



ANNUAL REPORT | 2021-22

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ABOUT US

Anglican Family Care is a social services agency that has served the people of Dunedin and Otago since 1970. Our main office is based in Dunedin, with other branches in Balclutha, Oamaru, Alexandra and Wanaka.

Our main focus is *tamariki* (children), *rangatahi* (young people) and their *whānau* (family) but we also provide services that support individuals in need.

Our services are for all people regardless of beliefs because we respect the values and beliefs of the Anglican Church, especially “to respond to human needs by loving service”.

Our Vision

Strong, connected and thriving *whānau* and *tamariki*.

Our Mission

Working together with Otago *whānau* to make change that inspires hope for a better future.

Board of Trustees

Ruth Zeinert (Chairperson)
Diana Hudson (Deputy Chairperson)
Sian Adamson (2012 – 2022)
Bishop Steven Benford
Amanda Burke
Elisabeth Cunningham (Bishop’s Delegate)
Kyle Forde (2015 – 2022)
Jim Hawker
Bruce McCormick
Annabelle Cullinane (Intern Director).

OUR VALUES



Whanaukataka

Our core values encompass all aspects of whānau. We promote and generate respect for each other, and for those with whom we work.



Kotahitaka

We endeavour to enhance our work by building lasting relationships on a strong foundation.



Manaakitaka

We honour our responsibility to be respectful, supportive and honest in our communications.



Mahi Tahī

We work together to create an environment in which diversity is acknowledged and nurtured.



Whakahirahira

We strive for the very best at all times with all people and seek to be professional in all situations.



Awhinatāka

We recognise that when we support others we are at all times acting for the whole agency and for all people.



OUR SERVICES

Community Connector Service (CCS)

A navigation service to individuals and whānau negatively impacted by the COVID-19 pandemic.

Counselling and Play Therapy

Therapeutic services to help tamariki and parents deal with trauma, loss, attachment, abuse, or grief.

Family Centred Service (FCS)

Holistic social work support to reduce the risk of family harm re-occurring in whānau.

Family Start (FS)

Provides support, advocacy and information about health and safety to parents of pēpi and rangatahi.

Home-based Family Support (HBFS)

Provides support, advocacy and advice for parents/caregivers of tamariki (up to 18 years). We also deliver one-on-one parenting courses and, in Dunedin, respite care.

Oceans

A grief and loss programme supporting tamariki and parents who need tools to deal with grief due to change and loss in their lives.

Restorative Justice (RJ)

A response to crime that aims to hold offenders accountable and to help restore the harm to victims and to help restore the mana of victims from harm done.

Social Workers in Schools (SWiS)

Supporting tamariki at the following Dunedin schools: Brockville, Bathgate Park, Carisbrook, Concord, and Pine Hill.

Strengthening Families (SF)

A facilitated process to support whānau when they are working with multiple agencies and government services.

OUR PEOPLE



Staff Celebrations

Congratulations to Katie Baumler, Carolyn Greer and Jan Wharehinga-Holden as they celebrate ten years with Anglican Family Care.

Congratulations to Marlene Underwood – Family Start Team Leader in Dunedin, who celebrates fifteen years of service.

In October 2021, we were able to join a staff team from across Otago to commemorate 50 years of service to our community. Staff dressed in 1970's fashion as seen in this photo.





WE ARE GRATEFUL TO ALL OUR LOYAL VOLUNTEERS AND THEIR WILLINGNESS TO DEDICATE THEIR TIME TO SUPPORT OUR WORK; AND OUR BOARD OF TRUSTEES WHO PROVIDE STRONG GOVERNANCE AND SUPPORT OUR STRATEGIC GOALS.

anglican family care
manaaki whānau

FamilyCare.org.nz

CHAIRPERSON'S REPORT

It is my pleasure to present the fiftieth Annual Report of the Anglican Family Care Centre Incorporated for 2021/2022.

The financial year ended 30 June 2022 recorded a net surplus of \$69,882, a very pleasing outcome that follows on from a similar modest surplus recorded last year. Total revenue was up 8% on last year at just over \$3.8m, driven predominately by increases to government contract funding and some additional short-term contract lines related primarily to COVID-19. Total expenses increased in line with additional revenue and employee costs, making up 79% of total expenses, represent the majority of our expenditure.

Income received for the year from fundraising, donations, grants, and other income totalled \$370,483 (2021: \$359,726). As always, we are very grateful for the

generous contributions received from our donors. This year, significant grants have been received from the Anglican Diocese of Dunedin, Catalytic Foundation, Central Lakes Trust, Dunedin City Council, Friends of Relationship Services, Lion Foundation, New Zealand Lottery Grants Board, Otago Community Trust and Trinity Foundation.

This year we reluctantly received the resignation of two long-standing board members, Sian Adamson and Kyle Forde. Sian was part of our governance team for almost 10 years and was particularly valued for her expertise in marketing and fundraising and her ever-positive presence. Over his seven-year term, Kyle's contribution to the information and communications technology space was significant, as was his drive to strengthen the relationship between the social and health sectors. We wish them both the very best.

Happily, we have since welcomed a new trustee, Amanda Burke. Amanda has been the Director of Development at St Hilda's since 2018 and is looking forward to strengthening our relationship with the



school. She joins Bishop Steven Benford (represented by Elizabeth Cunningham), Jim Hawker, Diana Hudson, Bruce McCormick and Annabelle Cullinane, our intern director, on the board. I wish to thank all of our skilled trustees for their commitment this year, especially as we continue to deal with the effects of COVID-19.

2021 marked the 50th anniversary of Anglican Family Care. While we still look forward to properly celebrating that milestone when a certain global pandemic finally allows us to, we have enjoyed starting to turn our attention

to what we must focus on to ensure that our kaupapa remains relevant for the next 50 years. Vital to that is ensuring we are true partners to te Tiriti and that the service we provide is culturally safe and culturally responsive. This work is an ongoing and increasing focus of our strategic plan.

Kā mihi nui to our senior management team of General Manager Mike Williams, Practice Manager Jane Hutton and Fundraising, Marketing and Communications Manager Donna Davidson for your leadership.

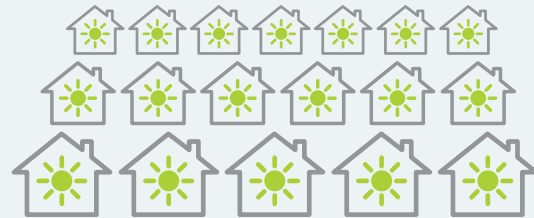
Last but certainly not least, we are incredibly grateful to our kaimahi. The last two years have been particularly challenging, and they have continued to give their all to our community. We are a privileged board to be able to support their mahi.

I move the adoption of the Chairperson's 2021/22 Report of the Anglican Family Care Centre Incorporated.

RUTH ZEINERT



AFC HAVE SUPPORTED APPROXIMATELY **2,662**
OTAGO TAMARIKI OVER THE LAST 12 MONTHS



WE MADE **3,063** HOME VISITS ACROSS
THE AGENCY OVER THE LAST YEAR

GENERAL MANAGER'S REPORT

E ngā hau e whā, tēnā koutou katoa.

It is my pleasure to present the General Manager's report for the 2021-22 year.

I sincerely wish I could write a report without mentioning COVID-19, but alas it has featured strongly in almost everything we have done over the past year. After what felt like an extended dress rehearsal, the Otago region experienced first-hand the impact of the virus with our first reported cases since the initial outbreak of March/April 2020. This interrupted our work and caused us to reconsider several planned events and hui.

We regretfully had to postpone our scheduled 50th celebration due to the understandably restrictive environment, but we're looking forward to revisiting this in the near future.

I am extremely proud of how our kaimahi have adapted to working in this different environment. Learning to adjust to the

virus being in our midst has been difficult, but a combination of robust protocols and a commitment to finding safe ways to negotiate the challenges have stood us in good stead to date. However, the impact on whānau we support cannot be overstated. The virus has affected many, and there is also now an escalating cost of living to contend with. An extremely challenging time for many in our community, and it appears there is little respite in the immediate future.

"He pai te tirohanga ki ngā mahara mō ngā rā pahemo engari ka puta te māramatanga i runga i te titiro whakamua"

It's fine to have recollections of the past, but wisdom comes from being able to prepare opportunities for the future.

2022 is a year for renewed strategy at Anglican Family Care. As the board works through this process, there are clear areas of priority to progress for the agency. We must continue the work on bicultural competency, started last year with excellent facilitation from Desiree Mahy and Vanessa Oatley. Our hui wānanga at Arai te Uru marae and the subsequent report from Desiree and Vanessa have given us clear indication of what is required. We are extremely fortunate to have had the considered support of kaumātua Mere and Robert (Monty) Montgomery throughout our journey to date.

The AFC Board has also heard the thoughts of our people through a recent facilitated feedback forum – some very positive feedback and constructive ideas on how we can continue to improve. Recruitment and retention are key focus areas, so having the voice of kaimahi was essential. Sustainability will also feature, and we look forward to revisiting work postponed due to the pandemic.

*“Kaua e rangiruatia te hāpai o te hoe;
e kore tō tātou waka e ū ki uta”*

Do not lift the paddle out of unison or our canoe will never reach the shore.

We have continued to work together with others with a shared goal – the wellbeing of tamariki and whānau in the communities we serve. Our relationship with Oranga Tamariki is critically important as they continue to review their priorities under the leadership of Chappie Te Kani. We have been engaging collaboratively with them and other colleagues from the community to establish a way of working together through times of change. The continuum of care our collective agencies provide is fundamental to the wellbeing of so many pēpi,

tamariki, rangatahi, and whānau. We look forward to continuing this crucial work throughout the coming year.

Our connection with the Anglican Diocese of Dunedin remains strong, and as always, I am grateful for the ongoing support of Bishop Steven Benford and his team. I have enjoyed getting to know the Dean of St Paul’s Cathedral, the Very Rev. Dr Tony Curtis, and look forward to building a productive relationship as we seek ways of working together.

*“Mā mua ka kite a muri, mā muri
ka ora a mua”*

Those who lead give sight to those who follow, those who follow give life to those who lead.

Our Board of Trustees, chaired by Ruth Zeinert, continues to provide thoughtful oversight to the agency from a governance perspective. They are prepared to ask the challenging questions, so important at what feels like a pivotal time in the community sector. I am also hugely appreciative of the continued hard work of my management colleagues, Jane Hutton and Donna Davidson.

The need in our community shows no signs of waning. The pressures

of the last two years have added to the complexity for many already dealing with complex social and wellbeing issues. The work that our kaimahi undertake across the rohe is critical in supporting whānau to build a sense of hope and an ability to see a brighter future for themselves and their tamariki. As always, I am grateful for the extremely professional, solution-focused, and empathetic way our people go about their work and for their willingness to embrace the many challenges that we have encountered over the year.

Finally, to all who continue to tautoko the agency and the work we do – funders, donors, supporters alike – a sincere and humble thank you. Every generous contribution or act of support helps us progress in our work and reaffirms a collective connectedness to our vision of strong, connected, and thriving whānau and tamariki.

Mauri ora



MIKE WILLIAMS

PRACTICE MANAGER'S REPORT

Tēnā koutou

I am proud to report that the kaimahi at AFC have worked hard to provide safe, quality, transformative services for our clients over the last year. The 2021-2022 year has not been without its challenges as we moved into our third year of managing the impacts of COVID-19. Not only have our kaimahi had to contend with reduced home visits or face-to-face meetings and constant rescheduling with clients due to illness, but they have had to negotiate the constant flux and uncertainty over events across their work and personal lives – necessitating the skills of resilience and persistence to keep our whānau engaged in the change process.

We have had some amazing success stories with whānau and have witnessed positive change across all services. Parents have learned new ways of relating to their tamariki, embracing and adapting to new

approaches to learning to help regulate their tamariki's behaviour. Safety plans have been written and followed, and tamariki have enjoyed respite care, returning home to safer and stable home environments.

We also share stories of hope, the small successes of whānau experiencing assistance from responsive professionals who do not judge them. Our kaimahi hold aspirations for a safer, less stressed, happier whānau as they feel overwhelmed by a range of life challenges and struggles - poverty, illness, mental health issues, marginalisation, violence, addictions or past trauma. We walk alongside whānau, supporting them to gain or maintain stability, preventing them from slipping into even worse circumstances.

We are constantly looking at ways to improve our services for our clients and place a high value on recruiting qualified, skilled staff who have access to professional development opportunities. In Ōtepoti, we are fortunate to be partners in the Integrated Practice Accelerator programme. This is a collaborative workforce development initiative designed to enhance and support students on placement or for new kaimahi as they enter the workforce. Kaimahi receive quality mentoring in a variety of settings and move from discipline-



focussed knowledge to practice-focused knowledge and gain their confidence in working in a connected, multidisciplinary way. A key insight kaimahi learn from this programme is the importance of breaking down disciplinary and organisational silos.

Across Otago, the Anglican Family Care Leadership Team continues to actively engage with community stakeholders, collaborating to improve our pēpi, tamariki, rangatahi and whānau's journey to safety and wellbeing.

We are working with community partners to transition the Clutha, Waitaki and Central Lakes Queenstown Family Violence Interagency Response System (FVIARS) meetings to a Whāngaia Ngā Pa Hārakeke type of model. This means we are taking an integrated approach to community-led family violence prevention through better coordinated, comprehensive and more sustained responses to family violence. This will ensure the Otago family violence workforce is well supported

to respond well to anyone who needs help and support – victims/survivors, whānau and perpetrators.

The Restorative Justice Service continues to provide transformative change, with offenders taking responsibility for their offending and victims able to move on with their lives.

We have embarked on a Cultural Wayfaring journey exploring what it truly means to provide a bi-culturally safe and responsive service. This addresses our obligations to Section 7AA of the Oranga Tamariki Act and will sustain our work in improving outcomes for mana/tangata whenua. Practically this is demonstrated by Anglican Family Care consistently acknowledging the place of Māori whānau, hapū, and iwi as Tangata Whenua in Aotearoa/New Zealand and the relevance of te Tiriti o Waitangi/ the Treaty of Waitangi. We are upskilling all our employees of the implications of te Tiriti o Waitangi and of te reo me ngā tikanga Māori within our services.

We are on a journey to establish our own tikanga. It's a journey that we are firmly committed to.

Throughout the year, we have supported clients through some of the most challenging times in their lives, working at a pace that suits their needs and aspirations while strengthening their capacity to address and manage change. We believe we are an integral part of the social service community in Otago making a positive difference to lives of pēpi, tamariki, rangitahi and whānau.

Nāku iti noa, nā



JANE HUTTON

YEAR HIGHLIGHTS

North Otago

The last twelve months have seen another iteration of the team learning to adapt and change their practice at short notice to navigate through the global pandemic. When home visiting wasn't an option, activity packs were provided for tamariki affected by COVID-19 and connections were maintained through phone or video calls. The team adopted a 'can-do' attitude, seeking opportunities rather than barriers. Despite increasing societal challenges, whānau with complex needs continue to be supported, ensuring the best outcomes. Collaboration with other local agencies has meant the needs of whānau are met the best we can. The local community continues to provide valuable support through gift-in-kind donations, including baking, hand-knitted blankets, baby clothes, grocery vouchers and hampers, plug protectors, and free swimming lessons. The Storytime Foundation supports our mahi by providing free books to babies on the Family Start programme, which supports strengthening attachments between parent and child and the development of early literacy skills.

Further work has been underway in the collaborative review of North Otago Family Violence Interagency Response System (FVIARS) table that we attend weekly. Family Works Presbyterian Support,

Mid-South Island Women's Refuge and Anglican Family Care are establishing a Whāngaia Ngā Pā Harakake like structure to address family harm in the Waitaki region. This will strengthen the North Otago family harm response.

The team in North Otago feels privileged to support whānau and to assist them on their parenting journeys. They find it rewarding to observe whānau making positive changes in their lives and showing greater resilience in challenging times.

Oceans Grief and Loss

The Oceans Grief and Loss Programme continues to support tamariki and whānau in North Otago. Due to the lockdowns resulting from COVID-19, we have not been able to run as many groups as normal this past year but have still had 17 tamariki and five adults attending the programme. While the lockdowns have been challenging, the downtime has allowed us to make adjustments to the programme so that it is now more accessible to a wider group of participants. While the loss of someone special due to death or separation is still a big part of what participants need help with, grief can be caused by many different situations we face in life, so the programme is now able to address these better.



FAMILY START

- 45 WHĀNAU ENGAGED IN FAMILY START

OCEANS GRIEF AND LOSS

- 17 TAMARIKI SUPPORTED
- 5 ADULTS SUPPORTED

YEAR HIGHLIGHTS

Schools continue to ask for Oceans groups to be run during school time, and this is now our preferred option, as it makes it easier for tamariki to attend, as many have after-school commitments or challenges with transport. We recently advertised in the local paper for people with 'a heart to help' to volunteer as facilitators to help meet the growing need for this programme.

At the end of each course, we ask both tamariki and caregivers for their feedback so we can continue developing our material, so it is as effective as possible for those who attend. When asked what they liked about coming to Oceans, tamariki told us: "We got to do fun stuff"; "I love it because it was fun", and "Everything."

When asked what they would tell others about Oceans, tamariki said: "It's about feelings and anger"; "It is very fun, and it helps if you lost a person in your life."

OUR OCEANS GRIEF AND LOSS PROGRAMME DELIVERED IN NORTH OTAGO IS ONLY MADE POSSIBLE THROUGH A TEAM OF DEDICATED VOLUNTEERS AND FINANCIAL SUPPORT FROM INDIVIDUAL GIVING AND COMMUNITY GRANTS, ENSURING THE DELIVERY OF THIS HIGHLY REGARDED PROGRAMME. OVER THE LAST YEAR, A DEDICATED TEAM OF VOLUNTEERS CONTRIBUTED A MINIMUM OF **171 HOURS TO LEAD AND CO-FACILITATE WORKSHOPS OVER THE PAST YEAR.**





- **77 WHĀNAU ACCESSED SUPPORT THROUGH OUR FAMILY START AND HOME-BASED SERVICES.**
- **89% OF THOSE WHO COMPLETED THEIR HOME-BASED FAMILY SUPPORT IN CENTRAL OTAGO HAD THEIR NEEDS MET, WITH 100% OF QUEENSTOWN LAKES CLIENTS WHO RESPONDED FEELING THEY HAD THEIR NEEDS MET.**

Central Otago/Queenstown Lakes

The Central Otago/Queenstown Lakes team delivers across a wide geographic area, home visiting areas including Queenstown, Roxburgh, Ranfurly, Wanaka and Hawea. Whānau are becoming more widespread rurally as they move in search of work and cheaper housing, which in turn has led to increased isolation from whānau, support, and services. Referrals have been steady.

This past year staff have trained in Circle of Security, giving us a framework within which to guide parents' understanding of how their own attachments can influence the relationship with their tamariki. Parents have been motivated to learn more and practise new skills that aim to strengthen their interpersonal relationships.

We have continued to develop and consolidate our relationships with our partners in the education setting. Participating in interagency school meetings has improved referral pathways for schools and early childhood education (ECE) centres and meant that professionals worked closer together around whānau. One of our regular liaison meetings has led to us developing a social work service for Roxburgh Area School. One day per week tamariki and rangatahi can receive on-site support and guidance from a social worker, and teachers and parents are also able to access advice.

This past year we have been fortunate to receive funding to enable us to source counselling for whānau. This combination of social work and therapeutic intervention is effective in creating long-term change for our parents and, in turn, strong healthy relationships with their tamariki.

We are fortunate to live in generous communities and are extremely grateful for the donations we receive and the funding we can access for our clients.

South Otago

We have been proud to support the government's COVID-19 response through the Community Connector service. The service has provided reassurance as it supported the welfare needs of individuals and whānau in South Otago who were either self-isolating or had someone in their household who had tested positive for COVID-19 and were ineligible for assistance from the Ministry of Social Development.

Over the last year, some people were impacted by social isolation, and others presented with complex needs or a combination of factors, adding further stress and anxiety. Through an initial assessment, the Community Connector organised and prioritised food and medical supplies, including rapid antigen test kits (RATs), hand sanitiser, and other essential assistance for people, including heating and rent payments, so they were able to isolate themselves at home safely. The service has helped to reduce anxiety, enabling people to recover at home and reassess their own situation while minimising the impact of COVID-19 in the community.

The Community Connector service has advocated for employers to access the COVID-19 payment scheme for their workers and has connected people to other services to help meet their needs. We have built a solid network of support around this service and wish to acknowledge the support of

other community groups, including The Salvation Army, Clutha Development, Pacific Trust Otago, Clutha Budget Advice, WellSouth, Ministry of Social Development, Work and Income, Clutha Health First and Milton Food Bank. We also appreciated the sharing of RATs by Tokomairiro Waiora Incorporated and Te Kaika, in addition to Ministry of Education packs for pre-schoolers.

Social workers regularly engaged with whānau during the lockdown and self-isolations, which for some, was the only external connection they received.

We continue to partner with Tokomairiro Waiora Incorporated to transition the FVIARS table to a Whāngaia Ngā Pa Hārakeke like model. Each organisation is providing a kaimahi to facilitate this work. There is future work required to ensure the core infrastructure is sound, and we upskill kaimahi who sit at the meeting in risk assessment, tasking and training in the Family Safety System database.

Workforce capability work has started with Anglican Family Care facilitating specialist Practitioner-Victim Insight Family Harm training for many South Otago kaimahi.

- 
- **176** WHĀNAU ENGAGED WITH OUR SERVICES IN SOUTH OTAGO.
 - **95** PEOPLE WERE SUPPORTED BY THE COMMUNITY CONNECTOR SERVICE.
 - **18** INTERVENTIONS WERE MADE THROUGH OUR SOUTH OTAGO COUNSELLING SERVICE.
 - **100%** OF RESPONDENTS HAD THEIR NEEDS MET IN HOME-BASED FAMILY SUPPORT.
 - **100%** OF THOSE WHO GAVE FEEDBACK WERE SATISFIED WITH THE FAMILY-CENTRED SERVICE AND HAD IMPROVED AWARENESS OF HOW TO KEEP SAFE.

- ACROSS THE AGENCY, **86%** OF OUR FAMILY START CLIENTS ARE LIVING IN A SMOKE-FREE HOME,
- **73%** ARE FULLY IMMUNISED...
- IN DUNEDIN, WE SUPPORT **150** WHĀNAU.

Family Start Dunedin

Three new staff members have brought new and fresh perspectives and added richness to the depth of our Family Start Team.

Family Start kaimahi continue to provide new and innovative ways of engaging with whānau in the absence of home visiting. This has shown the resilience and resourcefulness of both kaimahi and whānau.

Working collaboratively with other social services, as well as health and education providers, continues to be a key aspect of the kaimahi role. Collaboration supports whānau understanding of what is available to them as well as bridging gaps for wider participation with other necessary services.

We have seen the benefit of individualised professional development with kaimahi participating in a wide and varied range of training opportunities that support the mahi they do.

This year has seen a significant shift in the interactive component of our service, previously delivered from the online parenting resource and saw the launch of Tākai. Tākai is a village of whānau supporters who work together to wrap around whānau, communities and our littlest tamariki under five years old. Through rauemi, hononga, ako and pūtea for community initiatives, we work towards our shared vision of kia matua rautia – a thriving village raising children together. What has not changed for kaimahi is the delivery of evidence-based child development information and resources to help from pregnancy through to 5 years, weaving in the best parenting resources from our partners across Aotearoa.

Home-Based Family Support Dunedin

Social workers in our service walk alongside parents and caregivers to support their parenting goals, using either a goal-based approach and offering an in-home one-on-one parenting course including, Circle of Security (CoS) or Triple P. Whānau we work with are often dealing with a high level of complexity and multiple stressors, which can have a significant impact on every whānau member. Supporting a parent with their parenting involves supporting them with other stressors as well, and this requires a trusting relationship where whānau strengths and self-determination are valued.

Demand for our Home-based Family Support (HBFS) service is consistently high and as such, there is an active waiting list for the service. Engagement with clients has continued to be more flexible with the ongoing impact of COVID-19, both in terms of the timeframe we are involved and the ways our team engages, e.g., video calls and phone appointments, in addition to the usual home visiting. The team works in collaboration with other services to meet the needs of whānau and tamariki, for example, Strengthening Families, Case Consults, Professionals Meetings, and referring to other services.

The profile of the CoS parenting programme has risen, and we receive referrals specifically requesting this as part of our intervention with whānau. The entire team has now completed CoS training which has significantly increased our capacity in this area. CoS has been very well received by those participating, and feedback has been positive from other whānau members. This attachment-based parenting programme enhances relationships and understanding within whānau, which additionally supports progress on other goals.



YEAR HIGHLIGHTS

Recruiting caregivers is an ongoing activity and several caregivers have been working their way through the approval process. We are using kinship care as another option of support where appropriate. This is where someone within the whānau network undertakes the caregiver approval process to provide respite care support. We have also supported Oranga Tamariki by providing short-term care placements for clients.

Team members have undertaken professional development, including trauma-informed practice and family harm. We value the opportunity to increase our knowledge to better understand the needs of whānau we work with and to respond appropriately. We have been fortunate to have a stable team of staff in the last year.

DURING THE COVID-19 RESPONSE PERIOD, WE SUPPORTED WHĀNAU WITH 189 HOURS OF VIDEO-CONFERENCING AND THERE WAS A 49% INCREASE IN CLIENT CONTACT TIME BY PHONE, VIDEO AND TEXTING IN OUR HOME-BASED FAMILY SUPPORT SERVICE COMPARED TO THE PREVIOUS FINANCIAL YEAR.

IN DUNEDIN, WE SUPPORTED 147 WHĀNAU AND 97% FELT THEY HAD THEIR NEEDS MET.

- **WE SUPPORTED 361 TAMARIKI IN DUNEDIN**

Social Workers in Schools

Like many other services, it has been an interesting and challenging year for Social Workers in Schools (SWiS) who continue to adapt and respond to the needs of tamariki in their schools during the evolving pandemic. While schools have largely remained open, they have been heavily disrupted by absences and adaptations required to respond to COVID-19 and winter illnesses. While these factors have been challenging, the team has continued to deliver services to students safely and practically. SWiS continue to find that working in small groups and classrooms (sometimes even school-wide) is an effective way to achieve this. Horse Sense, the equine-based therapy programme, continues to provide personal development activities at the Riding for the Disabled arena and we explore opportunities to adopt other animal-assisted therapies when possible.

OTHER PROGRAMMES DELIVERED OVER THE LAST YEAR INCLUDE:

The SWiS at Bathgate Park School partnered with Our Food Network to help maintain and motivate tamariki interest in the school garden. This project became a particular highlight for students at the school, especially when things can be uncertain and change week to week. The garden has been a safe and welcoming space for students of all ages and abilities. There is always something to do; whether it's planting,

harvesting, hunting for potatoes, or just digging in the dirt looking for worms. The students have learned valuable life skills and experienced positive interactions with adults and their peers. Each week two groups of senior students were selected to help cook some of the harvested produce, which was then shared around the classrooms. Keeping the Cooking Club running is a highlight for many tamariki each week, and sharing kai was made possible by following tight food safety and hygiene guidelines. Life skill programmes such as these continue to be a very valuable way to engage with students across the school.

At Carisbrook School, SWiS facilitated several newly developed programmes with small groups of tamariki. One example is an adventure-based programme developed for Year 8 students in which tamariki explored different areas of Dunedin. This programme focused on raising self-esteem, communication skills, teamwork, healthy relationships, and overall wellbeing and resilience by using outdoor experiences away from the classroom (with some indoor options if the weather is unsuitable). The students were involved in the planning of the trip, and this helped them to think critically about risks and how to manage them. The popularity and positive impacts of this programme have grown significantly, extending to other year groups. Another successful programme has been the development of Lego groups with senior students. These groups have been a fun and positive way to engage with students while incorporating learning about communication and friendship skills.



- **OUR SOCIAL WORKERS IN SCHOOLS PROVIDED PROGRAMMES TO 219 TAMARIKI IN 5 SCHOOLS.**
- **100% WHO GAVE FEEDBACK WERE SATISFIED WITH THE SERVICE.**



Therapeutic Services – Dunedin

COUNSELLING

Our Dunedin-based counselling service continues to provide short-term individual counselling to parents and caregivers. Counselling supports them in building resilience, strengthening their parenting relationships with their tamariki, and enhancing their wellbeing.

Our counsellor has completed the CoS parenting programme training and has delivered this to clients who want to focus on their attachment relationships with their tamariki. This has provided another option for how clients engage with the service.

“Counselling has helped me; I have learned so much about myself and my reactions. With my counsellor’s guidance, I was able to talk through my feelings; I’m now able to manage conflicts and start enjoying the relationship with my daughter again. Counselling isn’t a weakness and there’s no shame in talking to a professional.”

PLAY THERAPY

Our Play Therapy service has responded to the challenges of the past year by adapting our service delivery in response to the needs of our clients. When face-to-face appointments were not possible due to COVID-19-related issues, our Play Therapist has continued to connect with whānau remotely using CoS to support the parent-tamariki relationship, with positive results. This has allowed whānau to manage difficult dynamics, such as anxiety, displacement from school and work and financial pressure that have emerged as a result of the pandemic. This has supported parents and caregivers in focusing on the emotional needs of their tamariki. The focus of the work is relational and has three aspects: work with tamariki, parent/caregiver work, and the parent/tamariki relationship. It is our belief that all three aspects need to be supported for sustained positive change.



- WE UNDERTOOK **264** COUNSELLING OR PLAY THERAPY SESSIONS FOR CHILDREN OR PARENTS/CAREGIVERS.
- **100%** OF THOSE WHO COMPLETED THE INTERVENTION WITH THE SERVICES HAD THEIR NEEDS MET OR IMPROVED WELLBEING.



Restorative Justice Otago

Restorative Justice Otago is funded by the Ministry of Justice to provide restorative justice services to the Dunedin and Alexandra courts. This community-based justice programme offers victims of a crime an opportunity to participate in a process to address the harm done. All referrals are received through the courts or the Police Diversion Scheme. Participation in a restorative justice meeting is voluntary for the victim and the offender. Both parties are invited to meet together with trained facilitators to discuss what happened and what can realistically be done by the offender to put things right for the victims.

Our Restorative Justice Facilitators are a very passionate, skilled, and experienced team who achieves great outcomes for victims and the community. We are currently training a new facilitator and actively recruiting facilitators to attend training later in the year.

Our numbers of referrals have decreased this year, and this can be attributed to fewer arrests in the community as well as the introduction of Te Pae Oranga Iwi Community Panel (New Zealand Police in collaboration with iwi). Despite the decrease in referrals, we have seen a rise in extremely complex cases.

During the past six months, we have seen the effects of COVID-19 on the community in the Otago region. Despite staff, facilitators and our clients testing positive during various times, we have continued to hold conferences in unusual circumstances, including via audio-visual-link, in person, wearing masks and socially distancing. The facilitation team has worked incredibly hard to be flexible and ensure clients were not disadvantaged during this period.

AFC has been fortunate enough to be offered a further five-year contract with the Ministry of Justice and this will enable us to make plans for the future while striving to continue to provide a service to our community, the Courts and Police.

- **OUR RESTORATIVE JUSTICE TEAM ASSESSED 389 REFERRALS AND CONDUCTED 286 MEETINGS DIRECTLY SUPPORTING VICTIMS OF CRIME.**

Client Survey Results

Client satisfaction is very important to us and we regularly monitor client perception of how supported they feel and how their progress towards their goals is going.

- "My worker was very knowledgeable, patient, and supportive. She listened to our stories, examples, and tangents, and took the time to understand our family context. She always had something insightful to share and could expertly relate things back to the Circle of Security programme."
- "Very supportive and caring. The extra financial help that was available took a lot of stress off and was so helpful."
- "Professional and understanding, also very knowledgeable and helpful."
- "Helped relieve issues around difficult communication with the ex as we have been at times unable to communicate effectively."
- "Have found my social worker helpful, lots of new ideas and helped with WINZ etc stuff I'm not too good at on my own. Has been easy to talk with."
- "I highly recommend the counselling/play therapy service."
- "Help was there when I needed it."

Clients complete an anonymous survey via Microsoft Forms when they exit our service, and this is what some of our clients said...

- "Family Start was amazing, couldn't have asked for a better support worker! Knowing there was support out there for young single mums like me."
- "You don't get judged. If I didn't have Family Start I wouldn't be where I am in life now. My Family Start worker supported everything I did and told me when I was doing bad things as well. It's very sad to not have her anymore but I feel it's time I can do this on my own."
- "Awesome. Super support and understanding without being undermining or judgmental."
- "I wasn't made to feel like a bad parent instead I was offered great suggestions to try and we saw some good positives."
- "Great suggestions and advice and a listening ear when needed. Great additional support network. Keep up the great work."

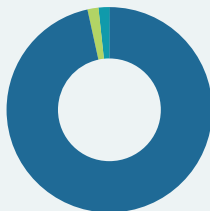
How would you describe your overall experience of working with Anglican Family Care?

● Very Good – 100% Good – 0% Not Good – 0%



Did you feel like you were listened to and that your situation was understood?

● Yes – 94% ● Sometimes – 3% ● No answer – 3%



Would you recommend this service to others?

● Yes – 100% No – 0%



We helped more than
2,662
Otago tamariki and their whānau.



We made **3,063** home visits.



And spent over
189
hours connecting via
video-conferencing.



Social Workers in Schools provided programmes to over
219
tamariki across 5 schools in Dunedin.
100%
were satisfied with the service.



IN THE LAST
12
MONTHS

We undertook
264
counselling or play
therapy sessions
for parents
or children.

100%
reported a
significant change
in their circumstances.



1,155
people across the
agency were
supported by
Home-based
Family support
service.

1,201
people received
support through
Family Start programme.



Our Restorative Justice
team received
389
referrals and conducted
286
meetings directly
supporting
victims of crime.

THANKS TO OUR WONDERFUL COMMUNITY

Working together with Otago whānau to make change that inspires hope for a better future is our mission at Anglican Family Care.

The generosity of our community over the last 12 months through individual giving, grants, fundraisers, and gift-in-kind donations, has made it possible to achieve our goals and meet the needs of our clients.

The uncertainty of the pandemic meant the postponement of our 50th Anniversary Celebration Dinner in October; a special thank you to our sponsors, Dunedin Kia, FINDEX Dunedin, Mediaworks Foundation and The I.T. Team and Selwyn College for their support and patience, as we worked through the logistics of moving the event forward to 2022.

We are extremely grateful for our relationships with Anglican sisterhood networks, who continue to support us, including The Anglican Diocese of Dunedin, St Hilda's Collegiate School, St Paul's Cathedral and other Christian denominations, it is sincerely valued.

Our heartfelt gratitude to all who have supported us over the last year, including dedicated volunteers, referrers, individual supporters, businesses, churches and community funders, your support has ensured we can continue delivering life-changing services to vulnerable whānau and tamariki across Otago.



DONNA DAVIDSON
FUNDRAISING, MARKETING &
COMMUNICATIONS MANAGER



SARAH THORNTON
FUNDRAISING, MARKETING
& COMMUNICATIONS
ADMINISTRATOR

HOW YOU HELPED US ACHIEVE OUR GOALS!

GRANTS

\$230,533

DONATIONS

\$84,682

GIFT IN KIND

EDUCATIONAL AND
PRACTICAL RESOURCES

Thank You To Our Supporters

- Ace Shacklock Charitable Trust
- Altrusa Club Taieri
- Anglican Diocese of Dunedin
- AWWA
- Catalytic Foundation
- Central Lakes Trust
- Dunedin Casino Charitable Trust
- Dunedin City Council
- Dunedin Kia
- Findex Dunedin
- Friends of Relationship Services
- Leslie Groves Hospital
- Lion Foundation
- New Zealand Lottery Grants Board
- Otago Community Trust
- Ray White Realty
- Rotary Club of Dunedin
- Selwyn College
- St Andrew Street Church of Christ
- St Hilda's Collegiate School
- St Mark's, Balclutha
- St Paul's Cathedral
- St Peter's, Caversham
- The I.T Team
- The Molly Fulton Family Trust
- The Religious Society of Friends
- Tindall Foundation
- Trinity Foundation

HERE IS A SNAPSHOT OF OUR YEAR



Family Start worker Cathy and Fundraising, Marketing and Communication Manager Donna with representatives of Altrusa Taieri who kindly donated wooden toys to be used as resources in our Family Start programme.



Rowena from Inner Wheel gifting Whānau Worker Kate some lovely warm winter pyjamas for the tamariki of South Otago.



Social worker Hannah loading car, taking food to clients after Kimberley's grocery grab.



A selection of period products donated by St Hilda's Collegiate School.

HERE IS A SNAPSHOT OF OUR YEAR



FMC Manager Donna with Four Square Port Chalmers owner Aaron Challis and Ray White Real Estate Agent Kimberley Rosenbrock after grocery grab in December.



Within several of our programmes we focus on improving literacy within whānau as well utilising reading to develop a love of learning for tamariki. A koha from our neighbours Aukaha was used to purchase a variety of pukapuka which will include Te Reo, and somewhere tamariki Māori see themselves reflected within the story.

kaupapa	foundation, platform, topic, proposal, principle, for a specific event	mahi	work
te Tiriti o Waitangi	Treaty of Waitangi	kaimahi	person who does the work, worker
kā mihi nui	greeting, gratitude, many thanks, ...	rauemi	resources to help do something
hui wānanga	conference (thinking deeply, not just talking)	hononga	relationship, connection
pēpi	baby	ako	to learn, study, (akonga – the learner)
tamaiti, tamariki	child, children	pūtea	bag, budget, financial resource
rangatahi	young people	Mauri ora	life principle, one's passion (mauri disappears when you die)
whanau, whānau	a family, many families	mana	authority, respected (person)**
kaumātua	elder(s)	iwi	tribal group, people
tautoko	to offer support, help someone, advocate	hapū	pregnant, a group of close relatives, extended family
Tangata whenua*	people of the land, local iwi,	whāngaia ngā pā harakeke	feed the flax plantation which cares for the community
te reo me ngā tikanga māori	the language and customs of Māori		
tikanga	right code of conduct for a specific event		

*Compare with mātāwaka—iwi from other places
 *taiuiwi—non-Māori

**mana—there are many types of mana: mana whenua, mana wāhine, nama tāngata, mana moana, ... Everyone has their own mana, a dignity which belongs to them and is not to be interfered with.
 Abuse degrades the mana of another.

INGOINGS AND OUTGOINGS

1 July 2021 to 30 June 2022

INCOME

Total contract funding \$ 3,384,937

Non-contract income

Donations \$84,682

Grant income \$230,533

Interest received \$71,925

Misc income \$10,971

Total non-contract income \$398,111

Parent body grants

Anglican Diocese of Dunedin \$44,297

Total parent body grants \$44,297

Total income \$3,827,345

OPERATING EXPENSES

Administration, interest and professional fees \$242,709

ICT \$100,982

Occupancy \$206,116

Specific department expenses \$99,571

Staff related costs \$2,954,561

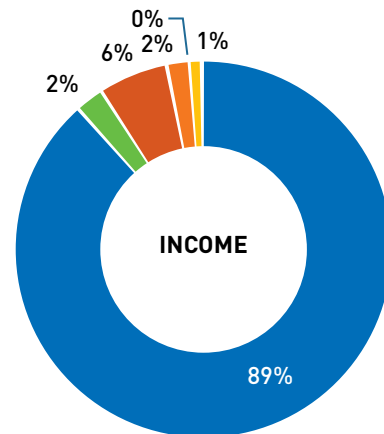
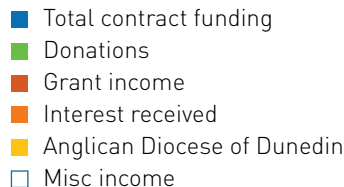
Vehicles and transport \$76,127

Toko Waiora partnership \$4,980

Depreciation \$72,417

Total expenses \$3757,463

Surplus/(Deficit) \$69,882



NOTES TO THE SUMMARY FINANCIAL STATEMENTS

For the year ended 30 June 2022

These are the summary financial statements of Anglican Family Care Centre (the “Trust”) for the year ended 30 June 2022.

The specific disclosures included in these summary financial statements have been extracted from the full annual financial statements dated 31 August 2022.

The full annual financial statements were approved for issue by the Trustees on 31 August 2022 and have been prepared in accordance with Tier 2 Not-For-Profit Public Benefit Entity (PBE) Financial Reporting Standards as issued by the New Zealand External Reporting Board (XRB). They comply with New Zealand Equivalents to International Public Sector Accounting Standards Reduced Disclosure Regime (NZ IPSAS with RDR) and other applicable Financial Reporting Standards as appropriate to Public Benefit Entities. A modified audit opinion has been received

on the full financial statements for the year ended 30 June 2022. The modification is a qualification that is common with other entities of a similar nature, where control over donations, fundraising and other similar revenue prior to being banked is limited. A copy of the full Trust financial statements for the year ended 30 June 2022 may be obtained by contacting the Trust on (03) 4770801.

This summary financial report cannot be expected to provide as complete an understanding as provided by the full financial statements of the Trust. This summary financial report has been examined by our auditor for consistency with the full financial statements. An unqualified audit opinion has been received. These summary financial statements were approved for issue by the Trustees on 31 August 2022.

Basis of preparation

Anglican Family Care Centre is a public benefit entity and was incorporated as a Charitable Trust in accordance with the provisions of the Charitable Trusts Act 1957. These are the summary financial statements of Anglican Family Care Centre and they comply with PBE FRS 43: Summary Financial Statements. The presentation currency is New Zealand dollars, rounded to the nearest thousand dollars. The full financial statements upon which these Summary Financial Statements are based, have been prepared to comply with the Accounting Standards Framework for Public Benefit Entities and the Financial Reporting Act 2013.

Specific accounting policies

All specific accounting policies have been applied on the same basis as those used in the full financial statements of the Trust.

SUMMARY FINANCIAL STATEMENTS

SUMMARY STATEMENT OF COMPREHENSIVE REVENUE AND EXPENSE

For the year ended 30 June 2022	2022 (\$000's)	2021 (\$000's)
Revenue	3,827	3,527
Expenditure	3,757	3,507
Surplus	70	20
Other gains	0	17
Total comprehensive revenue and expenses	70	37

SUMMARY STATEMENT OF CHANGES IN TRUST FUNDS

For the year ended 30 June 2022	2022 (\$000's)	2021 (\$000's)
Total trust funds at the beginning of year	1,303	1,266
Plus total comprehensive revenue and expenses for the year	70	37
Total trust funds at the end of the year	1,373	1,303

SUMMARY STATEMENT OF FINANCIAL POSITION

As at 30 June 2022	2022 (\$000's)	2021 (\$000's)
Assets		
Cash and cash equivalents	301	132
Other current assets	563	1,246
Total current assets	864	1,378
Other investments		
Property, plant and equipment	179	211
Other non-current assets	978	549
Total non-current assets	1,157	760
Total assets	2,021	2,138

	2022 (\$000's)	2021 (\$000's)
Liabilities		
Trade and other payables	648	835
Total current liabilities	648	835
Total liabilities	648	835
Net assets	1,373	1,303

Approved on behalf of the Trustees:



Chairperson:
Date: 31 August 2022



Trustee:
Date: 31 August 2022

SUMMARY STATEMENT OF CASH FLOWS

For the year ended 30 June 2022	2022 (\$000's)	2021 (\$000's)
Net cash from operating activities	123	247
Net cash from/to investing activities	46	(453)
Net (decrease)/increase in cash and cash equivalents	169	(206)
Cash and cash equivalents at beginning of year	132	338
Cash and cash equivalents at end of year	301	132



Report of the Independent Auditor on the Summary Financial Statements

to the Trustees of Anglican Family Care Centre Incorporated

Our Opinion

The summary financial statements, which comprise the summary statement of financial position as at 30 June 2022, the summary statement of comprehensive revenue and expense, summary statement of changes in trust funds and summary statement of cash flows for the year then ended, and related notes, are derived from the audited financial statements of Anglican Family Care Centre Incorporated for the year ended 30 June 2022. In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial statements, on the basis described in the notes to the summary financial statements.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required for the full financial statements. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements and the auditor's report thereon.

The Audited Financial Statements and Our Report Thereon

We expressed a modified audit opinion on the audited financial statements in our report dated 31 August 2022.

A handwritten signature in blue ink that reads 'Audit Professionals'.

Chartered Accountants
31 August 2022

Trustees' Responsibilities for the Summary Financial Statements

The Trustees are responsible for the preparation and presentation of the summary financial statements in accordance with PBE FRS-43: Summary Financial Statements.

Auditors' Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with the audited financial statements based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810 (Revised), *Engagements to Report on Summary Financial Statements*.

Other than in our capacity as auditor we have no relationship with, or interest in, Anglican Family Care Centre Incorporated.

Restriction on Distribution or Use

This report is made solely to the Trustees as a body. Our audit work has been undertaken so that we might state to them those matters which we are required to state to them in an audit report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Trustees, as a body, for this report, or for the opinions we have formed.

Dunedin

