



NAPIER FAMILY CENTRE

Annual Report 2015/2016

'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 Parish of Napier

BOARD MEMBERS 2015-2016

Dr Diane Mara, All Saints Anglican Taradale

Gerard van de Ven, Catholic Parish of Napier

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)

Michael Godfrey (to May 2016) Rev'd David van Oeveren (from May 2016), St John's Cathedral

Mike Healy, Catholic Parish of Napier

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

Sean Bevin, Catholic Parish of Napier

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

EARLY CHILDHOOD EDUCATION: Cheryl Ellison

FAMILY SERVICES: Limor Strong



Testing Our Compassionate Response

The challenge for the charitable sector is to articulate the needs of our families and the solutions, in a way that our funders, both government and private, are inspired to make the decision to support change in a meaningful, lasting way.

Whilst it is reasonable for our funders to expect the dollars they give us come with requirements to prove they impact a person's life in a positive way, sometimes when you're face to face with need, this accountability can present barriers to access.

Friday afternoons at Napier Family Centre usually present the same dilemma. In the main, we run an appointment-based service so our "Walk-ins" are people in need arriving without notice - usually without enough food to feed their families over the weekend. When most social services, even many of our own departments have closed for the weekend, what do we do? We answer the need, because, on that day, in that moment a form or an appointment is not the answer, to help is.

A typical example was a man who is diabetic and insulin dependent who didn't qualify for a food parcel and wouldn't have been able to get one on a Friday afternoon anyway. He walked to Napier Family Centre from his home, he was clearly unwell. The only response, the right response was born from compassion. That day, it came together, between ourselves and another agency we were able to help – to get him home and get him food for the weekend. Such cases show us how powerful kindness and a willingness to help can be.

Deciding together as a community to support those most in need is an ongoing commitment. More and more is being asked of social services with the expectation of less resource so having people and community who care, is vital to the wellbeing of each and every one of us and more importantly for our children, our future generation.

Sometimes, when we talk about our services in counselling, parenting education, family support and budgeting services, it is the question of poverty and financial hardship that is challenged. It seems people can readily see the need for supporting others going through depression or grief or needing help to figure out the parenting journey but somehow it is the topic of managing money that strikes a particular hard spot in empathy: "Why can't people make better choices with their money?"; "Why don't people go without?"; "Why don't they grow their own food, use cloth nappies, walk, get a job..." We recall talks by Dr Russell Wills, in his tireless campaign as Children's Commissioner, about the reality of the effects of child poverty. It can be hard to grasp how our country could not be the haven for children that, for many, is held as a core belief about 'Godzone'.

Thankfully, at Napier Family Centre we frequently see the generosity and compassion of the people of our Hawke's Bay community. We are given gifts of knitted cot blankets and baby clothes that are quickly distributed to mothers whose babies will benefit from the warmth; we are given apples by orchardists; bread by a local supermarket; tins of food to go with the bread; the recent planting to launch our 'edible' forest is another example of gifts. To our supporters and those who donate these helpful goods we thank you.

Homelessness, housing affordability, child abuse and neglect, depression, youth unemployment, food insecurity and family violence are as prevalent in the Bay as in the nation's big cities.

Without a doubt the compassionate response of our community is going to continue to be tested. We believe Hawke's Bay is up for it if we collectively decide that no child under our watch goes without love, security and opportunity.



MESSAGE FROM THE CHAIR

Dr Diane Mara MNZM

KIA ORA KOUTOU KATO!A!
TALOFA LAVA! KIA ORANA!
IA ORANA! GREETINGS!

I am pleased and proud to be reporting to all our stakeholders on the achievements of Napier Family Centre for the last 12 months.

I want to thank the dedicated members of the Board, our very able Chief Executive Kath Curran, the management team, staff and volunteers who have taken us through another successful year of service to our communities in Napier, Hastings, Flaxmere and Central Hawke's Bay. This past year has not been without its challenges yet we continue to deliver quality services to our communities with a clear focus on the development and wellbeing of children and families. We carry out our service guided by Christian values, empathy and commitment sometimes above and beyond. There are positive stories to tell about what we do and our contribution to the lives of others.

As with all other education and social service providers our organisation has to meet external accountabilities and regulations. For example, this year we have implemented comprehensive Health and Safety policies and procedures with a Health and Safety Committee and co-ordinator; ensured we met the requirements of the Vulnerable Children's Act; and we are finalising a Risk Management Strategy that covers all areas of our operation. Strategic planning looking forward five years has taken place as we navigate the many vagaries in policies and funding changes and deadlines all characteristic of the prevailing demands across current educational and social service sectors in Aotearoa New Zealand.

We are fortunate that we have the Napier Family Centre Financial Trust beside us and through careful investments we have been the recipient of \$15,000 for this year. My thanks go to our ever vigilant Finance Subcommittee: Lionel Maxted, Mike Healey and chaired by Morris Williams. You ask the questions that need to be

asked and contribute significantly to the ongoing financial health of Napier Family Centre.

We have had some changes in the Board membership this past year. It is with some regret we farewell Sean Bevin from the Board. We thank Sean for his strategic knowledge in social and economic development to Board planning and operations for the past 12 years. We will miss Sean but wish him well in his future endeavours. During 2015-16 we acknowledge the contributions of Dean Michael Godfrey and then Regional Dean Dave van Oeveren from the Napier Cathedral. Reverend Tony Franklin-Ross from City Methodist has also served in an interim role this year.

It is my pleasure to formally confirm the appointment of Gerard van de Ven from the Napier Catholic parishes who brings with him business and IT skills to the Board. Kia ora! Nau mai Gerard.

Going forward the Board intends in 2017 to review our Constitution both to retain and celebrate our special character forged over 33 years ago but also to position ourselves for current and future accountabilities. The Board takes its governance role seriously in maintaining the sustainability and survival of Napier Family Centre so that the services our staff and volunteers provide, reach those in most need in our communities. We do a very good job. God bless you all.

Naku noa, Diane Mara Ph D MNZM



CHIEF EXECUTIVE OFFICER

Kathryn Curran

WE REMAINED STEADFAST IN MEETING COMMUNITY DEMAND AND WERE INSPIRED BY THE 2590 FAMILIES AND CLIENTS WHO USED OUR SERVICES

The deficit reported this year of \$18,000, albeit being less than half a percent of our turnover, warrants thorough explanation given the rhetoric from funders, whether government or philanthropic, on supporting organisations proven in financial management and sustainability. As well as robust financial practices we need to also evidence the positive impact for the people of our community who experience our services. So I encourage you to read the service reports throughout this annual report. The 2591 families and clients who enrolled across our services of counselling, budgeting, family social work support, family education and early childhood education, choose to work with us and bring their strengths, courage and desire for brighter futures for themselves and their children. We are forever inspired by our clients and whānau journeys.

Our decision to remain consistent in our commitment to our community required us to roll with the ups and downs in the face of the inconsistencies in commitment by our contracting partners and the dilemmas faced by philanthropic grant-makers as to which worthy cause to back.

We were one of many agencies dealing with uncertainty around government contracts, the values of those contracts having had no increase in many years. Our Budgeting Services, having served 1170 clients in the past year, is affected by the major review of financial capability services by MSD who put the contracts out to public tender and at the time of writing this report our result is unknown. The continued interest by for-profit organisations in ECE has seen this market saturated by commercial providers that increases the choices for parents although tends to favour families who can afford higher costs of childcare. Over and above the 20hrs Free ECE, we were able to fully subsidise a further 48,000 hours for families to have very low cost or free childcare and support these families through their most difficult times.

The demand for our social services has continued to be greater than the number of families supported through contracts. We exceed our contracts in MSD Counselling and Family Services by 25% and committed to more than double the clients required in our Budgeting Services contracts. This is only achieved through

the generosity of philanthropic trusts and individual donors and we thank you and are deeply grateful for this support. Your support for this work is absolutely the difference to whether or not we are able to say 'yes we can help' and directly impacts over 600 people who contact us for social services assistance that is not funded through supply contracts.

A considered decision to embrace the opportunity to review our Health & Safety framework within the new legislation brought additional costs outside of our budget. In listening to the prevailing concerns for our workforce we ran two courses being MH101, a mental health education and AllSafe, for situational safety training. These choices of courses are no surprise when we consider the confronting issues in our community; the growth in addictions, ill mental health, poverty and of our community's poor statistics in violence. These courses were excellent for the frontline team, building on their confidence and skills working with particularly distressed and aggressive people.

We invested in the upgrade of our online platform to enable us to communicate and connect to be sure our services are accessible as people's social sphere across all demographics now includes online media. We also invested in Exess, a database that will allow us to be more efficient in managing reporting as well as articulating our client's experience and outcomes.

The outcomes for our clients are uplifting as we have seen clients' hope return. This hope is able to grow from being out of the clutches of their onerous debt and no longer turning to the payday style loan-shops; having children with a safer home-life, with security of food and attending education; having relief from anxiety; for parents gaining peer support and improving their relationships with their children; supported in depression; working through devastating traumatic experiences of violence, abuse, neglect or sexual assault and being able to work towards their goals and dare to dream of possibilities.

These commitments 1) to remain steadfast in our availability to the community to meet demand; 2) to invest in training for our staff in response to increasing challenges in the behaviour people are presenting due to their own stressful situations and 3) to ensure



CHIEF EXECUTIVE REPORT CONTINUED

our platforms are relevant, have taken us to the limit of our annual resourcing which the financial result shows. We have more than met the call of the past years, to do more with less. Conversely, with an increase in revenue, we will be able to do more.

The changing legislative landscape brought some challenges particularly the financial and charities reporting requirements and we see the impact in our financial results this year as adjustments have had to be made. That said, the group is in a sound position to tackle the next year. These are clearly detailed in our auditor's report.

I am grateful for my Board and especially the Chair, Dr Mara, who uphold the values long-held and well-tested in Napier Family Centre; integrity, innovation, teamwork and compassion. Their wisdom and support ensures a vigorous process in the governance matters alongside the depth of interest and understanding for our clients and whānau complex needs.

The staff and volunteers who bring their skills, talent and determined focus on people's wellbeing are an extraordinary

team and as a result our families/whānau receive the greatest quality of service.

No single agency can work in isolation and our families benefit from the growing collaboration between the great community of agencies in Hawke's Bay. We create a stronger, smarter response by working together. To further this approach we have been delighted to be able to host in our premises, the Napier clinic for Community Law which is a terrific service with great attendance.

The themes in the services' reports will reflect serious concerns about the severe shortage of affordable, suitable homes and the fragility of households under financial hardship. There will also be the strong message about a collaborative style of working together for the wellbeing of our families and whānau. We continue to be heartened by the community spirit and compassionate response. The challenge is also held collectively that asks for a decision as a community that children growing up in Hawke's Bay are not without the basics of food, warm, healthy homes, a future of possibilities and the security of being loved.

PHILANTHROPIC TRUSTS AND INDIVIDUAL
DONORS SUPPORT FOR OUR WORK, IS ABSOLUTELY
THE DIFFERENCE TO WHETHER OR NOT WE ARE
ABLE TO SAY, 'YES WE CAN HELP'

TURNOVER	DEFICIT	NET ASSET
\$3.96M	\$18,104	\$1.56M



BUDGETING SERVICE

Debbie Mackintosh - Manager



WE CONTINUE WORK IN COLLABORATION WITH WINZ AND EIT AND PROVIDE VALUABLE ADVICE TO PEOPLE COMING OUT OF PRISON OR REHABILITATION

In our biggest ever year for total clients served, Budgeting Services has seen some of the most desperate cases resulting from themes we are all well acquainted with.

282 children (under age 18) are in the care of the clients we have seen this year. Of those, 78% are children under 12 who we can only deduce are without adequate food, warmth or housing. Numbers that are simply not OK.

We have seen an increase in grandparents caring for grandchildren as a result of parental addiction. In many of these cases, funding does not follow the children and grandparents are up against it when they do try for access.

Clients quoting 'no fixed abode', (i.e long term motels stays, couch surfing or sleeping in vehicles) are ever increasing and these housing issues are particularly difficult to assist as landlords become more cautious.

Food parcel requests for budgeting service alone of 329 is an increase of 11% on last year. We are thankful to Napier Community Foodbank Trust for providing sustenance in our client's most dire time of need. We thank our team of dedicated volunteers including our bread runners and New World for providing bread.

Almost daily we find clients who are not accessing their full entitlements which reflects how confusing, inconsistent and heavily onerous our benefit system is. It is only reasonable to expect the system to be survivable; but it seems, if you don't ask, you don't get and how can one ask for something they don't know exists?

After reporting on the new 'responsible lending' credit legislation over two years ago, we are still facing issues in this area. A case with a third tier lender resulting in a 480% interest charge on a cash advance for \$460 still makes us wonder how some lenders view their responsibility.

BUDGETING SERVICES ARE THANKFULLY HELPED BY: CATHOLIC CHARITIES, LOTTERIES COMMUNITY AND THE FAMILY TREE.

Clients often present a complex set of issues that they describe, in essence, as a minefield, so I am particularly thankful for the skills, knowledge and experience of my team. At time of writing, the financial capability contract we have serviced for many years through MSD is out to tender. This process has placed noteworthy strain on the department as the shape of our service could change dramatically. Between July 1 – June 30 Napier Family Centre were contracted by MSD to deliver budgeting services to 491 clients – this number was met within the first 6 months of the year and represents just 42% of our total cases.

Our advisors remain up to date with ongoing training and I am pleased to be sharing the workload of Summary instalment orders with Barb who took on the role in July. SIOs of 25, Non asset procedures of 30 and debtors petitions of 19 for the year are high numbers but represent the best outcome for these clients.

We continue work in collaboration with WINZ and EIT and provide valuable advice to people coming out of prison or rehabilitation.

We work in an environment that is gruelling on staff but I commend all our clients who made the move to take charge and work towards improving their financial situation this year.

1170 TOTAL CLIENTS SERVED (INCREASE OF 6.17%)

10.55 MILLION TOTAL CLIENT DEBT

329 FOOD PARCEL REQUESTS

1047 NEW CLIENTS SERVED

25 NEW SIO'S



FINANCE & ADMINISTRATION

Susan Green - Manager

IN THE FINANCIAL ASPECT OF OUR WORK, THE NEW 'CHARITIES REPORTING' HAS BECOME A HOT TOPIC IN THE OFFICE AND IN RESPECTIVE MEETINGS

Administration is the oil of Napier Family Centre. Most of our social work, counselling, budgeting and family education enquiries come via reception. Year in, year out my team manage a huge volume of calls, texts, faxes and emails. I am proud of my wonderful group of ladies and their willingness to go the extra mile for our clients, in particular our receptionist Lorraine. This year a common thread has been the increase in clients seeking assistance for food, after the hours and days we can service these clients. This indicates that these families are new to the "system" as most help is unavailable after 12pm. Of course, we help where we can. At times we have been donated items that we have been able to give to these clients to get them through until help is available.

In the financial aspect of our work, the new 'Charities Reporting' has become a hot topic in the office and in respective meetings.

The new requirements (or changes to the Public Benefit Entity reporting standards) has led to new learnings around how we treat transactions within the centre to adhere to these changes. One of the main objectives of the new reporting is to provide consistent and transparent information to the donating and tax paying public. Hopefully, with this new regime the confidence in donating to charities commission registered charities is lifted, making registered charities the preferred place to give donations and preferential approval of grants.

This year has also been the year of the Audit. We have been audited four times for our ECE administration team, and all four times we have come out with a shining result. So much so that the auditor uses Napier Family Centre as a positive example at their yearly conference. Needless to say this is because of the passion and dedication that is clearly shown by Jenny, Emily, Hellene and now Ro, our new addition to the team.

Our IT function has seen a lot of work go into improving efficiency in systems. As a result we have opted to engage with Exess - a social service, results based accountability software. The impending implementation of Exess will allow us to mirror our wrap around philosophy of our services, into a Database. I have completed several trainings with the Exess team and the next stage of Exess is loading of live data before we head into teaching key personnel on how to use Exess competently and effectively. We expect Exess to eventually become our main piece of software resulting in a big reduction in databases managed within the centre.

Of course none of the wonderful support provided by the Administration team is possible without the help of some of our

wonderful funders; St Pauls Parish, Lotteries Commission, ECCT, Family Tree members, SBS Bank and Pub Charity.

CHRISTMAS CHEER 2015

Christmas 2015 was the first year Hellene from our Administration team took over the reins of receiving, coordinating and distributing parcels of food and gifts for 80 of our families in need. These families included 228 children and 133 adults whose Christmas was made a little brighter thanks to the compassion and generosity of volunteers, staff, Conroy Removals, Napier City Council, Napier Girls High School, Taradale Primary School, Taradale Primary PTA, Taradale Intermediate School, SBS Bank, Downer, Hawkes Bay Rugby, Harvey Norman, The School shop, Out and About Hawkes Bay, Office Max, NZ Couriers, Art Deco Centre Napier, Art Deco Trust, Clark Products, West Napier Inner Wheel, The residents of Summerset, St Johns Ambulance, Taradale Quilters, St Pauls Church, All Saints Church, St Marys Church, St Columba's Church, Trinity Methodist Church, Baptist Napier Church, St Patricks Church, Taradale Family Dental and the general public.

FUNDING

Grants givers, philanthropists, fund holders, whatever you may be called, Napier Family Centre cannot operate without you.

This financial year has seen a strain placed on all fund givers, from private donators to big trusts and the Department of Internal Affairs. Crowd funding has become a strong form of sourcing funds in New Zealand, with social media helping to push causes along. The pools, from which we apply to, have started to recede and competition for funds is ever increasing.

The expectation for not for profits to become self-sustaining has made an impact on the outcome of applications. Without funding, Napier Family Centre would not be able to meet the demand on our services. Without funding, Napier Family Centre would not be sustainable. So, from the parents that desperately needed support through a parenting course, we say thank you. From the family that were facing their power disconnected and in need of budgeting advice, thank you. From the new mum and her beautiful baby that needed support through post-natal depression, thank you.

To the philanthropist, private donator, big sponsor, grant giver, fund holder, whatever form you may take, our clients thank you and we thank you.



COUNSELLING

Sheryl Smith - Manager

PEOPLE REQUEST COUNSELLING SERVICES FOR MANY REASONS, MOST OFTEN: HEALING FROM RECENT OR PAST TRAUMA, MENTAL HEALTH ISSUES AND RELATIONSHIP PROBLEMS

My second year has incorporated elements of challenge, promise and change. We have begun to consolidate the new team with two new Child Specialists hired in the last seven months. We accepted more than 680 referrals, resulting in 780 people assisted for therapy as individuals, couples and families.

We offered support to numerous others through facilitation or recommendation to other local services to address priority issues and avoid obstacles to therapy. Particular attention is given to violence and addiction at this stage in order to ensure safety and support healthy change.

Increasingly, initial contact and enquiries arrive by e-mail, text message and through our website as prospective clients find ways to preserve privacy while gathering information about services in their busy or burdened lives. Napier Family Centre reception staff appreciate what it takes for someone to make contact as they seek safety, understanding and respectful communication. Compassion and clarity are key features here.

Our services are interacting well. Often clients in our budgeting services - in an environment of trust created by their advisors - reveal emotional and other struggles alongside their financial ones. Our Family Services Social Workers also recommend therapy when working with their groups, individuals, families and children. Issues in families shared with Early Childhood Teachers and Educators can also bring counselling options to the fore. These internal referrals to and from counselling, allows for complementary assistance and greater support for our families.

I have two teams of practitioners, those working with Accord (Napier Family Centre Counselling service) and those who provide ACC contracted services for Napier Family Centre. Accord has 12 therapists; our Counsellors have a wealth of education, qualifications and experience. Our Clinical Psychologists and our Psychotherapist have specific education and scope of practice

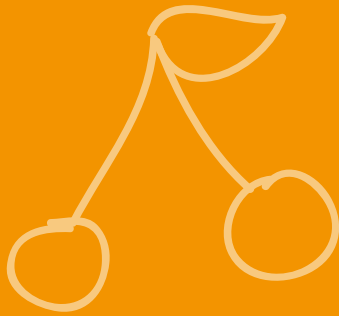
- along with their individual areas of interest and expertise. Our new specialists working with children and parents are qualified in Psychology, Psychotherapy and Counselling. Their inclusion over the latter half of the year has greatly increased our capacity to support families and assist with ways to resolve distress and disharmony in relationships with children and young people.

Our team of ten providers of ACC contracted services comprises Counsellors, a Psychotherapist, Social Workers and Psychologists (who also provide specialised assessment for clients). Two Accord Counsellors are included along with the Family Services Manager providing Social Work. Our other team members are based remotely with professional practices in Napier and Hastings. Offering this service has enabled our clients to work with specialists in recent and historical trauma. This client cohort has experienced one or multiple breaches of trust, violation, manipulation and violence predominantly involving sexual aspects and abuse of power. These issues along with other classifications of violence are prevalent and we serve a significant client group through this work. Our team are functioning at close to full capacity as we support clients in their healing and recovery.

Accord Therapists collaborate consistently and well with clients dealing with a very broad range of issues. Distress, anxiety, depression, trauma, adjustment and coping with loss or change are some of the referral categories commonly used. Secondary effects in families are increasingly evident as family members struggle to care for suffering loved ones. Families present with resultant distress, anxiety, depression, frustration and exhaustion, especially when other avenues are not available or inaccessible.

Poverty, overwork and financial stress are key themes along with unattended or emergent mental ill health, addiction, violence and bullying. Some clients present a complex set of issues and the involvement of other services/organisations allows for collaboration resulting in a better outcome for the client.

WE ARE GRATEFUL FOR GRANTS AND DONATIONS FROM; LOTTERIES COMMISSION, SPRING HILL/FRIMLEY FOUNDATION, CATHOLIC CHARITIES, HB CHILDREN'S HOLDING TRUST, THE FAMILY TREE.



Those with thoughts or active self-harm in attempts to stop pain are significant in number. Attending to issues early can decrease future risk of mental ill health, safety concerns, addiction, abuse of power and potential for self-harm and suicide.

Chaotic lives and destructive patterns are rife when people are in survival mode. It is worth reiterating what we know; that when people have sufficient resources, feel valued, included and active, wellbeing improves; life has some joy and we are more inclined to contribute positively to family and community.

Blended and new families create challenges which when dealt with well, can result in healthy adjustment and happier relationships.

Referrals to and from our N.G.O. and Government neighbours is an important part of supporting our clients. Collaboration with Community and local organisations is noteworthy, as is the decrease in services and avenues for therapeutic intervention. This is particularly clear for those in relationship distress when we know that early intervention can dramatically change the experience for couples and families.

We appreciate our contract, philanthropic and self-funders who enable life changing programmes to continue. Self-referrals and referrals from G.P.s and specialists, workplaces, M.S.D. or A.C.C. are often fully funded or subsidised for clients.

Our Post Natal Adjustment Programme has components for women and men as carers of children adjusting to new life. The expertly facilitated group creates engagement and sharing with others. Participants enjoy the support of in group child care while they develop tailored ways to address challenges of Post-Natal Depression. Active reminders and tools for self-care, researched processes and ongoing relationships are all part of this highly valued resource for the wellbeing of Mums, Dads and children.

Our best work as Therapists is possible under the guidance of our Chief Executive, the Executive Team and Napier Family Centre Board due to valuing people, demonstrated trust, compassion, appreciation of learning and emphasis on good relationships.

OUR CLIENTS

69% WOMEN AND GIRLS

12% CHILDREN & YOUNG PEOPLE AGED UP TO 17 (ACCOMPANIED BY AT LEAST 1 ADULT)

18% OF CLIENTS ATTENDED SPECIFICALLY FOR RELATIONSHIP COUNSELLING

76% ARE PĀKEHĀ OR NEW ZEALAND EUROPEAN

3-4 THE AVERAGE SESSIONS PER CLIENT

Each person's struggles can affect 7-10 other people; the impact of wellness is enormous.



FAMILY SERVICES

Limor Strong - Manager

WE SUPPORT FAMILIES AND YOUNG PEOPLE IN THEIR HOME AND EXPLORE PARENTING, BEHAVIOUR, SELF-ESTEEM AND OTHER SUBJECTS

Family Social Work Support is a home based service. We support families and young people in their home and explore different subjects including behaviour management, neglect, children/parent's self-esteem, step-parenting, custody matters, anger management, and many more. We assist families with food parcels, clothing and household items and refer them to other services when required to strengthen the family's well-being.

2015-16 was a successful year. We had 192 family support referrals and worked with 97 families. The increase in numbers relates to our contract with ACC which started in July 2015. We had 10 ACC referrals and worked with 9 of them successfully. ACC clients are fully funded. It is the first year ACC contracted social workers, alongside counsellors in an effort to improve well-being and increase a client's support network.

Sadly, we said our goodbyes to Val Chittenden in December 2015. Val retired after 14 years at Napier Family Centre. Val was a valued team member and loved by her clients. She will be missed.

In January we have welcomed Catherine Wathey to our Family services team. Catherine has already been trained in the Incredible Years® programme.

In 2015 the Family Services team was trained in 'Strengthening Family meetings' facilitation and to date we have had one full funded meeting facilitated by Heather Osborne. I expect to have more funded Strengthening Family meetings in the next year. Strengthening Family meetings is a structured, early intervention process that enables government and community based services to work together with families who need support from more than one agency.

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.

We also visited Spring Hill Services (a rehabilitation Centre for people with addictions) until December 2015. We brought information about social services available for clients in the community when they leave the programme.

This year our focus was directed to health and safety. We attended health and safety training and increased our awareness of safe practices especially as family support work occurs mostly in clients' homes where only the client and the support workers are present. We also increased the safety around employing facilitators who work with children by carrying out three reference checks, a police check and ensuring we are making children's safety a priority.

In July 2014 we established a quantifying evaluation form that measures clients' performance in different areas of their life at the initial visit as well as at the end of our work with them. These evaluations so far show an increase in all areas at the end of our work in around 99% of our clients. The increase rate varies among clients but generally the evaluations show positive increases of 20% to 50%, from the time we commenced working with them to the time of closure. This is encouraging evidence that our services are achieving their goals of increasing clients' skills, self-esteem and their family well-being.

OUR FAMILY EDUCATION AND FAMILY SUPPORT WORK IS FREE TO ALL PARTICIPANTS AND WE ARE ABLE TO PROVIDE THE RANGE OF SERVICES OUTSIDE OF ANY GOVERNMENT CONTRACTS WITH THE SUPPORT OF DONATIONS AND GRANTS. WE ARE THANKFUL FOR: SUPPORTERS OF JEANS DAY, NAPIER CITY COUNCIL, CATHOLIC CHARITIES, ECCT, COGS, NZ LOTTERIES, HAROLD HOLT TRUST, THE FAMILY TREE SUPPORTERS.

CLIENT ETHNICITY

66%	25%	08%
NZ EUROPEAN	MAORI A decrease of 7% from previous years.	OTHER

INCOME

48%	17%	32%
ON BENEFIT	WAGES + IRD	FULL TIME EMPLOYMENT

FAMILY STATUS

50%	39%	11%
SINGLE PARENTS	TWO PARENT FAMILY An increase of 25% from previous years.	STEP FAMILIES

REFERRAL SOURCES

55%	03%	25%	04%	04%	03%
SELF REFERRALS AND/OR NFC INTERNAL REFERRALS	CYF	HEALTH SECTOR An increase of 15% from previous years.	OTHER COMMUNITY AGENCIES	DEPARTMENT OF CORRECTIONS	EDUCATION (SCHOOLS)





FAMILY EDUCATION

Heather Osborne - Co-ordinator

Twelve parenting programmes were delivered over the July-June financial year reaching 33 children and young people and 100 adults.

Many of these courses were only offered once during the year due to the continued lack of funding to be able to offer them more often. Attendance on these courses was good, although there were at times, a drop off from the number of initial registrations to the number of people who actually completed the programme. This is an indicator of the often chaotic, stressful lives led by some of our clients. Other reasons for drop off included sickness and starting work.

We are sad to farewell Emily Stankaitis from our facilitation team. Emily has made a valuable contribution to our children courses. We wish her well with her new ventures in Hamilton.

We welcomed Louis Waihape as a volunteer in the Emerge programme. Louis joins our facilitation team to co-deliver the children's courses alongside Lindsey Macintosh for the rest of the year.

INCREDIBLE YEARS®: Napier Family Centre was contracted by Ministry of Education to deliver three Incredible Years® Parenting Programmes over the year. Alternating between sole agency delivery and working collaboratively alongside Birthright. Incredible Years® Parent Group Leaders delivered two Napier day programmes and one Napier night programme over this time. This interaction between agencies continues to be working well.

We are delighted to welcome Catherine Wathey as a newly trained Incredible Years® Parent Group Leader. Catherine will work alongside Andrea Driver to co-lead her first programme in the second half of 2016.

FEEDBACK: 'MY PARTNER AND I ARE NOW IN TUNE AND WORKING TOGETHER TO SUCCESSFULLY IMPLEMENT A CONSEQUENCE.'

Napier City Council has continued to 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 included:

'I ENJOYED THE DISCUSSIONS ON BULLYING AND FRIENDSHIP.'

JUST 4 KIDS was also offered twice. This is a course for 7-10 year olds to explore 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 CHILD IS LISTENING BETTER AND HAS BEEN MUCH BETTER BEHAVED AT SCHOOL AND IS NOW REMOVING HIMSELF FOR SOME TIME OUT INSTEAD OF HITTING.'

POSITIVE PARENTING: (*for parents of 0-12 years*) remains a popular course and was delivered twice. One evening and one day programme were offered to reach as many parents as possible in our community. Facilitators deliver information in a variety of ways to keep the course interesting and interactive for attendees.

FEEDBACK: 'I AM MORE AWARE AND ATTENTIVE WHEN IT COMES TO UNDERSTANDING STRATEGIES AND BEHAVIOUR.'

PARENTING TEENS (*for parents of 12 years plus*) was also delivered twice. Both courses were held in the evening to be available to working parents. One of the prominent issues parents are dealing with is the use of technology. Teenagers are now able to access internet with ease on so many devices, away from parental supervision. Parents were concerned about teen's safety and the vulnerability of teens posting inappropriately on various social media channels. Resources and websites around internet safety were given.

FEEDBACK: 'I AM ABLE TO REMAIN CALMER, KNOWING STRATEGIES TO EMPLOY.'

STRENGTHENING YOUR STEP FAMILY is a 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. Although not delivered in this financial year, Strengthening Your Stepfamily will be offered in term 3 2016. Registrations are high.

WOMENS 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 ran once. Over the years many women have commented that this course has changed their life and increased their self-awareness. This group was very supportive.

Strong friendships were formed and they still continue to meet as an informal coffee support group, many months after the programme has finished.

FEEDBACK: 'I FEEL MORE POSITIVE/CONFIDENT. I CAN SAY NO, AND SOMETIMES PUT MYSELF FIRST.'

Our skilled facilitators were also called upon to deliver some community talks. In April, Heather Osborne and Lindsey Macintosh went to IHC to talk to a group about healthy relationships and what it means to be a good friend. In May Heather and Lindsey spoke at Tamatea Intermediate as part of their six week programme called Me2 - Making Positive Choices. This is a programme aimed

at assisting pupils to make sensible decisions in relation to their use of drugs. Topics include consequences (legal and otherwise) regarding the use of legal and illegal substances, making positive decisions and coping with pressures from the media, their peers and from within families. Community agencies are invited into the school to talk with the children to reassure them that they are not alone and should they require help, it is readily available within the community. Both these community education talks were well received.

RESPITE CARE SERVICE

During the past year, the Napier Family Centre Respite service has maintained two active volunteer caregivers who have been providing respite for the same children one weekend most months. The two children within the service are both aged 11 years old. The caregivers are dedicated and reliable and both the children and parents continue to benefit from having regular time apart. Unfortunately, one of our long term respite caregivers has recently informed us that they are no longer able to continue to be involved in the service although their relationship with their respite child continues informally.

Whilst our respite service is successfully maintained on a small scale, we continue to assist families that require respite if possible. We are currently assisting a new family and preschool child to form a long term relationship with new caregivers.

FAMILY PARTNERSHIP MODEL TRAINING

FACILITATED BY ANDREA DRIVER

The Family Partnership Model Training was delivered during May 2016, in a collaborative relationship between Napier Family Centre and Birthright Hawke's Bay Child and Family Services.

The Family Partnership Model Training is an evidence based method, based upon an explicit model of the helping process that demonstrates how specific helper skills and qualities, when used in partnership, enable families to overcome their difficulties, build strengths and resilience and fulfil their goals more effectively.

Nine professionals from nine community organisations including Napier and Hastings Work and Income, Hawke's Bay District Health Board, Birthright and Early Childhood Educational services across Hawke's Bay completed the five day training.

Feedback from participants included;

- 'I will be less inclined to problem solve for others'
- 'I am more mindful of reaching a shared understanding with clients rather than dancing around the hard stuff' 'Excellent course, facilitators were engaging and modelled what they were teaching.'

SUNNY DAYS PARENT SUPPORT GROUP

FACILITATED BY ANDREA DRIVER /HEATHER OSBORNE

The Sunny Days Parent support group, established in December 2013 continues to offer support and parent education to vulnerable families within the early childhood setting.

The Sunny Days support group meet weekly during the school terms, in the Whānau Room at Sunny Days Early Childhood Centre, facilitated by Andrea Driver or Heather Osborne from the family services team.

During the past year, eight parents (3 Māori, 5 European, 1 male and 7 females) have attended the support group. Although there is a core group of four mothers who attend regularly, it has been noted that more parents have engaged through informal contact with the group facilitator prior to the support group commencing in the mornings. Through casual conversations and relationship building, support is offered as required.

The core group of parents attending the support group have continued to develop further social support within the community including confidently accessing other support services when required. One parent has successfully completed study through EIT and another two parents are enrolled in study. Connections to wider community supports have included;

- Napier Family Centre Counselling Service and Family Support service
- Birthright Social workers in schools
- Child Youth and Family
- Child, Adolescent and Family Service
- Work and Income NZ
- EIT Taradale and Maraenui
- STAND Children's services
- Community Mental Health services
- Strengthening Families Services





MARKETING & COMMUNICATIONS

Suzanne Stewart - Manager

TO EVERYONE WHO SHARED, POSTED, SUPPORTED AND PASSED ON OUR MESSAGES, I THANK YOU!

Managing the modern expectations of reaching audiences how and when they require, on scant resources in terms of marketing, is where Napier Family Centre thrives through the support of staff, volunteers, devotees and networks.

This year we have enjoyed engaging with our audiences in new spaces to ensure we remain relevant to current and younger generations.

Significantly for Napier Family Centre, our audiences are changing; clients, funders and philanthropists past, present and future, parents and caregivers, referral audiences, our business community and volunteers are just a few. They are younger than before, they want easy access to information that is fast, accurate and reliable.

Our new online systems and enhanced functionality have improved our cross communication capabilities and allowed us to extend the reach of our marketing dollars.

We have and will continue to resource the development of our three brands – Napier Family Centre, Bright Futures and Sunny Days to ensure they are also fit for purpose.

The challenge to maintain a voice in an ECE market that is noisy and competitive with different viewpoints on how, what and where is 'right' when it comes to early learning, means our attention to deliver information that is practical, real and balanced, is key.

We enjoy attracting residents of the community in new ways that offer something of benefit. Free hip hop dance classes for under 5s and other open community activities and events have proved successful. We are well underway with a project to deliver an edible community garden that has allowed us to attract volunteers, engage nearby residents, promote healthy eating, build skills and strengthen social connections.

Our annual appeal day 'Jeans Day Friday' allows us to reach out to our business community and has established some long standing supporters over it's 13 years.

I am grateful for support and collaboration from Te Whakaritorito Trust, Dancelife Studios, our volunteers and supporters in all their forms.



HIP HOP CLASSES, FREE FOR ALL UNDER 5'S

Hip Hopping across Hawkes Bay. There's a group of children that every week, around 10.30 start to get excited about their Wednesday. Ok, every day has some excitement in it for young minds, but on Wednesdays, to be precise, the children are all under 5s, and they are about to start their Hip Hop Dance class.

Current and up-to-date, our blog will keep you in the loop. Sign up at napierfamilycentre.org.nz.



Triumphs & feedback



ROAST PORK OR MUTTON?

A success story from our Budgeting Service

Once in a while a case comes along that staggers us all, one that can reinstall energy in our work, that every day, requires doggedness, steel and grit.

When applying for a normal summary instalment order (SIO) for a client we contacted the debt collection agency for an up to date balance on one of the debts outstanding - \$7610.78. Investigation led to finding out the client had no need to be paying the debt off as, due to the statute-barred, the account had been closed. After some consideration the debt collection agency reclosed the account. Great news for the client. But the next question was, how much had he paid? \$7480!

The budgeting team requested the funds be returned as the account was already closed and the client has ill mental health, meaning a limited capacity to understand financial issues. However, even without a refund our client would be better off as he wouldn't be paying the debt off when the account was closed.

After much consultation, the debt collection agency agreed to reimburse the client. By this stage the SIO had been granted. Insolvency agreed to the client keeping the money as it wasn't classed as a 'windfall' and he wouldn't have had it if the debt collection agency hadn't made the mistake. They were happy for him to either keep paying the SIO for the three years or he could make a final payment of \$1602.08.

We gave the client the good news, he never for a second thought he would come to the budget service and not only be debt free but have \$5000 in his back pocket!

The client chose to pay off the SIO and we encouraged him to make a plan for the rest of the money. The result was he chose to put \$3000 into his Kiwisaver account as he was only 11 years from retirement and put another \$1000 into an account for emergencies/funeral fund. Finally, he was going to buy some new clothes and a roast pork or mutton, he didn't know which.

A NOTE OF THANKS.

Great feedback to hear.

"Just a short note to let you know how thankful I am for all your help putting my finances back on track. I truly don't know where I would be now if not for you. I am no longer stressing out, I am sleeping properly and my three year old grandson and I are enjoying life. All of this is because of you. I have let all my family and friends know who to come to if they need help. Once again, from the bottom of my heart Thank you."



{Baby and children's clothes knitted and gifted by one of our kind supporters from women's institute.}



BRIGHT FUTURES

Cheryl Ellison - ECE Manager



BRIGHT FUTURES HOME-BASED CHILDCARE AND LEARNING REMAINS COMMITTED TO PROVIDING IMPORTANT EARLY LEARNING AND CARE FOR CHILDREN UNDER FIVE

At a time when parents and caregivers have more choice than ever before; Bright Futures home-based childcare and learning remains committed to providing important early learning and care for children under five. We believe all children should have access to quality early learning, so our rates are affordable and we respond to the needs of our communities. Bright Futures has services in Napier, Hastings and in Waipukurau. The numbers at writing, of children and Educators at these services are highlighted over the page.

The shape of the Early Childhood Education sector continues to change. According to the Early Childhood Council's CEO's message, published March 2016, "Since 2012 the number of education and care centres has grown by 4%, or roughly 100 centres. Home-based ECE has grown by a whopping 25%, or roughly 100 networks. Kindergartens have virtually flat-lined and Playcentres and Kohanga have continued a slow but consistent decline. Conclusion: education and care centres remain by far the largest single grouping of services, but home-based is growing fast."

The reasons for growth in home-based services will be numerous. One size does not fit all in the ECE sector. Parents looking for more peaceful environments, fewer children = fewer ills and chills, flexibility in our hours of operation are just some of the reasons we can quote. But the fact is, when we take a good look at home-based, a small group setting is just more suitable for some children. However, what a parent should always be able to expect, is a consistent quality, no matter what style of ECE they choose.

Our Educators provide a nurturing and safe environment in their homes where children can thrive. They present their homes with thought for the children's strengths and interests and offer a variety of learning experiences while the home environment is warm, responsive and respectful. Educators also form strong bonds with the children, parents and whānau and at times form lifelong friendships.

The quiet home environment is nicely balanced with larger group learning experiences at playgroups, kindy gym, hip hop classes, music and other arranged outings. These are important for children's social interaction development and offer our Educators a time to come together to share ideas and support each other.



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 2016)

Napier	95
Hastings	64
Central	67
TOTAL:	226

NUMBER
OF EDUCARERS

Napier	26
Hastings	18
Central	14
TOTAL:	58

ETHNICITY OF CHILDREN %

NZ European	56.19	African	0.44
Chinese	0.88	Samoan	16.81
Indian	1.77	Fijian	0.44
Filipino	0.44	German	1
Māori	19.91	Cambodian	0.44
Cook Island	0.88	Kiribati	1.33

Bright Futures Educarers are supported by a team of qualified and registered Visiting Teachers and the wider Napier Family Centre organisation. They support Educarers by visiting the home and observing each child at least once a month. They observe the child's strengths and interests and work with the Educarers to offer appropriate programmes to enable positive learning outcomes for children. Our Visiting Teachers are highly committed, enthusiastic and passionate about early learning and ensuring each child has the brightest of futures.

The beauty of home-based ECE is in the ability to adapt, tailor and embrace learning opportunities as they arise that give our tamariki valuable and relevant experiences.

Initiatives such as our 'free hip hop dance classes' are open to the wider community's children as well as those enrolled in Bright Futures. This allows us and Educarers to engage with parents/caregivers from the community and reflects part of our not for profit ethos – "to provide every child opportunities for quality early childhood learning".

Napier's hip hop dance classes have been incredibly successful

with large numbers attending every week. It was an easy decision to replicate the initiative for the Hastings and Waipukurau branches. We thank DanceLife Studios for assisting us to offer these classes free to the communities.

Our commitment to professional development for our Educarers and Visiting Teachers continues with a variety of workshops and courses provided over the year. This ensures all our team remain up-to-date with all the latest trends and changes in early childhood learning.

We celebrate the successes and strengths of a wonderful service that strives to give every child that is involved with Bright Futures, the best possible start in the important early years of childhood education. I always feel very proud to observe the education and care happening in the homes of our Educarers.

As a service of Napier Family Centre, Bright Futures attracts community-minded Educarers who definitely go the extra mile for their families when times are tough and we are grateful for their compassion.

Being a not-for profit service, Bright Futures has re-invested over 40,000 hours of childcare to subsidise families in need of extra support.

WE THANK OUR PARENTS AND EDUCARERS FOR BEING PART OF
BRIGHT FUTURES WHICH ENABLES THE WORK OF NAPIER FAMILY CENTRE.



Cheryl Ellison
ECE MANAGER



Cathy Grigsby
SUNNY DAYS MANAGER



The Sunny Days roll has remained near capacity for most of the year. At writing there are 73 children on the roll at Sunny Days.

Sunny Days has three age appropriate rooms which consist of the Pukeko room for the under two children, the Tui room for children aged approximately two to three and a half and the Kiwi room for the older children. All these rooms offer age appropriate learning experiences where the children are taught by experienced, enthusiastic teachers, who are passionate about providing the children with the best possible care and education.

The trained teachers in the over two's have participated in the Incredible Years® programme and the whole centre are involved in PLD which is included in their self-review. They have a Massey lecturer facilitating and the over 2's focus: "How can we work towards increasing the intentional teaching of literacy within the centre's programme" while the under 2's focus is, "How can we ensure that the transition of newly enrolled children and their whānau and those transitioning to the Tui room is smooth and effective?"

The Whānau room continues to be well utilised by different services of Napier Family Centre.

The van service continues to run, free of charge, to those families who live over 1k and do not have access to a vehicle. This service does help with our retention numbers but the vehicle itself will soon be in need of replacement.

Moving forward we are also looking at redeveloping the outdoor area with more challenging learning experiences and more variety for the children.

We are focusing on transitions with our very young children and intentional teaching of literacy with our over two's.

Sunny Days have experienced a number of changes in staff this year. We have been very fortunate in the teachers we have employed recently and are interviewing shortly for a new head teacher for the Kiwi room. It is key that our children feel safe and secure and are able to bond with their teachers.

Changes have meant some settling in time, however Sunny Days is still a very happy centre with a very positive atmosphere where the children get the best possible care and education available.

SUNNY DAYS ETHNICITY

Samoan/Māori	4	Cook Island Maori	1
Māori	39	Samoan	6
Middle Eastern	9	Māori/German	1
NZ European	13		

Napier Family Centre Incorporated

Balance Sheet

As at 30 June 2016

	Notes	2016 \$	2015 \$
Assets			
Current Assets			
Cash and Cash Equivalents	9	100,593	93,499
Receivables from Exchange Transactions		449,680	482,774
Prepayments		11,246	7,570
		<u>561,519</u>	<u>583,843</u>
Non Current Assets			
Property, Plant and Equipment	13	1,475,408	1,537,489
		<u>2,036,927</u>	<u>2,121,332</u>
Total Assets			
		<u>2,036,927</u>	<u>2,121,332</u>
Liabilities			
Current Liabilities			
Trade and Other Creditors	10	134,722	157,205
Current Portion of Mortgages and Loans		9,228	68,569
Deferred Income	11	6,983	35,813
Employee Entitlements	12	263,254	151,271
		<u>414,187</u>	<u>412,858</u>
Non Current Liabilities			
Mortgages and Loans	14	76,159	143,789
		<u>490,346</u>	<u>556,647</u>
Net Assets		<u>1,546,580</u>	<u>1,564,684</u>
Net Assets			
Retained Surplus		1,546,580	1,564,684
Total Net Assets Attributable to the Owner of the Controlling Entity		<u>1,546,580</u>	<u>1,564,684</u>


Board Member

18.10.2016
Date


Board Member

18.10.2016
Date

This special purpose financial statement must be read in conjunction with the accompanying notes.

Napier Family Centre Incorporated

Statement of Financial Performance For the Year ended 30 June 2016

	Notes	2016 \$	2015 \$
Income			
Clients Fees		66,565	70,504
Dividends		510	510
Donations	4	43,257	34,050
Government Contract Revenue	6	3,289,693	3,408,405
Grants Received	5	149,100	121,666
Interest Revenue		7,203	11,148
Legacies/Bequests		800	-
MOE Grant Write Off		118,756	59,377
Parents Fees		278,170	302,833
Rents Received		5,033	2,949
Sundry Income		1,412	561
Total Revenue		3,960,499	4,012,002
Expenses			
Employee Related Costs	7	2,014,808	1,940,680
Depreciation and Amortisation Costs		93,538	101,588
Grants and Donations		800	-
Interest Expense		4,733	5,956
Other Expenses	8	1,864,724	1,892,769
Total Expenses		3,978,603	3,940,994
Net Surplus (Deficit) for the year		(18,104)	71,008

This special purpose financial statement must be read in conjunction with the accompanying notes.

Napier Family Centre Incorporated

Notes to the Financial Statements For the Year ended 30 June 2016

1 Reporting Entity

The reporting entity is Napier Family Centre Incorporated. Napier Family Centre Incorporated is domiciled 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 2016.

The 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 Hawkes Bay region.

These special purpose financial statements have been approved and were authorised for issue by the Board Members on 26th of September 2016.

2 Summary of Accounting Policies

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

Legacies and Bequests

Revenue from legacies and estates 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.

Napier Family Centre Incorporated

Notes to the Financial Statements For the Year ended 30 June 2016

Government Contract Revenue

Revenue from government contracts relate to income received from ACC, Health Hawkes 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

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

Rental 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 Statement of Financial Position.

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.

Depreciation is charged on a diminishing value basis over the useful life of the asset.

	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.

2.6 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.

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 within 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 twelve (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 twelve (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 the accounting policies and they have been applied on a consistent basis with those of the previous period.

4 Donations

	2016 \$	2015 \$
Donations - general and appeals	43,257	34,050

The Group relies heavily on the generosity of the community within the Hawkes Bay region both financially and the amount of donated time from volunteers. The Group does not fair value volunteer time in the Statement of Comprehensive Revenue and Expenses 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 651.75 hours (2015: 650 hours).

5 Grants Received

	2016 \$	2015 \$
CDF Diocese PN	18,000	6,000
COGS	5,000	3,000
Disblair Trust	30,000	-
Eastern & Central Community Trust	4,000	4,000
Four Winds Foundation	-	2,000
Frimley Foundation / Springhill Trust	10,000	10,000
Harold Holt Trust	5,100	-
HB Childrens Holding Trust	12,000	22,000
HB Foundation	5,000	-
Infinity Foundation	-	1,417
Kingdom Trust	5,000	-
Lion Foundation	-	5,500
Napier City Council Community Services	10,000	8,000
Napier Family Centre Financial Trust	15,000	15,000
NZ Lotteries	20,000	30,000
Pam Torbett Trust	-	10,000
Pub Charity	10,000	3,240
Southern Trust	-	1,509
	149,100	121,666

6 Government Contract Revenue

	2016 \$	2015 \$
ACC	130,287	12,159
Family Court	-	638
Health Hawkes Bay	61,153	72,056
Ministry of Education	2,296,585	2,423,983
Ministry of Social Development	251,094	234,175
Napier City Council	4,600	4,200
Work & Income	545,974	661,194
	3,289,693	3,408,405

Napier Family Centre Incorporated

Notes to the Financial Statements For the Year ended 30 June 2016

7	Employee Related Costs	2016 \$	2015 \$
	ACC levy	3,884	7,789
	Salary & Wages	1,935,432	1,852,576
	Staff Relations	15,519	10,455
	Kiwisaver Employer Contribution	42,712	43,965
	Travel - Staff	5,470	6,095
	Training - Staff	11,791	19,800
		<u>2,014,808</u>	<u>1,940,680</u>
8	Other Expenses	2016 \$	2015 \$
	ACC Counselling Expenses	93,261	4,217
	Advertising	44,171	32,468
	Audit Fees - Paid to Gardiner Knobloch Ltd	4,000	4,000
	Bad Debts	5,744	12,445
	Bank Fees	1,999	2,011
	Communications Project	9,112	1,785
	Conference Expenses	703	1,863
	Consumables	3,356	2,911
	Contingency Fund	18,007	6,721
	Contractors	27,537	31,056
	Custodial and Review Fees	-	-
	Educator Reimbursement	1,343,487	1,462,753
	Equipment & Resources	16,214	22,815
	Excursions	1,991	1,951
	Gardening	8,498	7,358
	General Expenses	2,979	1,973
	Groceries	11,500	13,608
	Insurance	15,261	17,078
	Laundry	26,191	25,020
	Legal Expenses	7,169	-
	Lease Equipment	1,072	1,203
	Parenting Expenses	6,609	11,308
	Photocopying	11,975	12,114
	PHO Expenses	4,291	8,418
	Play Group Expenses	6,493	8,553
	Power & Gas	17,193	17,145
	Rates	2,722	2,626
	Rent	81,013	71,438
	Repairs & Maintenance	8,665	10,205
	Service & Support Fees	17,526	22,241
	Stationery, Printing & Postage	17,078	19,154
	Subscriptions & Magazines	3,118	2,368
	Supervision - Clinical	3,864	5,519
	Telephone	25,928	25,498
	Toy Library Expenses	273	381
	Training - Educators	1,778	4,276
	Vehicle Running Costs	12,987	17,137
	Volunteer Expenses	961	1,152
		<u>1,864,724</u>	<u>1,892,769</u>

A full set of Financial Statements are available upon request or direct from the Charities Commission website
www.charities.govt.nz and search for Charities number CC23368

Napier Family Centre Incorporated

Notes to the Financial Statements For the Year ended 30 June 2016

9	Cash and Cash Equivalents	2016 \$	2015 \$
	BNZ Bank Accounts	73,752	28,671
	HBS Bank Account	1,356	7,767
	KiwiBank Bank Account	21,740	53,124
	Rabopus Bank Account	3,665	3,252
	Petty Cash	80	684
	Total cash and cash equivalents	<u>100,593</u>	<u>93,499</u>
10	Trade and Other Creditors	2016 \$	2016 \$
	Acc Accrual	2,854	6,169
	Counselling WINZ Outstanding	4,244	-
	Creditors	67,847	60,544
	Educators Accruals	27,787	60,794
	GST payable	20,728	28,273
	Interest Accrual	229	-
	Rent Accrued	8,807	-
	Educator Funds held in Trust	2,226	1,425
		<u>134,722</u>	<u>157,205</u>
11	Deferred Income	2016 \$	2015 \$
	Bruhaun Mason - Shine Donation	210	270
	Catholic Charities	-	6,500
	Christmas Cheer	-	165
	Professional Development	-	4,375
	Ministry of Education	-	11,760
	Ministry of Social Development	-	6,555
	Napier City Council - Edible Garden	4,173	-
	Napier City Council - Emerge Programme	2,600	4,800
	Winz Counselling	-	1,588
		<u>6,982</u>	<u>35,813</u>
12	Employee Entitlements	2016 \$	2015 \$
	Balance at beginning of year	151,271	141,448
	Additional provision	111,983	9,823
	Balance at end of year	<u>263,254</u>	<u>151,271</u>
	This is represented by:		
	Current Liability	263,254	151,271
		<u>263,254</u>	<u>151,271</u>

The employee entitlements includes sick leave of \$97,666 which is only payable while the employee remains working for the Napier Family Centre Incorporated.

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13 Property, Plant and Equipment (at cost)		2016	2015
Land & Buildings		\$	\$
Opening Balance	1,475,214	1,531,929	
Additions	1,915	-	
Disposals	-	3,700	
Depreciation	58,679	60,415	
Closing Balance	<u>1,418,450</u>	<u>1,475,214</u>	
Cost	1,835,211	1,835,211	
Accumulated Depreciation	<u>(418,675)</u>	<u>(359,997)</u>	
Net Book Value	<u>1,416,535</u>	<u>1,475,214</u>	
Vehicles			
Opening Balance	1,649	31,228	
Additions	-	-	
Disposals	-	14,838	
Loss on Sale	-	2,253	
Depreciation	5,355	7,326	
Closing Balance	<u>16,294</u>	<u>21,649</u>	
Cost	141,432	141,432	
Accumulated Depreciation	<u>(125,138)</u>	<u>(119,783)</u>	
Net Book Value	<u>16,294</u>	<u>21,649</u>	
Office Equipment			
Opening Balance	40,625	66,915	
Additions	29,543	6,404	
Depreciation	29,504	32,694	
Closing Balance	<u>40,664</u>	<u>40,625</u>	
Cost	255,104	222,321	
Accumulated Depreciation	<u>(214,440)</u>	<u>(184,936)</u>	
Net Book Value	<u>40,664</u>	<u>37,385</u>	
Total Property, Plant & Equipment	<u>1,475,408.20</u>	<u>1,537,489</u>	
Property Valuations			
Quotable Values Ltd			
1/09/2014		660,000	
1/09/2014		275,000	
1/09/2015		175,000	
		<u>1,110,000</u>	

14 Mortgages and Loans		2016	2015
		\$	\$
Ministry of Education Grant	-	118,756	
Bank of New Zealand	85,387	93,602	
Current Portion	<u>85,387</u>	<u>212,358</u>	
Total Term Liabilities	<u>9,228</u>	<u>68,569</u>	
	<u>76,159</u>	<u>143,789</u>	
Bank of New Zealand - funds advanced 30 September 2013 to clear bank overdraft. Monthly repayment of \$1,181.13. Interest rate at 30 June 2016 was 5.16%. Secured over 30 Barker Road Napier			
15 Leases		2016	
As at the reporting date, the Board have entered into the following operating lease commitments:		\$	
No later than one year	70,594		
Later than one year and no later than five years	165,424		
Later than five years	<u>52,840</u>		
	<u>\$288,858</u>		
16 Capital Commitments			
There were no capital commitments at the reporting date. (2015: to upgrade the website).			
17 Contingent assets and liabilities			
There are no contingent assets or liabilities at the reporting date. (2105: \$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. (2015: \$Nil).			
19 Related Party Transactions			
There were no related party transaction with Board Members during the year (2015: \$Nil).			
20 Ministry of Education Equity Funding			
Equity funding of \$213,620 was received during the year (2015: \$210,571). The funds received were utilised by purchasing Maori & Pacific education resources, playgroup education resources and subsidising ECE costs for the entity's vulnerable children and their families.			

ACKNOWLEDGMENTS

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



AHURIRI ROTARY CLUB
BROWN WEBB RICHARDSON
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COGS
DISBLAIR CHARITABLE TRUST
DONATION FROM CHILDCARE
E LAMB
ECCT
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HB CHILDREN'S HOLDING TRUST
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NAPIER FAMILY CENTRE
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ST PAULS PARISH
THE FAMILY TREE
THE KINGDOM FOUNDATION
THE TOGETHER MORE FUND
WOMEN'S INSTITUTE
XMAS CHEER SUPPORTERS



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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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