

Annual Report

2007-2008



Home & Family
Counselling
Talking it through

Patron's Message



Hon Anand Satyanand,
PCNZM, QSO
Governor-General

Greetings, Kia Ora, Kia Orana, Fakalofa Lahi Atu, Taloha Ni. As Governor-General, it has been my pleasure to support Home and Family Counselling as Patron in the past year. The organisation plays a significant role in helping many New Zealand families cope with everyday challenges. Dealing with clients from all cultures requires a great degree of sensitivity and it is indeed encouraging to see Home and Family Counselling responding to a varied need.

I commend the organisation on the extension of their 'after hours' service, providing counselling on the weekend in response to community demand. Promoting the value of counselling - "it's better to talk" - through Counselling Awareness Week was a bold initiative that also reflects Home and Family's ties to its community.

I congratulate Home and Family Counselling on buying its new property on Auckland's North Shore and look forward to my ongoing involvement with the agency.

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

*“Helping many
NZ families
cope”*

Chair's Report



Bruce Connor
Chair

It has truly been a vintage year for Home and Family Counselling with a series of successful fundraising events and initiatives that have improved our primary role of delivering effective counselling to our clients.

In summary then the year has seen:

- The enthusiastic acceptance of our re-branding and public profile across a wider audience.
- The holding of 'Counselling Awareness Week' that is now established as an annual event across a broad spectrum of counselling agencies.
- The provision of after hours counselling during evenings and weekends for working clients.
- Establishing a 'Corporate Golf Tournament' the second of which was recently held.
- The purchase with the support of the Home and Family Trust of permanent accommodation on the North Shore at Northcote, officially opened in February by Mayor Andrew Williams.
- Our budgeted annual expenses now exceeding \$800,000 and the budget for the year again being achieved.

With my retirement from the Chair at the AGM I wish to express my profound thanks for the support and encouragement I have had throughout the past six years from my colleagues on the Executive Committee and from the Executive Director Mary Gray and all her staff. It has been for me a most satisfying and enjoyable association. It is my sincere wish that Home and Family Counselling will continue to expand its role and scope in helping people in need of its services.

*“It has truly
been a vintage
year for Home
and Family
Counselling”*

Services to Clients

Counselling

Our new name and logo - 'Home and Family Counselling - 'talking it through' reinforces the message of what we are here for, to provide counselling and support in return for a donation. People don't have to miss out on valuable help from a counsellor in steering through life's troubles.

We make a point of featuring client stories in our newsletters as a way of bringing to life the difference that counselling makes for all our clients.

The numbers of clients seen has increased over this past year, due particularly to the expansion of our after hours services. 1405 clients completed their work with counsellors, in 6348 interviews, averaging 4-5 sessions each. We continue to see individuals of all ages, couples and families, as the graph shows.

Group Work

For clients, working in groups brings special benefits, as they are able to share others' similar experiences, talk about their own (as much or as little as they choose) and hear of different ways of coping.

Parenting through Separation

Muriel Castelino and Anya Godwin continue to run the Parenting through Separation education programme for parents on how to manage their children as separated parents. Sixteen parents attended programmes this year.

Anger without Aggro

Teenagers learn all about anger including how to recognize and manage their anger in socially acceptable ways. Shelley Anderson and Stephen May ran five programmes in North Shore high schools for a total of 54 boys and girls.

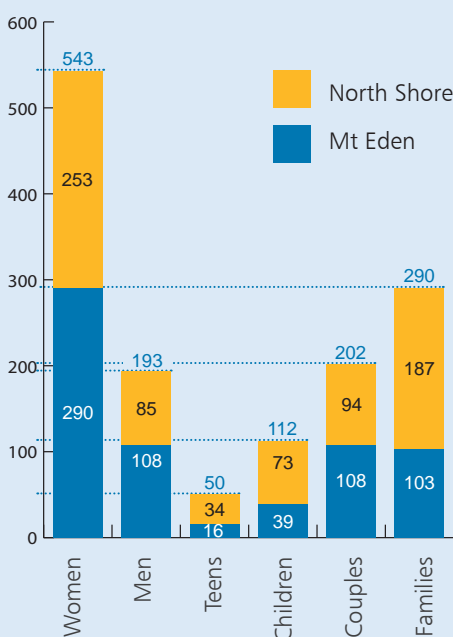
Creating Respectful Relationships

Christine Carpenter and Heather McKay run this programme for Intermediate aged girls, addressing another aspect of violence and bullying in peer relationships. 43 girls attended their four programmes.



Mary Gray
Director

Number of clients



New Start programme for refugee and migrant women was run twice, with eleven women attending this programme.

Feedback

Learning what clients get from any of our services is vital, to ensure that they are happy with the service and to see what difference it makes to them. We ask current clients to complete an evaluation form every three months and at the end of groups. They are asked how helpful counselling has been. 90% of clients found their counselling 'quite' or 'very' helpful.

Comments about what has been helpful for them were wide-ranging:

“getting a new perspective on things; feeling like I have my life back again; learning about my daughter and how to interact with her; learning how to communicate with my partner, listening to his point of view.”

Year Highlights

“Tangible support to cope with painful transitions”

Counselling Awareness Week

Our big new initiative for 2007 was to promote counselling to the wider public through the message 'It's better to talk'. A breakfast launch by the Mayor of Auckland Dick Hubbard, open days at both offices and an extensive media campaign promoted our cause and our services. We received marvellous feedback and felt that we had succeeded in getting our name 'out there'.

After hours services

We had been aware for some time of the popularity of our limited Saturday appointments. The increased inflow of clients from the Counselling Awareness Week publicity was the spur to establish dedicated After Hours teams at both offices. 21 more client appointments a week are now available at Mt Eden on Saturdays and one evening and six on a Saturday morning on the North Shore. Yolanda Meima, Jon Wady and Victoria Degerman (since replaced by Sher Gestro) are our Mt Eden team. Stefanie Rockwell and Bea Phillips are our North Shore team. Clients are still keen to access these appointment times.

A Permanent Home on the Shore

The North Shore team has been working since 2003 and so when we heard about a possible permanent base in Northcote that might suit them we were quick to look it over. Satisfied that it would provide a great permanent home for the team we enlisted the support of the Home & Family Trust Board which has purchased the building for us.

The official opening in February went well, with North Shore Mayor Andrew Williams officiating. The new permanent premises at 2a Seaview Ave, Northcote have given the team a boost and feeling of security as well as excellent facilities. Clients too are enjoying the new venue and location.

A huge unused basement has potential for development and the ASB Trust has recently promised a donation of \$25,500 towards the full cost of \$50,000 to convert the area to a meeting room and counselling room.

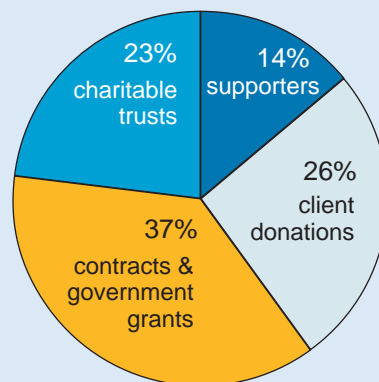
Our plans are to rent out these facilities to the community, providing additional revenue, until such times as our service needs them for our own use.

Fundraising

The lifeblood that keeps us going is the financial support that we receive from a wide range of sources as shown in the chart below. As our services have expanded we have needed to draw on greater sources of funding. Contributions from Charitable Trusts have helped considerably as have the donations from our many individual supporters.

We have been delighted to receive the benefit of several very successful fundraising events. The Council Chambers cocktail party hosted by Mayoress Diana Hubbard, our ever-popular Ladies Golf day at Onewhero, movies at the Bridgeway, Northcote and Village Newmarket, our first ever Corporate Golf day and a wonderful 'Italian Affair' cocktail party at Rosie Hortons'. A huge 'thank you' to all the organizers, sponsors and supporters.

Income sources



Thanks to Bruce and Executive Committee

Finally we owe a tremendous debt of thanks to Bruce Connor. Bruce has been a tireless chair over the past six years. He has kept us all on track, supported us through a period of considerable growth and renewal and been a wonderful leader. He leaves very big shoes to fill. Thanks too to the Executive Committee which has contributed their talents over the year, providing the strategic vision and direction for us.

Summary Financial Report



Ian Jagger
Treasurer

Statement of Financial Position as at 31 March 2008

Reserves & Balances Held	2008	2007
Property Maintenance Provision	6,000	6,000
General Reserve	139,902	159,822
Total Accumulated Funds	145,902	165,822

Current Assets	2008	2007
Petty Cash	130	130
Bank Accounts	21,634	61,388
Sundry Debtors & Accruals	7,906	8,922
Inventory on Hand at Valuation	500	500
GST	2,636	842
Advance to Home & Family Trust	-	-
Marac Finance	143,961	71,498
Total Current Assets	176,767	143,280

Current Liabilities	2008	2007
Sundry Creditors	61,510	50,889
Unearned Income	82,410	30,630
Total Current Liabilities	143,920	81,519

	2008	2007
Property, Plant & Equipment	113,055	104,061
Net Assets	145,902	165,822

Statement of Movements in General Funds for the Year Ended 31 March 2008

	2008	2007
General Funds as at 1 April 2007	165,822	138,289
Net Surplus/(Deficit)	(19,920)	27,533
Total Recognised Revenues and Expenses	(19,920)	27,533
Closing Balance per General Funds	\$145,902	\$165,822

Statement of Financial Performance for the Year Ended 31 March 2008

Income	2008	2007
Client Donations	207,628	179,043
Contract Counselling & Court Work	55,262	192,774
Donations	222,010	128,414
ASB Trust	58,167	33,354
Grants (CYF, COGS, NZ Lottery)	226,920	145,211
Sundry Income	20,589	14,869
Total Operating Income	790,576	693,665

Less Expenditure	2008	2007
Audit Fee	2,000	-
ACC Levies	2,677	2,378
Advertising, Printing & Stationery	2,920	3,803
Computer Expenses	3,448	3,659
Depreciation	12,414	14,390
Fundraising	35,977	10,125
Loss on sale of fixed assets	664	-
Postage & Sundry Expenses	41,995	21,255
Rates, Insurance and Electricity	10,289	9,094
Rent	37,551	35,152
Repairs & Maintenance	7,326	4,799
Staff Recruitment	1,940	2,010
Telephones	14,885	9,145
Training, Education, Supervision & Library	30,894	17,711
Travel	1,239	1,175
Wages & Salaries	604,277	531,436
Total Expenditure	810,496	666,132
Net Operating Surplus/(Deficit)	(19,920)	27,533

Disclosures

This summary financial report:

- has been extracted from the full financial report for the year ended 31 March 2008.
- This financial report is for the year ended 31 March 2008.
- 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 Executive Committee 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 2008 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.

“Seeing things from another perspective”

Acknowledgements

Trusts & Grants

A H Watson Charitable Trust
ASB Community Trust
ARA Lodge No 348 I.C. Charitable Trust
Auckland City Council
Auckland Community Fund
Becroft Foundation
Caleb Trust
Carr Endowment Fund
Catholic Caring Foundation
COGS Auckland
COGS North Shore
Good Shepherd Sisters
Hostel of the Holy Name
Lion Foundation
Lois Dalley Charitable Trust
Lottery Community

Pacific Sports Community Trust
Pelorus Trust
Perry Foundation Ltd
Scottwood Trust
SkyCity Community Trust
Sir Logan Campbell Residuary Estate
Southern Trust

Central and Local Government

Auckland City
Child Youth and Family

Corporate Sponsors

Columbus Cafe
Gordon Harris
Mighty IT
New Zealand Post

Service Clubs

Eden Epsom Lions Club
Newmarket Rotary Club

Media Supporters

Central Leader
National Radio
Radio Tarana
The Aucklander
The Indian Newslink
Tots to Teens Magazine
Triangle TV
WTV

Honorary Services

Carlton-DFK - Auditors
Penney Patel Law
Glaister Ennor
Marsh - Insurance Brokers

Event Sponsors



child, youth
and family



ASB Community Trust
Te Kaitiaki Takekōwhiri o Tamaki o Tai Tokerau
supported by ASB

An Italian Affair

Adam Design Studio
Brick Bay Sculpture Park
Campbell Dunoon
Carlton DFK
Caro Wines
Coopers Creek
Dawsons Catering
Delmaine Fine Foods
KC Loo Fruitcentre
Kwik-n-Ezy Awnings
Lion Nathan
Louise Gray Skin Care
Manju Shelke
Meadow Mushrooms
Molemap NZ
New World Remuera
O'Sarracino
Penny Kember Collection
Quest Matakana
Rosie & Michael Horton
Simon Yock
The Diamond Shop
Wild Poppies

Corporate Golf

Airco Service
Hawkins Construction

Council Chambers Champagne Party

Adam Design Studio
Anya Godwin
Gaye Toplis
Jo Connor
Jo & John Lusk
Jo Smith
Mayoress Diana Hubbard

New World Remuera
Nirvana Hair & Beauty
La Barrique
Giltrap Prestige
Golf Today
Mary Gray
Pak'n Save
Pernod Ricard
Richard Hanna
Southbank Estate
Sumich Estate Agents
The Edgewater Palms
The Quadrant Hotel
Waitangi Golf Club
Zenford Lodge

Counselling Awareness Week

Eden Epsom Lions Club
PlaceMakers

Ladies Golf Day

A Positive Massage
Barfoot & Thompson,
Mt Eden
Bayleys Remuera
Brittain Wynyard & Co
Brumbies Bakery, Remuera
Carey Pearce
Century 21
Charlies
City Golf
Coach Cam
Ellerslie Golf Warehouse
Flowers on Halsey
Gee Gees Restaurant
Geoff Brown & Associates
Golf Works

Gordon & Gotch
Harry White
Holdsworth Thos & Sons
House of Décor
J L Button
Jo Seagar
Kaye Maxwell Golf
Academy
KBB Music
K & P Familton
Leuschke Group Ltd
Liz Corby
Lush
Lynley Belton
Mary Kelly Kilims
Mathias Health
Maxwell & Williams
Peta Mathias
Phil Stokes Paint & Panel
Phillipa Cunningham
Pokeno Bacon Company
Poynter Agencies
Richard Buchanan & Co
Ross's Super Meats
St Andrews Church, Epsom
Simply Flowers on Benson
Stevens
Tabletops
The Beach House
The Copy Shop Ltd
The Fine Wine Delivery Co
The Timber Source
Tokoroa Realty
Tony House
Triangle Recruitment
Zarbo Delicatessen & Cafe

Personnel

Patron

Hon. Anand Satyanand
PCNZM, QSO
Governor-General of New Zealand

President

Hon John Banks, QSO
Mayor of Auckland

Vice Presidents

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

Vice Presidents for Life

Marian Owen QSM, Pat Gilberd QSM

Executive Committee

Bruce Connor (Chair), Anne Hargreaves (Vice Chair), Ian Jagger (Treasurer), Michael Perry (Minutes Secretary) Michael Adams, Eric Allan, Barbara Glenie, Carol White, Robin Yates

Director

Mary Gray

Counsellors, Mt Eden

Anne Smith (Team Leader), Jaqui Barrett, Muriel Castelino, Victoria Degerman, Sher Gestro, Jude Gilroy, Jenny Hsu, Vic Jones, Joanna Kingsbury (Women's Refuge), Yolanda Meima, Brian Scott-Hughes, Jon Wady, Lynn Yang

Counsellors, North Shore

Shelley Anderson (Manager North Shore), Christine Carpenter, Heather McKay, Stephen May, Mary Milroy, Bea Phillips, Stefanie Rockwell

New Start Facilitators

Estelle Mendelsohn, Angelika Chisholm, Muriel Castelino



Staff: Petra Page, Brian Scott-Hughes, Vic Jones, Shelley Anderson, Stefanie Rockwell

Administration and Development

Penny Doggett (Office Administrator), Ash Arrowsmith (Contract Fundraiser), Georgina Arrowsmith (ME Reception), Colleen Bercich (ME Reception), Jan Hope (ME Reception), Josephine Mallitte (NS Reception) Petra Page (Funding Coordinator), Manju Shelke (Public Relations Coordinator), Lindsay Thompson (NS Reception)



Fundraisers: Anne Hargreaves, Janet Drummond, Margaret Toon, Jo Lusk

Fundraising Teams

Council Chambers and 'An Italian Affair' Cocktail Parties

Jo Connor, Rosie Brown, Linda Charlebois, Elizabeth Collins, Anne Hargreaves, Jo Lusk, Barbara Richards, Diana Shaw, Kathryn Sinclair, Gaye Toplis, Sue Williams, Rosie Wright

Ladies Golf

Mary Kelly (convenor), Catherine Baloghy, Linda Stevens

Corporate Golf

Chris Hunter, Gordon Shute

Movies

Eileen Bandcroft, Christine Carpenter (NS), Jan Hope (ME)

Warm thanks to all staff, volunteers and supporters whose dedicated commitment has supported the provision of high quality professional services to our clients.

344 Mt Eden Road,
Mt Eden, Auckland 1024
Tel 09 630 8961 **Fax** 09 630 8487
Eml info@homeandfamily.org.nz

2A Seaview Avenue, Northcote,
North Shore 0627
Tel 09 419 9853 **Fax** 09 419 9862
Eml northshore@homeandfamily.org.nz