

Annual Report

2010–2011



Home & Family
Counselling
Talking it through

Personnel

Patron

Rt. Hon Sir Anand Satyanand
GNZM, QSO
Governor-General of New Zealand

President

Len Brown
Mayor of Auckland

Vice Presidents

Bishop Pat Dunn, Bishop Bruce Gilbert,
Rev Barrie MacCuish

Vice Presidents for Life

Marian Owen QSM, Pat Gilbert QSM

Board

Sam Fairhall (Chair), Anne Hargreaves
& Robin Yates (Vice Chair), Ian Jagger
(Treasurer), Michael Perry (Minutes
Secretary) Michael Adams, Eric Allan,
Christine Fenby, Edwina Pio, Carol White

Executive Director

Mary Gray

Counsellors, Mt Eden

Anne Smith (Team Leader), Jaqui
Barrett, Muriel Castelino, John Carney,
Anya Godwin, Sher Gestro, Joanna
Kingsbury (Women's Refuge), Peter
Milne, Lynn Yang,

Counsellors, North Shore & Hibiscus Coast

Shelley Anderson (Manager), Christine
Carpenter, Greg Dunne (both offices);
Anya Godwin, Heather McKay, Stephen
May, Hazel Thompson, Lynn Yang

Contractors – After Hours

Robyn Graham, Yolanda Meima, Roger
Phillipson (Mt Eden), Paul Maloney,
Stefanie Rockwell (North Shore)

Group Facilitators

(New Migrants) Estelle Mendelsohn,
Angelika Chisholm, Muriel Castelino
(Savvy Seniors) Jaqui Barrett
(Youth in Schools) Kerry Aitken, Tina
Jones, Jacki Rowles. Shireen Tresslor,
Heather McKay



Hibiscus Coast Office

Counsellors Christine Carpenter and
Shelley Anderson.

Administration and Development

Penny Doggett (Office Manager), Ash
Arrowsmith (Contract Fundraiser),
Margaret Broadbridge, Holly Bradfield,
Renee Lyons (ME Reception), Josephine
Mallitte, Wendy Barker and Jessie
Montgomery (NS Reception), Petra
Page (Funding Coordinator), Manju
Shelke (Public Relations Coordinator),
Gwenda Reid (Bequests Contractor)

Fundraising Teams

Corporate Charity Golf Day

Peter Cropper, Simon Feasey, Nicki Gee,
Willie Poynter, Gordon Shute, Mike
Taylor

North Shore Fundraising Committee

Janet Drummond, Anne Hargreaves,
Phyl Humphries, Liz Jewell, Ruth
Patterson, Willie Poynter, Margaret
Toon

Women's Annual Golf Tournament

Robin Yates (convenor) Jill Huston,
Karen McNeill, Leonie Rainbow, Sally
Rumbold

Mt Eden Fundraising Committee

Linda Charlebois, Elizabeth Collins, Jo
Connor, Barbara Fava, Kathryn Sinclair,
Gaye Toplis, Christine White

Movies

Ruth Patterson (North Shore), Jan
Hope (Mount Eden)

*Warm thanks to all staff, volunteers and supporters whose
dedicated commitment has helped us build stronger
families and communities.*

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575 Whangaparaoa Road, Stanmore Bay, Hibiscus Coast
Tel 09 424 0035 Email northshore@homeandfamily.org.nz

www.homeandfamily.org.nz

Patron's Message



Rt Hon Sir Anand Satyanand, QSO
Governor-General of New Zealand

“Supporting families through difficulties”

Greetings in the languages of the Realm of New Zealand, in English, Māori, Cook Island Māori, Niuean and Tokelauan: Greetings, Kia Ora, Kia Orana, Fakalofa Lahi Atu and Taloha Ni.

It is with pleasure that I provide this message for Home & Family Counselling's Annual Report.

Over the past year New Zealand has endured hard-hitting and traumatising events, such as the Christchurch and Canterbury earthquakes, which continue to threaten and frighten those who live with the on-going aftershocks, and the Pike River Mine disaster. These situations bring to light the importance of counselling as a vital tool in helping the affected deal with such disasters.

Counselling provided to individuals, couples and families remains at the heart of Home & Family Counselling's work, supporting people through their times of trauma and difficulty.

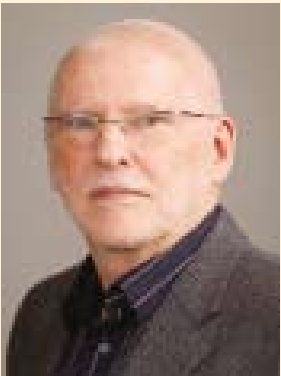
In the past year Home & Family Counselling has also filled gaps in service in two major areas: the vulnerable elderly who have built our present, and the promising and impressionable youth who will make the future. The [Savvy Seniors](#) group supporting those over 60 living alone and lacking family and social support is an important service.

I understand that [The Youth Groups in Schools](#) programme has been extended across the North Shore and central Auckland areas. Adding the new group programme, 'I am, I have, I can' which aims to build life skills for our young people is a wonderful new initiative.

As Governor-General and Patron, I congratulate the organisation on a year of achievements in a difficult time.

No reira, tēnā koutou, tēnā koutou, kia ora, kia kaha, tēnā koutou katoa.

Chair's Report



Sam Fairhall
Chair

“Expansion of our service to the Hibiscus Coast”

Our income is now over \$1 million a year. This is a noteworthy achievement but, to retain the quality of service that makes Home & Family Counselling stand out as it does, we need to constantly seek to increase our income, both to maintain existing services and to spread our work further into the community.

Funding situation and initiatives

Events external to Home and Family Counselling over the last few years have contributed to an increasing uncertainty as to where future funding is to be sourced. We have taken a 'think tank' approach to developing fresh ways of raising money: revitalising proposals for existing fundraising and a list of new ways to create profitable business opportunities. The next step is to assess if any of these new ideas are truly viable.

Expansion in the wider Auckland community

A major achievement has been opening a new office on the Whangaparaoa peninsula. We felt it was important to spread the Home & Family quality of service further afield and so the Hibiscus Coast office was born. Demand there for counselling has been high and continues to grow.

Thanks

We should never forget that Home & Family Counselling benefits enormously from generous donors and from fundraising events organized and run by our volunteers. Without those who give their time, effort and money in this way we would find it very difficult to maintain the level of support we provide to our clients.

Over this past year we have seen tremendous effort on the part of the Board, staff and management. Grateful thanks to Mary Gray, Executive Director and the people who have laboured to keep Home & Family Counselling so successful.

Acknowledgements

Trusts Donations

A H Watson Charitable Trust
ASB Community Trust
Ted & Mollie Carr Alcoholism Trust Fund
Chenery Memorial Trust
COGS Auckland
COGS North Shore
Lois Dalley Charitable Trust
Jack & Marjorie Ferrier Trust
Hostel of Holy Name
Hugh Green Trust
David Levene Foundation
Leys Charitable Trust
NZ Lottery Community
NZ Post

Pub Charity
SkyCity Ak Community Trust
Southern Trust
St Aidan's Afternoon Fellowship
CR Stead Trust
Strathlachlan Fund
Tuakana Trust

Media Supporters

Suburban Newspapers
TV 3
Tots To Teens
The Indian Newslink

Think Tank Participants

Wynnis Armour
Bernadette Soares
Lawson Sue

Corporate Sponsors

Carlton-DFK, auditors
Glaister Ennor, solicitors

Central Government

Ministry of Social Development
– Child, Youth & Family Services
– Community Response Fund



Sponsors

Bequest Brochure Sponsor

P. H Masfen Charitable Trust

Visit to Allan Gibbs Farm and Sculpture Park

Artist Helena Blair
Brick Bay Sculpture Trail
Gordon Harris
KC Loo Fruitcentre
Maxwell & Williams
Mt Eden Village Fish Shop
Ross's Super Meat Store
Russell Toplis
Wentforth Design & Print
Waiwera Water NZ
Wild Wheat Ltd

Corporate Charity Golf Day

Hawkins Construction
Airco Service
Safe
Altar Cafe
Bella Rakha Retreat Centre
Bunnings Warehouse
Colliers International
Dominion Constructors
Eden Foods
Fraser Cars
Fusion Electronics Ltd
Gen-I
Harcourts
Hirepool
HRV Hubbard Foods
Hugh Green Group
Ian Hunt Floorings
Kinetic Recruitment
Liquorland Mt Eden
Maltbys
Muriwai Golf Club
PlaceMakers
Planhorse Systems Ltd
Richard Burton
Signature Homes
Smith & Davies Limited
Tasca Dominion Road
Temperzone Ltd

The Hot Show

The Fletcher Trust Collection and curator Peter Shaw
Adam Design Studio
Arya Day Spa
Capitol Cinemas
Crossroads Winery
Di Button

Eden Park Redevelopment Board
Goodman Fielder NZ
J Lum & Co
Jo Connor
Meadow Mushrooms
Molten Restaurant
Murray Smith
New World Remuera
New Zealand Rugby Players Assn.
Linda Charlebois
Liquorland Mt Eden
The Candyman
The Crossings
The Diamond Shop
The Lost Spring
The Mulberry

Annual Women's Golf Tournament

Accent on Wine
Adorno
Allpress
Aotea Bakery
Art A Face Skin Science
Bayleys Remuera
BNZ
Bardebes Family
Barfoot & Thompson
Beattie Matheson
Box@Home
Brumbys
Richard Buchanan & Co
RL Button & Co
Cable Bay Vineyards
Canopy Group
Cavit & Co
Cellini
Citta Design
Mickey Carolan
Convex Plastics
Lizzie Coote
Cuisine
Dawson's Catering
Delmaine
Dish Magazine
Dovecote
Fairfax Media
Farro Fresh Food
Sandra & George Foote
Forsyth Barr
Fullers
Garden Décor
Glengarry
Steph Gowan
GrandiFlora Flowers
Gubba Products

Pattie Hargrave
Hedgerow
Gill & Graham Hubble
Jack Lum & Co
Jazzprint Corporate
Jonathan Grant Galleries
KBB Music
Kate McLean Home Care
Lejose Fashion House
Leuschke Group
Craig and Lisa Lindberg
Living At Home
Jack Lums
Market Kitchen & Bar
Mary Kelly Kilims
McDonalds
McNeill Family
Microdesk
Ray McVinnie & Associates
Nelson & Simich
New World Remuera
Nicola Keast Design
Obex Medical
Olette Hair Salon
Party Mad
Pascoes the Jewellers
Julie Paul
Perpetual Portfolio Management
Planhorse Systems
Plankwall Merchandising Systems
Pokeno Bacon
Poynter Agencies
David Rishworth
Linda Robert
Rosenfeld Kidson
Rub A Dub Car Wash
Sabato
Glenda Sloane
Andrew South
Jenny Smith
Spatial Beauty
Marie Taylor
The Aromatherapy Co
The Corporate Box
The Golf House
University of Auckland
Wheeler's Bookshop
Zarbo Delicatessen & Cafe

Movie Sponsors

Earth Angel Ltd
Logical Office Ltd
Sabato
Streets Ice Cream

Growing to meet community needs

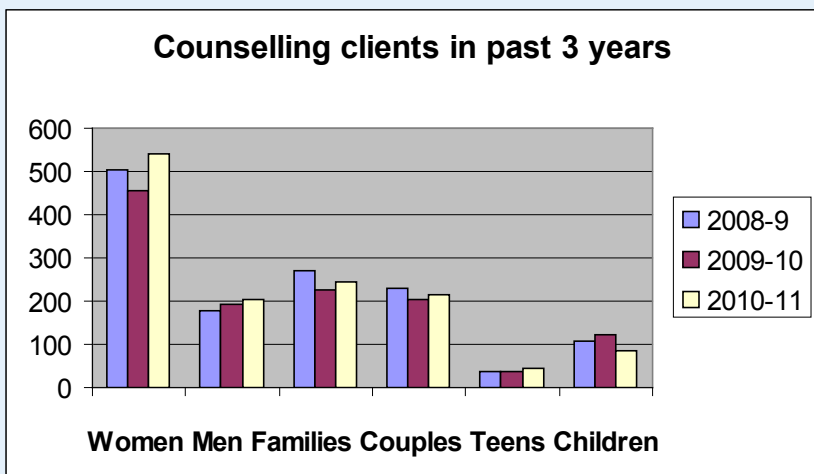


Mary Gray
Executive Director

Continuing high quality service to the Auckland community

Counselling to adults teens and children, couples and families make up our core work. We continue to provide affordable counselling to many who would otherwise miss out on this life-changing support. In the past year our counsellors saw 2000 clients. 40% were women; men and couples made up 16% respectively; 18% were families; with teens and children making up 10% of clients. The graph below shows minor variations between these client groupings each year.

Client ethnicity continues to be varied. While Pakeha and Europeans make up 72% of clients, 11% are Maori, 5.5% Pacific Islanders, 5.5 % Indian, 3% Chinese and 4% are from other Asian or African countries.



Specialised counselling

Contract work for the Family court provides counselling and mediation for couples experiencing marital difficulties and parenting conflicts and for women and children who have experienced family violence.

Our Women's Refuge counselling service delivered on site at the refuge is now in its 22nd year, and this year worked with 21 women.

Nine women attended our New Migrants therapeutic group programme in South Auckland, a new outreach.

Opening our Hibiscus Coast Office

Opening our Hibiscus Coast office in August was a major highlight for the year. Following a community consultation process, we set up the service with two counsellors working one day a week. 20 clients completed counselling this year. Further funding is needed to expand these hours.

“helps to navigate through disability challenges faced in the world”

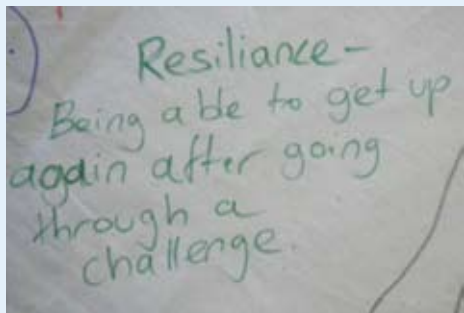
Youth Groups in Schools

Our Ministry of Social Development contract for this programme continues. 35 young people attended the 'Anger without Aggro' programme which supports them to better recognise and manage anger reactions, run in Long Bay College and Northcross Intermediate.

36 young women attended the 'Creating Respectful Relationships' learning about friendship building and respect, as a counter to bullying and cattiness, at Carmel and Long Bay Colleges and Glenfield Intermediate.

Partnership with ASB Community Trust

We have been delighted to be one of only seven organisations to receive three year funding from a special ASB Community Trust Youth Development Programme. This has enabled us to double our youth programme numbers, develop a new programme 'I have, I am, I can' (written by Shelley Anderson, North Shore manager) and extend this work into central Auckland as well as North Shore schools.



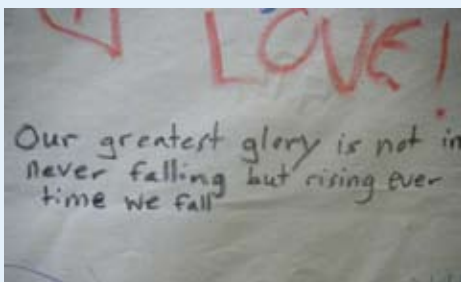
Youth comments on their learning from 'I have, I am, I can' programme

I have, I am, I can'

This new programme aims to give young people:

- Skills to make better choices in their lives
- Greater aspiration and motivation to set and achieve their goals
- Knowledge of what resources they have to achieve them
- Risk reduction

'Creating Respectful Relationships' is also part of this ASB partnership.



Youth expressing themselves at the group programme

Savvy Seniors

Another new initiative is a group for well, isolated older citizens that our counsellor Jaqui Barrett has developed. Jaqui independently piloted this 20 week programme which aims to build friendship groups, with ten people, all of whom were enthusiastic about it. We are seeking funding to continue it.

'It is a fantastic group... I am so glad it is going to continue... I have made great new friends... I don't feel lonely anymore... It has filled a gap in my life.'

Staffing

Our services and staff have grown along with the work. We now have 16 counselling contractors who facilitate our array of group programmes and provide the After Hours services and two contract fundraisers, as well as 20 staff.

Volunteers

An army of 27 volunteers do our mail-outs, update the database and run our fundraising teams. This work raised \$87,000, a significant contribution to this year's budget. The Board and Trust board are other key volunteers that keep our organisation focussed on its goals of growing and responding to the needs of the Auckland community.

Thanks

To all the staff, contractors, volunteers, supporters and sponsors a very warm 'thank you' for all you have contributed to Home & Family Counselling over this year.

Summary Financial Report



Ian Jagger
Treasurer

Statement of Financial Position as at 31 March 2011

| Reserves and Balances Held | 2011 | 2010 |
|--------------------------------|----------------|----------------|
| Property Maintenance Provision | 6,000 | 6,000 |
| General Reserve | 127,430 | 226,728 |
| Total Accumulated Funds | 133,430 | 232,728 |

| Current Assets | 2011 | 2010 |
|--------------------------------------|----------------|----------------|
| Petty Cash | 130 | 130 |
| Cash and Deposits at Bank | 86,413 | 49,268 |
| Sundry Debtors & Accruals | 4,056 | 1,707 |
| Inventory on Hand at Valuation | 500 | 500 |
| GST | (6,499) | 11,132 |
| Advance to Home & Family Trust Board | 90,250 | 120,000 |
| Total Current Assets | 174,850 | 182,737 |

| Current Liabilities | 2011 | 2010 |
|----------------------------------|----------------|----------------|
| Sundry Creditors | 68,801 | 47,226 |
| Unearned Income | 168,710 | 115,113 |
| Total Current Liabilities | 237,511 | 162,339 |

| | 2011 | 2010 |
|-----------------------------|----------------|----------------|
| Property, Plant & Equipment | 196,091 | 212,330 |
| Net Assets | 133,430 | 232,728 |

Statement of Movements in General Funds for the Year Ended 31 March 2011

| | 2011 | 2010 |
|--|----------------|----------------|
| General Funds as at 1 April 2010 | 232,728 | 204,552 |
| Net Surplus/(Deficit) | (99,298) | 28,176 |
| Total Recognised Income and Expenses | (99,298) | 28,176 |
| Closing Balance per General Funds | 133,430 | 232,728 |

Statement of Financial Performance for the Year Ended 31 March 2011

| Income | 2011 | 2010 |
|-----------------------------------|----------------|----------------|
| Client Donations | 215,931 | 211,818 |
| Contract Counselling & Court Work | 62,999 | 65,534 |
| Donations | 161,723 | 201,177 |
| ASB Community Trust | 61,299 | 30,800 |
| Grants (CYF, COGS, NZ Lottery) | 440,861 | 467,720 |
| Sundry Income | 15,955 | 16,729 |
| Total Operating Income | 958,768 | 993,778 |

| Less Expenditure | 2011 | 2010 |
|--|------------------|----------------|
| Audit Fee | 760 | 1,810 |
| ACC Levies | 3,240 | 4,230 |
| Advertising, Printing & Stationery | 19,237 | 9,546 |
| Bequest Programme | 5,456 | – |
| Computer Expenses | 10,029 | 9,514 |
| Depreciation | 19,423 | 12,684 |
| Fundraising | – | 11,638 |
| Counselling Awareness Week | – | – |
| Postage & Sundry Expenses | 43,151 | 41,471 |
| Rates, Insurance and Electricity | 18,628 | 12,077 |
| Rent | 101,899 | 100,000 |
| Repairs & Maintenance | 7,493 | 7,312 |
| Staff Recruitment | – | 901 |
| Telephones | 10,539 | 7,903 |
| Training, Education, Supervision & Library | 23,525 | 34,709 |
| Travel | 1,992 | 2,132 |
| Wages & Salaries | 792,694 | 709,674 |
| Total Expenditure | 1,058,066 | 965,601 |
| Net Operating Surplus/(Deficit) | (99,298) | 28,176 |

Disclosures

This summary financial report:

- has been extracted from the full financial report for the year ended 31 March 2011.
- This financial report is for the year ended 31 March 2011.
- is not as comprehensive as the full financial report.
- Home and Family Counselling Incorporated Mt Eden can supply the full audited financial report, or it can be accessed on their website: www.homeandfamily.org.nz
- The summary financial report was issued concurrently and approved by the Board with the full audited financial report.
- No material events have occurred subsequent to balance date, or the date these financial statements were approved.
- This report was prepared for Home and Family Counselling Incorporated, consisting of the Mt Eden, North Shore and Hibiscus Coast Offices.
- The full financial report for the year ended 31 March 2011 was audited by Carlton-DFK, Auckland. They issued a qualified opinion, because of the limited control over cash donations, in common with other organisations of a similar type.

“felt more hopeful about resolving issues”