



NAPIER FAMILY CENTRE

Annual Report 2022/23



BRIGHT FUTURES

SUNNY DAYS

SOCIAL SERVICES



2022/23 Board Members

Strategic Plan 2023 - 2026



Integrity - Teamwork - Innovation - Compassion

Our strategic priorities

Bicultural commitments & cultural diversity

- Commitment to understanding Te Tiriti and how to apply Te Tiriti in everything we do.
- Organic recruitment of a more diverse workforce.
- Improve equitable outcomes for priority populations.

Grow & diversify revenue ensuring financial stability

- Deliver value from current resources.
- Diversify income and generate new funding.
- Develop new strategic partner relationships.

Recognise & invest in staff to feel empowered

- Develop and nurture a values-based, high performing organisational culture. Ensure our workforce is aligned to the needs of people, whānau and communities.
- Develop people, build skills and competencies.

Use information & technology to enhance & improve services

- Capture and share relevant information based on data to evaluate our services.
- Use technology and resources to efficiently collect information.
- Focus on policies, systems and processes to support best practice and quality outcomes.

Te Awhina, Te Aroha. To Help is to Love

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Ko wai mātou | Who we are

Napier Family Centre helps children and families along life's journey and our values of integrity, teamwork, innovation and compassion guide our actions and decisions. We are a community-based organisation offering social services across Te Matau-a-Māui Hawke's Bay such as counselling, financial capability, social work, whānau education programmes, and early childhood education.

Our founding statement - Te Awhina, Te Aroha. To Help is to Love.

Board Members 2022/23

Caroline Hickman (Trinity Methodist Napier)
Christine Scott (St John's Cathedral)
Dick Wivell (All Saints Anglican Church Taradale)
Doug Neilson (Catholic Parishes of Napier)
Kerry Marshall (St Pauls Presbyterian)
Mark Goodson (Co-opted Member)
Sue Webb (Co-opted Member)
Victor Saywell (Co-opted Member)

Officers 2022/23

Chairperson: Victor Saywell (as at end June 2023)
Incoming Chair: Christine Scott
Deputy Chair: Dick Wivell (as at end June 2023)
Incoming Deputy Chair: Doug Neilson
Secretary: Kerry Marshall
Treasurer: Kerry Marshall

Executive Team

Chief Executive Officer: Kerry Henderson
Social Services Operations: Lee Cartwright
Finance & Administration: Anné McKeon
Financial Capability Services: Debbie Mackintosh
Family Services: Limor Strong
Sunny Days: Robyn Rusden
Fundraising & Communications: Gemma Rutland

Message from the Chair

Victor Saywell



It is easy to be proud of how the Napier Family Centre responded to the community's needs in the dramatic aftermath of Cyclone Gabrielle.

People suffering unexpected hardship were very appreciative of support from staff, who in many cases had personal or family hardships of their own to cope with. However, I am even more proud of the support provided all year around to members of our community struggling with day in, day out, life circumstances. This takes ongoing commitment and endurance, but delivers great community benefit.

Other events have heralded success in other areas. We were very pleased with the positive results from audits carried out by the Education Review Office on both our early childhood services, and Ministry of Social Development on our social services. Coping with the continuing impacts of Covid has added to the challenges. Clients suffered isolation and were unable to make appointments, but the team adapted and services were delivered, innovatively at times. Financially, we were pleased with the outcome, reflecting the significant fundraising and community support received, together with careful management of expenditure. We continue to strive for financial sustainability for our service delivery, with the cost-of-living increases impacting us, just as it does our clients.

A significant achievement last year was completing a new strategic plan, facilitated by Charles Waldgrave, with significant kaimahi input. Clear priorities were established, and work is progressing well towards those objectives.

CHRISTINE SCOTT - INCOMING CHAIR

Tēnā koutou katoa. As the new Chair of the Napier Family Centre I would like to acknowledge the commitment our previous Chair, Victor Saywell, has given to the Board and to the Centre over what has been a challenging but rewarding year. We are very grateful for his leadership and that he will remain on the Board. Ngā mihi nui Victor.

Recently the executive staff and Board undertook Te Tiriti training which challenged, informed and inspired us. The first pou of our strategic plan is a commitment to understanding Te Tiriti and applying it in everything we do. This challenges us from a Board level to the grassroots, to practice equitable representation and recruitment to achieve equitable outcomes for those we serve. To this end, we will be revising our constitution to make it fit for purpose for the socio-political-economic world of 2024. Not surprisingly, our second pou is to diversify our income and to develop new partnerships. It is now 40 years since the foundation of the Napier Family Centre, and I thank all those who have

I would like to thank Kerry and her team, supported by our volunteers, donors and partners, for what has been accomplished over a challenging year. They have worked very hard under trying circumstances, collaborating with others for mutual benefit. Relationships have strengthened with iwi, taiwhenua, funders and other community organisations. We look forward to greater collaboration in future.

The Board has contributed significantly over the last year, and I would like to thank them all for their support and tireless work. During the year we reluctantly farewelled former Chair, the Rev Erice Fairbrother. We also farewelled Caroline Hickman, a hardworking Board member for many years. We will miss their contributions and we thank them for their dedicated service. We were pleased to welcome Doug Neilsen and Christine Scott to the Board and already appreciate their contributions. After a year of chairing the Board on an interim basis through transition, I have stepped back and am pleased to welcome Christine to the Chair role.

In summary, I would like to thank all those who work for and support us. We have made a difference. We have a clear path forward, and I look forward to making positive differences to many in our community together.

Ngā manaakitanga.



contributed to the success of the centre over those years. In particular, I thank Kathy Eagan, Gilda Morganti and Rev Duncan MacDonald for their vision 40 years ago and the foundation they laid. In meeting the challenges of the coming year, we will not lose sight of where we have come from. But it is pleasing to see the way the staff at all levels are rising to this challenge with new initiatives, from developing new relationships and exploring new contracts, to writing recipes for our whānau to make our kai cupboard more user friendly! Ngā mihi nui to you all.

Kia whakatōmuri te haere whakamua.

While we will walk backwards into the future with our eyes fixed on our past, we are committed to keeping Napier Family Centre relevant to the needs of our community and an agency of choice in these difficult financial times. Meanwhile, I wish the Napier Family Centre a Happy 40th Birthday!

Ngā manaakitanga.

Chief Executive Officer

Kerry Henderson



Kia ngākau tapatahi te mahi tahi o te katoa i runga i te whakaaro kotahi.

Everyone working together with one heart and one purpose in mind.

Our founding statement - Te Awhina, Te Aroha. To Help is to Love – has remained our guiding principle this year. We have continued on our mission to provide services valued by families and individuals that help them along life's journey, and what a journey it has been for whānau across Hawke's Bay.

Evidence of our founding statement in action was clear when Cyclone Gabrielle hit – across the rohe our staff and volunteers sprang into action to help clients, each other, neighbours and our wider community. At Napier Family Centre, we opened our doors to host Community Drop In Events alongside smaller NGOs, allowing whānau to access immediate support or simply call in for a cuppa and kōrero in a safe and welcoming space. We extended our support to some hard hit regions like Esk Valley and Pōrangahau, providing essential supplies including kai and clothing. We have also been working behind the scenes to ensure we have the staff and resources to service what we know will be a challenging few years ahead for Te Matau-a-Māui.

The past few years have taken a toll on the endurance and energy of our people. The ongoing challenges posed by three years of pandemic, floods, and cyclones have placed pressure on the workforce, so we are very mindful of the importance of nurturing the hauora of our kaimahi. We'll continue to focus on the wellbeing of our team to ensure that they have the support they need to continue making an impact in our communities every day.

We recognise the significant impact of individual and collective trauma, and believe proactive, sustainable support is needed now – both for mental health and other aspects of whānau wellbeing. We have already provided and will continue to offer free counselling to those impacted by the cyclone, and we are committed to working more with rangatahi in schools and across our community as we rebuild and recover as a region. Amid a cost-of-living crisis, we have remained committed to building the financial capability of our clients to support them on their journey. Championing the wellbeing of our region's tamariki, and empowering parents with tools for their parenting kete are also key focus areas for our mahi.

"Cyclone Gabrielle has shown just how resilient and resourceful we are, as a team and a region. Our collective courage, compassion, and commitment were clear as we came together to support one another and our community.

Mā te kotahitanga e whai kaha ai tātou – in unity we have strength."

In addition to being responsive to the diverse and complex needs of whānau, we have also had a year of external reviews and audits. Te Kāhui Kāhu completed our Social Services Accreditation last year and the Education Review Office undertook reviews across both Bright Futures and Sunny Days. These reviews confirmed that from policies to practice, we are whānau-centric and relationships-focused. I couldn't be more proud of our staff working through many reviews while still managing significant workloads and adapting to meet evolving community needs.

We have also introduced our new Strategic Plan for 2023 – 2026. Our four pou set our strategic priorities for the next three years and focus on: increasing diversity and a strengthened commitment to Te Tiriti in everything we do; diversifying income to ensure financial sustainability; ensuring staff are recognised and empowered; and better use of information and technology to enhance and improve services. As a trusted community organisation about to celebrate our 40th birthday, we give thanks to so many people who have helped us become the organisation we are today.

Finally, ngā mihi mahana to our volunteers and staff and all of those who support us, particularly our philanthropic funders who enable us to say 'yes, we can walk alongside you, and we are here as long as you need us'.

2107 WHĀNAU SUPPORTED

47 STAFF (34FTE)

Financial Capability Services

Debbie Mackintosh - Manager



The team have spent a lot of time in the community supporting whānau who need us, in the ways they need us.



It's been a particularly challenging year for many whānau, with the need for support following Cyclone Gabrielle leading us to pivot our service delivery. The team have spent a lot of time in the community supporting whānau who need us, in the ways they need us.

We have seen an increase in the complexity of needs in our community. The impacts of the cyclone have put additional stress on families, on top of the cost-of-living crisis and continued effects of the pandemic. Many whānau are struggling to make ends meet, even those with two incomes. Our client base is diverse; we see people from all walks of life. This year over 50% of our clients were Māori, reinforcing our commitment to providing culturally responsive services.

Following Cyclone Gabrielle, we didn't hesitate to take on a relief and recovery role as that's where our community needed us most. The team worked hard to get vital supplies like groceries, blankets, toys and pyjamas to cyclone-impacted and isolated communities such as Esk Valley and Pōrongahau. We helped whānau get back on their feet with support to replace essential household items. We walked alongside people as they navigated complex new systems, like applying for temporary benefits, insurances, grants and other entitlements. The need was to be in the community and that's where we were.

We've continued to nurture partnerships that extend our network of support, ensuring those in need can access our services easily. We have maintained strong connections this year with Work and Income, Ministry of Justice, Kāinga Ora, financial institutions, KiwiSaver providers, and MoneyTalks. We continued our community education programmes with Hawke's Bay Regional Prison and Springhill Addiction Centre. We also took every opportunity to act as advocates, contributing to kōrero that impacts our sector both at a local and national level, actively engaging with other financial services across our region from Wairoa to Waipukurau.

We are grateful to organisations such as Nourished For Nil, Peoples Advocacy Society, Hawke's Bay Community Law, New World Greenmeadows, Salvation Army, Pak n Save Napier, Christian Lovelink and Gabby Allen (Jammies for June) for their support of our clients this past year. Special recognition goes to our dedicated volunteers who contribute to our food parcel distribution and other essential mahi. We collaborate with Nourished for Nil as a way of providing wraparound support for

our clients, helping to meet their short-term needs while also supporting them on their longer-term goals.

We have four financial mentors in the team who support whānau to increase their financial literacy and empower them to confidently manage their own finances. We're expecting another busy year ahead, but we are prepared to meet the challenges head-on and will continue to offer non-judgemental support to all those who need it. Nau mai.



OVER TOTAL DEBT PRESENTED \$14M (\$5.1M HOME LOANS)

1147 CHILDREN IN HOMES OF CLIENTS IN FINANCIAL DISTRESS

6 COMMUNITY EDUCATION PROGRAMMES DELIVERED

1214 CLIENT HOURS + 179 ADMIN HOURS

19 STAFF TRAININGS COMPLETED



"We share our knowledge with our clients to empower them. It is great to be able to give people the tools, information and encouragement so they can confidently manage their own finances."

- JILL, FINANCIAL MENTOR

"Our social worker was visiting us at home so she had a full picture of our family situation and needs. Her creative ideas and how to implement them were very helpful".



Psychological & Counselling Service



This year has been a test of community resilience, and the toll on our collective mental health has been significant.

Our Psychological and Counselling Services provide a safe environment facilitated by qualified professionals. Our team supports people through a range of issues including relationship and couples counselling, child and youth counselling, depression and anxiety, trauma, as well as ACC Sensitive Claims. Our services remain in high demand, and we have observed a particularly sharp increase in referrals for rangatahi / young people seeking mental health support since Cyclone Gabrielle. Not only is demand high, but whānau are also coming to us with more complex issues.

Throughout the last 12 months, we have seen the power of community collaboration. Our partnerships with local organisations, agencies, and volunteers have been instrumental in expanding our reach and providing holistic support that is accessible to people from all walks of life. This year our counselling service registered with Gumboot Friday and First Steps, which will expand our reach and help us to offer barrier-free access to counselling for locals, from rangatahi (young people) to local business owners and employees.

Cyclone recovery and wellbeing

We know that recovery is a long process; the emotional and social impacts of natural disasters like floods or cyclones remain long after the water recedes. We remain focused on offering a safe space for those who are grappling with feelings of anxiety, grief, or uncertainty, or simply seeking a listening ear during a challenging time.

With support from New Zealand Red Cross, we have been offering free counselling to those impacted by the cyclone and will continue to do so for as long as we can secure funding for this initiative. We're also working together with other providers of mental health support and care, to ensure the barriers to accessing services remain low. This year we worked closely with I Am Hope. We hosted one of their counsellors at Napier Family Centre in the weeks after the cyclone to meet the community need, and we will continue to explore innovative ways to work together over the coming year.

We are also part of a group of community providers who come together monthly to share what we're experiencing in the community, discuss what is working, and the obstacles we are facing. This platform enables us all to exchange ideas and strategies, building a stronger network of support for the region's recovery and resilience.



Post Natal Adjustment Programme

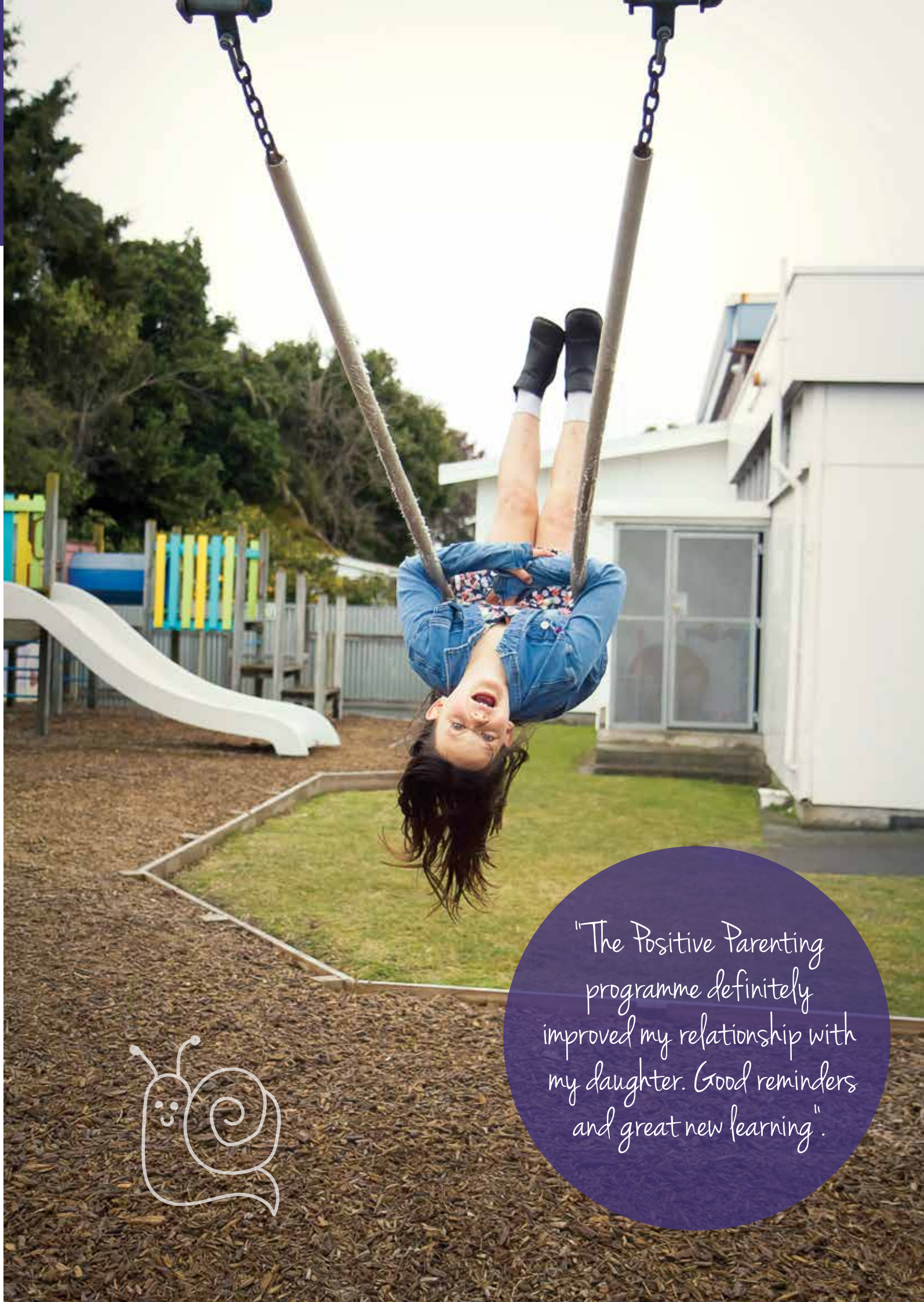
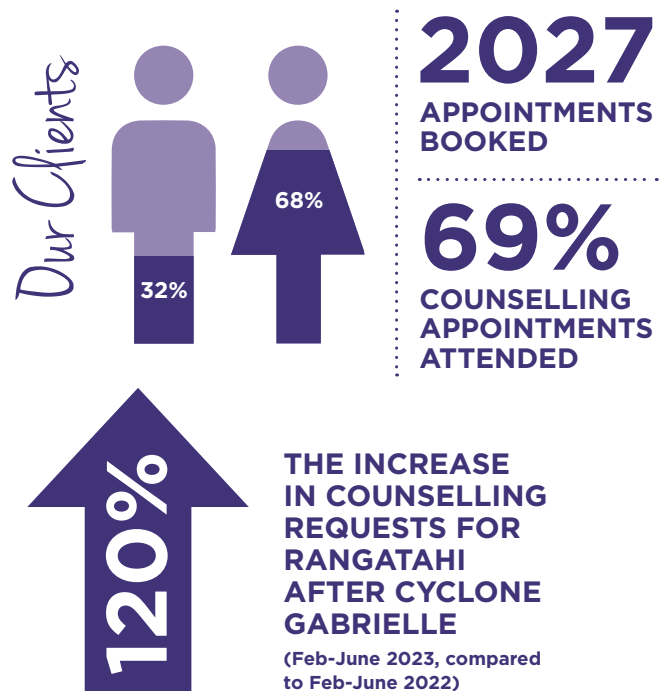
We continued our Post Natal Adjustment Programmes this year, an 8-week initiative designed to support māmā experiencing postnatal depression. We ran two programmes in Napier this year (starting in October 2022 and January 2023), with thanks to generous funding from Royston Health Trust. We also ran a programme in Central Hawke's Bay in November – December 2022 thanks to Te Whatu Ora. As a wraparound support service, we offer childcare during the programme and we support fathers and other parents too. Our focus is on offering a therapeutic environment that provides coping strategies with a particular emphasis on forming strong social connections.

Here's what māmā told us about their experience with the PNAP programme:

"[I valued] hearing other birth stories and knowing I'm not alone."

"I am more aware than I give myself credit for."

"This is such a great safe place to share my thoughts and feelings, thank you."



"The Positive Parenting programme definitely improved my relationship with my daughter. Good reminders and great new learning".



Family Services

Limor Strong - Manager



One of our strengths – both in Family Services and the wider Napier Family Centre team - is adapting to the changing needs of the community.

Family Social Work

It's been a tough year that has had a great impact on Hawke's Bay families, from Cyclone Gabrielle to the ongoing effects of Covid and influenza. Not only did this impact our community but also our team, as we continued our mahi with a shortage of social workers for at least three months of this year. Despite this, the Family Services team had 190 referrals - 156 in Napier and 34 in Central Hawke's Bay (CHB) - and supported 76 new clients - 59 in Napier and 17 in CHB. Our team worked with whānau across Napier and CHB for a total of 905 sessions.

We currently have four part-time social workers and four family education facilitators, with one social worker based in the CHB community one to two days per week. This year we were particularly 'hands on' in the community. Our team participated in three Community Drop In events held at Napier Family Centre in the weeks after the cyclone, and thanks to the wraparound support we offer at NFC, we were also able to assist impacted whānau with food, clothing and pyjamas.

This year we were approached by schools in some isolated and hard-hit communities seeking extra support for their tamariki following the cyclone. In our successful pilot programme, our social workers supported 5-13 year olds' wellbeing through a series of four classroom-based workshops. We supported tamariki to increase their coping skills and resilience and work through anxiety. This was a successful programme with great feedback from the students and teachers. Over the coming year we will continue to explore in-school opportunities to support our region's children, young people and their families.

Again we've seen a challenging environment in CHB, with clients presenting complex needs and only a few services that offer support in the area. Support in schools is very much needed and we offer our Life in the Tough Lane programme to schools to help support emotional resiliency. It is a continued reminder that our services are much needed in the CHB community. We have created a strong network with other services in the area and receive referrals from Police, B4 School Checks, Oranga Tamariki, Work and Income and other services. To ensure whānau have easy access to services in CHB under one roof, we invited Health Hawke's Bay to operate out of our Waipukurau premises and they are there over three days a week.

We continue to network with other community organisations as well as Government agencies to ensure whānau receive the services they need, including CAFS assessments, addictions services, advocacy with Oranga Tamariki and assistance and legal advice around custody arrangements. We continue participating in B4 School Triage with the Ministry of Education, Te Whatu Ora and other NGOs fortnightly.

Family Education

Our education courses support whānau to build healthy relationships and happier lives. We work with both parents and children, and we are delighted to be able to continue offering our courses free of charge this year thanks to the support of generous donors.

Every day we are seeing whānau struggling through tough times, worsened by Covid and illness, a cyclone and economic instability. This has required the Family Education team to be flexible and adapt to changing needs. Each programme is planned with these needs in mind.

Despite the interruptions and environmental challenges this year, the team has delivered:

- Just for Kids (7-10 year olds) – one 6-week programme
- Emerge (10-12 year olds) – two 6-week programmes
- Positive Parenting – one 6-week programme as well as 1:1 support
- The Incredible Years – two 14-week programmes
- The Incredible Years Autism & Language Delay – started one 14-week programme
- Strengthening Your Step Family – one 6-week programme
- Women's Wellbeing – one 5-week programme
- In-school programme for tamariki
- In-school programme supporting parents of teens
- Life in the Tough Lane – one programme in a CHB high school
- Cool Kids – one programme in CHB

Family Education Programmes



developed new skills & strategies to cope with the challenges they face.

Some of the topics covered are parenting skills, managing emotions, self-esteem, anger, working as a couple to step-parent, and parenting children with extra needs.

Individuals can register themselves or their tamariki for our programmes, but we also receive referrals from schools, paediatricians, Family Court lawyers, Oranga Tamariki, Whānau Awhina Plunket, other teams within Napier Family Centre, and other social service providers.

Find out more about our programmes including course dates at: www.napierfamilycentre.org.nz/our-courses/

Course Feedback:

[Our highlight was] knowing/learning that what we go through is normal. And meeting other step parents - cool bunch of people."

FEEDBACK FROM A PARTICIPANT IN THE STRENGTHENING YOUR STEP FAMILY PROGRAMME

"It's helped me build a deeper connection with myself, self love and place solid boundaries."

FEEDBACK FROM A PARTICIPANT IN WOMEN'S WELLBEING PROGRAMME

"It gave the children an awareness of what they can do when they are not feeling good emotionally, and who they can talk to."

FEEDBACK FROM A TEACHER ON OUR IN-SCHOOL PROGRAMME FOR CYCLONE-IMPACTED TAMARIKI

"I have learnt so much already, only a few tantrums because I have learnt to stipulate the boundaries and how to communicate has been the biggest thing. I am more open to discussing his emotions, rather than avoiding them."

FEEDBACK FROM PARENT PARTICIPANT IN THE INCREDIBLE YEARS PROGRAMME



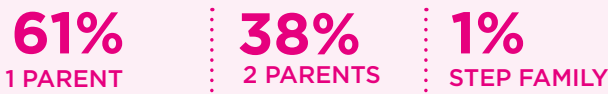
Client Ethnicity Napier



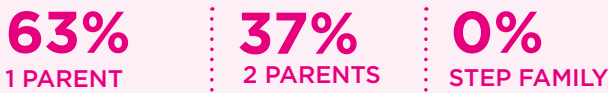
Client Ethnicity CHB



Family Status Napier



Family Status CHB



Income Napier



Income CHB



Domestic Violence among our commenced clients



Business Support

Anné McKeon - Manager



It's been a year of change, with floods and cyclones testing our small team of five in their support of the larger Napier Family Centre team.

They are the welcoming faces to the whānau that is Napier Family Centre as well as the whānau we support in the community. It has been a trying year but one that has shown what teamwork means in all its various shapes.

"From phone calls and being a friendly face at reception, to ensuring our operations run smoothly and effectively, the team have had an incredibly busy year being of service."

The Business Support team is proud to be the part of Napier Family Centre that pulls all the services we offer together and ensures that we can support the greater community whānau along life's journey.

**Anei au, tō pou whirinaki.
I'm here, I'll support you.**

Covid-19 Response Recognition Award



The NFC team were chuffed to receive a Prime Minister's award recognising the collective efforts of people working for NGOs at the height of the pandemic. Ka rawe!



"I enjoy working at Napier Family Centre because of the positive impact I can have on those around me. That positive impact may be as simple as a smile, saying thank you, or being respectful of views and opinions that differ from mine."

TRACEY DORWARD - RECEPTIONIST

\$30,968
POSITIVE RESULT AT Y/E

\$3M
TURNOVER



Jess' Incredible Years Programme journey.

Every moment with our children is an opportunity.

Incredible Years participant Jess is a mother of four boys aged 12, 9, 6 and 11 months. On top of being a busy mum, Jess is full-time student studying the Bachelor of Social Work and volunteering with Napier Family Centre's Family Services team.

Jess says she found The Incredible Years programme at Napier Family Centre a really valuable addition to her parenting toolbox. "It's been astounding, informative, empowering, patient, supportive, I could go on! I appreciate the inclusion of Māori perspectives and cultural respect that is delivered in each session as well."

The Incredible Years programme is practical in nature, and Jess said she was able to apply what she learned in the course in her everyday interactions with her tamariki.

"One thing that really resonated with me was the saying 'The child who requires the most praise will exhibit the most undesirable behaviours to get it'," Jess said.

"The other thing that resonated was the programme's overall message; that every moment with our children is an opportunity. We always have the opportunity to connect with our tamariki and instill love and kindness. Like an investment, we are putting in our newfound skills and watching the incredible changes in our children for years to come."

As a parent, Jess said she wouldn't hesitate to recommend Incredible Years. "There is nothing to lose, and everything to gain. You will meet like-minded people, form friendships, learn plenty, you'll be amazed at the changes in yourself throughout the entirety of the programme."

"Parenting is the most rewarding, yet challenging thing you will do in your life, and this programme teaches you the tools needed to positively support you through your parenting journey."

"Parenting is the most rewarding, yet challenging thing you will do in your life, and this programme teaches you the tools needed to positively support you through your parenting journey."

Sunny Days

Robyn Rusden - Manager



“The mana and wairua of children, parents and whānau are prioritised.”

(ERO, MAY 2023)

As I sit here and reflect on the year, it dawns on me how much we all as a region have endured over the last few years. We certainly are resilient, aren't we?

That is the most amazing thing about our incredible tamariki at Sunny Days. They are so welcoming of change, amongst the disruptions that surround us. Here at Sunny Days our tamariki have the opportunity to explore and grow in a safe and nurturing environment, and I think this lies at the heart of their ability to remain resilient and quick to adapt to change.

At the beginning of June, we welcomed the Education Review Office (ERO) into our Centre. They reinforced for us the incredible mana and sense of belonging our Kaiako create for the tamariki. ERO commented that Sunny Days allowed children to lead their own learning and explore and take risks within a safe and supportive environment. I am incredibly proud of the team for their dedication to our tamariki and to the Sunny Days philosophy. And while we know our whānau and tamariki appreciate all that our Kaiako do, it's great to see their efforts recognised by ERO, too.

Our Kaiako have been building tamariki confidence through excursions, providing children with new experiences and increasing their understanding of the world around them. Our excursions are based on the interests of tamariki; we have visited op shops to find sustainable resources for our rooms, and a local pet shop to find some more fish for our fish tank. We have been focused on utilizing our van – a wonderful resource that enables us to get out and explore our rich, diverse community. These excursions are all about providing opportunities to build capabilities and confidence in the wider world.

Recently we celebrated Matariki at Sunny Days. It warmed my heart to see the joy on children's faces as they sung waiata for their whānau and shared their knowledge of ngā whetu (the stars) and the significance of Matariki. It was also lovely to kōrero with parents and whānau and enjoy some wonderful kai together. We shared soup made from vegetables that our whānau contributed, home-baked bread, and delicious hangi that one of our whānau had made. Matariki is an important time for the Sunny Days

whānau, an opportunity to learn more about Te Ao Māori, build stronger whānau relationships and create lasting memories with our tamariki.

This year we farewelled former Centre Manager Cathy Grigsby, who finished up after 21 years of service to Sunny Days. She has left big boots to fill, but I have loved my first six months here getting to know the wonderful, supportive Kaiako, the wider Napier Family Centre team, and of course our tamariki and their whānau. Sunny Days truly is a unique place with a strong focus on values and respect for the tamariki and whānau.

We look forward to the next year full of excitement and enthusiasm for what lies ahead, knowing that we are building confidence, resilience and determination.



64 ROLL AT 30 JUNE 2023

71%
MĀORI

10%
NZ EUROPEAN

5%
SAMOAN

14%
OTHER

“Poipoia te kākano kia pūawai.

Nurture the seed and it will blossom.”



“I felt at ease from the first moment my son and I went to look. They are caring, kind, always smiling. The kids adore all the staff. [My son] has learnt so much, tries new things, and is encouraged every day.”

SUNNY DAYS PARENT

Bright Futures



Mā te pā te tamaiti e whakatipu.

It takes a village to raise a child.

At Bright Futures we value relationships – it's at the heart of everything we do. This was confirmed when the Education Review Office (ERO) came to review us in November 2022.

The final ERO reports endorsed that we have the learning and organisational conditions to support equitable and excellent outcomes for all learners. They assessed our licences through Te Ara Poutama Indicators of quality for early childhood education and found our Learning and Organisational Conditions are in Whāngai – Establishing.

ERO commented:

“Respectful relationships clearly underpin the service’s operation. Intentional strategies are used to establish and foster relationships between visiting teachers, educators, children and their whānau. A range of services provided by Napier Family Centre are accessed to support children with additional learning needs. Children’s wellbeing and sense of security are nurtured.”

“Children benefit from a curriculum that is responsive to their interests. Assessment information is affirming, celebrating relationships and children’s participation in the programme.”

Over the last year we have reviewed our strategic plan, bedded down our philosophy, implemented a new professional growth cycle and reviewed our practices to ensure that the wellbeing and learning of children is at the centre of our mahi. We are confident that quality underpins our policies and daily practices.

Our monthly curriculum packs, weekly playgroups in both Napier and Central Hawke’s Bay, home visits, Gym Jam and OMNI Gym and special excursions and outings ensure that we offer a diverse range of activities, outings, and events. These provide opportunities for our tamariki to come together and explore and interact with each other in a fun and meaningful way.

Over the last year our OSCAR – out of school care and recreation programme - was also audited by the Ministry of Social Development and once again, we passed with flying colours. We showcased how we allow for school holiday or after or before school care for children who had initially been in the Educator’s home as under five-year-olds.



We have valued the relationships we have maintained in the rohe from our involvement in local Kāhui Ako and relationships with Pregnancy and Parenting Central Hawke’s Bay. We are actively working towards strengthening our relationships with the Ministry of Education to enhance our bi-cultural curriculum. We are also dedicated to building strong connections with our local hapū and iwi. These collaborative efforts enable us to provide a more inclusive and culturally rich learning environment for our tamariki.

What has made our year particularly great are our loyal, passionate and professional Educators, who each day open their hearts and homes to tamariki. Our Educators are the backbone of Bright Futures, and their dedication and passion have truly made this year exceptional. Their unwavering commitment to opening their hearts and homes to tamariki is what sets them apart. Each day, our amazing team of Educators pour their aroha into creating a nurturing and supportive environment for every child and their whānau. Their genuine care and personalised attention make a significant impact on the lives of the children they care for.

Māori ECE Enrolments

31% CHB | 27% NAPIER/HASTINGS

*Stats as at 30 June 2023



“Each day, our amazing team of Educators pour their aroha into creating a nurturing and supportive environment for every child and their whānau.”



Christmas Cheer

Jill Fisher - Christmas Cheer Co-ordinator



This year, 69 families received a Christmas Cheer parcel through our Christmas Cheer Appeal, meaning around 270 mums, dads and tamariki had a brighter Christmas.

2022 was another busy year for Napier Family Centre's Christmas elves, thanks to an overwhelmingly generous response to our Christmas Cheer appeal from local community members.

The parcels were made up of gifts and donations by local whānau, schools, kindergartens, parishes, clubs, businesses, trusts and community groups. From the Napier City Council and Craggy Range we received Pak'n'Save vouchers and Santa Sacks for each child that contained a book, a ball, and a toy. We also received a large cash donation from Grow HR which we used to purchase essential family groceries. Donations from Hawke's Bay Children's Holding Trust helped us to buy food vouchers and essential items for families in need, for both the Christmas period and early in the new year. Conroy Removals donated the boxes we put all the gifts in and made a generous donation. The Rotary Club of Napier donated hampers for two whānau, including gifts for each of their children. They also gifted us about 30 Christmas puddings and \$500. Generous gifts from Napier Girls High School, Woodford House and Clinton Green meant there were lots of extra presents for whānau to open on Christmas morning.

Huge thanks to everyone who helped towards Christmas Cheer and to everyone who contributed to its success and smooth running. A grateful thanks to helpers - Sarah, Sandy, Carol, Callia, Debbie, Chelsea and all the Business Support staff. With their help, all the parcels were either collected or delivered by the week before Christmas.

The generosity of everyone who donated was amazing, and the Christmas Cheer parcels bring so much joy to the whānau who receive them. Every year we're reminded of the caring and generous spirit in our local community. Thank you!



"Christmas Cheer parcels bring so much joy to the whānau who receive them. Every year we're reminded of the caring and generous spirit in our local community."

Our Volunteers



Our volunteers directly contributed 894 hours, plus countless hours of knitting, sewing, baking, and other contributions to help whānau in need.

Ngā mihi nui ki a koutou. We are grateful for your contribution - a big thanks to you all.

Volunteers, along with donated goods and services, are integral to the mahi Napier Family Centre does in the community. Our volunteers come from all walks of life. From the dedicated Kai Collectors and Bread Run volunteers who ensure that whānau have access to nutritious food, to our photographer who helps share the stories of our community, each plays a unique and valued role within our organisation. Behind the scenes, our Volunteer Board Members and Financial Trustees provide guidance and expertise, leading the strategic direction of Napier Family Centre and ensuring we remain sustainable into the future.

We gratefully receive and distribute donated goods to the community, including blankets, pyjamas, knitted goods, food and other essential items. This was particularly critical this year, as local whānau had greater needs following Cyclone Gabrielle. We distributed a significant amount of essential supplies to whānau in need, in the days, weeks and months following the cyclone.

In the spirit of celebrating our volunteers, we came together for a Volunteers Morning Tea on International Volunteer Day in December. We also took part in Te Wiki Tūao ā-Motu (National Volunteer Week) in June, recognising volunteers with certificates and sweet treats as a small token of appreciation.

We would like to express our gratitude to the volunteer agencies and groups that supported us and the community over the past year, including Nourished For Nil, Jammies 4 June, Christian Lovelink, Te Whakaritorito Trust, Citizens Advice Bureau Napier, Volunteering Hawke's Bay, The Rotary Club of Napier, Napier Host Lions, St Augustine's Brownies, local Women's Institutes and Beanies 4 Babies. Thanks also to the many generous individuals and groups within the community who have supported us with donated time and goods.



Nāu te rourou, nāku te rourou, ka ora ai te iwi.

This whakataukī acknowledges that everybody has something to offer, and by working together our community will flourish.



Community Engagement



Our mahi in the community is varied and includes attending and hosting community events and hui, presenting to local businesses and groups, networking with other services, and joining forces to better support Hawke's Bay whānau.

Collaboration has been a critical part of our kaupapa this year, particularly since the cyclone. Here's a snapshot of just some of our community mahi over the year:

Jammies 4 June



Thanks again to Gabby Allen, our local Jammies 4 June coordinator for supporting us to get PJs to local whānau. We were able to provide over a thousand tamariki with pyjamas, dressing gowns, socks and slippers prior to the peak of winter, including targeted PJ drops to many hard-hit communities post-cyclone.

Community Outreach post-cyclone



We visited the community hub set up at Valley D'Vine Restaurant many times over the weeks following Cyclone Gabrielle, and facilitated the distribution of carloads full of goods to the community, from handmade quilts sent from Kapiti Coast and soft toys from Wellington to pyjamas, bedding and clothing donated from across the motu. Our friends at Nourished for Nil also helped us to respond quickly to desperate calls for grocery items, in communities such as Esk Valley and Pōrongahau.



Te Ara Mātua launch



We attended a pohiri at Waipatu Marae in April where Ngāti Kahungunu formally introduced Te Ara Mātua – the new pathway to supporting whānau. This came out of the 2019 uplift events and since then Ngāti Kahungunu has been working to look at a new way of taking voices from whānau and others in the sector.

At Napier Family Centre, we work alongside other community organisations, government agencies, businesses, and social service providers because we believe that together, we can make a bigger difference. We're all about partnering for greater impact.

Budgeting Services Advocacy

Budgeting services from across the rohe met with Labour MP Anna Lorck at Napier Family Centre in April, and with National candidates Catherine Wedd and Katie Nimon the following week. We discussed the issues facing our communities, the support our services provide, and the resources required to do more. Thanks to Carmel Thompson (Central Hawkes Bay Budget Services), Tania Huata (Ngāti Pāhauwera Budgeting Service), Fiona Parrant (Birthright Hawke's Bay) and Ngaio Bell (Wairoa Financial Literacy Services) for being part of this important advocacy work.

Community Drop-Ins

We held three Community Drop-In sessions at Napier Family Centre in the first half of 2023. The sessions were started as a way to awahi (support) the community at a difficult time, removing barriers to accessing critical social services, particularly in the wake of the Cyclone.

We hosted a number of local services and NGOs at the events, such as Citizens Advice Bureau Napier, Napier Libraries, Hone Hato St John, Parent To Parent, Electoral Commission, and Te Rangihaeata Oranga Gambling Recovery Service HB.



Connecting with local business

We've participated in a number of Hawke's Bay Chamber of Commerce events over the year, connecting with local businesses and starting kōrero about how we can support all people in our region – from business owners to employees and their whānau. In September we took part in the Chamber's Wellness Series, sharing some of the benefits of mindfulness at our Mindful Morning Tea event.



Community support for Christmas Cheer



Throughout December we attended St Paul's Christmas Gift Service and received countless donations for Christmas Cheer, from local schools and Te Pūkenga EIT to Rotary, Craggy Range, Grow HR and Napier City Council among others.

Engagement with government



We had a number of opportunities this year to host local candidates and kōrero on the issues we are seeing in our communities and the challenges we face as a social service. Hosting local candidates and engaging with representatives from other services has allowed us to collaborate, share insights, and work towards sustainable services for everyone across Hawke's Bay.

We met with Jan Logie, a Green MP who held many significant portfolios including child poverty, community sector, disability and women. We also caught up with Stuart Nash, Labour MP and Mark Hutchinson, Labour candidate for Napier, to share what we're seeing in our communities and the support needed from central government.

Fundraising & Communications



\$590,608 in donations and fundraising.

Our mahi wouldn't be possible without the support of many generous individuals, whānau, trusts, clubs and organisations. This year, we yet again faced a challenging funding landscape. But our community of supporters rallied behind us, proving that together, we can make a difference. We are immensely grateful for the support we've received throughout this year.

Despite a significant number of grant applications being declined over the year, either due to an increase in the number of applications received by funders or insufficient funds, the fundraising team worked hard to exceed our fundraising target. Accessing additional funding ringfenced for cyclone recovery allowed the team to adapt our service delivery, to meet the changing needs of our communities impacted by disaster.

Grants and other generous donations contributed to a total income of \$590,608 for the year. We extend our gratitude to every individual, group and organisation that supported our fundraising endeavours, whether directly through donations or by helping us to raise awareness.

Ways you can make a difference

At Napier Family Centre, we firmly believe that every contribution, big or small, has the power to transform lives. Here are some ways you can join us in our mission to support Hawke's Bay whānau and children in need:

- Share your experience. Word of mouth remains one of the most powerful ways to refer individuals to our services.
- Regular Giving: talk to us about The Family Tree or payroll giving for ongoing support.
- Leave a lasting legacy – make a gift in your will.
- Fundraise for us – get together with your workplace, club, kura, friends, or family.
- Stay connected! Subscribe to our newsletter, attend our events, and follow us on social media.
- Make a one-off donation. It's easy to do through donate.napierfamilycentre.org.nz.

Visit our website to learn more about how you can make a meaningful difference in the lives of whānau and children in need in our community.

www.napierfamilycentre.org.nz



International Day of Families Annual Appeal

Ngā mihi nui to everyone who contributed to the success of our International Day of Families Annual Appeal in May. The collection day outside local supermarkets was a fantastic experience, allowing us to engage with the community, share our mahi, and listen to the stories of those we have supported over many years.

We would like to acknowledge the St. Augustine Brownies and Napier Host Lions for their dedication to raising funds, and the support of Countdown Carlyle, New World Greenmeadows, and New World Waipukurau. Thanks also to Dilmah and Whittakers – our exceptional sponsors who provided us with small gifts to foster connection and express gratitude. Ngā mihi to local businesses including Willis Legal, Nfinite Fitness, Speedy Signs, McCarthy's, Greenwich Cafe, and Bayview Pharmacy for supporting our appeal and helping us raise awareness for the work we do.



In the press

We've been fortunate to secure around 15 media opportunities throughout the year, increasing our reach into communities both locally and across Aotearoa. Our spokesperson and CEO Kerry Henderson shared what we're seeing in the community, with the mounting financial pressures of a cost-of-living crisis on top of cyclone recovery. Napier Family Centre contributed to stories in local and national media outlets including Newshub, RNZ, Waatea News, Hawke's Bay Today, and NZ Herald.



"I think it's really important to remember the emotional and social impacts of natural disasters like floods or cyclones are going to remain long after the water recedes."

KERRY HENDERSON ON RNZ
Mental health support jumps up 30% since Gabrielle – 18 May 2023.

Balance Sheet

	2023	2022
	\$	\$
Assets		
Current Assets		
Cash and Cash Equivalents	509,292	585,304
Receivables	352,458	243,355
Prepayments	55,306	30,171
	917,056	858,829
Non Current Assets		
Property, Plant and Equipment	1,316,336	1,346,151
Total Assets	2,233,392	2,2304,980
Liabilities		
Current Liabilities		
Trade and Other Creditors	141,975	150,328
Current Portion of Mortgages and Loans	5,549	10,936
Deferred Income	194,883	164,150
Employee Entitlements	171,737	182,010
	514,147	507,424
Non Current Liabilities		
Loans	-	9,278
	514,147	516,701
Net Assets	1,719,246	1,688,279
Retained Surplus	1,719,246	1,688,279
Total Net Assets Attributable to the Owner of the Entity	1,719,246	1,688,279

Statement of Financial Performance

	2023	2022
	\$	\$
Income		
Clients Fees	62,168	77,303
Dividends	720	690
Donations	47,079	33,463
Fundraising	-	1,393
Government Contract Revenue	2,251,274	2,175,305
Grants Received	543,529	406,647
Insurance Claim	15,133	12,945
Interest Revenue	17,433	2,219
Parents Fees	78,842	51,150
Rents Received	6,275	3,086
Shop Sales	-	70,848
Sundry Income	790	1,400
Total Revenue	3,023,243	2,836,449
Expenses		
Employee Related Costs	2,196,441	1,981,511
Depreciation and Amortisation Costs	78,797	72,068
Grants and Donations	-	-
Interest Expense	718	682
Other Expenses	716,319	679,629
Total Expenses	2,992,275	2,733,891
Net Surplus (Deficit) for the Year	30,968	102,558

Donations

	2023	2022
	\$	\$
Donations - general and appeals	47,079	33,463

The Entity relies heavily on the generosity of the community within the Hawke’s Bay Region; both financially and in volunteer time. 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 894 hours (2022: 3,519 hours).

Grants Received

	2023	2022
	\$	\$
Ahuriri Putorino Presbyterian Church	250	250
All Saints Church	-	600
Catholic Charities Foundation	-	15,000
Central Hawkes Bay District Council	-	1,050
Eastern & Central Community Trust	5,000	5,000
Gwen Malden Trust	2,874	-
Frimley Foundation	-	15,000
Harcourts	-	783
Harold Holt 2022	4,700	-
Hastings District Council	5,000	5,000
HB Chamber of Commerce	20,000	-
HB Children’s Holding Trust	18,600	16,000
HBDHB	12,000	-
HB Foundation	31,000	8,000
Kingdom Foundation	14,800	-
Lion Foundation	18,750	10,000
Marewa School Board	-	2,828
Ministry of Education	2,000	140,597
Ministry of Social Development	75,000	20,000
Napier City Council Community Services	7,500	10,000
Napier Family Centre Financial Trust	73,000	28,000
NZ Lotteries	197,000	100,000
Pub Charity	15,725	16,789
Royston Health Trust	17,800	-
St Andrews	-	750
St Columbus	-	500
St Paul’s J Anderson Trust	1,500	1,500
St Paul’s Parish	9,030	4,500
St Vincent De Paul	-	500
Wellington Methodist Charitable and Educational Trust	10,000	-
Willis Legal	2,000	2,000
	543,529	404,647

Government Contract Revenue

	2023	2022
	\$	\$
ACC	103,708	116,768
Health Hawkes Bay	66,233	24,494
Ministry of Education	1,502,174	1,343,407
Ministry of Social Development	475,660	571,898
Napier City Council	2,500	2,500
Work & Income	100,999	116,239
	2,251,274	2,175,305

Ministry of Education Equity Funding

Equity funding of \$165,666 was received during the year (2022: \$131,234). The funds received were utilised for reducing barriers to attendance by sponsoring childcare and learning hours and providing transport; resources to support learning and strengthen partnerships with whānau; training for teachers and educators; providing support for ESOL educators.

These summary Financial Statements have been extracted from the full financial statements and Special Purposes report. The full financial statements were submitted to the Board for approval on the 26th September 2023. And have been prepared in accordance with the Tier 2 Public Benefit Entity International Public Sector Accounting Standards and audited by Oldershaw & Co Ltd. These extracts do not include all disclosures provided in the full financial Statements and cannot be expected to provide a complete understanding as would be expected from the full Financial statements. A full set of the audited financial statements are available for download from the Charities Services website www.register.charities.govt.nz

Ngā mihi maioha



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

A R Percival
Ahuriri Rotary
All Saints Anglican Church
AM Williams
ASB Napier
Beanies 4 Babies
Cambridge Community House
Catholic Charities Foundation
Catholic Parishes of Napier
Christian Lovelink
Clinton Green
Conroy Removals
Cox Partners
Craggy Range
Dilmah
Eastern & Central Community Trust
Ecoefficient
Eileen Potter
EIT Te Pūkenga
Freenergy Solutions
Gabby Allen – Jammies 4 June
Glenns Pharmacy
Grow HR
Gwen Malden Charitable Trust
Harold Holt Charitable Trust
Hastings District Council
Hawke's Bay Chamber of Commerce
Hawke's Bay Children's Holding Trust
Hawke's Bay Disaster Relief Fund
Hawke's Bay Foundation
Hawke's Bay Regional Council
Hone Hato St John

Intercoll
JJ's Crafts
Kapiti Coast Quilters
Kingdom Foundation
Knox Opportunity Shop
Lion Foundation
Lottery Grants Board
Ministry of Education
Ministry of Social Development
Napier Baptist
Napier Business Association
Napier City Council
Napier Family Centre Financial Trust
Napier Girls' High School
Napier Host Lions
Napier Kiwanis Club
New World Greenmeadows
New Zealand Red Cross
Nourished for Nil
Pak n Save Napier
Parnell Rotary
PartsTrader Markets Ltd
Pub Charity
Purkiss Taradale Family Dental
Radio Hawke's Bay
Rotary Club of Ahuriri Sunrise
Rotary Club of Greenmeadows
Rotary Club of Napier
Rotary Club of Taradale
Rotary District 9930
Rotary International Foundation
Royston Health Trust



Russell Family
Snap Fitness
Society of St Vincent De Paul
St Andrew's Women's Fellowship
St Chad's Trust Rotorua
St Columba's Presbyterian Church
St Patrick's Primary School
St Paul's Presbyterian Church
St Paul's J Anderson Trust
Tamatea Women's Institute
Taradale High School
Taradale Intermediate School
Taradale Presbyterian Church
Taumaranui Trunk Radio
Te Whakaritorito Trust

Trinity Methodist Church
V Saywell
Waiapu Cathedral Napier
Waipu Diocese Bay of Plenty
Waitara Pharmacy
Wellington Methodist Charitable and Educational Endowments Trust
Willis Legal
Women's Institute Wharerangi
Woodford House
Whittakers
Individuals who donated goods, baking, time or in-kind support over the year
Private donations through Give A Little and online platforms
The Family Tree Members, Staff and Individual Donations



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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P. 06 843 7280 www.napierfamilycentre.org.nz



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