

Annual Report

2009 - 2010



Home & Family
Counselling
Talking it through

Personnel

Patron

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

President

Hon John Banks, QSO
Mayor of Auckland

Vice Presidents

Len Brown Mayor of Manukau City,
Bishop Pat Dunn, Bishop Bruce Gilbert,
Doreen Harper, Bob Harvey QSM JP
Mayor of Waitakere City, Rev Barrie
MacCuish, Andrew Williams Mayor of
North Shore City

Vice Presidents for Life

Marian Owen QSM, Pat Gilbert QSM

Board

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

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, Yolanda Meima, Brian Scott-
Hughes, Lynn Yang, Wanny Wu

Counsellors, North Shore

Shelley Anderson (Manager North
Shore), Christine Carpenter, Anya
Godwin, Heather McKay, Stephen May,
Paul Maloney, Stefanie Rockwell, Hazel
Thompson, Lynn Yang

Sunshine Girls Facilitators

Estelle Mendelsohn, Angelika
Chisholm, Muriel Castelino



Becroft Rooms opening

Shelley Anderson, Genevieve, Dale
& Chester Becroft

Administration and Development

Penny Doggett (Office Manager), Ash
Arrowsmith (Contract Fundraiser),
Margaret Broadbridge and Manya
Jaura (ME Reception), Josephine
Mallitte and Jessie Montgomery
(NS Reception), Petra Page (Funding
Coordinator), Manju Shelke (Public
Relations Coordinator), Lindsay
Thompson (NS Reception)

Celebration Reunion Committee

Lorraine Taylor (Chair), Diana Fenwick,
Pat Gilbert, Wendy Jeffrey, Jo Lusk,
Carole Paykel, Christine White

Fundraising Teams

Corporate Charity Golf Day 2009

Bruce Connor, Peter Cropper, Simon Feasey,
Nicki Gee, Tracey Standing, Gordon Shute

North Shore Fundraising Committee

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

Women's Golf Tournament 2009

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

Mt Eden Fundraising Committee

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

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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North Shore 0627
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Email northshore@homeandfamily.org.nz

Patron's Message

Greetings, Kia Ora, Kia Orana, Fakalofa Lahi Atu, Taloha Ni.

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



Hon Sir Anand Satyanand, GNZM, QSO
Governor-General

“Playing a leadership and collaborative role”

By offering affordable and professional counselling, Home and Family Counselling helps those in need enhance their personal wellbeing as well as improving relationships in families, workplaces and other social settings.

The value of Home and Family counsellors has become evident as New Zealand has faced the world economic downturn. I understand the number of clients to have increased and the organisation has responded by extending its After Hours services. The work of its volunteer committees has also been invaluable in organising fundraising events to provide the funds needed to support this demand for counselling services.

The organisation has continued to play a leadership and collaborative role with the wider counselling community in organising the third Counselling Awareness Week. Television, radio and print media all featured stories on how counselling helps people deal with the challenges of modern life.

The support the organisation receives from the wider community is vital to its ongoing work. To that end, a Celebration Reunion was held in March to acknowledge the numerous supporters that help Home and Family Counselling in the work it does.

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

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

Chair's Report



Sam Fairhall
Chair

“We strive to ensure a strong enduring service”

Our community leadership continued with our mounting of a third Counselling Awareness Week. This important event brought together all of the major counselling organisations to promote the benefits of counselling to the community. Opening the Becroft Community rooms on the North Shore provided another community benefit.

Looking to the future

The Board is taking a proactive approach. We continue to seek out opportunities for growth and expansion, backing our belief in the value that high quality professional counselling can offer to strengthen and restore individuals, families and the communities they live in. Our plans include extending services north with a new office to open on the Whangaparaoa peninsula. An exciting partnership with the ASB Community Trust for an expansion of our very successful youth group programmes is in its planning stages.

Financial strategy

Having a sound financial strategy to support expansion of our services is crucial. Greater investment in the fundraising area includes development of an electronic communications strategy partly targeted at reaching a young demographic. If we are to successfully complete our second century of service we need to encourage this younger age group to become supporters and donors. To the same end we are also encouraging bequests and major donations from those equipped to help us in this way.

Thanks

Good governance and sound staffing supported by loyal and hardworking fundraising volunteers are the bedrock of our future development strategies. Warm thanks to the Board, staff and supporters for their sterling work over the past year.

Our future growth in services and funding aim to give us greater financial independence and ensure a strong, enduring service. We are on the path to successfully achieving this.

Acknowledgements

Trusts & Grants

A H Watson Charitable Trust
ASB Community Trust
Becroft Foundation
Ted & Mollie Carr Endowment Fund
COGS North Shore
Chenery Memorial Trust
Good Shepherd Sisters
Lion Foundation
NZ Lottery Community
C R Stead Trust
J R McKenzie Trust
Tuakana Trust
Perry Foundation Ltd
Oxford Sports Trust
Sir Logan Campbell

Lois Dalley Trust
Residuary Estate
Nautilus Foundation
Holzer Trust
Four Winds Foundation
Hugh Green Trust
Remuera Lions Club Trust

Central and Local Government

Child Youth and Family Services
Ministry of Social Development

Corporate Sponsors

Carlton - DFK - Auditors
Herbert Insurance

Mighty IT
New Zealand Post

Media Supporters

Suburban Newspapers
Radio Network
Radio Tarana
TVNZ - ONE
TV3
The Indian Newslink
Tots to Teens Magazine
Triangle TV

Honorary Services

Penney Patel Law
Glaister Ennor
Architectus
Kamal Chaudary

Event Sponsors



ASB Community Trust
Te Kaitiaki Pūtea o Tamaki o Tei Tokerau

An Evening of Elegance

Phoenix Rose
Jerry Clayton BMW
Montana Wines
Ika Lodge
Anya Godwin
Earth Angel
Flowers on Onewa
Harcourts Milford
Jill Huston
Latin Fever
Me Ja Lee
Me Salon
New Zealand King Salmon
Pak'nSave
Poynter Agencies
Rockburn Wines
Super Liquor Glenfield
The Mad Butcher
Robert Tulp
Vanessa Wilson & Hernan
Macedra
Virginia Hewin

Corporate Golf Day

Hawkins Construction
Airco Service
Safe NZ Ltd
Altar Cafe
Brookfield Multiplex
Colliers International
Dean Lonagan Events
Gen-1
Hirepool
House of Travel Milford
HRV
Jeff Skipper
Langham Hotel
Mainzeal Construction
Peter Cropper
PlaceMakers
Premier Bacon
Quest Carlaw Park
Safeworx
Signature Homes
SkyCity
Smith & Davies Limited
Sporting Contacts
Vector Arena
Vodafone

Annual Women's Golf Tournament

Accent on Wine
Allpress
Aotea Bakery
Art A Face Skin Science
Barfoot & Thompson
Bardebes Family
BNZ
Bishop Head Wines
R L Button & Co
Box@Home
Richard Buchanan & Co
Brumby's
Cable Bay Vineyards
Canopy Group Ltd
Cellini
Citta Design
City Golf
Convex Plastics
John Croskery-Intergolf NZ
Cuisine
Delmaine
Dymocks
Fairfax Media
Farro Fresh Food
Forsyth Barr
Sandra & George Foote
Fullers
Golf Warehouse
Good Water Co
Golf Works
Garden Decor
Guardians NZ
Gubba Products
Hedgegrow
Hide & Chic
Jonathan Grant Galleries
Kate McLean Home Care
KBB Music
Lejose Fashion House
Leuschke Group
Jack Lum & Co
Mary Kelly Kilims
McDonalds (Grange Investments)
Karen & Bruce McNeill
Market Kitchen & Bar
Maxwells Golf Retreat
Ray McVinnie & Associates
Peter Mellor

Mint Kitchen
Microdesk
Mitzi Hansen Harcourts
Nelson & Simich
Nest
New World Remuera
NKD Design
Nutritech International
Obex Medical Limited
Olette
Parker & Hedley
Pascoes the Jewellers
Julie Paul
Photo Remuera
Planhorse Systems Ltd
Plankwall Home Storage
Pokeno Bacon
Poppies Remuera
Poynter Agencies Ltd
David Rainbow
Rosenfeld Kidson Ltd
Rub A Dub Car Wash
Sabato
Sarah Priddy Nails
Simply Flowers on Benson
Scanz Technologies
Wendy Staines
Jenny Smith
Richard Taylor
The Aromatherapy Co
The Bay Tree
The Christmas Store
The Golf House
Thorlos
Treesa Greene
Tuberose
University of Auckland
Walker & Hall
NB & DL Young
Zarbo Delicatessen & Cafe

Movie Sponsors

Earth Angel Ltd
Logical Office Ltd
Sabato
Streets Ice Cream
Video Ezy, Birkenhead

The difference we make

Stronger Families and Communities

Over 1800 people have seen our counsellors over the past year - 36% women, 15% men, 18% families, 16% couples, 10% children and 3% teenagers. In all, counsellors held 6500 counselling sessions with these clients.

What difference to these clients' lives did counselling make?

Four times a year and when clients finish their counselling, we ask them to complete an evaluation questionnaire. This asks clients about what has changed and improved for them. Our illustration shows the areas that

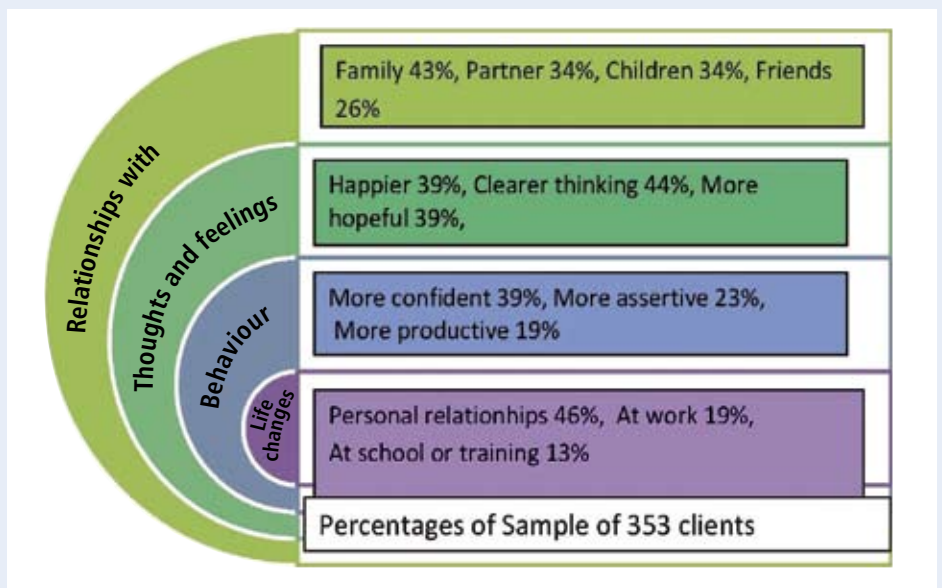


Mary Gray
Executive Director

clients say their lives have changed and improved.

As the figures tell us, as well as happier and more confident people, the benefits that many derive from counselling reaches out to their families, partners, friends and even workmates. Families and communities are strengthened.

Major categories of change selected by clients



Community Education

Our third [Counselling Awareness Week](#) extended our community education initiative further. Highlights included a celebration breakfast attended by 170 people, with guest speaker the Minister of Social Development, Paula Bennett; media articles and features including print, radio and TV; talks to service clubs and a children's competition run through the Auckland libraries.

The [Parenting through Separation](#) programme contract has been

secured for a further two years.

Twelve adults attended these groups, learning how to make good decisions for their children, even though their parents live apart.

Youth group work

Our group and special programme work similarly works to make a difference in people's lives. We believe that when young people are confident, feel positive about themselves and have good social skills they can face the future with a sense of self-efficacy and develop into contributing citizens.

Our **Marvelz Young Persons' programme** for children and young people who have witnessed violence in their homes teaches them alternative ways to express anger and how to bring resolution to feelings resulting from these violent experiences.

How to **build respectful friendships** and countering text bullying and verbal violence is the focus of our groups run in three Intermediate schools with 41 students.

Teaching teenagers to recognise and manage their feelings of anger is the essence of the group **Anger without Aggro** that our counsellors ran at Long Bay College with 26 students in two programmes.

Reaching out to teenage refugee girls through our **Sunshine girls** group therapeutic programme has facilitated their settlement here. As one girl said *'Being a refugee is not easy'*. But the opportunity to *'talk about our problems - cultural conflict, having high career goals not supported by parents, coping with racism and bullying'* was particularly valued by the group of 12 students.

Funders and Supporters

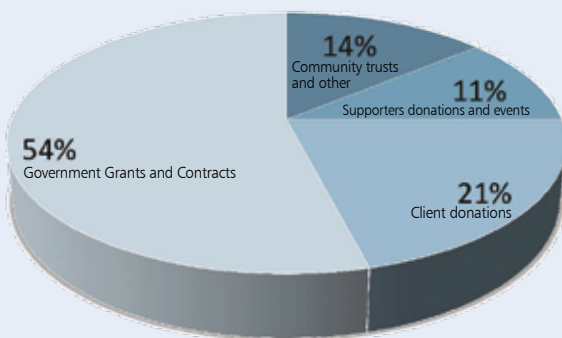
Longer client waiting lists reflected the pressure many people were experiencing from the economic downturn. We were very pleased to be able to extend our After Hours services with extra staffing, thanks to funding received from the new Government Community Response Fund.



Trust funding held up well and very successful fundraising events and private donations counterbalanced some fall-off in client donations. Event fundraising and supporters' donations contributed a valuable 11% to our total funding picture. A big thank you to the volunteer teams and supporters who continue this essential support for our work.

Acknowledgements

Our Mt Eden, North Shore, After Hours teams and other contract counsellors are the heart of Home and Family Counselling. Their skilled work with clients from all works of life provides our reason for being. Grateful thanks to them on behalf of our many clients, for their diligence and commitment. Their work however, relies on many others. Our administration team including reception, accounts, public relations and fundraising are vital elements of the work. Our marvelous fundraising teams, Board and other volunteers are similarly an integral part of Home & Family Counselling and its wonderful work. Thank you so much to all – staff, Board, volunteers and the many sponsors and supporters who contribute to our vibrant organisation and the difference we together make.



“ I feel like I'm getting back the life that I want. ”

Summary Financial Report



Ian Jagger
Treasurer

Statement of Financial Position as at 31 March 2010

Reserves & Balances Held	2010	2009
Property Maintenance Provision	6,000	6,000
General Reserve	226,728	198,552
Total Accumulated Funds	232,728	204,552

Current Assets	2010	2009
Petty Cash	130	130
Cash and Deposits at Bank	49,268	213,080
Sundry Debtors & Accruals	1,707	14,300
Inventory on Hand at Valuation	500	500
GST	11,132	(8,823)
Advance to Home & Family Trust Board	120,000	20,000
Total Current Assets	182,737	239,187

Current Liabilities	2010	2009
Sundry Creditors	47,226	54,456
Unearned Income	115,113	85,702
Total Current Liabilities	162,339	140,158

	2010	2009
Property, Plant & Equipment	212,330	105,523
Net Assets	232,728	204,552

Statement of Movements in General Funds for the Year Ended 31 March 2010

	2010	2009
General Funds as at 1 April 2009	204,552	145,902
Net Surplus/(Deficit)	28,176	58,650
Total Recognised Income and Expenses	28,176	58,650
Closing Balance per General Funds	232,728	204,552

Statement of Financial Performance for the Year Ended 31 March 2010

Income	2010	2009
Client Donations	211,818	225,328
Contract Counselling & Court Work	65,534	55,557
Donations	201,177	201,530
ASB Community Trust	30,800	52,500
Grants (CYF, COGS, NZ Lottery)	467,720	347,488
Sundry Income	16,729	22,360
Total Operating Income	993,778	904,763

Less Expenditure	2010	2009
Audit Fee	1,810	3,500
ACC Levies	4,230	2,639
Advertising, Printing & Stationery	9,546	6,574
Computer Expenses	9,514	3,051
Depreciation	12,684	12,190
Fundraising	11,638	17,395
Counselling Awareness Week	-	7,202
Postage & Sundry Expenses	41,471	29,087
Rates, Insurance and Electricity	12,077	12,851
Rent	100,000	36,879
Repairs & Maintenance	7,312	7,560
Staff Recruitment	901	1,287
Telephones	7,903	10,231
Training, Education, Supervision & Library	34,709	23,026
Travel	2,132	846
Wages & Salaries	709,674	671,795
Total Expenditure	965,601	846,113
Net Operating Surplus/(Deficit)	28,176	58,650

Disclosures

This summary financial report:

- has been extracted from the full financial report for the year ended 31 March 2010.
- This financial report is for the year ended 31 March 2010.
- 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 and North Shore offices.
- The full financial report for the year ended 31 March 2010 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.

“ I lead a more productive life now ”