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TAMARIKI WERE SUPPORTED
THROUGH OUR 'CHILDREN WITNESSING
FAMILY VIOLENCE' PROGRAMME



78

TAMARIKI AND YOUNG PEOPLE WERE ASSISTED BY OUR 'SOCIAL WORKERS IN SCHOOLS' PROGRAMME





CLIENTS ATTENDED OUR SENIOR DAY CARE CENTRES















TAMARIKI & YOUNG PEOPLE WERE ASSISTED WITH MANAGING THEIR FEELINGS OF LOSS OR GRIEF THROUGH 'SEASONS FOR GROWTH'

Bishop Andrew Hedge

The Parable of the Good Samaritan, one of Jesus' most well-known parables, has for two millennia been a motivation for many people to turn their hearts, minds, and resources towards the needs of others. Jesus' example of the Samaritan, who acted with compassion and kindness in service to the stranger, has inspired countless generations around the world to devote their lives to the service of others.

Anglican Care Waiapu is an important part of how the Anglican Diocese of Waiapu seeks to live out the message in Jesus' parable, that we are to love our neighbour as we love ourselves. It is a real joy to me that Anglican Care Waiapu can both strengthen our diocesan commitment to loving service, and reach into many more homes with a wider range of skills than individuals could offer alone.

This past year has marked a significant shift in focus for Anglican Care Waiapu with the sale of its residential aged-care facilities. Our involvement in that sector began 60 years ago as a response to a need in the community. The world has changed dramatically since then, including the nature of aged care in the community, and the time was right for us to sell these facilities.

Anglican Care Waiapu now faces the future with the same commitment to social service, acting in the love of God that compels us all to seek to love our neighbour as ourselves. I commend to you the work of Anglican Care Waiapu as the social services agency of our diocese.







Board

Chair

John Palairet

The Right Reverend Andrew Hedge

Christine Scott (Chair of Risk and Audit Committee)

Nicola Roberts **Evan Turbott Brian Watkins Geoff Yates**

Senior Leadership Team

Chief Executive Officer

Lucy Laitinen

Financial Controller

Jules Morgan

Manager People and Culture

Joanne Morris

Regional Director, Child and Family Services, Bay of Plenty

Donna Judson

Regional Director, Child and Family Services, Hawke's Bay and Eastland

Jade Holland

Manager Community Aged Care Services

Laureen Sutherland



By the time this report is published I will have been at ACW for a year. Bringing my family back to the Waiapu region, where I grew up, has definitely felt like coming home. What has changed in Waiapu since I grew up here is the scale and complexity of need among a large proportion of our community.

Parts of Eastland and Bay of Plenty are among the most deprived areas of the country, and almost half of the people in the Tararua district live in areas designated as being among the most deprived in New Zealand. Nearly 20 per cent of notifications to the Children's Ministry, Oranga Tamariki, came from Waiapu in 2017, although the region makes up only ten per cent of Aotearoa's population. In Waiapu, the average household income is about \$10,000 less than the rest of the country, and our children are suffering. Addressing these issues requires a systemic approach that will take more than the efforts of any one organisation.

Anglican Care Waiapu rests on a rich legacy of loving service that began with the first Anglican missionaries in the 1830s. Since then, numerous Anglican services under various models have been established to respond to the specific needs of the day. The time has again come for us to reposition to respond to the changing environment. This will require an emphasis on partnership and collaboration.

The last year has been an exciting time of change and opportunity. My leadership team's focus has been two-pronged: investment in our organisational foundations alongside building our understanding of the wider social services landscape and future opportunities for ACW. We have also looked to strengthen our relationship with parishes.

It has been a privilege to get to know the organisation's staff and volunteers, our parishes, and the wider Waiapu community. The quality of our social service delivery rests entirely on the quality of our people. The best policies, systems, and processes are meaningless without passionate, empathetic, well-trained staff and volunteers with clear direction and the skills to make a difference. Our staff and volunteers work in demanding environments with challenging clients and I am constantly struck by their grace, patience, and steadfast commitment to transforming lives.

Ngã mihi nui, Lucy Laitinen



Anglican Care Waiapu has seen a lot of change as an organisation over the last year, due to the sale of our retirement villages and rest homes. The sale has provided us with a strong capital base and we are in the fortunate position of being able to look to the future of ACW with optimism.

We are in the process of undergoing a strategic review to identify opportunities for how our organisation and services could operate in future. It is clear from strategy work undertaken this year that the environment is changing around us and we must rapidly reposition ourselves in order to identify and pursue opportunities to meet the needs of our communities. We expect to have our strategy in place by the beginning of 2019.

The past year has seen a considerable effort, led by CEO Lucy Laitinen, to strengthen our people, our systems, and our relationships within the diocese and other organisations. ACW has been able to channel much-needed capital into many of our services by upgrading our resources, and has increased investment into training and support for our people.

In the coming year, we will be considering the composition of the Board with Bishop Andrew and Standing Committee to make sure we are ready to meet the challenges of working effectively in the social services environment.

We have had another successful year of providing high-quality services around the Waiapu region, as evidenced by the achievements and progress detailed in this report.

The Board is grateful to CEO Lucy Laitinen and the senior leadership team for their work over the last year. I would like to thank my fellow Board members for their commitment and continued support of ACW.

Ngã mihi nui, John Palairet



Child and Family services

EARLY CHILDHOOD EDUCATION

Our early childhood education services provide high-quality education and care that supports and enables our tamariki to thrive. Each of our communities is different, and our unique services are able to meet these individual needs. ACW's values of love, compassion, hope, and integrity underpinned the services we provided to over 500 tamariki in the past year. Our passionate and professional staff and volunteers live these values, enabling us to fulfil our vision and make a significant difference to each tamariki, their whanau, and the wider community. Every day our teams work to provide a curriculum that supports each individual tamariki to flourish, with a strong focus on tamariki and whanau wellbeing.

"A wonderful safe learning environment for young people to be challenged, nurtured, and encouraged to develop and grow to be their very best."

Waiapu Kids, our six early childhood education centres and our home-based service, had a number of improvements, reviews, and successful partnerships during the year.

Our Waiapu Kids centres received a number of upgrades and new resources which have helped our ECEs make better use of their spaces and have enhanced tamariki learning. The new resources also reflect a conscious shift from synthetic to natural resources, helping tamariki to learn about the importance of being the Kaitiaki, or guardians, of Aotearoa New Zealand. Waiapu Kids St Francis' playground redevelopment was completed this year. Plans are underway to redevelop Waiapu Kids Te Hapara Whanau Aroha's playground in the coming year.

The Education Review Office (ERO) completed reviews of four of our services and we are proud that three of our ECEs received three-year returns, which demonstrates the quality of our ECE services.

Waiapu Kids St Francis in Rotorua was successful in winning a tender for targeted assisted participation (TAP) funding to provide early childhood education to hard-to-reach children. The funding was used to extend St Francis' Ministry of Education (MoE) license and make upgrades to their playground and building. Waiapu Kids Abbotsford in Waipawa worked closely with Learning Support from the Ministry of Education and Oranga Tamariki to provide additional support for tamariki who require support with their speech and language development or behaviour.

A highlight of the year for our Waiapu Kids Te Hapara Whanau Aroha centre in Gisborne was the arrival of two new minivans. Every day, the centre provides transport to make sure that tamariki who may not otherwise be able to get to the centre can attend. Transportation and no or low fees help ensure that Waiapu Kids Te Hapara Whanau Aroha has a full roll, providing education for up to fifty tamariki each day.

We continue to maintain our relationships with local parishes. In some services parishioners come to read stories to the tamariki, facilitate Messy Church, and share in festivities over Easter and Christmas.





" I cannot speak highly enough about Waiapu or recommend a better place. I had no stress about putting my girl in care, and felt comfortable going to work knowing she was looked after with such love! Thank you Waiapu for going beyond for my girl! Forever thankful."



Atawhai's story

This is the story of Atawhai*, a boy who attends one of our Waiapu Kids centres. It shows the importance of the work we do, and our ability to work collaboratively to help our whanau and communities to thrive.

When Atawhai and his pēpē sister started at Waiapu Kids, Atawhai was two years old. Now his little sister is two and Atawhai is soon to head off to school. Both children love coming to Waiapu Kids, and get excited when they come into the centre and can play with other tamariki and the teachers.

Atawhai had his parents, two sisters, and four brothers at home when he started at Waiapu Kids. However, home was not always a safe place for him or his siblings because his mum would sometimes get angry and hurt them. Due to this violence, Oranga Tamariki became involved and worked with his whānau to provide support. For some time, Atawhai and his siblings had to live with other family members.

Now Atawhai and his siblings live with their dad. When they returned home a nurse started visiting them as the tamariki would often get sick and have sores. The nurse helped their dad learn how to keep the sores away and stop the tamariki from getting sick as often.

After they had moved back in with their dad, Atawhai and his sister sometimes didn't attend Waiapu Kids as they had no lunch to bring. Working with an ACW family service, the team helped Atawhai's dad, and now kai is delivered every day to Atawhai's whānau so the children have lunch. They also regularly receive new clothes and blankets.

A year ago, Atawhai sometimes struggled to talk, and after getting a hearing check it was discovered he had a hearing issue that was affecting his speech. Now, a speech language therapist comes to Waiapu Kids to help Atawhai with his speech and both his verbal and non-verbal skills have improved.

ACW family services social workers are also helping Atawhai's dad and his oldest brother, who struggles with drug use and truancy. His dad has learnt new parenting skills, and his brother is transitioning from alternative education into school.

 * Details including names have been changed to ensure privacy.





FAMILY SERVICES

Our family services aim to help families and whānau to thrive by providing social work, counselling, and other family support services. Over the last year we saw a disconcerting increase in the number of tamariki, rangatahi, parents, and whānau coming to us with complex and high needs, including substance abuse, family violence, poverty, and mental health issues. Demand for our services continued to grow.

As part of improving the quality of our service delivery, we developed a social work practice framework for the organisation. This framework formalises Anglican Care's practice as evidence-based, client-centered, solutions-focused, and strengths-based. Over the next year we will roll out the new framework via training, practitioner support, and regular audits of practice.

Last year we enhanced our clinical capacity in Gisborne by appointing a second full-time social worker at Te Hapara Family Services, a full-time counsellor at Tararua Family Services, and increased counselling hours at Papamoa Family Services.

During the year we began working towards securing a partnership with National Women's Refuge to provide Whānau Protect in our region. Whānau Protect provides funds for securing the home environments of those that are at high risk of violence so they do not need to leave their homes. This can include installing

personal distress alarms, setting up a safe room, and improving visibility both into and out of the property.

We also reviewed our reporting framework to learn how well we articulate the outcomes of our services. We report on a large number of measures for contracts and grants and have identified opportunities to improve the nature and consistency of data we record. Going forward, this will enable us to further identify trends, allow us to better measure the impact of our services, and bring to life the positive outcomes being achieved in our communities.

WOMEN FOR OURSELVES

Papamoa Family Services provides a group programme called Women for Ourselves. The programme is designed for women who have experienced and survived family violence. The aim is to respond to the question many women in these circumstances ask: where to from here?

The focus of the programme is to provide women with a supportive environment, encouraging participants to build their self-confidence, set goals, and develop the skills they need to reach those goals.

Women for Ourselves provides a space for women to make friends, have fun, and laugh together. Learning topics included setting boundaries, raising self-esteem, learning how to say "no", goal setting, communication skills, and a whole lot more.



It has taken time to develop the framework for this programme, and the framework recognises that it is important for the facilitator to build a relationship of trust with the women before they start attending the sessions so they feel more comfortable about coming into a new environment. After the sessions, women commented that they liked the welcoming environment, how the sessions challenged their thinking, helped them develop their confidence, and helped them gain an insight into how power and control could affect their lives.

The outcomes for the women who attend the programme are encouraging and exciting. The women learnt that it takes courage to walk away from violence, and that the courage they found within themselves can be used in many other aspects of their lives. The women's tamariki benefited by having mothers who had clearer goals for the future and who were prepared to improve their parenting skills by attending parenting programmes. The women reported more harmony within their homes and an increased ability to talk with schools and people involved with their tamariki. A number of the women were empowered to seek employment or become volunteers within local organisations.

"Best thing that happened with me was to find these Family Services. I got the love and courage to fight for my family."

"Thank you so much for helping me through some of my toughest days."



Aged Care services

AGED CARE

In July 2016 we completed the sale of our residential aged-care facilities to Heritage Lifecare. The transfer of ownership of Peria House to the Õpõtiki Old People's Society was completed in December 2017.

ACW's remaining aged-care services aim to help the elderly to remain independent in their homes and lead fulfilling lives.

DAY CENTRES

Our day centres have teams of dedicated and enthusiastic staff and volunteers that provide engaging environments for independent older people. Overall attendance has increased in the past year and a number of our services were at full funding and space capacity.

In our aged-care day centres, we had 90 volunteers donating their time to pick clients up, prepare kai, or lead activities. They are an integral part of the services we provide.

We had students from EIT attending one of our centres, Pakeke in Waipukurau, for work experience as part of their Level 2 Health and Wellbeing studies. The students brought a fresh perspective and clients enjoyed having them around.

CAREFORCE

This year we made the difficult decision to sell Careforce, our home-based community service for the elderly and chronically ill in the Tararua region. The sale was completed after the 31 March 2018 balance date. The purchaser, Lavender Blue Nursing and Homecare Agency, shares our commitment to the community and to quality care, and will remain in the offices at the Anglican Parish of St John the Baptist. The name has been retained in the service, which is now known as Careforce Lavender Blue.

The decision to sell Careforce was made with sadness. We ran this service for 19 years and it is a well respected and quality service, having received a glowing audit during the balance period. At the time of sale Careforce had 160 clients with 56 dedicated carers providing 24/7 care.

Careforce was ACW's only remaining home-based care service for the elderly. With the trend towards larger players and higher volumes in the home-based sector, we found it was no longer financially viable for Anglican Care to continue to run the service.

Thank you to all staff members, volunteers, and clients of Careforce who have supported us over the years. We wish our staff and clients all the very best.

John's story

This story shows how the aged care services we provide support the elderly and their whanau.

Careforce was providing in-home support services for a retired elderly man called John*.

After having provided John with care for some time, his support workers began to notice that John's cognitive ability was declining. John's wife Monica* worked during the day and John was becoming a risk to himself by remaining at home.

Careforce support staff held a meeting with John's family to let them know that they had concerns about John remaining in the family home and that he needed a reassessment. The reassessment confirmed the support staff's concerns that John's cognitive ability was such that he needed to be placed in a secure dementia facility. Our staff worked to find John a place in a facility where he would receive the care he needed. John has now moved and has settled into his new home where he is happy, safe, and receiving 24-hour care.

This process was extremely difficult for the family who felt they were abandoning John when he needed them most. Now that they see John happy, settled, and safe, they have expressed relief and gratitude. John's wife said, "I can never thank you enough for having the difficult conversation about John with us. Your professionalism and caring has guided us, and the right decision for John has been made. A great weight has been lifted from my shoulders."

*Not their real names.



Grief services

Our Growing Through Grief (GTG) services aim to support tamariki, rangatahi, and adults to build their resilience after experiencing change, grief, or loss. Two hundred tamariki and young people went through our GTG programme in the last year and feedback from their whãnau is hugely encouraging. Parents are seeing positive changes in their tamariki and rangatahi as they grow their understanding of grief and their ability to manage it.

The past year has brought a lot of change as our services moved from delivering the Seasons™ programme, to Seasons for Growth®. The Seasons for Growth® programme brings a strong evidencebased approach and educative aims to our grief services. Under the new programme, participants are supported to gain a better understanding of grief and its impacts, to recognise and manage feelings, and gather strength to move forward.

The GTG teams have focused on building their knowledge and experience in the core Seasons for Growth® programmes for tamariki and rangatahi. The next step is the introduction of the adult programmes, which has already begun in the Te Puke and Hawke's Bay services. All services will soon be offering support for adults experiencing loss and grief, sessions for parents wishing to support their tamariki through change and loss, and seminars for professionals and other interested groups.

Mason's story

This is the story of Mason*, a boy who attended one of our Growing Through Grief services. It shows the growth and behaviour change of a child helped by our services.

Mason was nine years old when he came to a Growing Through Grief session held at his school. Mason was being raised by his grandparents. He hadn't seen his father for years and was not living with his mother. A family member had died from gang-related violence. Mason was loud and often talked about guns, bikes, killing, and anger with

In the early sessions Mason was noisy and unwilling to share his feelings. Over time, he began to savour the time to write, to draw, to talk and to be listened to. As the weeks passed, he spoke less about violence and more about the people in his life that he loved, including his koro, and life on his koro's farm.

Towards the end of the programme, all the tamariki wrote happy memories on paper hearts. At the end of the exercise, Mason folded his paper hearts carefully, put them in his pocket and said "I want to keep these, because I want to remember".

* Not his real name

Anglican Care Waiapu Group

The year was dominated by the sale of Anglican Care Waiapu Limited's rest homes and retirement villages to private provider Heritage Lifecare in July 2017. The transfer of ACWL's shares in Peria House to the Õpõtiki Old People's Home Society in January 2018 completed ACWL's move out of the residential care sector. Post balance date, Anglican Care Waiapu completed the sale of its last remaining home-based care service, Careforce, to provider Lavender Blue Nursing and Homecare Agency.

Capital from the sale of the rest homes and retirement villages was placed under the management of the Waiapu Board of Diocesan Trustees, which has invested the funds with Forsyth Barr. Under the constitution of ACWL, proceeds from the sale are to be directed towards the provision of social services in the diocese.

CONSOLIDATED ANNUAL FINANCIAL STATEMENT

Anglican Care Waiapu is pleased to present the financial statements for the year ended 31 March 2018.

STATEMENT OF REVENUE AND EXPENSES	GRO	GROUP	
	2018 (\$'000)	2017 (\$'000)	
Operating Revenue			
Operating Income ¹	6,925	7,153	
Other Income ²	2,205	1,024	
Total Operating Revenue	9,130	8,177	
Operating Expenditure			
Employee Costs	6,707	7,390	
Operating Expenses	2,105	1,753	
Depreciation	209	202	
Other Expenses	1,118	2	
Total Operating Expenditure	10,138	9,347	
OPERATING SURPLUS/(DEFICIT)	-1,007	-1,170	
Surplus/(Deficits) from Discontinued Operations	338	4,994	
Total Other Comprehensive Revenue/(Expenditure) ³	2,531	80	
REPORTED SURPLUS/(DEFICIT)	1,862	3,903	

¹ Operating Income includes Government Income, Fees, Fundraising and Sundry

² Other Income includes Grants, Donations, Investment and Other Income

³ Other Comprehensive Revenue/(Expenses) are Non-Operating Activities including Revaluations

STATEMENT OF FINANCIAL POSITION

GROUP

	2018 (\$'000)	2017 (\$'000)
Assets		
Non Current Assets		
Property Plant and Equipment	2,212	2,146
Intangible Assets	6	6
Other Receivables	656	1,898
Financial Assets	57,143	4,350
	60,017	8,399
Current Assets		
Cash Equivalents	159	890
Trade and Other Receivables	562	1,574
Other Investments	8,216	95,436
	8,936	97,901
Total Assets	68,953	106,300
Liabilities		
Current Liabilities		
Trade and Other Payables	2,032	7,142
Other Liabilities	0	34,099
	2,032	41,241
Total Liabilities	2,032	41,241
NET ASSETS / EQUITY	66,921	65,058

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 7th September 2018. The full financial statements have been prepared in accordance with Tier 1 Public Benefit Entity International Public Sector Accounting Standards (PBE IPSAS) 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.

We're making a marked difference in our communities ...I'm seeing women grow into employment, into becoming amazing mothers, into the women they were designed to be. I'm seeing families safe I'm seeing even our young men changing when they come into this services.





Early childhood education

WAIAPU KIDS ABBOTSFORD

P: (06) 857 8965

A: 16 Kenilworth St, Waipawa

WAIAPU KIDS HOMEBASED BAY OF PLENTY

P: (07) 308 5788 or 0800 566 523

A: 30 Domain Rd, Whakatane

WAIAPU KIDS MERIVALE WHÂNAU AROHA

P: (07) 571 5121

A: 45 Henderson Cres, Merivale, Tauranga

WAIAPU KIDS ST FRANCIS WHÂNAU AROHA

P: (07) 347 3080

A: 13 Thomas Cres, Western Heights, Rotorua

WAIAPU KIDS ST GEORGE'S

P: (07) 308 6934

A: 32 Domain Rd, Whakatane

WAIAPU KIDS ST MATTHEW'S

P: (06) 878 6924 207

A: 207 Lyndon Rd West, Hastings

WAIAPU KIDS TE HAPARA WHÂNAU AROHA

P: (06) 867 6770

A: 776 Childers Rd, Te Hapara, Gisborne

SCHOOLS OUT, AFTER SCHOOL

P: 07 308 5788

A: 30 Domain Rd Whakatane

Family services

BEACHAVEN FAMILY SERVICES

P: (07) 542 1725

A: 3 Palm Springs Boulvd, Papamoa

CENTRAL HAWKE'S BAY FAMILY SERVICES

P: (06) 858 6211

A: 6 Mccarthy Tce, Waipukurau

PAPAMOA FAMILY SERVICES

P: (07) 574 7170

A: 95 Hartford Ave, Papamoa

TARARUA FAMILY SERVICES

P: (06) 374 5029

A: 8 Ward St, Dannevirke

TE HAPARA FAMILY SERVICES

P: (06) 927 7070

A: 776 Childers Rd, Te Hapara, Gisborne

Growing Through Grief

CENTRAL HAWKE'S BAY

P: (027) 732 7760

A: Po Box 91, Waipawa 4210

EASTLAND

P: (06) 868 4233

A: 776 Childers Rd, Gisborne

HAWKE'S BAY

P: (027) 555

A: 6707 C/- Po Box 824, Hastings 4122

TAURANGA

P: (07) 213 0218

A: Po Box 10322, Bay Fair, Mt Maunganui

SOUTHERN HAWKE'S BAY

P: (06) 374 5029

A: 8 Ward St, Dannevirke

Day centres for older people

AROHAINA CENTRE

P: (06) 867 7675

A: 396 Aberdeen Rd, Gisborne

ELSKE CENTRE

P: (06) 374 7649

A: 174 High St, Dannevirke

HERETAUNGA SENIORS

P: (06) 870 7025

A: 1120 Willowpark Rd Nth, Hastings

PAKEKE CENTRE

P: (06) 858 7682

A: 69 Porangahau Rd, Waipukurau

THE KAURI CENTRE - PAPAMOA

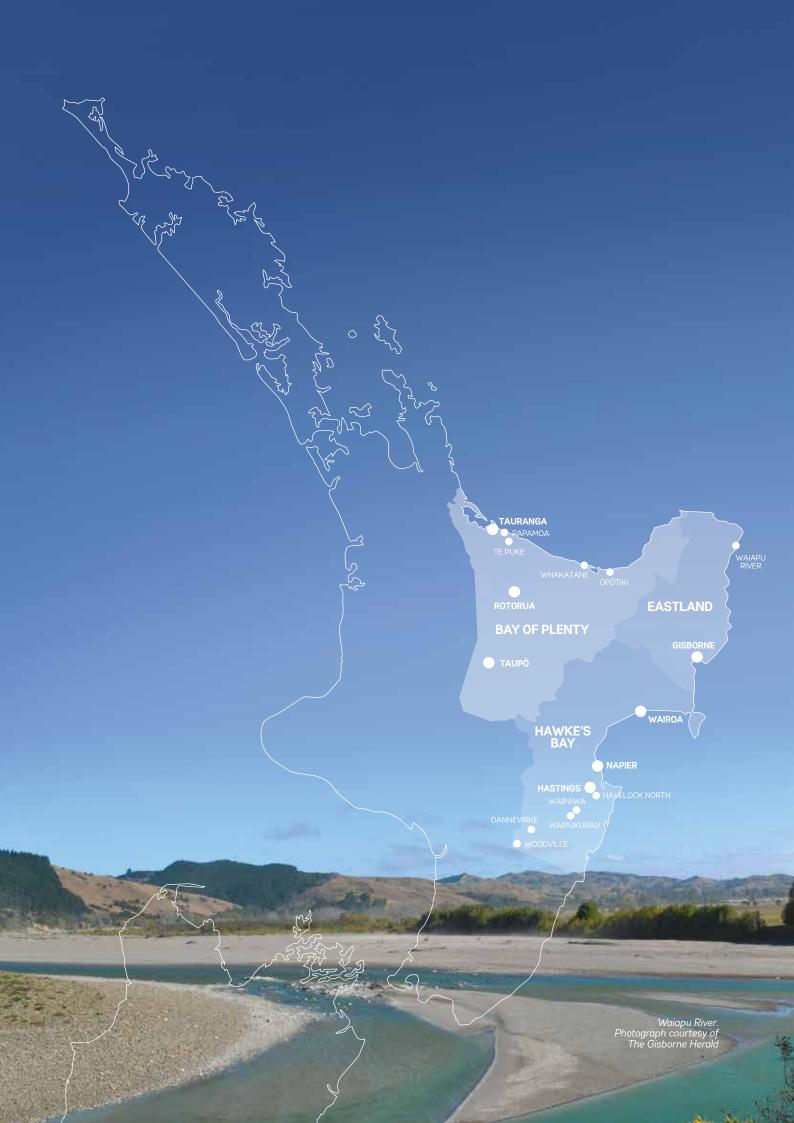
P: (07) 574 7170

A: 30 Evans Rd, Papamoa

THE KAURI CENTRE - TE PUKE

P: (07) 574 7170

A: 47 Jocelyn St, Te Puke Rd





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anglicancarewaiapu.nz