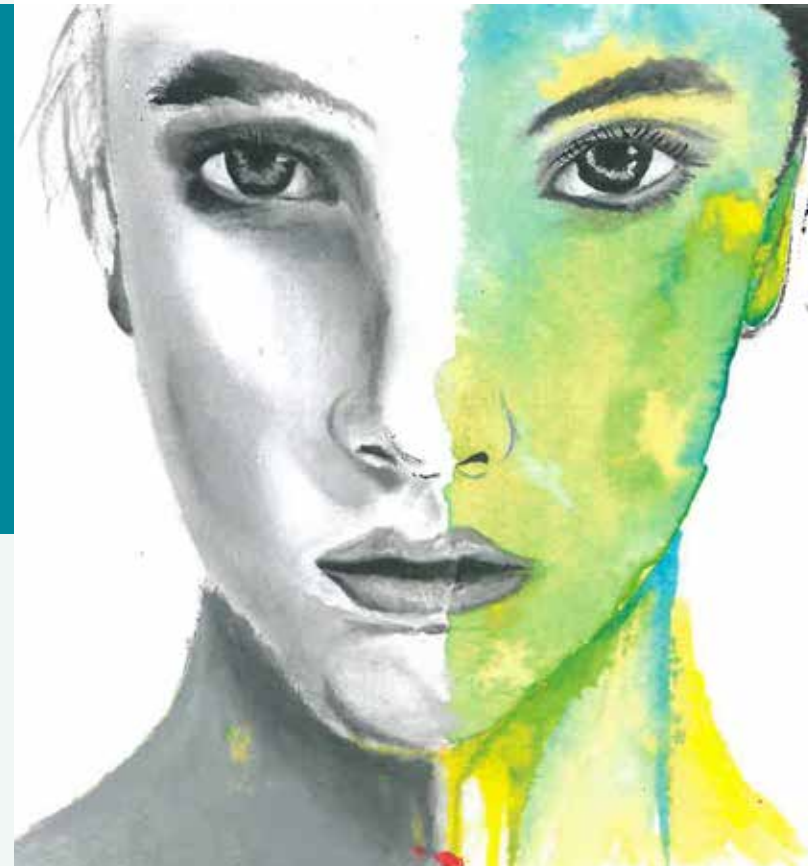
Bright Futures website received 3,500 sessions with an average duration of 2.20min. Those sessions showed 2,500 unique users viewing 10,500 pages. The top pages viewed were: our educators page, contact us, enrolment and fees, our visiting teachers, our events

NFC FACEBOOK PAGE

NFC Facebook page hit over 600 likes with personal referrals being the #1 reason for tagging. 88% of our likes are women of whom 61% are aged 25-44.

BRIGHT FUTURES FACEBOOK PAGE

Bright Futures Facebook page hit over 350 likes where our community initiatives like hip hop and personal referrals are the most popular reasons for engagement. 95% of our fans are women of whom 51% are aged 25-34. 23% are 35-44.



Jeans Day

A campaign for children's mental health



\$ VS \$

This year we launched a campaign to highlight the need for support of our community's youth battling with mental health issues. The stark reminders of our region's horrendous statistics in self-harm and suicide drove a compassionate response from businesses and individuals across Hawke's Bay.

VOLUNTEERS SUPPORTING OUR NEIGHBOURS

Making a difference in our community looks different day to day. Napier Family Centre are grateful for the support of all our volunteers. Some of whom have been delivering bread & food parcels to families in extreme hardship for many years, some of whom give their time for a short while to help us achieve something great like our community garden.

Thank you to you all for your time, kindness and willingness to support your neighbours.

Over 1130 volunteer hours.

A CHAMPION FOR CHILDREN'S FORMATIVE EDUCATION

This year we fare welled Cheryl Ellison into many years of happy retirement. A leader and advocate of the importance of early childhood education who transformed what our ECE services looked like at Napier Family Centre over her 22 years with us. Cheryl we wish you all the best.

EXTENDING OUR COMMITMENT TO CENTRAL HAWKE'S BAY

For ten years we have enjoyed being a part of CHB community with our homebased early childhood education services, Bright Futures. In July 2017 we have been able to ensure Pleroma Social Services social work and counselling service continues following the Pleroma Social Services Trust winding up. Pleroma has a 40 year history in Central Hawke's Bay and the name means "to make whole again".



bright futures
HOME-BASED CHILDCARE & LEARNING

BRIGHT FUTURES

Andrea Driver - Manager



Bright Futures has branches in Napier, Hastings and in Waipukurau. At present the numbers of children and Educarers at these services are:

NUMBER OF CHILDREN

(enrolled @ 30 June 2017)

Napier	74
Hastings	55
Central	73
TOTAL:	202

NUMBER OF EDUCARERS

(enrolled @ 30 June 2017)

Napier	19
Hastings	14
Central	12
TOTAL:	45

ETHNICITY OF CHILDREN

NZ European	106	Chinese	3
Māori	51	Filipino	1
Samoan	28	Cambodian	1
Indian	5	Italian	1
Cook Isl Māori	5	German	1
		TOTAL:	202

THE EARLY YEARS ARE INCREDIBLY IMPORTANT FOR YOUNG CHILDREN. THIS IS THE TIME WHERE CHILDREN'S PERCEPTIONS OF THE WORLD AROUND THEM, THEIR DISPOSITIONS AND THEIR PERSONALITIES ARE DETERMINED.

At Bright Futures we know that the education, care and attention young children receive during the early years can have a lifelong impact that will greatly influence who they become. We understand the concept 'it takes a village to raise a child' which is why within our village, our experienced, dedicated Educarers and professional Visiting Teachers strive to ensure our children grow confidence in themselves and their contribution to their community. The small group setting in a nurturing home environment provides the respectful, responsive relationships our children require for holistic growth and development. It is only when a child feels loved and secure that he/she will develop the confidence to explore and learn.

Early Childhood Education has continued to experience high growth in Hawke's Bay during the last year particularly the Home Based Childcare sector. Early care and education in a home environment has become a popular choice for parents. Despite this highly competitive climate Bright Futures Home Based Childcare and Learning remain committed to offering families' quality, low cost education and care for their preschool children.

Bright Futures continues to operate in Central Hawke's Bay, Hastings and Napier. We have a team of six Visiting Teachers who support around 45 Home Based Educarers and around 200 children. In addition to the care and education provided in the home environment, children in our service experience weekly playgroups, community excursions and Hip Hop sessions. We thank Dance Life studios for assisting us to provide free Hip Hop sessions to the community in both Napier and Hastings.

Sadly at the end of April 2017 we saw the retirement of the Napier Family Centre's Early Childhood Manager Cheryl Ellison. Farewells and acknowledgements of Cheryl's work were held in Central Hawke's Bay, Hastings and Napier which included a wonderful evening celebration at Napier Family Centre where all staff had the opportunity to share stories of Cheryl's adventures throughout the years. Cheryl made a significant contribution to Bright Futures, Sunny Days and Napier Family Centre and we wish her well in her next journey.

As the new Bright Futures Manager beginning early in May I quickly built relationships with Educarers, children and families across all services. I am no stranger to the Bright Futures team as I have been a member of Napier Family Centres Family Services team for the past four years.

At Bright Futures we are committed to working collaboratively with our whānau and community agencies such as Plunket, B4School Check services, Hawkes Bay DHB, Ministry of Education and more. It is through these strong connections we can ensure families feel secure in the services we offer and positive outcomes for children are at the heart of all we do.

One of the many highlights for Bright Futures during the past year has been the CORE Education research funding which enabled the Pasifika Transition to school project. This project was led by Paloma and Marieta, two of our Visiting Teachers. It has been an exciting journey for Paloma, Marieta, our Samoan Educarers, children and their families and highlighted how the journey to school could be improved for everyone involved. At the completion of the project the teachers held a celebration to launch the beautiful resources they created to inform and support children and their families with the transition to school in the future.

Bright Futures are honoured to have a dedicated group of Educarers across all our services and during the past year the

contribution of their service was recognised and acknowledged. Three of our Napier Educarers celebrated 20+ years of service with Napier Family Centre's Home based childcare service. They were recognised at a special mid-year dinner held in August.

Four Bright Futures Educarers have provided professional mentoring as part of the practicum requirements for four Early Childhood Workforce Development students during the past six months.

With the strengths of our passionate Teaching Team and Educarers we have celebrated another successful year by ensuring all Bright Futures children are provided with the best possible care and learning opportunities.

As the new manager, one of the first things I have noticed is that Bright Futures children are confident, capable individuals. They are nurtured by Educarers who are compassionate and often go the extra mile to ensure children are happy and healthy.

I AM VERY PROUD TO BE PART OF THE BRIGHT FUTURES TEAM AND TO OBSERVE THE CARE AND EDUCATION THAT IS HAPPENING IN OUR COMMUNITY.



SUNNY DAYS

Cathy Grigsby - Manager



SUNNY DAYS
LICENSED EARLY CHILDHOOD
EDUCATION & CARE CENTRE

SUNNY DAY'S 26TH YEAR AS A FULLY LICENCED DAY CARE CENTRE HAS BEEN A BUSY ONE.

We continue to maintain near capacity rolls thanks to our excellent reputation within the community. In April we farewelled Cheryl Ellison into her well-deserved retirement years. Cheryl's 22 years of service to our early childhood community was inspiring.

We value parents and whānau involvement in centre life and actively encourage them to share their aspirations for their children. The team then focus on delivering a programme that is carefully planned around the interests and strengths of the children and the aspirations of their parents and whānau. Our focus is always about positive learning outcomes for children.

Our roll shows well over 50% Māori children are attending Sunny Days. Accordingly our resources (books, puzzles, dramatic play etc) reflect this significant cultural majority. We celebrate our centre's diversity by warmly welcoming all children and their families from different cultures and provide opportunities for these parents to contribute to the programme. Our children with special needs are planned for and included in our daily programme. We enjoy a close working relationship with Group Special Education and receive maximum support from them. This support, and the skills our teachers have gained in this area, is incredibly valuable to ensure all children experience positive early childhood learning and experiences.

Our main self-review focus of 2016/2017 was around our outdoor environment. The findings of the review highlighted the need for some more challenging equipment, especially for our older children and for teachers to plan for their outdoor days. Gratefully we have recently ordered and received some new outdoor equipment and the children, parents and teachers are very pleased.

The Sunny Days van service remains well utilised and is currently at capacity with a waiting list. The van is predominately used for our over 2's who live more than 1km away. Without this essential service many of these children simply could not attend.

Our team of eight qualified, six untrained, experienced teachers and three support personnel have been fortunate to have had a good assortment of Professional Learning Development over the last 12 months. Much of this has been around the Vulnerable Children's Act and the Children's Action Plan. Some of our teachers have also attended workshops on Autism and hearing impairments. They have made good use of the workshops and some webinars offered on the refreshed version of Te Whāriki - the early childhood curriculum.

Sunny Days is a vibrant centre with very close connections to our families and community. I am thrilled to lead such a positive centre and I thank my team for their dedication. I am grateful for the support of Napier Family Centre whose services help many of our families in many different ways.

SUNNY DAYS ETHNICITY

CURRENT ROLL	77	NZ European	15
Samoan/Māori	2	Samoan	5
Māori	47	Māori/German	1
Middle Eastern	6	Māori/Indian	1

OUR FOCUS IS ALWAYS ABOUT POSITIVE LEARNING OUTCOMES FOR CHILDREN.

Napier Family Centre Incorporated Statement of Financial Performance For the Year ended 30 June 2017

	2017	2016
Income		
Clients Fees	63,376	66,565
Dividends	450	510
Donations	15,386	43,257
Government Contract Revenue	3,204,409	3,288,693
Grants Received	144,000	149,100
Interest Revenue	4,058	7,203
Legacies/Bequests	800	800
MCE Grant (Write Off)	-	118,756
Parents Fees	254,149	278,170
Rents Received	5,288	5,033
Sundry Income	1,546	1,412
Total Revenue	3,693,963	3,960,499
Expenses		
Employee Related Costs	1,892,995	2,014,808
Depreciation and Amortisation Costs	80,964	83,538
Grants and Donations	350	800
Interest Expense	3,960	4,733
Other Expenses	1,722,700	1,864,726
Total Expenses	3,700,969	3,978,605
Net (Deficit) for the Year	(7,006)	(18,106)

Napier Family Centre Incorporated Balance Sheet As at 30 June 2017

	2017	2016
Assets		
Current Assets		
Cash and Cash Equivalents	78,467	100,593
Receivables	642,574	449,880
Prepayments	7,184	11,246
	<u>728,225</u>	<u>561,519</u>
Non Current Assets		
Property, Plant and Equipment	1,395,337	1,475,408
Total Assets	2,124,562	2,036,927
Liabilities		
Current Liabilities		
Trade and Other Creditors	152,748	134,722
Current Portion of Mortgages and Loans	9,715	9,228
Deferred Income	119,336	6,983
Employee Entitlements	236,745	283,254
	<u>518,544</u>	<u>414,187</u>
Non Current Liabilities		
Mortgages	66,443	76,159
	<u>664,987</u>	<u>490,346</u>
Net Assets	1,539,575	1,546,581
Net Assets	1,539,572	1,546,578
Retained Surplus	<u>1,539,575</u>	<u>1,546,581</u>
Total Net Assets Attributable to the Owner of the Entity	1,539,572	1,546,578

Board Member: Sharon Doreen Hume 25/9/17
Date

Board Member: Michael John Healy 25/09/17
Date

This financial statement must be read in conjunction with the audit report and the accompanying notes.

This financial statement must be read in conjunction with the audit report and the accompanying notes.

Napier Family Centre incorporated

Notes to the Financial Statements For the Year ended 30 June 2017

1 Reporting Entity

The reporting entity is Napier Family Centre Incorporated, Napier Family Centre Incorporated is incorporated in New Zealand and is a charitable organisation established under the Incorporated Societies Act 1908 and the Charities Act 2005.

The financial statements are special purpose reports prepared in accordance with the Entity's constitution. The special purpose financial statements are presented for the year ended 30 June 2017.

These financial statements and the accompanying notes summarise the financial results of activities carried out by Napier Family Centre Incorporated. The Entity provides Social Services and Early Childhood Care and Education to people living in the Hawke's Bay region. These special purpose financial statements have been approved and were authorised for issue by the Board Members on 25th day of September 2017.

2 Summary of Accounting Policies

The significant accounting policies used in the preparation of these special purpose financial statements are set out below have been applied consistently to both years presented in these special purpose financial statements.

2.1 Basis of Measurement

These special purpose financial statements have been prepared on the basis of historical cost.

2.2 Functional and Presentational Currency

The special purpose financial statements are presented in New Zealand dollars (\$), which is the Entity's functional currency.

2.3 Revenue

Revenue is recognised to the extent that it is probable that the economic benefit will flow to the Entity and revenue can be reliably measured. Revenue is measured at the fair value of the consideration received. The following specific recognition criteria must be met before revenue is recognised.

Donations

Donations are recognised as revenue upon receipt and include donations from the general public and donations received for specific programmes. Donations in-kind may be recognised as revenue but do not have to be, including volunteer time which has been recorded where possible but has not been given a financial value in these financial statements.

Grant Revenue

Grant revenue includes grants given by other charitable organisations, philanthropic organisations and businesses. Grant revenue is recognised when the conditions attached to the grant has been complied with. Where there are unfulfilled conditions attaching to the grant, the amount relating to the unfulfilled condition is recognised as a liability and released to revenue as the conditions are fulfilled.

Leases and Depreciation

Revenue from leases and assets that satisfies the definition of an asset is recognised as revenue when it is probable that future economic benefits or service potential will flow to the entity, and the fair value can be measured reliably.

Examined for Audit
Bay Audit & Accounting
Ltd

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Napier Family Centre incorporated

Notes to the Financial Statements For the Year ended 30 June 2017

2.10 Deferred Income

The liability for deferred income is the unutilised amounts of grants received on the condition that specified services are delivered or conditions are fulfilled. The services are usually provided or the conditions usually fulfilled with twelve (12) months of receipt of the grant. Where the amount received in respect of services provided over a period that exceeds twelve (12) months after the reporting date or the conditions will only be satisfied more than (12) months after the reporting date the liability is discounted and presented as non-current.

2.11 Employee Entitlements

Employee entitlements include accrued wages, annual leave, alternative leave and sick leave. Short-term employee entitlement liabilities are recognised when the Entity has a legal or constructive obligation to remunerate employees for services provided within 12 months of reporting date, and is measured on an undiscounted basis and expensed in the period in which employment services are provided.

2.12 Significant Judgements and Estimates

In preparing the special purpose financial statements, the Board is required to make judgements, estimates and assumptions that affect the reported amounts of revenues, expenses, assets and liabilities, and the disclosure of contingent liabilities, at the end of the reporting period. The uncertainty from these assumptions and estimates could result in outcomes that may result in a material adjustment to the carrying amount of the asset or liability. The Entity bases its assumptions and estimates on parameters available when the financial statements are prepared. However, existing circumstances and assumptions about future developments may change due to market changes or circumstances arising beyond the control of the Entity. Such changes are reflected in the assumptions when they occur.

3 Changes in Accounting Policy

There have been no specific changes in accounting policies and they have been applied on a consistent basis with those of the previous period.

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Napier Family Centre Incorporated

Notes to the Financial Statements For the Year ended 30 June 2017

Government Contract Revenue

Revenue from government contracts relate to income received from ACC, Health Hawke's Bay, Ministry of Education, Ministry of Social Development, Napier City Council and Work and Income and is provided as funding for services the Entity provides. Revenue is recognised in the period the services are provided.

Other Revenue

Client and Parent fees are recognised in the period the services are provided.

Fees and income is recognised on receipt of payment.

Dividend income is recognised when the right to receive payment is recognised.

Interest income is recognised as it accrues, using the effective interest model.

2.4 Goods and Services Tax

Financial information in these accounts is recorded exclusive of GST with the exception of receivables and payables, which include GST. GST payable or receivable at balance date is included in the appropriate category in the Balance Sheet.

2.5 Property, Plant and Equipment

Items of property, plant and equipment are measured at cost less accumulated depreciation and impairment losses. Cost includes expenditure that is directly attributable to the acquisition of the asset. Where an asset is acquired through a non-exchange transaction, its cost is measured at its fair value as at the date of acquisition.

Depreciation is charged on a diminishing value basis over the useful life of the asset, except for land. Land is not depreciated. Depreciation is charged at rates calculated to allocate the cost or valuation of the asset less any estimated residual value over its remaining useful life.

	Rate	Estimated Useful Life
Buildings	2.5% - 6%	50 Years
Motor Vehicles	36%	5 Years
Office Equipment	48% - 80.4%	3 - 5 Years

Depreciation methods, useful lives and residual values are reviewed at each reporting date and are adjusted if there is a change in the expected pattern of consumption of the future economic benefits or service potential embodied in the asset.

2.8 Leases

Payments on operating lease agreements, where the lessor retains substantially the risk and rewards of ownership of an asset, are recognised as an expense on a straight-line basis over the lease term.

2.7 Taxation

Due to its charitable status, the Entity is exempt from income tax.

2.8 Cash and Cash Equivalents

Cash and cash equivalents are short term, highly liquid investments that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

2.9 Receivables

Receivables are stated at their estimated realisable value.

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Napier Family Centre Incorporated

Notes to the Financial Statements For the Year ended 30 June 2017

4 Donations

	2017	2016
Donations - general and appeals	\$ 15,386	\$ 45,257

The Entity relies heavily on the generosity of the community within the Hawke's Bay region both financially and the amount of donated time from volunteers. The Entity does not fair value volunteer time in the Statement of Financial Performance as the value of the services provided cannot be reliably measured as there are no equivalent paid positions available in the local labour market, and in the absence of volunteers, some of the services may not be provided. During the reported period, total donated volunteers time was 1132 hours (2016: 851.75 hours).

5 Grants Received

	2017	2016
CDF Diocese PN	\$ 12,000	\$ 18,000
City Medical Ltd	2,000	-
COGS	-	5,000
Dislar Trust	-	30,000
Eastern & Central Community Trust	-	4,000
Springhill Trust/Frimley Foundation	10,000	10,000
Herold Holt Trust	-	5,100
HB Children's Holding Trust	-	12,000
HB Foundation	1,000	5,000
Kingdom Trust	-	5,000
Napier Budget Advisory Services	68,000	-
Napier Family Centre Financial Trust	16,000	15,000
Napier City Council Community Services	10,000	10,000
NZ Lotteries	25,000	20,000
Pub Charity	-	10,000
	<u>144,000</u>	<u>149,100</u>

6 Government Contract Revenue

	2017	2016
ACC	\$ 168,966	\$ 130,287
Health Hawke's Bay	80,555	61,153
Ministry of Education	2,122,372	2,296,585
Ministry of Social Development	282,622	251,094
Napier City Council	3,064	4,600
Work & Income	545,831	545,974
	<u>3,204,409</u>	<u>3,289,693</u>

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Napier Family Centre Incorporated
Notes to the Financial Statements
For the Year ended 30 June 2017

	2017	2016
7 Employee Related Costs		
ACC Levy	\$ 6,494	\$ 3,684
Salary & Wages	1,806,203	1,936,432
Staff Relations	16,336	15,519
KiwiSaver Employer Contribution	44,470	42,712
Travel - Staff	4,227	5,470
Training - Staff	14,983	11,791
Uniforms	282	-
	<u>1,892,995</u>	<u>2,014,808</u>
8 Other Expenses		
ACC Counselling Expenses	\$ 126,010	\$ 93,281
Advertising	40,325	44,171
Audit Fees	6,040	4,000
Bad Debts	4,760	5,744
Bank Fees	1,570	1,989
Communications Project	4,188	9,112
Conference Expenses	1,345	703
Consumables	5,476	3,356
Contingency Fund	37	18,007
Contractors	39,858	27,537
Educator Reimbursement	1,192,858	1,343,487
Equipment & Resources	6,586	16,214
Excursions	1,991	1,991
Gardening	7,626	8,498
General Expenses	5,166	2,979
Groceries	10,755	11,500
Insurance	15,620	15,261
Jeans Day Expenses	1,769	-
Laundry	29,278	26,191
Legal Expenses	-	7,169
Lease Equipment	1,315	1,072
Parenting Expenses	4,036	6,609
Photocopying	14,072	11,975
PHO Expenses	7,685	4,291
Play Group Expenses	8,839	6,493
Power & Gas	15,038	17,193
Rates	2,760	2,722
Rent	72,206	81,013
Repairs & Maintenance	11,231	8,685
Service & Support Fees	23,979	17,526
Stationery, Printing & Postage	11,515	17,078
Subscriptions & Magazines	3,637	3,118
Supervision - Clinical	4,942	3,864
Telephone	25,931	25,928
Toy Library Expenses	-	273
Training - Educators	1,504	1,778
Vehicle Running Costs	13,160	12,987
Volunteer Expenses	1,127	981
	<u>1,722,700</u>	<u>1,864,726</u>

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Examined for Audit
Bay Audit & Accounting
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Napier Family Centre Incorporated
Notes to the Financial Statements
For the Year ended 30 June 2017

	2017	2016
9 Cash and Cash Equivalents		
BNZ Bank Accounts	\$ 32,808	\$ 73,752
SBS Bank Account	24,820	1,356
KiwiBank Bank Account	20,516	21,740
Rabobank Bank Account	3	3,665
Petty Cash	320	90
Total Cash and Cash Equivalents	<u>78,467</u>	<u>100,593</u>
10 Trade and Other Creditors		
Acc Account	\$ 2,539	\$ 2,854
Counselling WINZ Outstanding	19,337	4,244
Creditors	69,486	67,847
Educators Accruals	30,026	27,787
GST Payable	26,253	20,728
Interest Accrued	-	229
Rent Accrued	4,036	6,607
Educator Funds held in Trust	1,121	2,226
	<u>152,748</u>	<u>134,722</u>
11 Deferred Income		
Brihaun Mason - Shine Donation	\$ 14	\$ 210
Christmas Cheer	170	-
Ministry of Social Development	70,361	-
Napier City Council - Edible Garden	709	4,173
Napier City Council - Emerge Programme	2,400	2,600
NZ Lotteries Board	45,682	-
	<u>119,336</u>	<u>6,983</u>
12 Employee Entitlements		
Balance at Beginning of Year	\$ 263,254	\$ 151,271
Additional Provision	(26,509)	111,983
Balance at End of Year	<u>236,745</u>	<u>263,254</u>
This is Represented by:		
Current Liability	<u>236,745</u>	<u>263,254</u>

The employee entitlements includes sick leave of \$93,893 which is only payable while the employees remains working for the Napier Family Centre Incorporated.

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Napier Family Centre Incorporated
Notes to the Financial Statements
For the Year ended 30 June 2017

	2017	2016
13 Property, Plant and Equipment (at cost)		
Land & Buildings		
Opening Balance	\$ 1,418,450	\$ 1,475,214
Additions	-	1,915
Depreciation	57,115	58,679
Closing Balance	<u>1,361,335</u>	<u>1,418,450</u>
Cost	1,837,125	1,837,125
Accumulated Depreciation	(475,790)	(418,675)
Net Book Value	<u>1,361,335</u>	<u>1,418,450</u>
Vehicles		
Opening Balance	16,284	21,649
Additions	-	-
Depreciation	3,930	5,365
Closing Balance	<u>12,354</u>	<u>16,284</u>
Cost	141,432	141,432
Accumulated Depreciation	(129,068)	(125,138)
Net Book Value	<u>12,364</u>	<u>16,294</u>
Office Equipment		
Opening Balance	40,664	40,625
Additions	1,892	29,543
Loss on Sale	196	-
Depreciation	19,724	29,504
Closing Balance	<u>22,637</u>	<u>40,664</u>
Cost	226,928	255,104
Accumulated Depreciation	(204,191)	(214,440)
Net Book Value	<u>22,637</u>	<u>40,664</u>
Total Property, Plant & Equipment	<u>1,396,336</u>	<u>1,475,408</u>
Property Valuations		
Quotable Values Ltd		
30 Barker Road	1/09/2014	690,000
32 Barker Road	1/09/2014	275,000
23 Northumberland Street	1/09/2015	175,000
		<u>1,140,000</u>

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Napier Family Centre Incorporated
Notes to the Financial Statements
For the Year ended 30 June 2017

	2017	2016
14 Mortgages		
Bank of New Zealand	\$ 76,159	\$ 85,387
Current Portion	76,159	85,387
Total Mortgages	<u>9,715</u>	<u>9,228</u>
Bank of New Zealand - funds advanced 30 September 2013 to clear bank overdraft. Monthly repayment of \$1118.18 interest rate at 30 June 2017 was 5.16%. Secured over 30 and 32 Barker Road Napier.	<u>66,443</u>	<u>76,159</u>
15 Leases		
As at the reporting date, the Board have entered into the following operating lease commitments:		
No later than one year	\$ 79,206	\$ 70,694
Later than one year and no later than five years	206,035	165,424
Later than five years	-	52,840
	<u>287,241</u>	<u>288,958</u>
16 Capital Commitments		
There was one capital commitment at the reporting date to renovate the leased premises at Our Morris Spence Avenue and Wycliffe Street Napier. (2016: Nil).		
17 Contingent Assets and Liabilities		
There are no contingent assets or liabilities at the reporting date. (2106: \$Nil).		
18 Events after the Reporting Date		
The Board and management is not aware of any other matters or circumstances since the end of the reporting period, not otherwise dealt with in these financial statements that have significantly or may significantly affect the operations of the Napier Family Centre Incorporated. (2016: \$Nil).		
19 Related Party Transactions		
There were no related party transaction with board members during the year (2016: \$Nil).		
20 Ministry of Education Equity Funding		
Equity funding of \$205,747 was received during the year (2016 \$213,620). The funds received were utilised by purchasing Maori education resources, playgroup education resources and covering the costs of children attending kindy gym.		

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Examined for Audit
Bay Audit & Accounting
Ltd



Bay Audit & Accounting Ltd

To the elected board members of Napier Family Centre Incorporated

Report on the Audit of the Financial Statements

Qualified Opinion

We have audited the special purpose financial statements of Napier Family Centre Incorporated on pages 1 to 11, which comprise the balance sheet as at 30 June 2017, and the statement of financial performance and statement of changes in net assets for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion section of our report, the accompanying financial statements are prepared, in all material respects, in accordance with the accounting policies stated in Note 1 on Page 4.

Basis for Qualified Opinion

The Napier Family Centre receives a significant amount of cash income from clients and parents. In 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.

We conducted our audit in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)). Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Performance Report section of our report. We are independent of Napier Family Centre Incorporated in accordance with Professional and Ethical Standard 1 (Revised) Code of Ethics for Assurance Practitioners issued by the New Zealand Auditing and Assurance Standards Board, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

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

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 on page 4 to the financial statements, which describes the basis of accounting. The financial statements have been prepared in accordance with the Entity's constitution. As a result, the financial statements may not be suitable for another purpose.

Restriction on Responsibility

This report is made solely to the Napier Family Centre Incorporated, as a body, in accordance with the constitution of Napier Family Centre Incorporated. Our audit work has been undertaken so that we might state to the Napier Family Centre Incorporated those matters we are required to state to them in an auditor's 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 Napier Family Centre Incorporated as a body, for our audit work, for this report, or for the opinions we have formed.

Responsibility for the Financial Statements

The Board are responsible on behalf of the entity for determining that the special purpose framework adopted is acceptable in Napier Family Centre Incorporated's circumstances, the preparation of financial statements, and for such internal control as the Board determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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Continued on next page

Continued from previous page

In preparing the financial statements, the Board are responsible on behalf of the entity for assessing the entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Board either intend to liquidate the entity or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (NZ) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs (NZ), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.
- conclude on the appropriateness of the use of the going concern basis of accounting by the Board and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management. We communicate with the Board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.
- The engagement partner on the audit resulting in this independent auditor's report is Karreen Mathers.

Signed:

Karreen Mathers
Bay Audit & Accounting Ltd
Box 702
Napier

27 September 2017



The Family Tree
growing families

designed & printed
by ladybug design + print



ACKNOWLEDGMENTS

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



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- ALL SAINTS PARISH
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- CITY MEDICAL LIMITED
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- IPSOS SURVEY
- JAMES ANDERSON BEQUEST
- JEANS DAY SUPPORTERS
- NAPIER BUDGET ADVISORY SERVICE
- NAPIER CITY COUNCIL
- NAPIER FAMILY CENTRE FINANCIAL TRUST
- NZ LOTTERIES COMMISSION
- NZ POST COMMUNITIES
- ST COLUMBAS PRESBYTERIAN TARADALE
- TARADALE HIGH SCHOOL
- THE KINGDOM FOUNDATION
- TRINITY METHODIST CHURCH
- WOMEN'S INSTITUTE



MISSION STATEMENT

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



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