

anglican care | waiapu

Fulfilled Lives, Connected Communities

Annual Report

2020–2021



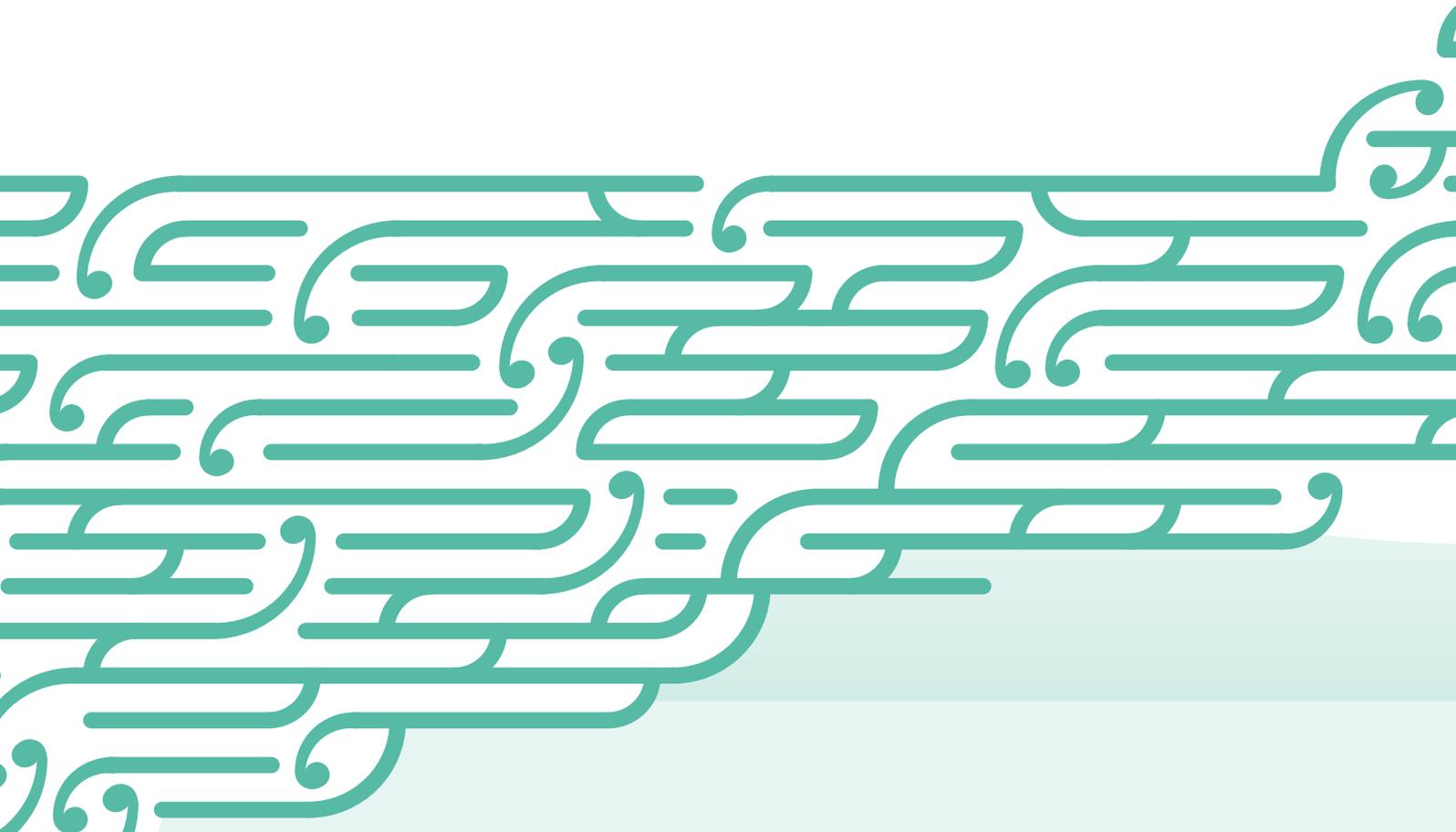
What drives us

Our Values

- > Vitality
- > Integrity
- > Compassion
- > Respect

Our Vision

Fulfilled Lives,
Connected Communities

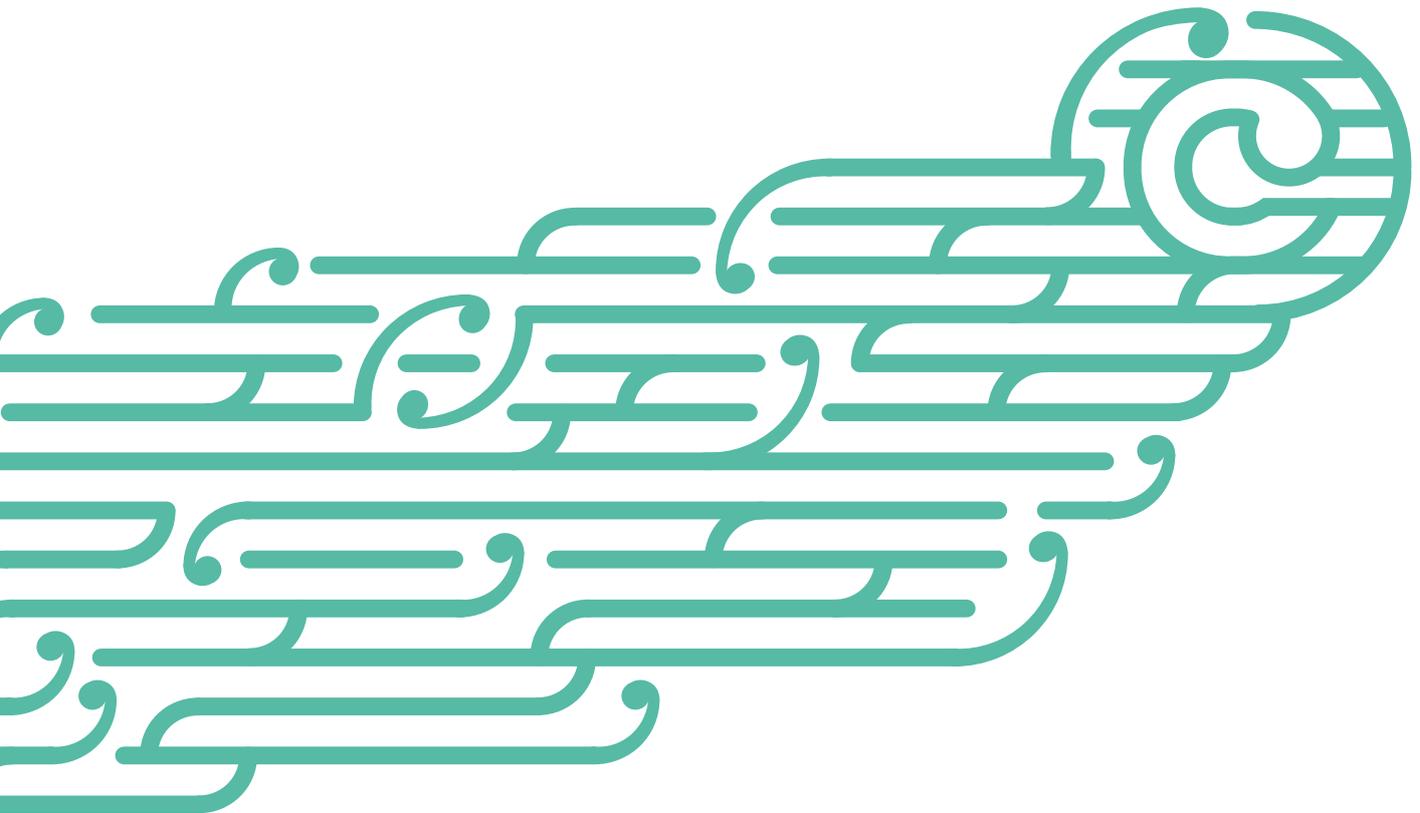


Our Mission Statement

‘Living the gospel
through loving service’

Our Purpose

‘Anglican Care Waiapu is
the social service arm of the
Anglican Diocese of Waiapu,
partnering with our parishes
and communities to nurture
lasting transformation’





Finding new ways to learn about colour and movement at Waiapu Kids.

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Strategic Progress 2021

2019

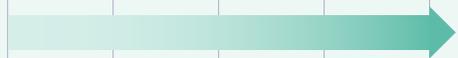


A WHARE BUILT ON SAND

% COMPLETED

0 10 20 30 40 50

1. Little organisational knowledge of community development.



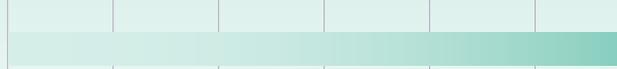
2. Little or no point of difference – unclear what our core business is.



3. Operating deficit and over-reliance on investment income.



4. Low paid staff that receive little training but who are passionate about our clients.



5. Inconsistent data collection and poor understanding and articulation of impact.



6. Outdated and inefficient systems and processes.



7. Few meaningful partnerships.



8. Rundown assets with no maintenance plans (buildings, vehicles, IT).



9. Interventions based on “what we have always done”.



10. Patchy relationships and little practical partnership with parishes.



11. Fragmented services that largely operate independently.



12. Low brand awareness and low brand relevance.



2024

A WHARE BUILT ON ROCK

60	70	80	90	100	Growing organisational expertise around community development that is beginning to be demonstrated in our work.
→					Social service agency with a strong purpose delivering high quality early childhood education, after school/holiday programmes, family services, Growing Through Grief, and services for the isolated elderly. Becoming known for its community development approach via hubs and wraparound services for ECE
→	→				Sustainable financial foundation with diversified funding sources.
→					Highly skilled, well-trained staff who are passionate about making a difference in the lives of our clients and are committed to continuous improvement.
					Robust data collection, analysis, and evaluation enables us to measure and articulate impact.
→					Strong systems, processes, and policies, including IT.
					Strong partnerships that complement and enhance our services.
→					Fit for purpose, well managed assets (buildings, vehicles, IT).
					Evidence-based interventions that respond to client needs.
→	→				Strong ACW-parish relationships that help facilitate loving service at parish level.
→					Unified organisation where good practices are shared and efficiencies are realised.
					A well-known and trusted organisation.



The Right Reverend Andrew Hedge
Bishop of Waiapu

Foreword

The past year will be remembered globally for the introduction of COVID-19 and the disruption and harm that the spread of the virus caused around the world.

While we in Aotearoa New Zealand have experienced the inconvenience and hardships of lockdowns, we have by and large been spared the cost and personal harm of the worst of the virus. In saying that, we must acknowledge the families in our country who have suffered the terrible grief of the death of their cherished family members due to COVID-19.

The response to COVID-19 from the board and staff of Anglican Care Waiapu has been guided by the information provided to us by the New Zealand Government and implemented in accordance with the practices we have put in place as a Diocese to reflect those guidelines. Our team across the board and staff have worked hard to maintain care and service where available throughout the challenges of lockdown and to play our part in keeping our communities safe from the virus. The presence of COVID-19 looks to continue to play a part in our life as a community for some time to come. We will adapt and learn from our situation so that we can continue to support the vulnerable and run our services in the communities across Waiapu.

The way that our nation has tackled the challenges of this past year has been marked by the language of *kindness*. Kindness is ultimately deeply rooted in love for self, others and God. It is this love that God, through his son Jesus, calls us to express in all our relationships by placing the needs of others before our own and with humility offering compassion and care to the world. It is this love that rests at the heart of what drives Anglican Care Waiapu to do the work it offers in our communities. As a nation we have been reminded of the power of kindness, and as Anglican Care Waiapu we have been reminded of the deep well of God's love that inspires and encourages our work every day.

I commend to you the staff of Anglican Care Waiapu and the parishes, clergy and laity of the Diocese who support them week by week in their work and ministry.

Together, may our work in the community be a reflection of God's love at work within each of us.

The Rt Rev'd Andrew Hedge
Bishop of Waiapu



John Palairet
Chair Waiapu
Anglican Social
Services Trust Board



Lucy Laitinen
Chief Executive Officer

Chair and CEO Joint Report

We ended our financial year on a high note with board approval of our mission aligned investment approach in February.

We worked hard developing this approach since coming out of lockdown last year, with a renewed sense of urgency to widen and deepen the Diocese of Waiapu’s social impact. The Waiapu Synod’s endorsement of a motion regarding mission aligned investment in October 2020 reinforced the validity of this direction as an expression of the Church’s five fold mission.

Within our mission aligned investment approach we have three distinct investment strategies, described as Kete:

- › Kete 1 is continued investment in ACW operations and support to parish outreach;
- › Kete 2 is impact partnerships with other organisations to enable social impact; and
- › Kete 3 is impact investment in which we seek to achieve “blended” financial, social and/or environmental returns.

Modelling shows that this approach could see the board investing \$35m into the community over the next five years without significantly affecting capital reserves. More importantly, the approach will greatly extend the reach of our organisation through partnerships, facilitating social impact far beyond what we could do ourselves. We look forward with anticipation to what will no doubt be an exciting and fruitful journey over the coming years.

Last year we made pleasing progress with Anglican Care Waiapu’s strategic plan, despite the challenges posed by COVID. Most notably, we were able to more clearly demonstrate the value of our work by reporting on our organisational outcomes for the first time. This was the culmination of three years of preparatory work and we are proud to present the outcomes in this report. They reinforce what we knew anecdotally – we are making a difference in people’s lives.

In October we celebrated 25 years of the Growing Through Grief service. We also “welcomed back” St Mary’s Family Centre and St Mary’s Tahatai from parish management, bringing the number of Waiapu Kids centres managed by Anglican Care Waiapu to eight. We closed down our afterschool programme, “School’s Out” in Whakatāne after many years of operation.

We have been pleased to see cooperation between our services and parishes going from strength to strength in the last year. Numerous parish projects and initiatives have been supported by Anglican Care Waiapu.

This year Christine Scott retired from our board having served in social services governance in the Diocese for more than twenty years. We thank her for her committed service over many years.

Finally, we want to thank the board, staff, volunteers, funders, and supporters of Anglican Care Waiapu. We know that it’s the combination of everyone’s commitment, skills, and energy that makes a difference in the lives of the people we serve.

Ngā mihi,

John and Lucy





Back row from left: Evan Turbott, John Palairet, Brian Watkins, Bishop Andrew Hedge
Front row: Karen Below, Christine Scott, The Rev'd Jo Crosse. Inset image: Russell Wills

Governance & Leadership

Board

Chair

John Palairet

Bishop

The Rt Rev'd Andrew Hedge

Chair of Risk and Audit Committee

Christine Scott
(Retired June 2021)

Sarah Park
(Appointed June 2021)

—

Evan Turbott

Brian Watkins

Karen Below

Russell Wills

The Rev'd Jo Crosse

Senior Leadership Team

Chief Executive Officer

Lucy Laitinen

Chief Financial Officer

Jules Morgan

General Manager People and Culture

Joanne Morris

General Manager Operations, Bay of Plenty

Donna Dillon

General Manager Operations, Hawke's Bay and Eastland

Jade Holland

General Manager Programme Design and Evaluation

Sarah Mulcahy

45

Number of new staff

21

Number of staff leaving the organisation



Workplace diversity

96% Female employees

4% Male employees

Our People



Hours donated by our volunteers

8,435



Hours worked by ACW employees to deliver services

179,968



- Māori 11.71%
- NZ European/Pākehā & Māori 6.34%
- European 4.88%
- NZ European/Pākehā 52.2%
- Pacific Island 0.49%
- Asian, Indian & Latin American 2.93%
- South African 1.95%
- Unknown 17.07%
- Other 2.44%



Staff Satisfaction (Employee Engagement Survey)

93%

ACW as an organisation (up from 91% in 2019)



Staff Turnover

11.11%

Highlights

Parish Projects

Community is at the heart of our parishes in Waiapu. Our Parish Project Facilitator, Graeme Brock, supports our parishes to find ways to respond to the needs of their communities. This can include supporting parishes to better understand their communities, finding other organisations to collaborate with on initiatives, and providing seed funding and advice to get started on new initiatives. The activities ACW supports depend on the interests of the parish.

At the beginning of the year, many projects were forced to slow or reevaluate their purpose due to COVID-19. However, various projects went ahead:

Pāpāmoa East Anglican Church

Forum for older people with experts in elder law, dementia, scams, funeral planning and elder abuse.

Parish of Havelock North

Support to a Hastings church-based initiative to provide lockers and backpacks for homeless people in the community.



The community garden at St Luke's in Havelock North

Parish of Havelock North

Created a community garden.

Parish of Te Puke

Providing clothing, food and a community meal for seasonal workers stuck in New Zealand due to COVID-19.

Parish of Taradale

Funding for a part-time Pastoral Care Coordinator to care for those attending the parish's community meal, craft club etc.

Parish of Otūmoetai

Funding for a part-time Community Activities Coordinator to maintain their community activities and to grow their footprint.

The Parish of Central Hawke's Bay

Literacy project with Terrace School in Waipukurau.

Research

Research into the plight of seafarers in Aotearoa and the work of Mission to Seafarers for the Bishop's Leadership Team.

Research into nutrition for older couples or those living alone and the training of facilitators in 'Senior Chef' which provides recipes and support cooking for one. ●



20-21

Mission Aligned Investment

A motion on Mission Aligned Investment was endorsed at the October Diocesan Synod. Mission Aligned Investment (MAI) offers direction to the governing bodies within the Diocese, including Waiapu Anglican Social Services Trust Board (WASSTB), to pursue the mission of the church through all its investments. That endorsement made the Waiapu Diocese the first to formally respond to General Synod's Motion 11 on mission aligned investing.

WASSTB adopted the mission aligned investment framework in March 2020, which is a significant strategic shift for the board. It provides the opportunity to widen and deepen the Diocese of Waiapu's social impact beyond the services we currently deliver through ACW.

Within this framework are three investment strategies, described as Kete, through which we will collectively invest \$35m into the community over the next five years:

- Kete 1 is continued investment in ACW operations and support to parish outreach.
- Kete 2 is impact partnerships with other organisations, including the Diocese of Waiapu and te Pihopatanga o Aotearoa and other values-aligned partners who are addressing vulnerability in our communities.
- Kete 3 is impact investment, in which a portion of our financial investments will be diverted into investing for "blended return", i.e. social as well as financial return.

This approach is a significant shift for WASSTB and will require us to propose a change to the canon (church law) that governs our organisation. This will be presented to Synod in 2021.

The MAI approach provides enormous scope for the organisation to facilitate more social impact in the community but it will take time to build our capability and resourcing in this space. ●

Cultural Competency Framework

Our Cultural Competency Framework is designed to improve outcomes for Māori clients and better support our Māori staff by deepening our organisational knowledge of te ao Māori.

Last year we established Te Ao Hou, a cross-organisational working group supported by company CultureFlow, to guide and champion the implementation of the framework in the organisation. In November we met Sarah Reo from CultureFlow at a noho marae at Mihiroa Marae, Pakipaki, (Hawke's Bay) to build whanaungatanga (relationship) and share our vision for this work. Te Ao Hou is committed to providing advice, encouragement, and support to the wider organisation as we embark on this journey. ●

Outcomes Reporting

Demonstrating impact is one of Anglican Care Waiapu's strategic objectives. With the rollout of standardised and robust data collection systems we made progress last year in reporting against our agreed organisational outcomes. This is a milestone for ACW. Our outcomes are displayed throughout our report.

To measure outcomes we use both qualitative data from our client databases and qualitative data provided through client feedback before and/or after attendance at a service or programme. Because this was our first year using the methodologies we will be refining and improving our approaches to ensure our data is robust. ●



Tamariki at Waiapu Kids Merivale
Whānau Aroha explore their playground.



Early Childhood Education (ECE)



It makes our day seeing how happy our child is spending time with you all at Waiapu Kids.”

PARENT

Waiapu Kids centres provide community-centred, quality early childhood education across Bay of Plenty, Tairāwhiti, and Hawke’s Bay. Our early childhood education philosophy is underpinned by the belief that every child is unique and created in the image of God.

Along with connections to local parishes, our local curriculum and philosophy supports education and care that centres on the child and acknowledges the culture and whānau that child brings with them.

Waiapu Kids centres went into lockdown with the rest of the country last year. Our teachers found new ways to engage with tamariki and ensure that each of them had an opportunity to learn at home. This included talking with them on Zoom, or sharing activities with whānau through StoryPark, our online record and communication portal. During normal operations centres use StoryPark to share learning stories, which provide parents and whānau an opportunity to engage with the learning process.

Once the COVID-19 level dropped to allow for more movement, kaiako prepared activity and food packs for tamariki and their whānau which they hand delivered while maintaining proper hygiene and social distancing.

During lockdown our kaiako collaborated with each other online on Microsoft Teams. For teachers who normally worked face-to-face it was a learning curve that they embraced. They explored new teaching and learning techniques that they brought back to their centres once they reopened.

Following the release of our Education Practice Framework in early 2020, we embedded tools into our Practice Framework throughout the year. Those tools were designed to support a 'whole-centre' approach. This means our teachers and managers work together to understand and respond to what successful teaching and learning looks like at a Waiapu Kids centre. Teachers can use these tools to assess and evaluate their own pedagogical practice to identify what support they might need to make improvements.

In 2020 the Child Protection Committee considered ways to strengthen our processes to identify child concerns at our Waiapu Kids centres. Often signs of abuse or neglect are cumulative and/or episodic over time which present a risk that no-one is reviewing the 'big picture' for a particular child. We trialled and released a Child Concerns Register at each of our ECE centres. The register is a secure mechanism for staff to record signs of concern. It gives managers the ability to review all the information in one place and escalate concerns when needed. The registers provide valuable insights for our designated child protection persons, Oranga Tamariki, and other organisations in helping to address concerns around particular children.

ACW has long held Ministry of Education licenses for three ECE centres in the Bay of Plenty that have been managed by their local parishes. Holy Trinity Church in Tauranga managed the ARK ECE centre since 1984. Last year ACW worked in partnership with them to implement our policy and education practice frameworks to help meet licence criteria. Holy Trinity made the decision to close the ARK after considering the parish's mission and communicating with the community. ACW worked closely with Holy Trinity and the ARK parents, whānau, and staff to close the centre. The ARK made a considerable impact in the life of the community over many years.

Last year ACW welcomed back St Mary's Tahatai and St Mary's Family Centre, Pāpāmoa, to ACW management. These two centres had been managed by the Anglican Parish of St Mary's, Mount Maunganui, since 2013, although before then by ACW and the parish. In mid-2020 St Mary's parish decided to entrust the two centres back to ACW management. Bishop Andrew led a service to honour the parish management committee and to commission the staff of the two centres at St Mary's Church. ACW CEO Lucy Laitinen warmly welcomed them into the ACW whānau. ●

Client Story

For over a year whānau and staff at a Waiapu Kids centre could see that Jamie* was having difficulties forming friendships and regulating his emotions. This manifested in Jamie displaying challenging behaviours and hurting others, including other children, at the centre. The Waiapu Kids team worked closely with Jamie's whānau who were also struggling with his behaviour at home. Together they developed a plan for Jamie. The team were able to provide advice, strategies, and resources to support Jamie's whānau so he had consistency across his environments. With this support and guidance, Jamie started to develop positive relationships, social skills, and self-control. He is now able to communicate his feelings and needs and is building strong friendships with his peers. Staff are grateful to have been a part of Jamie's learning journey, working together in collaboration with whānau to provide positive outcomes for him.

**Details including names have been changed to ensure privacy.*

“

I have found Waiapu Kids to be a loving, warm community for my child.”

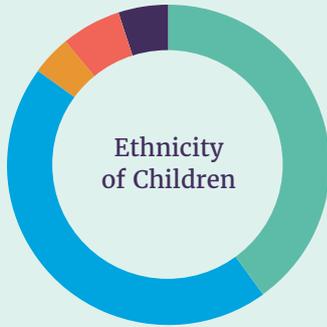
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PARENT

YEAR IN

REVIEW

Early Childhood Education Services

Who...



- Māori 40%
- NZ European/Pākehā 45%
- Pacific Island 3%
- Indian 6%
- Other 5%

How much...



81,736

Number ECE contact hours provided



558

Children attending ECE from 01.04.20 to 31.03.21

Outcomes...

Outcomes which ACW aims to contribute towards

All “Waiapu Kids” children are able to access and experience high quality early learning, regardless of background or circumstance.

Effective initiatives that support learning, development and wellbeing are available to those children, families and whānau who require additional support.

ACW teachers and centre staff are engaged and satisfied with their roles and ACW is an employer of choice. All children who reach school age experience a positive and supported transition to school.

ACW ECE staff engage in relevant and valued professional learning and development (PLD) which strengthens practices that benefit children.

Measures

Registered teacher ratios are above 80% in every ACW ECE.

Value of the equity and targeted funding received.

Average value of fees charged to parents.

% Parent feedback that is positive regarding the quality of teaching/care.

% Enrolled tamariki with access to whānau aroha support.

% Staff turnover.

Number of children graduating to primary school.

Achievement of ERO Quality Evaluation rating of “sustaining” or “excelling”.

Performance 2021

87%

\$235,666

Fees not standardised

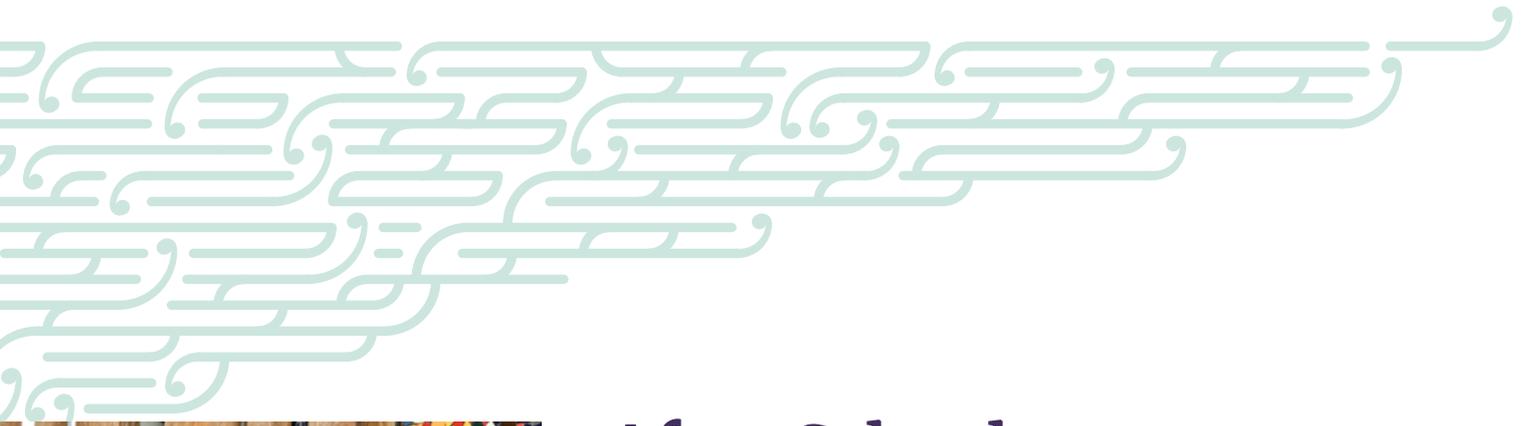
97% for ECE
100% for OSCAR

35%

10.33% for ECE
13.33% for OSCAR

98

Achieved by 7 out of 8 centres



Beau sharing his favourite story.

After School Programmes

School's Out Whakatāne was closed in December 2020 following consultation with Whakatāne Anglican Methodist Parish and the wider community. The parish reaffirmed their commitment to Waiapu Kids St George's as an outreach of their mission, but we felt that there was no longer a need for us to provide an after school service in the community when other similar services were available. We are very proud of the mahi carried out at School's Out over the last 24 years.

Our remaining after school and holiday programme at St Luke's in the Havelock North Parish has gone from strength to strength over the last year with a strong commitment to the programme from the vicar, wider parish, and staff and volunteers. COVID-19 initially saw a reduction in the numbers attending our programme due to increases in people working from home, but the roll began to grow at the end of 2020.

Staff have been eager to implement the Education Practice Framework which they helped design in 2019. Activities are carefully planned with the students at the centre, with input from whānau and caregivers to ensure they reflect their needs and aspirations. Students get support to complete homework from our homework volunteers and plenty of opportunities are provided for arts and crafts and burning off energy.

In March a scrubby bank behind St Luke's church was transformed into a tiered community garden through a partnership with ACW. We hope this will be a place for children at the after school programme to learn to garden alongside older parishioners to produce vegetables for those in need. ●

“

*Thank you ALL!
You have been
brilliant caring
for our son after
school for the
last 6 years and
we all have fond
memories.”*

—
PARENT OF CHILD
IN AFTER SCHOOL
PROGRAMME

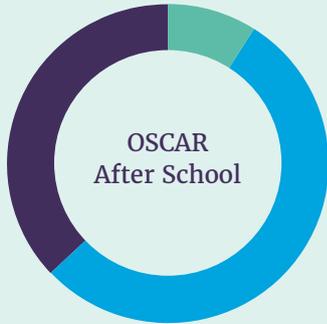
YEAR IN

REVIEW

After School Programmes (OSCAR)

Data does not include School's Out After School Whakatāne which closed in December 2020.

Who...



- Māori 9%
- NZ European/Pākehā 54%
- Pacific Island 0%
- Other 37%

Ethnicity of OSCAR children



- Māori 5%
- NZ European/Pākehā 77%
- Pacific Island 0%
- Other 18%

How much...



108

Total number of children attending OSCAR from 01.04.20 to 31.03.21

1 2 3

84

Total number of children attending holiday programmes from 01.04.20 to 31.03.21



191

Number of days OSCAR has been provided



39

Number of days holiday programmes have been provided





Esther (centre) getting ready to take Rhena and Murray home after another activity-packed day at the Kauri Centre.



Older People's Programmes

One of the aims of our six older people's programmes is to reduce social isolation among older people in our community. This was never needed more than during the COVID-19 lockdown, with many of our clients living alone, with small or no bubbles.

Our dedicated staff and volunteers couldn't provide the usual activities and trips for their older clients, but they were still able to offer connection through phone and video calls, reading books to them over the phone, or by doing their weekly shop. The reach of our staff and volunteers went global when they contacted families abroad to provide updates for clients.

To safeguard our communities our older people's programmes were unable to reopen until the Government moved back to Level 1. Clients were able to come back and enjoy the activities, hot meals, and friendship they had missed. We were lucky that our group of volunteers returned to provide the support all our services need, like driving our vans and cooking nutritious meals. As we shifted between Levels 1 and 2, our well-prepared guidelines and procedures allowed our staff to implement changes quickly and efficiently.

Once we were back to Level 1 each of our services was able to resume activities for our clients in person. Clients at the Elske Centre in Dannevirke learnt some Japanese and tried a new cuisine. At the Kauri Centre, Pāpāmoa, clients could often be found getting up to dance when musicians came to visit. Our centres continually find ways to keep our clients active and engaged and we know that the connections created in our programmes can reduce feelings of isolation.

It was a great honour that in recognition of their outstanding service to the community, the Pakeke Centre in Waipukurau, won the Central Hawke's Bay District Council's Community Organisation

“

I enjoy the company, chats, fun, gossip sessions and the meals.”

— CLIENT

of the Year 2020 award. It was presented at a civic event in Waipawa, hosted by Mayor Alex Walker. The award reflected the contribution the service made to the people of Central Hawke's Bay, not just supporting our Pakeke Centre clients, but promoting the welfare of older people in the community generally. This was especially true during the COVID-19 lockdown when staff and volunteers at the centre worked with Civil Defence to lead an initiative to coordinate the purchase and delivery of groceries for those quarantined at home.



I like finding connections with the clients through shared storytelling.”

—
STAFF MEMBER

The introduction of new policy documents for our older people's programmes have supported our services to provide better outcomes for our clients. We now have robust mechanisms to gather details about our clients' needs which helps us respond and provide additional services like referrals to other service providers, assisting them with other tasks in their daily lives, or providing advocacy when dealing with other organisations.

The policy framework has also provided the opportunity to measure against our agreed outcomes. We can now say with confidence that as a result of our older people's programmes, our clients are less isolated, have made new friends, and have found more support. These are wonderful outcomes for the older people in our community. ●



I love coming here as the clients add value to my life. It's extremely rewarding.”

—
VOLUNTEER

Client Story

My name is Charlotte* and the wonderful receptionist at my doctor's surgery suggested that I try ACW's older people's programme because she felt it would benefit me. I live alone and I tend to be an introvert and keep to myself but I really do love being with other people who are caring. I wanted to improve my social skills so I started going to the centre after the Programme Manager received my doctor's referral and contacted me. I love coming along very much and now go every day it is open. I receive intellectual stimulation and it keeps me physically and mentally active. I really like the guest speakers and the pampering sessions as I don't get to treat myself very much. The centre is an integral part of my life now and everyone there is like my family. I love doing craft and I am actually pretty good at it.

**Details including names have been changed to ensure privacy.*

Story from our services

Children's Perspectives at Pakeke

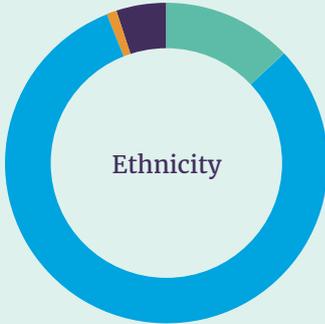
One of the many activities that our clients enjoy are visits from local children. At Pakeke Centre, Janette Birdsall, our Programme Manager, brought her two granddaughters, Ruby and Chloe to visit the clients after the COVID-19 lockdown. Ruby and Chloe shared a scrapbook they had made about COVID-19 and what this time in history meant to them. This was a chance to connect and learn about a child's perspective, which can be quite different from an adult's. Everyone took the time to listen and engage, and was ready to share their own story.

YEAR IN

REVIEW

Older People's Programmes

Who...



- Māori 13%
- NZ European/Pākehā 81%
- Pacific Island 1%
- Other 5%

How much...



463

Total number of clients from 01.04.10 to 31.03.21



625

Total number of days Older People's Programmes run from 01.04.20 to 31.03.21



9,190

Number of attendances by older people from 01.04.20 to 31.03.21

Outcomes...

Outcomes which ACW aims to contribute towards

All older people and their carers engaged in ACW programmes are supported to age well in ways appropriate to their needs and cultures.

All older people and their carers engaged in ACW programmes experience positive relationships with others, feel connected and enjoy life.

All older people and their carers engaged in ACW programmes access the support and advocacy they need to live their lives positively.

Older people engaged in ACW are prepared for transition as their independence changes and they remain connected to a social network throughout their transition.

Measures

Change in Older People's Quality of Life measure (OPQOL) at enrolment and then at review. Rated from 1 very good to 5 very poor.

% Client and carer satisfaction feedback.

Number of clients on a waiting list at year-end.

Number of clients referred to the programmes.

Referrals to external organisations and other ACW services.

% Staff turnover.

Number of client incidents - trips and falls.

Performance 2021

Average score 2.8 on entry
Average score 4.2 on review

99% satisfied or very satisfied

0

122 new clients

46 referrals made

12.24%

3



Saskia, Centre Manager, and Kara, ECE Teacher spend time working collaboratively to support tamariki learning.



Family Services

ACW’s three family services in Pāpāmoa, Gisborne, and Tararua, provide counselling, social work, and group programmes to support individuals, whānau and tamariki to make positive changes in their lives.

The programmes include Strong Women, which supports women to believe in themselves and create connections with other women; and Building Financial Capability which supports individuals to improve their financial knowledge and foundations. Some of our clients attend multiple programmes depending on their needs. Our Pāpāmoa and Gisborne services provide food to the community and our Tararua service has a Social Worker in Schools contract.

Lockdown presented obvious difficulties for family services to interact with clients because previously all meetings and group sessions occurred face to face. Our counsellors and social workers provided clinical support over the phone and video appointments where they could. These sessions needed to be private but that was not always possible for people in lockdown, so email and texts were used to keep in touch with clients.

In the months following lockdown people began to reach out for help as the stresses of the lockdown, job losses, or sickness placed more pressures on whānau. In response, the Government increased funding which allowed us to spend more clinical time with clients.

Tararua Family Services strengthened their relationship with the Tararua Rural Support Trust by providing counselling to farmers and the community affected by the severe drought in the region in the first half of last year. Farmers, traditionally unable to access counselling services due to their remoteness, had local counsellors visit them who understood their context. This increased farmer participation.

“

I have found more room for joy and now I laugh with my family more than ever.”

—
COUNSELLING CLIENT

There was a greater focus on improving policy documentation for family services in 2020. We set out standardised policies and supporting procedures and forms that reinforce our social work and counselling practice framework. This facilitates consistent and robust provision of service for our clients and clarity for our staff. New pre- and post-engagement client surveys allow for the collection of data to support measurement against our agreed outcomes. ●

“

Our community are working together to care for each other.”

—
COMMUNITY MEMBER

Story from Our Services

Food Drive in Pāpāmoa

Every year Pāpāmoa Family Services partner with local emergency services, including Neighbourhood Watch and the police, to hold an annual food drive. This year was a bumper year, as more than 100 volunteers were involved in the collection, which meant we could visit every street in Pāpāmoa. After a busy day, the volunteers were treated to a well-deserved sausage sizzle and a hot drink. All the donated food was sorted and stored at the Pāpāmoa Family Service. These donations are available all year round on the reception kai table or put into emergency food packages. The generosity of the public allowed the food bank to be filled for the year.

Client Story

Kiri's* friend suggested that counselling could help her and her whānau move on from a negative spiral. Kiri knew she was depressed and her anxiety levels were increasing. With a bit of encouragement from a friend she made an appointment to see a counsellor. During the first session Kiri and the counsellor talked about her feelings of being overwhelmed at work and home. The counsellor helped her identify the main underlying issues. Kiri tended to want fix to everything for everyone which stemmed from her youth. The counsellor and Kiri co-designed homework tasks focussed on self-care, personal reflection, and boundary setting at work and home. Kiri began to put less pressure on herself to complete tasks for others and was able to identify and attend to more of her own needs. Kiri explained, “I had neglected my own needs. Establishing stronger boundaries with my teenage and adult children has also proven helpful”. While Kiri still has moments of anxiety there has been a big decrease since she started counselling. “I feel more positive about myself and have regained a hope for the future for both me and my whānau.”

**Details including names have been changed to ensure privacy.*

YEAR IN

REVIEW

Family Services

Who...



- Māori 42%
- NZ European/Pākehā 39%
- Pacific Island 1%
- Other 13%
- Unknown 5%

How much...



463

New clients referred into our services



687

Total clients engaged in our services

Outcomes...

Outcomes which ACW aims to contribute towards	Measures	Performance 2021
Individuals and families/whānau engaged with ACW family services are empowered and experience positive relationships.	% of Client goals achieved. (Partial & full)	89.53%
	% of Client satisfaction feedback that is positive.	100%
Individuals and families/whānau engaged with ACW family services are supported to achieve their self-determined goals and have access to the resources they need to thrive.	% Improvement in client wellbeing score.	40.3%
	Compliance with MSD/OT reporting, monitoring and audit.	Level 2 Social Sector Standard Accreditation.
Whānau engaged with ACW family services are living violence-free lives and are supported to recover from trauma.	Number of referrals of engaged clients to external organisations.	34
	% Building financial capability clients with reduced debt.	34%
	% Staff turnover.	15.79%



The kowhai tree flourishes in Spring after a time of rest in Winter.



Growing Through Grief



It is a culture of caring and no matter where the kids come from, they respond to this.”

VOLUNTEER

Grief, loss, and change are parts of life that can be difficult to process and talk about. These emotions can be triggered by many life events including the death of a loved one, moving homes, or the blending of families. Our Growing Through Grief (GTG) service provides a range of programmes to support children, young people, and adults to explore these feelings and emotions in a safe and constructive environment. ACW funds ten GTG services across Waiapu. ACW manages six and parish management committees manage four but all apply the same policies and procedures.

Growing Through Grief celebrated 25 years of service across Waiapu in 2020. The anniversary was a testament to the commitment of those who started GTG in the Bay of Plenty and grew it to where it is today. Although the programmes have been changed and developed over time, the commitment of the parish management committees, coordinators, trainer, and volunteer companions has been unwavering. The anniversary was acknowledged at the Diocesan Synod in October and at the annual GTG coordinators' hui in December in Taupō where GTG staff celebrated with Bishop Andrew Hedge and Vicar General the Rev'd Jenny Chalmers.

The ACW Board of Trustees resolved to fund all parish-based GTG services last year to ensure financial equity with ACW-managed services. That decision means parishes can focus on providing GTG services and supporting their coordinator and companions rather than fundraising. This also supported the resolution by Synod in September 2020 to encourage parishes to stop seeking funds from gaming trusts due to the harm caused to communities by gambling.

Seasons for Growth® is an evidence-based group programme offered by GTG. Programmes are available for children aged six years old to high-schoolers and adults. We started consistently gathering outcomes data in 2019 and in 2020 were able to measure the impact of GTG for programme attendees. We used pre- and post-programme questionnaires to ask participants about their wellbeing with approved age-appropriate methodology; for example young children choose smiley faces to score their wellbeing. We will continue to improve our data collection, but our initial results were very positive as we can see there is evidence of improved wellbeing following our programmes.

The GTG Reference Group (made up of staff and volunteers from ACW and parishes) focussed on quality improvement this year. They methodically updated the GTG manual which has provided coordinators and volunteers with more robust procedures and new tools to collect data which support our outcomes measurement. We also contracted ThinkPlace to explore opportunities to expand the reach of GTG to further support our communities. We look forward to seeing where that work takes us. ●

Client story

Nat* contacted a Growing Through Grief coordinator when she separated from her husband. She was looking for support for her two children. Our coordinator sent Nat information about our Seasons for Growth programme and our parent programme 'Supporting Your Child Following Separation'. Nat was pleased to know this support was out there to help them navigate what was a really challenging time. The children attended a Seasons for Growth® group where they both learnt to articulate their emotions and found strategies they could use to feel better when they felt out of control.

Nat attended the parent programme and said she really enjoyed the opportunity to talk with others about their experiences and learning how to support her children at the various stages of grief. Nat also realised the importance of understanding the child's point of view which allowed her to better support her children. She now focuses on spending more time with her children.

**Details including names have been changed to ensure privacy.*

YEAR IN

REVIEW

Growing Through Grief

Who...



- Māori 42%
- NZ European/Pākehā 39%
- Pacific Island 1%
- Other 13%
- Unknown 5%

How much...

23

Companions trained to deliver Seasons for Growth grief programmes (Anglican Care Waiapu (ACW) and Diocese of Waiapu (DoW))

13

Parents assisted with supporting their children's feelings of loss and grief through the Growing Through Grief service

47

Number of adults assisted with managing their feelings of loss and grief through the Growing Through Grief service

422

Number of children and young people assisted with managing their feelings of loss and grief through the Growing Through Grief service

Outcomes...

Outcomes which ACW and DoW aims to contribute towards	Measures	Performance 2021
People engaged with Growing Through Grief have improved confidence and self-expression.	% Change in participant confidence scores on completion of the programme.	Children – 12.7% increase Young People – 22.96% increase Adults – 20.7% increase
Whānau across the Diocese of Waiapu have access to support for loss, grief, and change regardless of their circumstances.	Number of sessions or programmes provided by location and type.	95 programmes
Communities are better informed about grief, loss and change.	% Positive participant feedback before and after completing a programme.	Children – 96.3% increase Young People – 100% increase Adults – 99% increase
Whānau engaged with Growing Through Grief have improved wellbeing.	% Change in participant wellbeing score on completion of the programme.	Children – 7.3% increase Young People – 19.1% increase Adults – 11.6% increase
People engaged with Growing Through Grief experience improved communication within their whānau.	% Change in participant communication scores on completion of the programme.	Children – 12.7% increase Young People – 18.8% increase Adults – 18.6% increase

GTG figures are from 1 January 2020 to 31 December 2020 and includes parish-managed GTG services. COVID-19 had a large impact on the delivery of the service and this is reflected in a drop in the number of programmes we were able to run.

Consolidated Annual Financial Statement

Anglican Care Waiapu is pleased to present the financial statements for the year ended 31 March 2021.

Statement of Revenue and Expenses	GROUP	
	2021 (\$000)	2020 (\$000)
Operating Revenue		
Operating Income	4,952	4,368
Other Income	4,510	1,828
Total Operating Revenue	9,462	6,196
Operating Expenditure		
Employee Costs	6,008	5,459
Operating Expenses	2,207	2,307
Depreciation	385	382
Other Expenses	45	-12
Total Operating Expenditure	8,645	8,136
Operating Surplus/(Deficit)	817	-1,940
Surplus/(Deficits) from Discontinued Operations	-6	135
Other Comprehensive Revenue/(Expenditure)	12,341	-3,438
Reported Surplus/(Deficit)	13,152	-5,243

● After School & Holiday Programmes 2.2%

● Waiapu Kids, Early Childhood Centres 11.5%

● Older People's Programmes 42.6%



● Family Services 25.3%

● Growing Through Grief Programmes 14.5%

● Partnering with Parishes – Projects 2.8%

● Resthome & Retirement Villages Chaplaincy 1.0%

Statement of Financial Position

	GROUP	
	2021	2020
	(\$000)	(\$000)
Assets		
Non Current Assets		
Property Plant and Equipment	2,950	2,906
Other Receivables	537	553
Financial Assets	72,544	60,203
	76,031	63,662
Current Assets		
Cash and Cash Equivalents	937	69
Trade and Other Receivables	369	199
Other Investments	3,436	3,186
	4,742	3,454
Total Assets	80,773	67,116
Liabilities		
Current Liabilities		
Trade and Other Payables	1,741	1,236
Other Liabilities	-	-
	1,741	1,236
Total Liabilities	1,741	1,236
Net Assets/Equity	79,032	65,880

These summary financial statements have been extracted from the full financial statements.

All figures are in \$NZ and rounded to the nearest \$1000.

The full financial statements were authorised for issue by the Trustees on 28th July 2021.

The full financial statements have been prepared in accordance with the Public Benefit Entity Standards Reduced Disclosure Regime (PBE Standards RDR) and they comply in full with those standards.

The summary financial statements do not include all the disclosures provided in the full statement and cannot be expected to provide as complete an understanding as provided by the full financial statements. The full financial statements have been audited and an unmodified opinion was expressed over all periods presented in these summary financial statements.

A full set of the audited financial statements is available from the Charities Services website www.register.charities.govt.nz.

1. Operating Income includes Government Income, Fees, Fundraising and Sundry
2. Other Income includes Grants, Donations, Investment and Other Income
3. Other Comprehensive Revenue/(Expenditure) are Non-Operating Activities including Revaluations

Our Services

Early Childhood Education

Waiapu Kids Abbotsford

Manager: Stephanie Bond
 E: stephanie.bond@acw.org.nz
 P: (06) 857 8965
 A: 16 Kenilworth St, Waipawa

Waiapu Kids Merivale Whānau Aroha

Manager: Saskia Dean
 E: saskia.dean@acw.org.nz
 P: (07) 571 5121
 A: 45 Henderson Cres, Merivale, Tauranga

Waiapu Kids St Francis Whānau Aroha

Manager: Erin Batley
 E: erin.batley@acw.org.nz
 P: (07) 347 3080
 A: 13 Thomas Cres, Western Heights, Rotorua

Waiapu Kids St George's

Manager: Phillip Ozanne
 E: phillip.ozanne@acw.org.nz
 P: (07) 308 6934
 A: 32 Domain Rd, Whakatāne

Waiapu Kids St Mary's Family Centre

Manager: Alice Heath
 E: alice.heath@acw.org.nz
 P: (07) 575 9915
 A: 1 Marlin St, Mt Maunganui

Waiapu Kids St Mary's Tahatai

Manager: Trish Parkes
 P: (07) 572 5016
 A: 114 Evans Road, Pāpāmoa

Waiapu Kids St Matthew's

Manager: Rayna Wallace
 E: rayna.wallace@acw.org.nz
 P: (06) 878 6924
 A: 207 Lyndon Rd West, Hastings

Waiapu Kids Te Hapara Whānau Aroha

Manager: Fiona Philip
 E: fiona.philip@acw.org.nz
 P: (06) 867 6770
 A: 776 Childers Rd, Te Hapara, Gisborne

After School Programme

After School @ St Luke's

Coordinator: Bronwyn Watkins
 E: bronwyn.watkins@acw.org.nz
 P: 027 417 5145
 A: 24 Te Mata Rd, Havelock North

Family Services

Pāpāmoa Family Services

Manager: Janice Belgrave
 E: janice.belgrave@acw.org.nz
 P: (07) 574 7170
 A: 35E Hartford Ave, Pāpāmoa

Tararua Family Services

Manager: Peter Barton
 E: peter.barton@acw.org.nz
 P: (06) 374 5029
 A: 8 Ward St, Dannevirke

Te Hapara Family Services

Manager: Nicola Dimery
 E: nicola.dimery@acw.org.nz
 P: (06) 927 7070
 A: 776 Childers Rd, Te Hapara, Gisborne

Growing Through Grief

Central Hawke's Bay

Coordinator: Sally White
 E: sally.white@acw.org.nz
 P: (0800) 732 7760
 A: PO Box 91, Waipawa

Eastland

Coordinator: Nicole West
 E: nicole.west@acw.org.nz
 P: (06) 868 4233
 A: 776 Childers Rd, Gisborne

Hawke's Bay

Senior Coordinator: Sandie Speeden
 E: sandie.speeden@acw.org.nz
 P: (06) 873 4962
 A: PO Box 1036, Hastings

Ōpōtiki

Coordinator: Robyn Hahipene
 E: robyn.hahipene@waiapu.com
 P: 027 955 9837
 A: PO Box 453, Ōpōtiki

Rotorua

Coordinator: Wendy Leong
 E: wendy.leong@waiapu.com
 P: (07) 350 3384
 A: PO Box 351, Rotorua

Tararua

Manager: Peter Barton
 E: peter.barton@acw.org.nz
 P: (06) 374 5029
 A: 8 Ward St, Dannevirke

Taupō

Coordinator: Marilyn Collins-Dawson
 E: marilyn.collinsdawson@waiapu.com
 P: 021 767 548
 A: PO Box 767, Taupō

Tauranga

Coordinator: Diana Donker
 E: diana.donker@acw.org.nz
 P: (07) 574 7170
 A: PO Box 11007, Palm Beach, Pāpāmoa

Te Puke

Coordinator: Claire Roberts
 E: claire.roberts@waiapu.com
 P: (07) 573 7159
 A: PO Box 67, Te Puke

Whakatāne

Coordinator: Suzanne Maguire
 E: suzanne.maguire@acw.org.nz
 P: 021 767 538
 A: PO Box 164, Whakatāne

Older People's Programmes

Elske Centre

Manager: Peter Barton
 E: peter.barton@acw.org.nz
 P: (06) 374 5029
 A: 8 Ward St, Dannevirke

Heretaunga Seniors

Manager: Kirsteen Keene
 E: kirsteen.keene@acw.org.nz
 P: (06) 870 7025
 A: 1120 Willowpark Rd Nth, Hastings

Pakeke Centre

Manager: Janette Birdsall
 E: janette.birdsall@acw.org.nz
 P: (06) 858 7682
 A: 69 Porangahau Rd, Waipukurau

The Kauri Centre – Pāpāmoa

Manager: Colin Oomen
 E: colin.oomen@acw.org.nz
 P: 021 135 9090
 A: 30 Evans Rd, Pāpāmoa

The Kauri Centre – Te Puke

Manager: Colin Oomen
 E: colin.oomen@acw.org.nz
 P: 021 135 9090
 A: 47 Jocelyn St, Te Puke Rd

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