



Catholic
Social
Services

2017

ANNUAL REPORT

WORKING TOGETHER
TO LIVE LIFE WELL



50 Years of help in Otago

In 1968 Catholic Social Services began as a compassionate Christian response to some of the human need of this region, and 50 years later we are still supporting people on their journey towards well-being. Over the course of these years we have gone through many changes as we have grown and responded to the needs within our community always focused on making a real tangible difference in peoples lives with the resources we have.

In this report, we have highlighted just a small number of services that we have provided alongside some data about the overall functioning of this agency. However, we want you to remember that behind the numbers and the talk is a person or a family and as such, we are here for that unique person and to help them with their need at that time.

Our mantra, *working together to live life well*, recognises that well-being cannot be achieved alone. The work at CSS is a partnership between staff and the people whom we serve, as well as a collaboration between our agency, other services, and all those that help fund this essential work. So thanks again everybody, for making a difference.

Mike Tonks, Director

2017 in brief

1031
people came
to us for some
sort of
assistance
in 2017

176
families were
helped by a
social worker,
125 were new
in 2017

140
registered for
counselling
104 received
help with 713
hours

115
people had
430 hours
support in
Central
Otago

66% from
Central Otago
identified
stress as their
biggest issue

79% NZ
European
12% NZ Maori
7% Other
2% Pacific

76 Dads
registered for
the Game On
Course, 60
Attended

41
people sought
help with
paying their
power bill

28
young women
were supported
through their
pregnancy

45
families felt
supported,
playing and,
learning at ABC
Playgroup

"Because of my social worker, "I am now drug free and do not gravitate towards substances. Also I am more positive. I have changed who I associate with and try to remove negative things and people from my life."

"Through Birth Support Group, I've gained the skills & confidence to live independently & make the best decision for my child."

Some of the ways we help

Help with Relationships

In the last few years we have had greater demand for couple counselling due to a declining availability of this service in the community. With this in mind, our counsellors have undertaken an extensive training programme so that we can offer the best evidenced based approach to helping couples work through their issues and make better choices for themselves and their families.

All relationships face challenges and it is at these times, that support from a counselor can make all the difference by providing a different perspective and new strategies for interacting. However this is not always an easy task. Some couples come to us after many years of unhappiness sometimes mixed with patterns of violence and for these, the goals of safety and security means that not every relationship can be 'fixed' but with the work of our counselors means that good decisions can be made for the ongoing well-being of all concerned, especially any children.



63
couples sought
help in
2017

"I have changed my perspective
to a more positive one. Telling him
how I appreciate him. Making time
for him."

12
= average
number of
sessions per
couple

44% of
couples think
counselling has
helped their
children

"Great help with our relationship,
brought us back from disaster,
from broken family. We are very
grateful for this help."

63% of couples
self refer
85% are NZ
European
9% NZ Maori

"More laughter, less tension. More
fun. Less blame, more freedom.
More support, honesty, physical
affection. So much has
improved!"

46
couples
received 440
counselling
hours

"In these sessions there is a
huge shift in perspective
...Change is possible!"

66 %
of couples
report that
they now have
less conflict at
home

80 %
of couples
identified
conflict as
main issue

"I am still working on it but I have
realised I have set my
expectations of my wife too high
and now try to accept that we all
make mistakes and nobody is
perfect, I find if I project my ideals
too much it is harder for my wife
to relax. So I am working on
looking for her good qualities and
acknowledging them".

Reasons ?
Stress, violence,
finances, isolation,
statutory required,
mental health,
drugs/alcohol

"Our kids are more positive and
communicating better."

"I now feel there is so much more
trust - less negative perceptions.
A lot more laughter & singing &
fun together. We have a sense of
being a team"

Help with Parenting

Raising the next generation of humans is one of the most important jobs we have to do, and as anyone who has been involved in this knows, it's not the easiest! For this reason Catholic Social Services has been involved in helping parents with up to date ideas, strategies and support for most of its existence. This has included providing individual parenting coaching for mums, dads, grandparents or caregivers with one of our skilled social workers and by running parenting courses such as the *Game On* - just for dads and the *Parenting Place Toolbox* courses for parents of babies and toddlers, primary aged kids and the parents of tweens and teens. We offer these every school term facilitated by a pool of experienced and trained volunteers such as Elizabeth who became involved in 2015.



"I have done, perhaps, 20 different groups and it has been amazing and I love that what I'm doing is making a difference in families' lives!"

"I remember this dad that didn't say anything for the first 5 and a half sessions, and then suddenly the dam burst and in the last half hour of the last session, he shared about all the stuff he had learnt and what a difference it was making in his family's life. It was fantastic and very encouraging. Running the courses has also been great for me personally as through it all I have developed some great new skills in working with people and I'm feeling a lot more confident in myself. I've also learnt a lot that has helped my parenting and, which I'm sure my kids would tell you, has been good for our family.

Helping out with the team at CSS has been great and I've felt really well supported and encouraged. I'm so glad I got involved."

"We have had a family meeting and set family rules / responsibilities. Kids now know about consequences of choices"

"I feel more enthusiastic about trying new things with my son. I talk to him more and give him lots of smiles and hugs. I feel a lot more confident as a father."

"This course is amazing. It has helped my family a lot. I believe I am a better parent for doing this course"

168
parents
enrolled for a
toolbox course
in 2017

48
attended the
0-6 year old
course
43% were
dads

52
came for help
with their
6-12 year olds
75% were
mums

26
attended the
teenage course
73% were
mums

14
started but
did not
complete the
course

"I'm now thinking about how my children are feeling and I'm being more flexible"

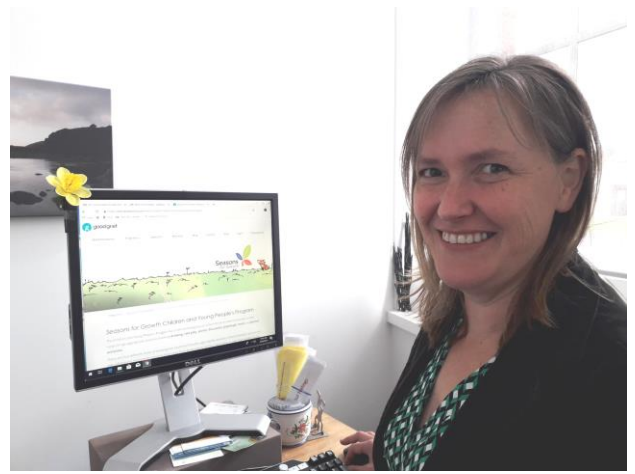
"I've learnt about the different parenting styles and to use reflective listening more"

"It taught me how to interact efficiently with my daughter and my partner!"

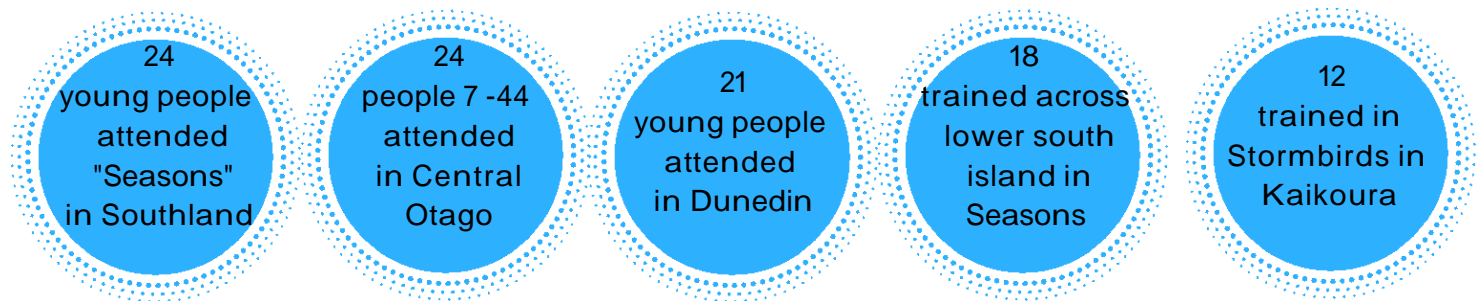


Help with Grief and Loss

"*Seasons for Growth*®" is a programme from Good Grief Australia which helps children and adults through the changes associated with significant loss. Counsellor Adele Smith oversees this in the lower south island by providing training and support to individual professionals in other agencies to bring this course to those in need in a local situation. Adele has also travelled to Christchurch and latterly Kaikoura to train local teachers and support workers in an associated programme called, "*Stormbirds*®" to help people through the loss associated with a traumatic community event or natural disaster. She writes,



"The request for Season for Growth training was in response to the many ongoing issues that present in a community that is under pressure following a natural disaster, such as relationship deterioration and at worst increased rates of deaths. The programme therefore provides an opportunity to help both adults and children continue to process their experiences of change and loss, and the new decisions they have to make which is important as the town tries to get back on its feet. In this regard it was heartening to see the Kaikoura community slowly coming alive again; the low tourism levels have been balanced a little by the increased need for labour and expertise in rebuilding our state highway. However I was also reminded how easy it is for the needs of our smaller communities to slip from our consciousness as their voice is not as loud as a large city like Christchurch. This reminds me of all our work here which is often about listening to those smaller voices and help people to feel empowered to achieve their goals by getting the resources and support that they need."



"What was most helpful about this course was being able to openly discuss experiences and listen to other peoples experiences and know we weren't the only one going through things"

"What was most helpful was talking about the cycle of grief and how it affects us all in different ways. "Letting our feelings out to a group of people who were interested to listen"

Working Together

An important part of helping people, is to not only work collaboratively with them, but to work alongside other agencies to provide an integrated service. Catholic Social Services staff attend a number of different networks including being part of *Strengthening Families*, a inter-agency group focused on helping families be safe and supportive places for tamariki. The *Christian Helping Agencies Group* connects the Church agencies, and the *Dunedin Collaboration against Family Violence* connects us with others trying to reduce the harm being done in families. On a national basis we are part of the *NZ Council of Christian Social Services*, the *Social Services Provider Network* and we collaborate with the other Catholic Social Services across the country. In Central Otago we network with schools and other social agencies and in Dunedin we have also become involved in the South Dunedin Community development project helping to meet the needs of this local area in which we are sited. We also encourage all our staff to be involved in their professional associations such as the NZ Association of Counselors and the Aotearoa New Zealand Association of Social Workers.

Audited Accounts Summary for the year 2017

Summary Statement of comprehensive Revenue and Expenses for the year ended 31st December 2017

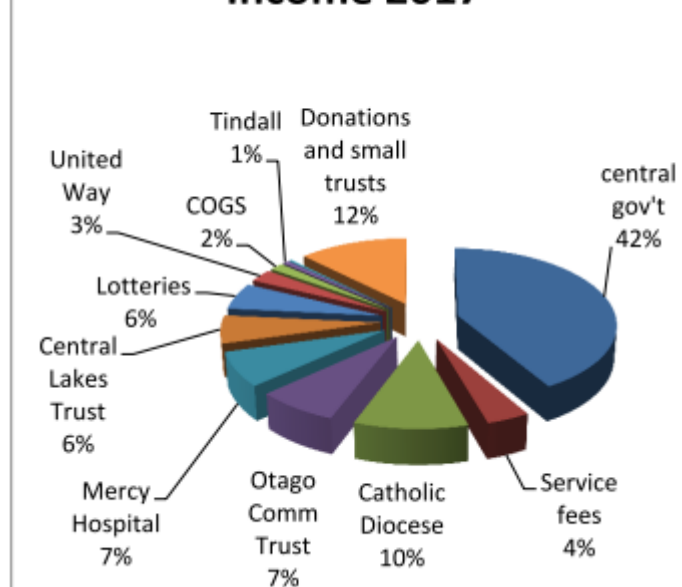
Audited by Deloitte – for more information see www.charities.govt.nz or contact the agency

Revenue		Expenses	
Funding from central government		201,973	Employee related costs
Revenue from non-governmental sources		19,061	Costs related to providing goods or services
Donations, grants and other similar revenue			Rent (2 Sites)
Central Lakes Trust	28,826		18,959
COGS Grant	7,625		Heat Light and Power
Otago Community Trust	36,279		5,809
Catholic Diocese of Dunedin	50,000		Programmes
Mercy Hospital	35,617		35,506
NZ Lottery Board	27,500		Supervision
United Way	13,000		6,618
Tindall Foundation	3,500		Training
Other	60,750		984
			Relief
			579
			Travel and Accommodation
			263
			68,718
			fundraising Expenses
			0
			Other expenses
			Financial Admin
			23,588
			Motor Vehicle Expenses
			4,392
			Information Technology
			11,573
			Office expenses
			12,423
			Professional Fees
			1,535
			53,511
			Total Expenses*
			511,045
Interest, dividends and other investment	1,553		
Other revenue			
Total Revenue	485,684		
Surplus/(Deficit) for the Year			(25,361)

Summary Statement of Financial Position as at 31st December 2017

Assets	2017	2016
Current Assets		
Bank accounts and cash*	152,648	120,936
Debtors and prepayments*	50,753	51,055
Total Current Assets	203,401	171,991
Non-Current Assets		
Property, plant and equipment*	70,053	72,357
Investments*	58,995	69,444
Total Non-Current Assets	129,048	141,801
Total Assets*	332,449	313,792
Liabilities		
Current Liabilities		
Bank overdraft*		
Creditors and accrued expenses*	10,164	9,757
Employee costs payable*	40,341	38,447
Unused donations, with conditions*	204,410	162,693
Total Current Liabilities	254,915	210,897
Total Non-Current liabilities		
Total Liabilities*	254,915	210,897
Total Assets less Total Liabilities (Net Assets)*	77,534	100,721
Accumulated Funds		
Capital contributed by owners*		
Accumulated surpluses or (deficits)*	77,534	102,895
Reserves*		
Total Accumulated Funds*	77,534	102,895

Income 2017



Acknowledgments - We acknowledge support from the following individuals and organisations in 2017

- ACE Shacklock Trust
- Catholic Diocese of Dunedin
- Central Lakes Trust
- COGS
- Dominican Sisters
- Dunedin City Council
- Hannagan and Devereux Accounting
- I+H MacPhail Trust
- Ida McDonald Trust
- Lion Foundation
- Lottery Grants Board
- Mercy Hospital
- Ministry of Social Development
- Oasis Op Shop Alexandra
- Otago Community Trust
- Patricia France Trust
- Perpetual Trustees
- Society of Mary (NZ) Trust Board
- St Francis of Assisi Dunedin Trust
- The Parenting Place
- Tindall Foundation
- United Way

Many other people from our parishes and the wider community assisted us throughout the year with donations of goods, food, and their time as volunteers. This support helped us to assist others and is so much appreciated.

If you would like to help us help others you can make a donation to Catholic Social Services by bank deposit or by cheque. Please identify if your donation is for general funds or a particular service.

Our bank number is 06-0901-0054890-27 Receipts available on request

Our Team



Bev (counselling Student), Paul Community Support, Geoff (central Otago), Shona (counsellor and ABC), Greta (Social Work Student), Christine (Senior Practitioner), Jenny (admin) Dona (Central Otago), Henk (counsellor), Liz (Social Worker – Parenting), Bree (BSG - Social worker), Mike (Director). Not pictured – Adele (Counsellor), or the great team of volunteers that help make all this happen

Help offered at CSS in 2017

In Dunedin

Counselling (including Relationships)

Birth Support Group - for pregnant women

ABC Playgroup, mums and young 'uns

Toolbox Parenting Courses (including a group for Grandparents)

Game On Parenting for Dads

Individual Social Work and parent mentoring

Kainga Ora for kids that have seen too much

Seasons for Growth for grief and loss

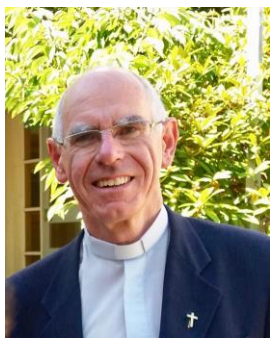
Community Support in South Dunedin

and in Central Otago, based in Alexandra

Counselling (including couples)

Community Social work

From the Bishop



Fifty years is a significant length of time and Catholic Social Services has reached that milestone of service to the community in this year of 2018. Since its beginnings CSS has functioned as a vital part of the Church carrying out the bishop's mission given to us by Jesus to care for our sisters and brothers in need.

Pope Francis writes in his recent encyclical *Evangelii Gaudium* that works of love directed to one's neighbor are the most perfect external manifestation of the interior grace of the Spirit. It is these practical "works of love" that are at the heart of the work of CSS. Whether it is relationship counselling or offering training in parenting or supporting families to balance the budgets, these very practical activities offer hope and help to a

wide range of people. I want to thank the tremendous staff of Catholic Social Services who offer a human face of compassion and I want to thank all you from the wider community who support this organisation through your volunteer work, donations and prayers.

Please join with me in supporting Catholic Social Services so that it will continue in the great mission of showing the grace of God through practical works of love.

Blessings

+Michael

Catholic Bishop of Dunedin

Help in the community



Helping people live well in our community is part of loving our neighbours here at CSS.

So many people are struggling to live without food, adequate housing or the ability to pay for necessities. Many also have limited social options or ways to feel useful. CSS community support is about giving hope with help and it includes sharing in a community meal, distributing rescued food, involvement in the community garden and other opportunities. We also offer assistance by supporting people attending appointments for benefits, housing etc.

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people received either, a rescued food parcel, a friendly meal at the South Dunedin community lunch or some other practical assistance