



**Family
Works**



ANNUAL REPORT
2015/16

Building strong families

Aotearoa is the best place in the world to raise our children, our tamariki



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Maitland Manning
Chair, Family Works
New Zealand

Strong families build strong communities

I am delighted to present our first Family Works New Zealand Annual Report following the establishment of the Family Works New Zealand Trust in 2015.

As the valuable work of all our regions accelerated during the year, behind the scenes an equally busy transition took place at the administration level establishing the Trust to better represent Family Works on the national stage.

The national service development work began in 2014 with the Operations Manual for Casework Services, bringing together the resources and expertise developed over many years within the regional organisations. This was followed by the establishment of a national Evaluation Framework and the development of client self-assessment tools. These tools are currently being piloted throughout the country, and will inform a final version that will seek clients' views of their needs, and track changes over time.

With the work completed to date and that planned for the future, Family Works New Zealand will be rightly recognised as the professional and progressive national organisation funders and stakeholders increasingly request of our service sector.

During the year we have been increasingly proud of our staff members working on the front line. Homelessness, child abuse, and poverty are just some of the social issues they respond to each day. By working smartly and collaboratively they enable struggling families to grasp the positive outcomes they seek for long-term gain.

Regions grew their services during the year: Northern merged Auckland-based Shine, which supports victims of family violence, into its services; Northern led the national Out of Gate programme which has achieved great results across the country, supporting women prisoners to integrate back into the community once their sentence is complete; Northern and Central continue to manage the Ministry of Justice's Family Dispute Resolution Services contracts. Family Works is the only not-for-profit organisation to provide this mediation service. Otago continued responding to the desperate needs of individuals, families the South Dunedin community affected by earlier flooding, to name just a few activities. In several regions, finding suitable housing for families added additional and often unfunded complexity to the work.

All regions build on initiatives that wrap support around families/whānau, tailoring support and enlisting the input of partners to effect lasting change. We believe individuals and families have inherent strengths, and with resilience-building services such as parenting skills programmes and budget advice, youth education services and collaborative goal-setting, these people create strong families and communities.

In response to the Government's focus on the most vulnerable children and families, we have adopted a well-respected empirically researched family support programme from the United Kingdom, gifted to Central region and shared nationally. We will build on a pilot undertaken this year by FW Central.

The Modernising Child, Youth and Family Expert Panel Report proposes transformation of our care and protection system, and the Government has signalled changes to the way services will be funded. The rapidly changing environment means continued uncertainty for our future funding. Therefore we are genuinely grateful for the support of individual donors who recognise that we can't effect change alone.

I would like to thank the members of the FWNZ Trust Board who volunteer their time and effort to guide not only the significant operations of each region, but also the national organisation. Collectively they offer an impressive range of skills and experience that are harnessed for the benefit of the services provided and the people we serve.

The future holds the promise of much change and challenge. We enter 2016-17 in the midst of system-wide changes to the delivery of services to vulnerable people in our communities. Family Works will continue to work with families so they are safe, strong and connected.

Maitland Manning
Chair, Family Works
New Zealand

We thank all our staff and volunteers for their hard work over the last 12 months.

Family Works is represented nationally by the Family Works New Zealand Trust. Trust members volunteer their time and effort to guide not only the significant operations of each region, but also the national organisation. Collectively they offer an impressive range of skills and experience that are harnessed for the benefit of the services provided and the people we serve.

The Family Works Manager's Group, represented by senior Family Works managers from each region and nationally, is responsible for the FWNZ work programme. Diane Garrett provides a single point of contact for national communication, as well as coordination of service development initiatives. Based in Wellington, she works alongside PSNZ staff in the small national office. The National Executive Group, made up

of the seven Presbyterian Support Chief Executives, manage the Trust while Trust Board members, one from each region, provide governance. The Trust members volunteer their time and effort to guide not only the significant operations of each region, but also the national organisation. Collectively they offer an impressive range of skills and experience that are harnessed for the benefit of the services provided and the people we serve.

Regionally, we have staff dedicated to the work of supporting achievement for our clients. The following pages highlight the breadth of this work and the outcomes achieved.

Family Works Trustees and National Executive Group



Left to right:

- Tim Loan**, Southland Board Chair
 - Rod Watts**, Northern Chief Executive
 - Peter Wards**, Southland Chief Executive
 - Sanja Majstorovic**, East Coast Chief Executive
 - Vaughan Milner**, Upper South Island Chief Executive
 - Michael Parker**, South Canterbury Chief Executive
 - David Richardson**, Otago Board Chair
 - Jim Pearce**, South Canterbury Board Chair
 - Rev John McKean**, Upper South Island Board Chair
 - Margie Apa**, Northern Board Chair
 - Gillian Bremner**, Otago Chief Executive
 - Maitland Manning**, East Coast Board Chair
 - Chris Graham**, Central Chief Executive
- Absent: **Peter Sherwin**, Central Board Chair.



Diane Garrett, Family Works New Zealand Manager



501
Number of
Family Works
staff



411
Number of
Family Works
volunteers

Family Works

■ Service centres



For detailed information regarding our full range of services please visit our websites:

familyworks.org.nz

Family Works is the name for child & family services provided by the seven Presbyterian Support organisations in New Zealand.

We are part of our communities, based in over 50 service centres and satellite offices nationwide.

Family Works supports people experiencing challenging or difficult times. Everyone's circumstances are different and Family Works can support children, young people and families to make positive change.

Some examples of Family Works services are:

- social work support and coordination
- therapeutic counselling and psychology
- parenting skills programmes
- children's development programmes
- family dispute resolution service
- mentoring and support for young people

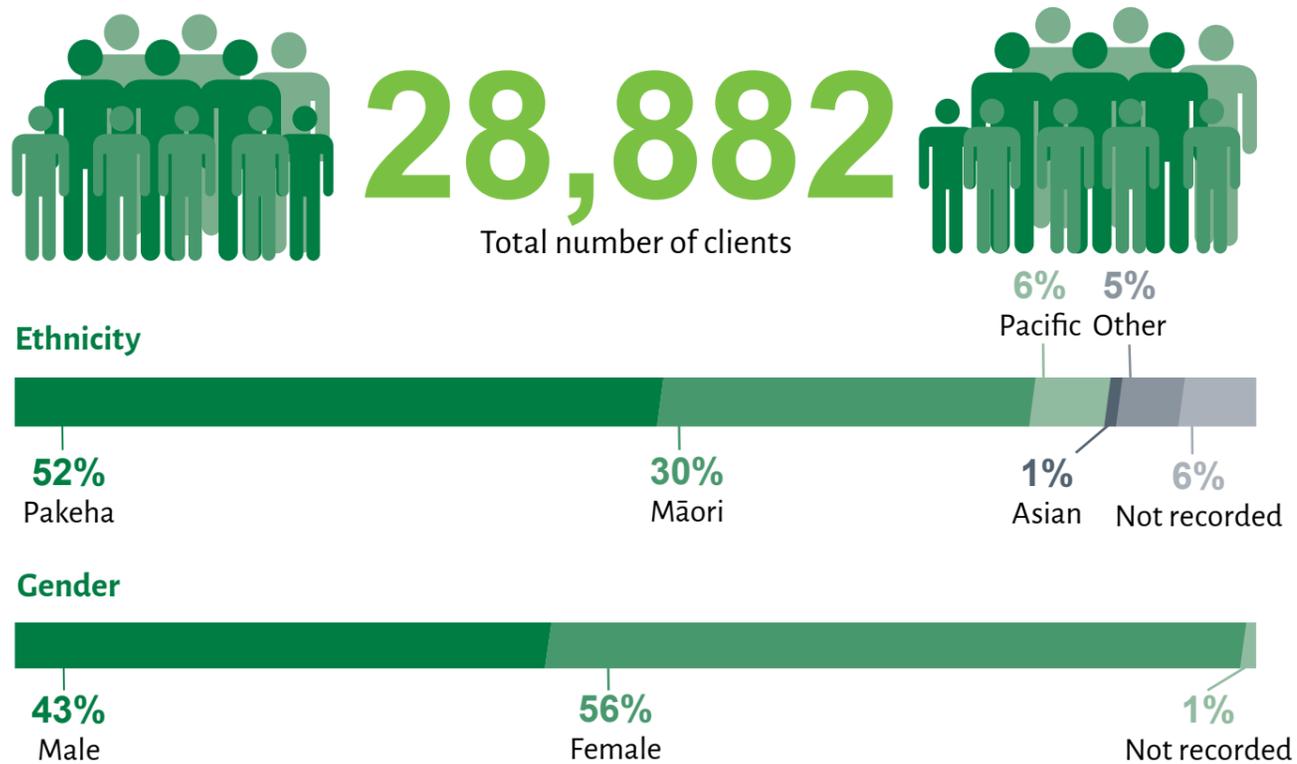
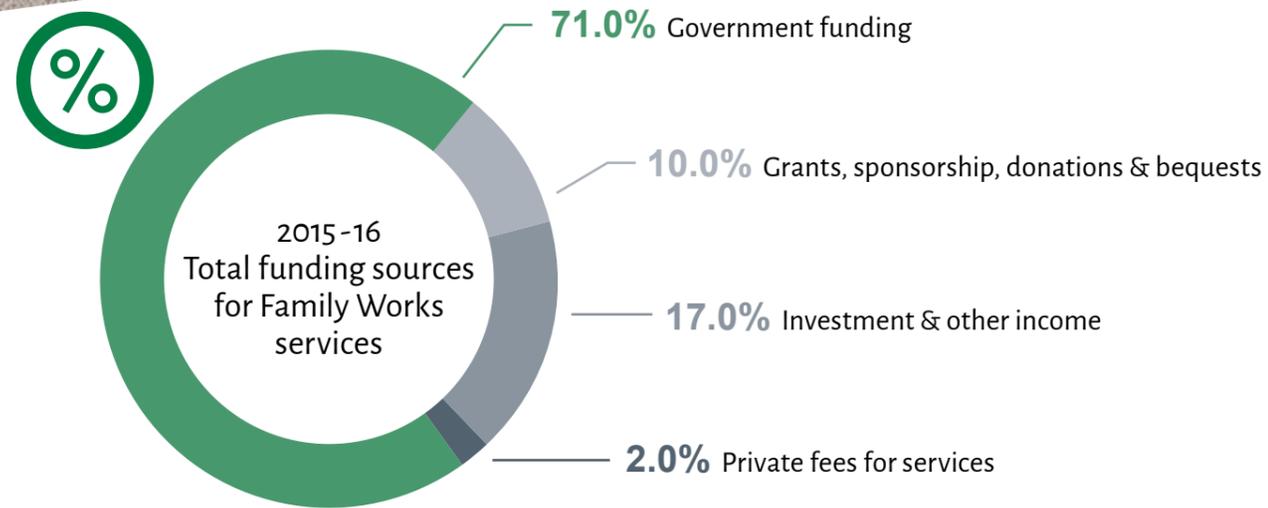
- family violence prevention and response programmes
- restorative justice
- Out of Gate community reintegration for women
- community development and support programmes
- services in schools
- budgeting
- foodbanks.

For more information regarding the full range of services in each area please visit our website familyworks.org.nz





30.3m
2015-16 Total expenditure on Family Works services



It is only by listening and responding to peoples' experiences, and vision for a better future, that we can effect lasting change.

Our dedicated, skilled and professionally qualified practitioners know that their ability to engage and build meaningful relationships with clients is critical to changing their life outcomes.

This work is both challenging and rewarding. Many come to us at times of crisis, when safety and wellbeing are at risk. In order to improve outcomes for whānau, we need to address immediate issues, alongside planning and support for entrenched problems and ways of responding to them.

We reach people who struggle to connect with services by being established in local communities and accessible in over 50 service centres and satellite offices across the country. We are also available to people in their daily interactions, with close to a hundred social workers attached to schools, early childhood centres and health services.

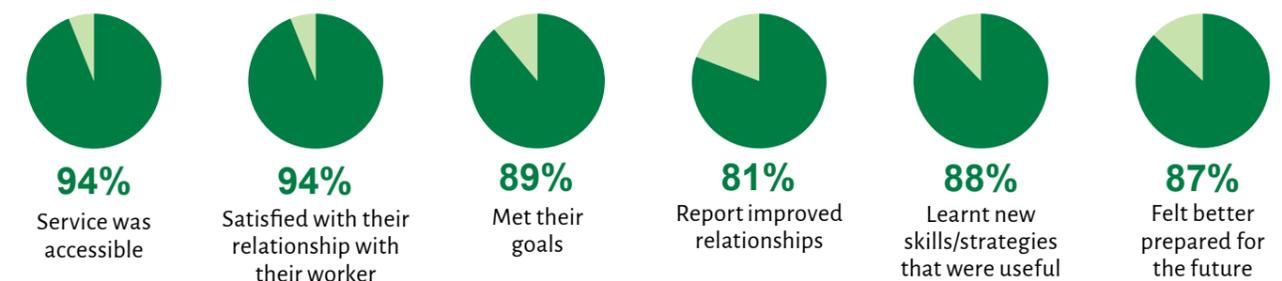
Each of our service centres provides a mix of services developed to meet local community needs.

Over the last year we have completed our Evaluation Framework, drawing on the practice, management and evaluation expertise in our regions. We work as a team to learn from one another and continuously develop our services.

The rōpū of regional cultural advisors have come together to develop a national cultural framework that builds on their regional policies and relationships with tangata whenua.



Client survey feedback





Family Works believes our children in Aotearoa New Zealand will be safe when all families and whānau feel strong, connected to, and supported within their communities.

In Tairāwhiti, the Tauawhi Men's Centre provides counselling, non-violence and parenting programmes, as well as general and youth social work. Tauawhi's coordinator, Tim Marshall says "Our approach is respectful, accessible and non-judgemental, and we believe that this is why we are trusted in the community."

"Seeing positive change in men motivates our work. We honour those men who are able to come out of dysfunctional family backgrounds that have influenced their own negative behaviours, and make positive changes for themselves and their whānau."

The vision for the centre is to create a community of caring men. "Tauawhi is the hub of a collective group of men who positively influence behaviour that reduces violence and other negative factors in our community. We support other groups and other organisations locally and nationally in this vision."

Tauawhi Men's Centre has strong ties with the national It's Not OK campaign, a community-driven campaign to reduce family violence in New Zealand.

Every year Tauawhi Men's Centre hosts the Tairāwhiti Men of the Year Awards, a celebration to honour the great men in the Tairāwhiti community. This year's event was held at Te Tini o Porou, the conference centre and social services hub for Te Runanganui o Ngati Porou.

The event acknowledges men from all walks of life who contribute positively to the community, commonly they are mentors or role models who inspire and support positive change in others. They value children and whānau, and invest time and energy into helping others.



Our approach is respectful, accessible and non-judgemental, and we believe that this is why we are trusted in the community.



Image: 6th annual Tairāwhiti Men of the Year recipients (2016)



Image: Henare Tahuri being named *Tauawhi Man of the Year 2016* by guest speaker Henare O'Keefe



Out of Gate is delivered nationally by Family Works and funded by the Department of Corrections. Family Works Otago is supporting Miri* following her release from prison a year ago.

Miri was disconnected from family and services, abusing substances, and transient. With intensive positive and committed support she started to connect with Family Works services, finally entering training which offered her some stability.

With continued support from Family Works and other agencies, Miri is in a more stable relationship with her partner, with whom she is now expecting a baby, and her family.

Miri has stopped all substance use, including cigarettes, and she and her partner are putting together a safe environment for their baby. She continues to work with her family and services to break intergenerational patterns, and create a positive future for their baby.

*Names have been changed to protect the identity of those involved

Our services are tailored to meet the needs of each child, young person, parent and whānau. Sarah is "Walking Taller" towards a brighter future.

When the Family Works South Canterbury Intake Worker first met Sarah*, her mistrust of agencies and support professionals was obvious.

Trauma from family violence had led to anxiety, low self-esteem and depression. On her own with four young children, Sarah realised she was struggling, and reached out for help. While a tailored mix of Family Works services could make a real difference, Sarah would need to take gradual steps, building her strengths and confidence along the way.

Completing "The Incredible Years" parenting programme enabled Sarah to learn new skills, gain confidence as a parent and identify deeper familial issues. Infant & Child Mental Health Service (ICAMHS) were involved to support one child, while for another's ongoing health issues were addressed by a paediatric specialist.

Over time, Sarah opened up more about her own personal concerns, as Family Works wrapped vital services around her and her family. With treatment for anxiety, support in accessing medication and Family Works counselling, Sarah is now more able to parent and also manage her commitments and life stresses.

It's been a rough road for Sarah, but in her own words, "walking taller" with Family Works alongside, Sarah knows she has the resilience and skills she needs on her journey.

*Names have been changed to protect the privacy of our clients.

Incredible Years is an evidence-based parenting programme offered by all seven Family Works regions and funded by the Ministry of Education

Family Works provides a range services to young people. Alongside social work and counselling to heal trauma, this work involves mentoring support, and life-skills training. At Family Works Upper South Island, a surprise visit from a past client highlighted a great result for one young man. He had such a positive experience that he felt inspired to pay it forward.

Two years ago, Daniel* was 16 years old and had moved to Christchurch after a significant traumatic experience. Dan and Youth Coach, Alannah worked together to find a place to stay that was safe and stable. After a couple of false starts, Dan moved in with a very supportive, older couple. Once settled, his Youth Coach helped Dan turn his attention to education.

Again, after a few false starts, Dan settled into an IT course at CPIT, working part time to cover costs. Thanks to his Youth Coach and the generosity of a local IT firm, Dan had the computing equipment he needed. He also worked with Alannah to complete our budgeting course.

Earlier this year, when Dan walked into the Linwood office carrying a computer, a cell phone, a box of Weetbix and a tin of Drinking Chocolate. "Dan said he wanted to give these to the Youth Service so that they could help someone else move on with their lives just as he had been able to," says Alannah. "He said he wanted to offer someone else the opportunity to have a laptop and a phone as he knew how hard it was living on a benefit."

Alannah recalls that even when times were incredibly tough, she and Dan would talk of the end-goal. For Dan, that was to find somewhere stable to live, to finish his studies and then to travel and experience the world. Two years on, looking taller and more confident, Dan told the team that he'd finished his studies and was about to fly out to Australia to fulfil his dream to travel. He credits Alannah and the Youth Service team with being instrumental in helping him to change his life. "There were a few tears of joy shed that day," recalls Alannah.

The laptop and phone have now been loaned to another client.

* Names and image have been changed to protect the identity of those involved



He said he wanted to offer someone else the opportunity ... he knew how hard it was living on a benefit.





Gemma's story shows the importance of building trusting relationships between practitioners and clients. By healing the trauma within families, planning for safety and building resilience, children's potential can be realised.

Gemma* and her seven children were traumatised by her partner, a patched gang member who regularly forced the children to witness his abuse of their mother. They were never allowed to cry or talk about what they saw. Even when their father was in prison they were terrified of what he would do when released. The constant shadow of danger gave them nightmares and panic attacks.

A Family Works Northern counsellor spent a long time helping this family heal. She provided a safe place where the children could talk about the secrets and dark memories they'd never been allowed to voice. In art sessions, they painted and drew their pain, trauma, hopes and dreams. Slowly, they were able to become everyday kids again, and their eyes and smiles grew brighter.

There is still a way to go before these children are completely safe from harm, but they have made progress, as shown by their response when their father was released: "We can live in fear and worry ourselves sick, or we can get on with our lives and have fun."

*Name changed to protect identity.



We can live in fear and worry ourselves sick, or we can get on with our lives and have fun.



Often whānau come to Family Works at times of crisis, when safety and wellbeing are at risk. In order to improve outcomes for whānau, we need to address immediate issues, alongside planning and support for intergenerational problems and ways of responding to them. Family Works helps whānau succeed.

In two short years a Family Works Southland client turned her life around. Now she wants to help others in a similar position.

In early 2014 mother-of-one, Pia*, was in a dysfunctional marriage. Working part-time for minimum-wage, living in a tiny flat without transport she suffered debilitating anxiety and low self-esteem.

Pia didn't want to repeat cycles of abuse, dependency on government, and family addictions she had seen throughout her upbringing. She wanted more for her daughter.

She enrolled in Family Works Southland's parenting classes and fully participated in the Family Start programme; accessing help and taking all opportunities presented.

In 2016, Pia is studying towards a degree in Social Work. She has strengthened relationships with whānau and is successful co-parenting with her now ex-husband. She is positive, confident and an active, hands-on mother.

Pia knows how much her Family Start Whānau Worker helped her. Now she is working to help others.

* Names have been changed to protect the identity of those involved



Adults participated in parenting programmes



People participated in other group learning programmes



Children and young people participated in development programmes

Family Works reaches people who struggle to connect with services by being established in local schools and communities.

Nicole*, aged 10, was doing well at school but she was unhappy at home. Dad's partner was being mean – calling her and her sister names and arguing with her Dad which frightened her.

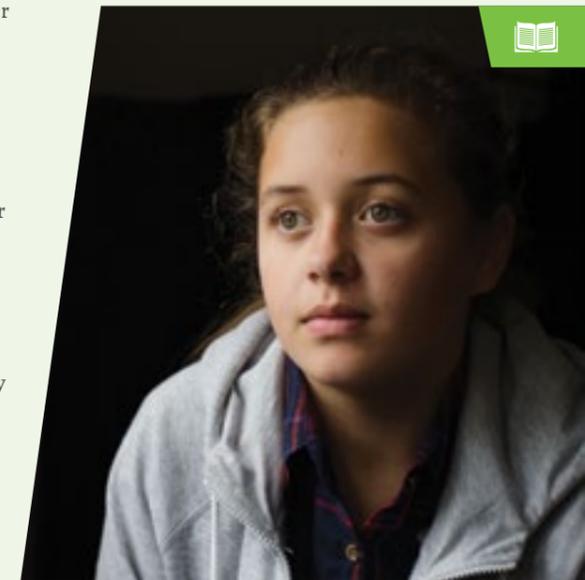
Nicole couldn't talk to her Mum about what was happening at Dad's place, and her relationship with Mum's partner was troubled too.

One person Nicole *could* talk to was the Family Works Northern social worker at her school. They often chatted about what was going on, so she felt comfortable when her parents formally signed her up for the service.

With help Nicole explored new ways to understand and express her feelings and deal with her worries. With encouragement, the four adults began to communicate regularly with each other and created a safety plan for the children.

Nicole now has her own cell phone which helps her feel safe. She can talk more openly with her parents about what's bothering her without fear of getting into trouble.

* Names and image have been changed to protect the identity of those involved



Family Works is the largest provider of MSD funded SWiS in NZ

Family Works has 86 SWiS social workers, delivering services to 173 schools

A parent found helpful...

Communication about...how the boys were, and strategies to help understand what they were going through.



Family Works services strive every day to make New Zealand the best place to raise children.

We are genuinely grateful for the support of individual and group donors who recognise that we can't effect change alone. People who want to specifically support our work with children and families most in need of help are able to donate through our Guardian Angel campaign.

The money donated regularly, or as a one off, has enabled a range of services for children, parents and communities to be provided. There is family counselling to work through conflicts, parenting and family violence programmes, social worker support for desperate families, and emergency food parcels for those hard times. The money allows us to do more for a family and help more families.

Guardian Angels may be groups of people who want to make the contribution together, or individuals who want to make a difference.

For more information on how you can support Family Works efforts, see www.familyworks.org.nz

Thank you to the 863 Guardian Angels who gave \$239,512 to Family Works in 2015/16



Family Works New Zealand Charitable Trust

Statement of financial performance for the year ended 30 June 2016

	2015/16 \$
Revenue	
Subscriptions	235,733
Project Levies	29,000
ISO Funding	49,009
Interest	505
Total Revenue	314,247
Expenses	
National Council Meetings	8,279
National Management Meetings	46,773
Research and Special Projects	14,491
Advertising	2,886
Subscriptions Paid	22,156
Salaries and Wages	140,246
Financial Services	10,813
Audit	1,100
Annual Report	3,161
Legal	3,289
Rental	6,294
Website Development	7,232
Other Expenses	8,632
Total Expenses	275,332
Surplus/(Deficit) for the Year	38,915

Note: 2015/16 was the first financial year of operation for Family Works New Zealand.

The information featured has been extracted from the Performance Report which is available in full on our website fwnz.org.nz

For and on behalf of Family Works New Zealand Charitable Trust 21 September 2016

Maitland Manning
Trust Chair
Family Works New Zealand

Taone O'Regan
National Executive Administrator
Family Works New Zealand

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