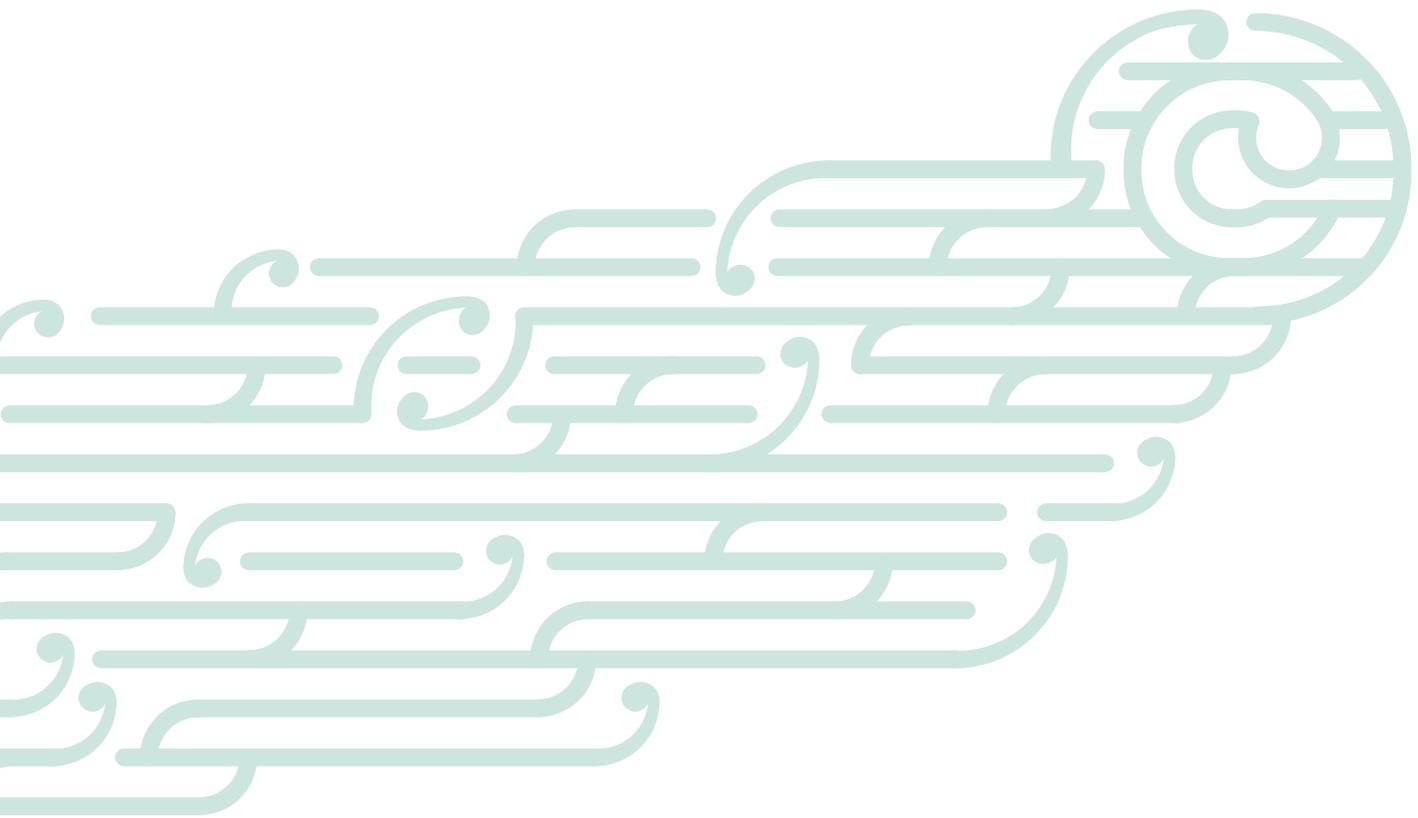


anglican *care* | waiapu  
*Fulfilled Lives, Connected Communities*

# Annual Report

2019–2020



# What drives us

## Our Values

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

## Our Vision

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Fulfilled Lives,  
Connected Communities



## Our Mission Statement

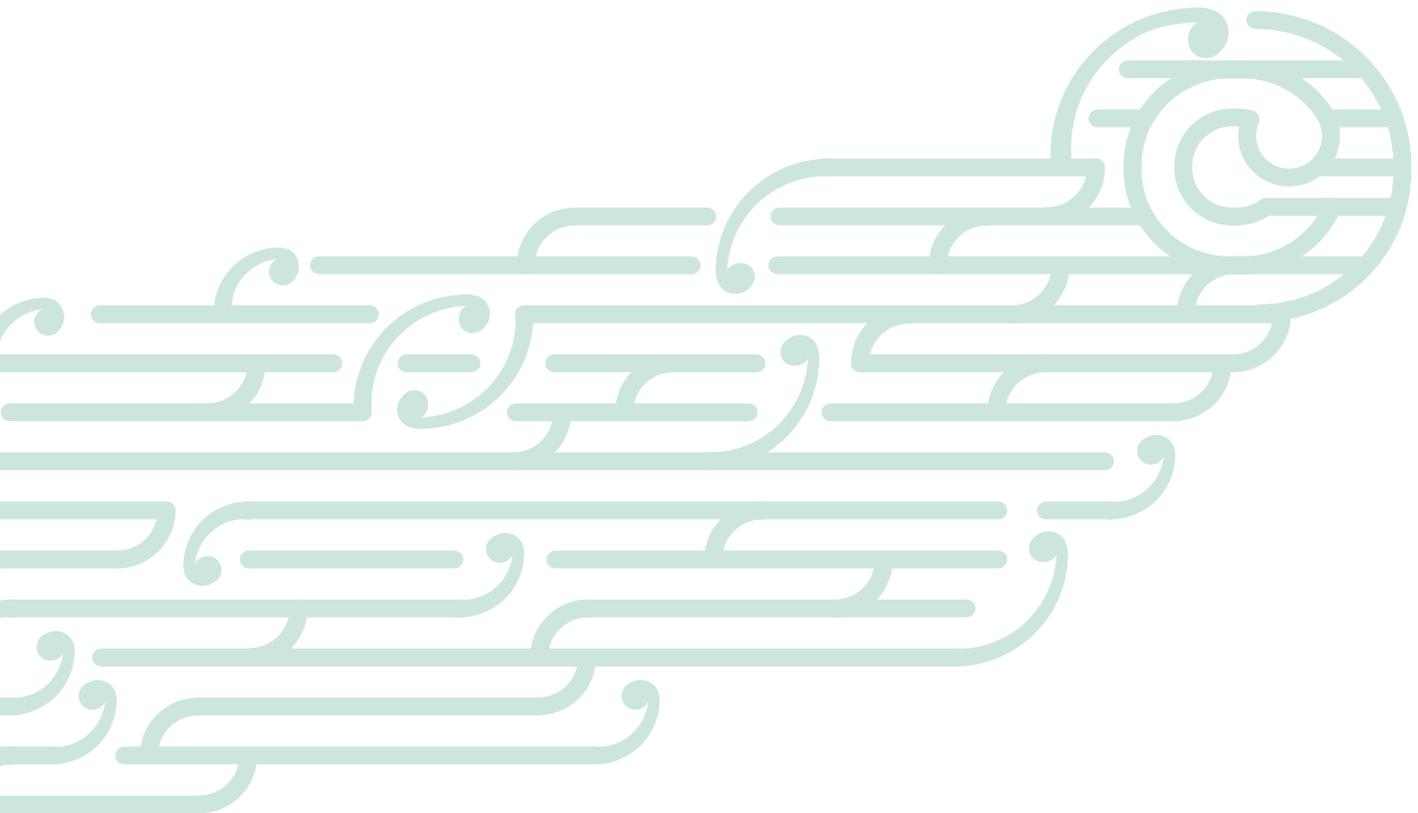
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‘Living the gospel  
through loving service’

## Our Purpose

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



# Planned Strategic Progress 2021

## 2019



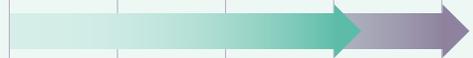
### A WHARE BUILT ON SAND



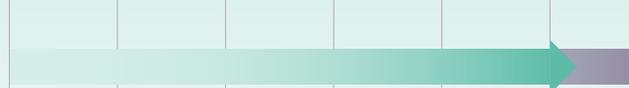
% COMPLETED

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 Outdated and inefficient systems and processes.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.



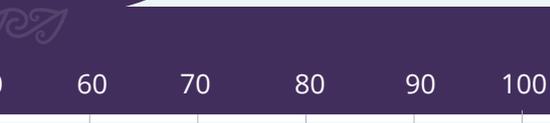
12. Low brand awareness and low brand relevance.



2024



A WHARE BUILT ON ROCK



	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 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.

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**The Rt Rev'd Andrew Hedge**  
Bishop of Waiapu

## Foreword

Anglican Care Waiapu is the social services agency of the Anglican Diocese of Waiapu, partnering with our parishes and other agencies across the broad and diverse landscape of communities.

Our vision is to see *fulfilled lives and connected communities* be a reality for all the families and individuals that we serve through our services, supported by our parishes and partners. Community life is at the heart of the expression of the Gospel message. Jesus, the one to whom we turn in our discipleship, lived a life that was immersed in community. Jesus ate with people in community, grieved with people in community, traveled with his disciples and followers between communities, and spoke truth about justice into the heart of community life. Our ministry as the Anglican Church through the Diocese of Waiapu is centered on community life in parishes and our social service agencies.

The work of the Waiapu Anglican Social Services Trust Board this year has included responding to the opportunity presented by the General Synod/Te Hīnota Whānui to consider deeply how mission aligned investment/social impact investment can be an expression in our communities of our mission in the Church.

The relationships within our communities, and between our services and parishes, continue to show signs of development and strengthening as we learn to address issues from the past and join together in strength to focus on the call of God to serve our communities as partners.

The faith that God calls us to in Jesus Christ is one in which we are compelled to turn outwards and share the love of God through service. The roots of Anglican Care Waiapu grow deep within the Diocese of Waiapu, nurtured by faithful, loving communities and continue to bear the fruit of God's love into the world.

May we all continue to work together with the hope of Christ's love in our hearts.

+Andrew



**John Palaret**

Chair Waiapu Anglican Social Services Trust Board



## Chair's Report

Reflections on the last year are inevitably eclipsed by COVID-19 and its effect on our communities and the whole country. Anglican Care Waiapu has been able to provide support to many in our community but as we come to grips with the reality of COVID-19 and its consequences, the Waiapu Anglican Social Services Trust Board feels a great sense of urgency to widen our organisation's impact.

Last year we began to develop our thinking around "mission aligned investment" which seeks to achieve social and environmental outcomes alongside financial returns. We are drawing on well-established theology and working with experts in this field to explore options that align with our mission and the mission of the wider diocese. We plan to develop our own investment strategy over the coming year.

As we have known for some time, we will not be successful in the future without collaborating with others – the solutions to complex social issues cannot be found by a single organisation or institution. This requires us to ready ourselves for partnership with the right skills and knowledge and a strong articulation of our identity.

We have made significant progress in refreshing our governance board in the last year. After an open recruitment process at the end of last year we were able to put forward three candidates to the Diocesan Trusts Board and all three were appointed in February this year: the Rev'd Jo Crosse from the parish of Southern Hawke's Bay, Dr Russell Wills from Napier, and Karen

(KB) Below, of Ngāi Te Rangī and Ngāti Whakaue descent (currently residing in Wellington). Each brings with them a wealth of experience and expertise in the social and community sectors; has a strong alignment to the faith and values of the Anglican church; and has a deep respect for te ao Māori.

As a board we have committed ourselves to deepening our own cultural competency and I am delighted with the enthusiasm for this initiative among board members and the wider organisation. We also made a commitment to paying the living wage in 2021 and have halted the receipt of all funds from gaming machines.

At the start of the year we said farewell to long-standing trustee, Geoff Yates, who had served on the board for many years. I particularly valued Geoff's knowledge of the aged care industry and his support during the sale of our aged care facilities.

I acknowledge with thanks the dedication of our wonderful staff and volunteers and the continued inspirational leadership from our CEO, Lucy. My thanks as well to my fellow trustees for their continuing support and commitment. ●

**Lucy Laitinen**  
Chief Executive Officer



## CEO's Report

As I enter my fourth year as CEO of ACW I can reflect back with some satisfaction on progress. We have exceptionally high staff engagement; robust practice frameworks; a better handle on our client outcomes; fit-for-purpose technology; better maintained buildings; robust policies and procedures; and well supported staff and volunteers.

COVID-19, however, has been the wake-up call we should not have needed to highlight already existing inequities and deprivation in our communities. While we were able to continue supporting our clients in a limited way during the lockdown, COVID-19 has asked of us: What more can we do and can we do it faster? I am hugely excited about the progress we are making towards a mission-aligned investment approach that would enable us to more rapidly widen our reach and deepen our impact in line with our vision of "fulfilled lives, connected communities".

In saying that, we are tracking well against the objectives of our five-year strategy, based on agreed quantitative and qualitative measures. Last year we introduced Office 365 and got the whole organisation digitally connected, established a Child Protection Committee, and mandated online child protection training for all board members, staff, and volunteers. We developed a cultural competency framework; an education practice framework; brought on

a parish project facilitator to support parish outreach; bought new, safe staff and service vehicles; developed an intranet and online policy framework; and put in place a new remuneration strategy which saw a 4.6% uplift in salaries overall.

In the last year we completed the sale of our only homebased early education service in eastern Bay of Plenty and handed Beachaven Family Services over to the Papamoa East Anglican Mission. We continue to explore ways to deepen the relationship between our services and their neighbouring parishes and to find new ways to support and foster loving service within parishes. We also celebrated some special anniversaries: 20 years for the Pakeke Centre in Waipukurau, 25 years for Heretaunga Seniors in Hastings, and 25 years for the Elske Centre in Dannevirke.

I want to acknowledge my tireless chair, John Palairet, and the rest of the board for their willingness to explore new horizons and my staff for always keeping the people we work for, and with, at the forefront of everything. ●





Back row from left: Evan Turbott, John Palairet, Brian Watkins, Bishop Andrew Hedge  
Front row: Karen Below, Christine Scott, Rev'd Jo Crosse (Russell Wills not pictured)

## Governance & Leadership

### Board

#### Chair

John Palairet

#### Bishop

Rt Rev'd Andrew Hedge

#### Chair of Risk and Audit Committee

Christine Scott

Evan Turbott

Brian Watkins

Geoff Yates

(retired Jan 2019)

Karen Below

Russell Wills

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 Judson

#### General Manager Operations, Hawke's Bay and Eastland

Jade Holland

#### General Manager Programme Design and Evaluation

Sarah Mulcahy



# Our People



Hours donated by our volunteers

**13,177**



Hours worked by ACW employees to deliver services

**168,796**



# Highlights

## Child Protection

Anglican Care Waiapu is committed to the wellbeing of tamariki and rangatahi and safeguarding them from harm or abuse. In 2019 our revised child protection policy incorporated mandatory training for our Waiapu Anglican Social Services Trust Board, staff, and volunteers. Our two newly appointed "designated child protection persons" support our organisation as we respond to any concerns about the welfare and safety of children and young people. ●



## Vehicle Fleet Update

This year we upgraded our vehicle fleet to keep our staff, volunteers, and clients safe and improve our external appearance through consistent branding. We centralised the purchasing, branding, and selling process, which allowed our services to keep their focus on what needs to be done in their communities.

Staff have said that they feel valued because we've invested in safer vehicles for them and all the vehicles are branded so there is visual continuity and professionalism to the fleet. ●



ACW staff members Graeme Brock and Sarah Mulcahy

## Parish Projects

ACW appointed a Parish Projects Facilitator, Graeme Brock, in June 2019 to support outward-focused parish initiatives, using community development principles. Graeme assists parishes with research and environmental scanning to ensure there is a community need for the initiative and to encourage collaboration where possible. His work starts at the level of helping parishes imagine what can be done to meet some of the needs of their communities and ACW supports and provide funds for viable ideas at the request of parishes.

ACW is partnering with parishes throughout the diocese and in the last year provided advice or funding for various projects, including:

- › Te Puke Parish – warm clothing and bedding for seasonal workers.
- › Napier South Parish – community meal initiative.
- › Havelock North and Hastings – trialing provision of lockers and new portable bedding systems for the homeless. ●

## Gambling Funds Position Statement

This year Anglican Care Waiapu created a Gambling Funds Position Statement to ensure our fundraising approach was aligned with our values. Gambling causes great harm in our communities and we want to educate and encourage our community to understand those risks. We don't feel it is right to benefit from funds generated by gaming machine trusts, casinos, or horse racing, so will not accept funds from these sources.

The theology around the issue helped to inform our decision, alongside the harm. Our first and fourth marks of mission are 'to proclaim the good news of the Kingdom' and 'to transform unjust structures of society'. We do not believe that using gambling funds would enable us to be true to these values or respectful of our communities.

The full position statement is on our website, [acw.org.nz](http://acw.org.nz). ●





## Early Childhood Education (ECE)



*Our aim in delivering ECE services is to constantly strive for excellence and we believe the Education Practice Framework will enable us to transform how we evaluate our services.”*

It has been a year of change and development for Waiapu Kids centres, ACW’s six early childhood education (ECE) services. Alongside delivering excellent care and education to the whānau and tamariki we serve, we have implemented an Education Practice Framework, completed facilities upgrades, and said goodbye to one of our services.

ACW’s new Education Practice Framework was designed in consultation with ECE teachers, managers, and an external ECE specialist. The framework enables continuous quality improvement and supports pedagogical leadership and development across our ECE services. Our early childhood educators are encouraged to be continuously creative, adapting to the learning needs of the tamariki under their care, assisted by the framework. The framework is underpinned by our Christian values, Te Tiriti o Waitangi, and our national curriculum. Our aim in delivering ECE services is to constantly strive for excellence and we believe the Education Practice Framework will enable us to transform how we evaluate our services.

In January 2020 we started a project to strengthen and equip our early childhood workforce to better support children with challenging behaviour and complex needs. The project involves working with a registered psychologist who is a behavioural specialist for children. Tools and training will be developed to assist ECE teachers to better support children with challenging behaviour.

A peaceful learning environment can contribute greatly to a child's wellbeing and it is important to ensure our facilities allow our staff and tamariki to reach their full potential. At Waiapu Kids St Matthew's Hastings, we have replaced the bright colours on the walls with calming neutrals for a more restful space, and this simple change has already had a positive effect. Teachers are also more focused in a calmer environment and there has been a marked change in children's behaviour. The dark and dated bathroom was also replaced, with staff now able to care for children in a clean, modern, hygienic space. Learning to care for their own hygiene is an important life skill that children must learn before starting school and the facilities upgrade means that we are now able to teach these skills much more effectively.

Waiapu Kids Te Hapara Whānau Aroha has also had a transformation in facilities with a modern playground that has revolutionised life for the children at the centre. Modular play equipment can be shifted to provide new learning opportunities and challenges; a shade sail provides protection from heat and rain; and natural planting alongside a vegetable garden has given the children both the pleasure of playing in a natural environment and nutritious vegetables to add to their diets. The playground opened a year ago and we have seen a huge shift in the children's habits from indoor to outdoor play; they are outside almost all day and parents are amazed at our wonderful outdoor play space.

We announced with sadness in January 2019 that we would not continue to provide our Waiapu Kids homebased education service in eastern Bay of Plenty. This is because our strategic direction focuses on the strengths we have in centre-based early childhood education and Waiapu Kids Homebased was ACW's only homebased education and care service for children. Rotorua Homebased Childcare purchased the service in June 2019. We were thrilled to find a buyer who shared our values and commitment to the community. We are proud that Waiapu Kids Homebased served the community under Anglican Care Waiapu for 23 years. We continue to run Waiapu Kids St George's, a centre-based ECE programme, and School's Out, an OSCAR-accredited after-school programme, both in Whakatāne. ●

## Client Story

As an older person, early childhood education did not exist in my experience. When my granddaughter was enrolled at Waiapu Kids at the age of 18 months I was apprehensive, having been brought up to believe pre-school children thrived best at home with Mum. How wrong that idea is when I look at the experiences my granddaughter (now 3yrs, 8mths) is having and the milestones she is achieving compared to what was available to my generation. But what I love most is the cosy, loving, and individually supportive family atmosphere provided by the carers, down to the fostering of her interest in music and toasting her sandwiches to encourage consumption! Maya\* has no siblings and for her naturally sociable personality this could have been a problem but Waiapu Kids has filled this gap over and above expectations. This place is a little gem and I love visiting and the fact that the kids and carers all call me Granny!

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

YEAR IN  
REVIEW

# Early Childhood Education Services



1447

Number of days of ECE provided



67

Number of transitions to primary school celebrated from 01.04.19 to 31.03.20



398

Children attending ECE from 01.04.19 to 31.03.20



306,620

Total number of ECE hours provided from 01.04.19 to 31.03.20



219 Māori / 55%

122 NZ European/Pākehā / 31%

13 Pacific Island / 3%

40 Other / 10%







## Growing Through Grief



It is almost a certainty that in the span of any human life there will be periods of grief, loss, and change. At ACW we support those experiencing difficulties through our Growing Through Grief services.

Under the umbrella of Growing Through Grief, our flagship programme is Seasons for Growth™, which offers peer-support groups for children, teens, and adults to help them navigate the life changes they are experiencing. Rather than a child or adult being supported on a one-to-one basis, participants in the programme meet and interact with others experiencing or suffering through similar life events. Trained companions (volunteers) lead participants through the programme as they learn from each other and understand that they are not alone in their grief. Programmes are available for different age groups, from children of six years old to high-schoolers and adults.

Growing Through Grief has seen increased demand from schools in the last year. We expect that demand will continue to increase through the next financial year as children and adults process events related to COVID-19.

In Hawke's Bay, Growing Through Grief has continued to offer the Life Threatening Illness programme to children grappling with the serious illness of a family member and we hope to increase our reach with this programme in the next year.

Seasons for Growth™ is offered by ACW and by parishes throughout the diocese. In 2019 the Growing Through Grief coordinators gathered at a hui for the first time in five years. Coordinators often carry a significant emotional burden as they lead children and adults through the programmes, so to gather and share their stories and knowledge was significant and helpful. Coordinators now gather regularly via Zoom to talk through issues arising as well as to share insights.

As part of ACW's strategic objective of striving for excellence in every service, we are working to update the way we collect data and evaluate the difference we are making in the lives of the participants in our programmes.

In keeping with our ongoing efforts to improve and expand our offerings to the community, Growing Through Grief is looking to develop a suite of programmes to sit alongside Seasons For Growth™ to meet even more needs in the areas of grief, loss and change. For example, this year we were able to deliver loss and grief training as part of a pilot programme for Fire and Emergency NZ. ●

“

*Thanks for your chats in the past after we experienced our loss. Your support has meant a lot, while I'm navigating the new world of grief and trying to do my best. Your suggestions have always been spot on!”*

—  
YOUNG CLIENT

## Client story

Anya's\* journey with Growing Through Grief started with contact from a school after her child died. The school was seeking support for staff and students as well as for the family. A few months later Anya made contact and we talked through a few things because the family was not yet ready to attend a programme. After some time had passed, Anya was able to attend the parent workshop: 'Supporting Your Child Following the Death of Someone They Love'.

Losing a child is devastating. Anya was learning to navigate her own grief as well as her family's, which was mixed with a lot of anxiety. Anya wanted her daughter to attend a children's programme, but she wasn't ready yet. After Anya attended our adult programme called 'Exploring the Seasons of Grief', her daughter saw that talking could be OK and not too scary.

Anya enrolled her then eight-year-old into our after school Seasons for Growth™ programme and watched as weekly her daughter grow more comfortable with the nature of the programme and her own feelings and story. In her evaluation she wrote that the most important thing she learned from the programme was how to deal with her sadness.

The time from first contact to Anya's daughter attending a programme of her own was one and a half years. Grief has no time limit and there is also no need to rush after a sudden change has occurred. We encourage clients to take their time, as this family did.

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

YEAR IN

REVIEW

# Growing Through Grief



39

Companions trained to deliver Seasons for Growth grief programmes (ACW and DOW)



56

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



3

Number of companion education sessions



307

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



3

Adult grief seminars



30

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



26

Attendees at adult grief seminars

GTG Figures are from 1 Jan 2019 to 31st Dec 2019 due to incomplete data for term 1 of 2020. This aligns with prior year data.

NB. These figures exclude parish-managed GTG services.







## Family Services

ACW’s Family Services offer support to whānau and tamariki through counselling and social work and the provision of group programmes. Each of the Family Services throughout the Waiapu Diocese offers social work and counselling but each service may also provide unique resources such as emergency foodbanks and financial capability services to respond to the needs of our communities.

Our Family Services have undergone some changes this year to strengthen our offerings.

To improve our assessment processes across Family Services this year we introduced screening tools for self-harm, suicide, depression, family violence, and alcohol and drug misuse because these are the areas of risk we see most often in our client whānau. Our intention was to develop a more in-depth assessment so that when someone presents to our Family Services we can quickly identify risk and respond in a more timely and effective manner. For instance, a person may present with financial troubles but when the assessor asks targeted questions using the assessment tool, they may find that family violence is present. We can then help them with a more comprehensive intervention.

This year the Family Services practitioners met in Taupō for our first hui. With a focus on family violence and transformation through a cultural lens, we explored the concept of whakapapa and how it forms our views of ourselves and the people we work with. The hui enabled us to develop our internal relationships, collectively putting practitioners on the same page across the organisation, and strengthened our resource base for future support and collaboration between practitioners.

“

*I am grateful for the mahi that Family Services has done for me. I would not be where I am today if it wasn't for them.*”

—  
CLIENT

In January 2020 Beachaven Family Services transitioned from the stewardship of ACW to Papamoa East Anglican Mission and is now known as Beachaven Parish Projects. From July 2019 ACW and Papamoa East Anglican Mission worked in partnership to hold several community hui at Beachaven to determine the needs of the community. Through that process we agreed that Beachaven stands firmly today as a mission outreach to the community of Papamoa and therefore sits nicely within the auspices of the Papamoa East Anglican Mission. ACW remains committed to the Papamoa area with Papamoa Family Services and the Kauri Centre not too far down the road. We are proud of the years that ACW has served the community alongside Papamoa East Anglican Mission and are pleased to be handing this taonga over to the church.

As part of our ongoing development of resources to serve our communities we formalised the Strong Women programme this year.

Strong Women is a group programme run in Te Hapara Family Services for women who have experienced relational trauma. It is a seven-week programme underpinned by te whare tapa whā (the four dimensions of wellbeing developed by Mason Durie), and empowers women to build strong relationships, bodies, and minds. The programme has been running informally for two years in Te Hapara but this year we produced a facilitator guide and handbook for the participants and now the programme is ready to use across all our services. When we asked for feedback from the women who participated in the course, they reported that the programme had a positive impact, particularly with self-esteem.

It has been a busy year full of positive change for Family Services and we are confident that we are laying the groundwork for even more effective and sustainable offerings to whānau in our communities. ●

## Client Story

Marina\* recently left her violent partner of many years and moved to another city. She was initially referred to our service for social work support but it became clear that while she was very capable, Marina's life was chaotic. It was difficult to build a relationship with her because she was guarded and did not want to let anyone in.

It was important for us to support her on things that she wanted to focus on which did not include the violence that was occurring at home. This helped build our relationship and over time we noticed that she would reach out for help when needed, be open about her mood and call in advance to let us know if she was not able to make an appointment. This all indicated that she was starting to trust us.

Prompted by yet another report of family harm from the police, we felt comfortable in approaching Marina about the violence she was experiencing. She had the best of intentions and aspirations for a bright future but she had lost hope. She could not imagine her life without her abuser, despite not wanting that life.

Marina agreed to meet with Women's Refuge to discuss how they could support her. Before our meeting we called and spoke to a social worker who explained that they could put her into a safe house immediately and transfer her out of town soon after. Marina agreed and once she had made the decision to leave there was an excitement in her that we had never seen. We spent a lot of time writing out a substantial list of tasks that needed to be completed before her departure, which Marina was able to complete. It was amazing to see her motivation and excitement for the fresh start she needed and the future she wanted.

In the short time Marina has been in her new city she has moved into her own home and accessed financial support. Marina is more motivated at this time in her life because she doesn't have the chaos caused by family violence creating barriers to living her fullest life. The choices she has made have already transformed her life.

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

YEAR IN

REVIEW

# Family Services



304 Māori / 43%

325 NZ European/Pākehā / 46%

18 Pacific Island / 3%

79 Other / 11%



**87%**

% of clients achieved 80–100% of client goals



% of client partially achieved goals



**499**

New clients referred into our services







## Older People's Programmes

ACW runs six older people's programmes across Waiapu. They offer activities, excursions, and, most importantly, friendship with peers and connection to community. These programmes are supported by a large group of volunteers who give their time to provide transport, cook nutritious food, and assist with activities. Volunteers are integral to our operations in this sector and their kindness extends beyond each programme's walls.

Three of our services have District Health Board contracts that support the provision of day programmes alongside fees, philanthropic funding, and ACW investment. The other two are funded through fees, philanthropic funding, and ACW investment.

This year we have focused on some foundational projects that include the introduction of a formalised intake process that captures clients' needs and information. This process ensures that clients are fully informed about who we are and what they can expect at our programmes. We also created a working group with three representatives from this sector and identified data that we wanted to capture as an organisation. Our next step will be to explore databases so we can better capture information.

Links with external agencies and peers are important to the older people we serve. Although our services are referred to as 'day programmes', staff attend to clients' holistic needs and often provide additional support such as communicating with family members near and far, assisting with transport to appointments, and advising them about agencies such as Meals on Wheels, cleaning, and support in the home. Inter-generational contact is an important part of community life and this year Heretaunga Seniors and Waiapu Kids St Matthew's in Hastings connected. Children attended the day programme, sang songs, and enjoyed lunch with our clients.

“

*I feel really  
cared for here.”*

**CLIENT**

A 2019 survey of 186 clients showed that 89 per cent felt that attendance increased their confidence. Most felt that our programmes helped prevent any decline in wellbeing with 87 per cent reporting improved health.

Our day programmes have always been an integral part of the communities they serve and this year we had the pleasure of celebrating some milestones. Heretaunga Seniors celebrated 25 years in May 2019 and the Elske Centre in Dannevirke and the Pakeke Centre in Waipukurau celebrated 20 years in June 2019. All three celebrations involved clients, staff, volunteers, and parishioners past and present, and were times for fellowship, reflection, and celebration. We hope to further improve our offerings to older people in these communities in the coming year. ●

“

*Mum has come back to life since attending the centre, thank you.”*

**DAUGHTER OF CLIENT.**

## Client Story

Margie\* has been attending our older people's programme for several years. Since she lives on her own the centre has meant social support, good food, and fun. Being an outgoing person, this support has been important for Margie's overall wellbeing. She loves the centre, the staff, and her friends there.

Margie recently had a home visit from two of our volunteers. She was full of joy and excitement, with tears in her eyes when they knocked on her door. She had her Royal Doulton laid out and nibbles ready to enjoy. It was humbling to see how much the service and its staff mean to our clients. It was also wonderful that Margie had the opportunity to “give something back” by having us visit and showing her appreciation.

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

YEAR IN

REVIEW

# Older People's Programmes

006

6

Number of Older People's Programmes



432

Total number of clients from 01.04.19 to 31.03.20



877

Total number of days Older People's Programmes run from 01.04.19 to 31.03.20

14,358

Number of attendances by older people from 01.04.19 to 31.03.20



68 Māori / 16%

350 NZ European/Pākehā / 81%

0 Pacific Island / 0%

14 Other / 3%





## After School Programmes

Many parents need to work past school hours and their children need a safe place to go after school and during school holidays. ACW meets this need with School's Out After School in Whakatāne and After School @ St Luke's in Havelock North, giving children aged 5-14 a safe, happy, creative place to spend their after school hours. Children are given a nutritious afternoon tea, help with homework, and the opportunity for outdoor activities and games as well as arts and crafts.

The School's Out programme in Whakatāne not only caters to school-aged children but offers the opportunity for after school work to students aged 16 and over. In 2019 we created a training programme for students aged between 15 and 16 so that when they turn 16 they are ready to work effectively in the after school and holiday programmes. After their training the young workers are equipped to initiate and facilitate group activities, redirect play, and competently manage groups of children. These student leadership positions offer meaningful work to students in areas where part-time employment is hard to find and can encourage them to pursue a career in teaching or early childhood education.

After School @ St Luke's in Havelock North offers volunteer positions to young people, many of whom attended the programme themselves and are interested in a teaching career or working with children. Some come to us through the church, or volunteer at the programme as part of their Duke of Edinburgh Award community service, to develop their leadership and communication skills.

Some of our young volunteers then transition to paid work with us in their later years of high school. As part of our commitment to whānau we have a homework assistant who works with the children to help with homework so that when they are picked up they can go straight home to quality family time rather than having to transition to a homework mindset later in the evening. There are also three dedicated volunteers who are ex-teachers and come to the programme rostered over a week to help children with their work. We could not run the service as effectively without these volunteers and are so grateful for the gift of their time and expertise.

As part of ACW's strategic objective of "excellence in practice" in every aspect of the organisation, the School's Out and After School services are participating in the development of the Education Practice Framework. Although it has been a big shift, we are enthusiastic about having the tools to more closely examine what we do and evaluate how to improve our service.

There is a waiting list of children seeking places in the School's Out programmes and every school holiday we welcome some children who simply want to be part of the programme even though their parents don't necessarily need holiday childcare. That is always a highlight and speaks to the warm and caring atmosphere created by our School's Out and After School staff. ●

“

*There is always something fun to do when I'm there.”*

YEAR IN

REVIEW

# After School Programmes (OSCAR)



# 162

Total number of children attending OSCAR from 01.04.19 to 31.03.20

123

# 123

Total number of children attending holiday programmes from 01.04.19 to 31.03.20



# 379

Number of days OSCAR has been provided



# 93

Number of days holiday programmes have been provided



# Consolidated Annual Financial Statement

Anglican Care Waiapu is pleased to present the financial statements for the year ended 31 March 2020.

Statement of Revenue and Expenses	GROUP	
	2020 (\$000)	2019 (\$000)
<b>Operating Revenue</b>		
Operating Income <sup>1</sup>	4,469	4,279
Other Income <sup>2</sup>	1,828	2,174
<b>Total Operating Revenue</b>	<b>6,297</b>	<b>6,453</b>
<b>Operating Expenditure</b>		
Employee Costs	5,530	4,705
Operating Expenses	2,321	2,555
Depreciation	382	272
Other Expenses	-12	0
<b>Total Operating Expenditure</b>	<b>8,221</b>	<b>7,532</b>
<b>Operating Surplus/(Deficit)</b>	<b>-1,924</b>	<b>-1,079</b>
Surplus/(Deficits) from Discontinued Operations	119	281
Total Other Comprehensive Revenue/(Expenditure) <sup>3</sup>	-3,438	4,997
<b>Reported Surplus/(Deficit)</b>	<b>-5,243</b>	<b>4,199</b>

● After School & Holiday Programmes 1.6%

● Waiapu Kids, Early Childhood Centres 4.9%

● Older People's Programmes 38.1%



● Family Services 37.8%

● Growing through Grief Programmes 12.2%

● Partnering with Parishes – Projects 3.8%

● Resthome & Retirement Villages Chaplaincy 1.6%

Statement of Financial Position	GROUP	
	2020 (\$000)	2019 (\$000)
<b>Assets</b>		
<b>Non Current Assets</b>		
Property Plant and Equipment	2,906	2,359
Other Receivables	553	659
Financial Assets	60,203	64,640
	<b>63,662</b>	<b>67,658</b>
<b>Current Assets</b>		
Cash Equivalents	69	31
Trade and Other Receivables	199	222
Other Investments	3,186	4,565
	<b>3,454</b>	<b>4,818</b>
<b>Total Assets</b>	<b>67,116</b>	<b>72,476</b>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Trade and Other Payables	1,236	1,353
	<b>1,236</b>	<b>1,353</b>
<b>Total Liabilities</b>	<b>1,236</b>	<b>1,353</b>
<b>Net Assets/Equity</b>	<b>65,880</b>	<b>71,123</b>

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 27th August 2020.

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](http://www.register.charities.govt.nz).

1. Operating Income includes Government Income, Fees, Fundraising and Sundry
2. Other Income includes Grants, Donation, 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  
 027 473 7988  
 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: Alana Pugh  
 E: alana.pugh@acw.org.nz  
 P: (07) 308 6934  
 A: 32 Domain Rd, Whakatāne

### 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

### Waiapu Kids St Mary's Family Centre

Manager: Alice Heath  
 E: alice.heath@acw.org.nz  
 P: (07) 575 9945  
 1 Marlin Street, Mount Maunganui

## Waiapu Kids St Mary's Tahatai

Manager: Trish Parkes  
 E: trish.parkes@acw.org.nz  
 P: (07) 572 5016  
 114 Evans Road, Papamoa

## After School

### School's Out, After School

Manager: Alana Pugh  
 E: alana.pugh@acw.org.nz  
 P: 07 308 6934  
 A: 30 Domain Rd, Whakatāne

### After School @ St Luke's

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

## Family Services

### Papamoa Family Services

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

### 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: Katarina Rakuraku  
 E: katarina.rakuraku@acw.org.nz  
 P: (06) 927 7070  
 A: 776 Childers Rd, Te Hapara, Gisborne

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## Growing Through Grief

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### Bay of Plenty

Coordinator: Amy Colonna  
 E: amy.colonna@seasons.org.nz  
 P: (07) 574 7170  
 A: 35E Hartford Ave, Papamoa

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### Central Hawke's Bay

Coordinator: Lynn Ellingham-Boyd  
 E: lynn.ellingham@acw.org.nz  
 P: (06) 374 7649  
 A: 174 High St, Dannevirke

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### Eastland

Co-ordinator: Nicole West  
 E: nicole.west@seasons.org.nz  
 P: (06) 868 4233  
 A: 776 Childers Rd, Gisborne

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### Hawke's Bay

Co-ordinator: Sandie Speeden  
 E: sandie.speeden@seasons.org.nz  
 P: (06) 873 4962  
 A: PO Box 1036, Hastings

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### Hawke's Bay

Co-ordinator: Sue Haldane  
 E: susan.haldane@acw.org.nz  
 P: 021 581 512  
 A: PO Box 1036, Hastings

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## Older People's Programmes

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### Arohaina Centre

Manager: Diane Larsen  
 E: diane.larsen@acw.org.nz  
 P: (06) 867 7675  
 A: 396 Aberdeen Rd, Gisborne

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### Elske Centre

Manager: Lynne Ellingham-Boyd  
 E: lynne.ellingham@acw.org.nz  
 P: (06) 374 7649  
 A: 174 High St, Dannevirke

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### Heretaunga Seniors

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

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### Pakeke Centre

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

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### The Kauri Centre - Papamoa

Manager: Colin Oomen  
 E: colin.oomen@acw.org.nz  
 P: (07) 218 0108  
 A: 30 Evans Rd, Papamoa

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### The Kauri Centre - Te Puke

Manager: Colin Oomen  
 E: colin.oomen@acw.org.nz  
 P: (07) 218 0108  
 A: 47 Jocelyn St, Te Puke



TAURANGA • PAPAMOAO  
TE PUKE • WHAKATĀNE • WAIAPU RIVER  
ROTORUA • OPŌTIKI

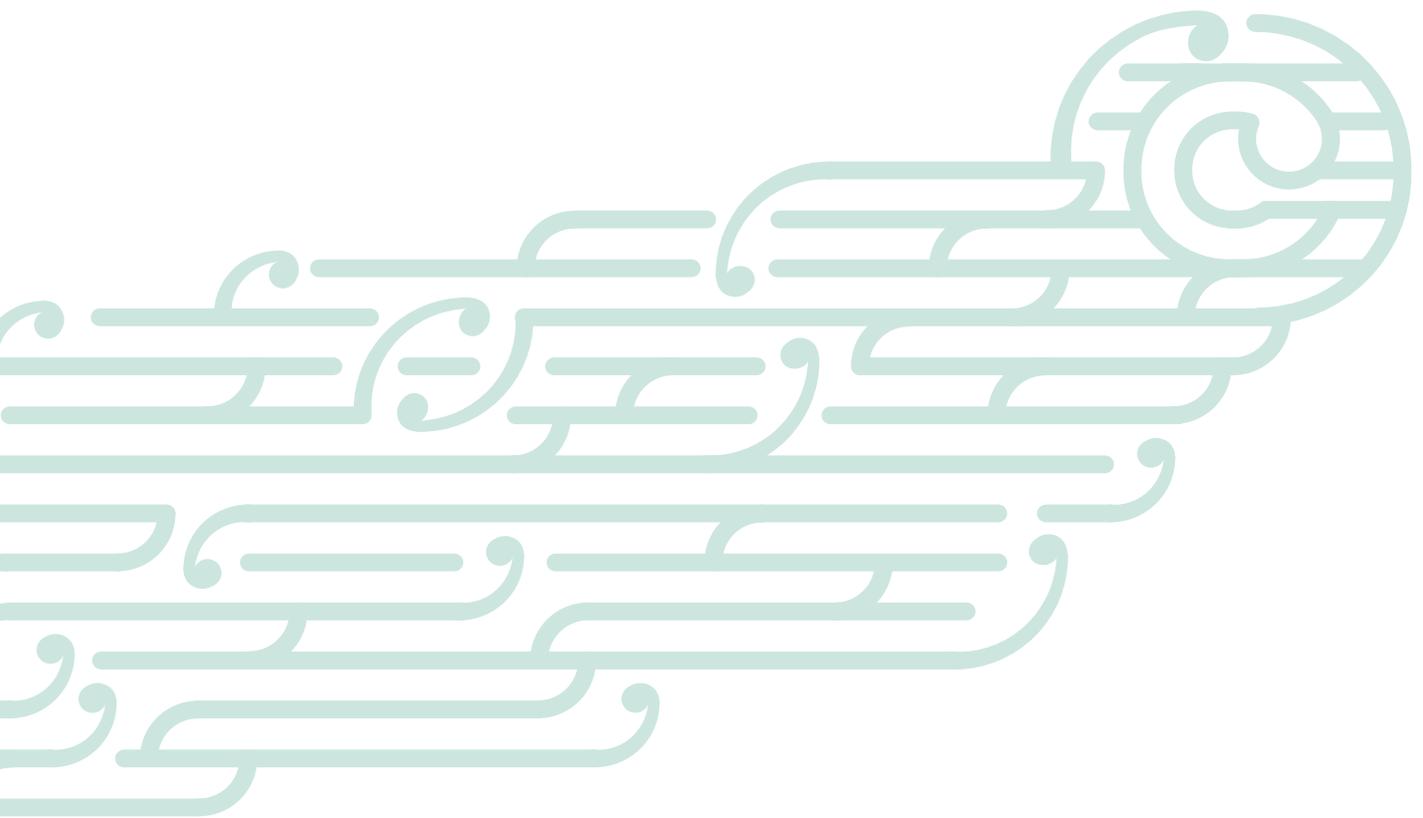
Bay of Plenty Eastland

• TAUPŌ • GISBORNE

Hawke's Bay

HASTINGS • NAPIER  
• WAIPAWA  
• WAIPUKURAU

• DANNEVIRKE  
• WOODVILLE



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*Fulfilled Lives, Connected Communities*

p. (06) 834 0376

2 Bower Street, Napier 4110

PO Box 227 Napier 4140

**[www.acw.org.nz](http://www.acw.org.nz)**

