



## ANNUAL REPORT 2021

It has been a while since the last Annual Report was published, but that does not mean CSS has been standing still. On the contrary, over the last couple of years, even in the midst of the Covid 19 upheaval, CSS did all it could to respond with practical care and emotional support to individuals and whanau affected by the pandemic and to add new services in aid of community need.

New services include supporting people with appropriate housing, providing extra adult counsellors and children's counselling, increased help for young mums, and setting up parenting for dads courses in other locations around the country and Supervised Contact that includes other specialist support for some of the most at risk families. What is more, in response to the growing demand and the need to expand our space in Dunedin, CSS has followed through with an ambitious plan to build a new Family Support Centre where more help for families can be delivered and lives changed.

Through all of this I am grateful for the ongoing support of our partners that fund, support and inspire us to continue working in the area. I also want to thank the Board for supporting the vision of a community that is working together to live life well. And lastly, I want to recognise that CSS is particularly blessed with a skilled and dedicated staff that turn up to work with a healthy mix of compassion and professionalism to empower those that need our services.

Mike Tonks,  
Director



*Community Support Worker Callum Hartstonge prepares some rescued food to help a family being supported by the team at Catholic Social Services.*



*Social Worker Luana Boel coordinates Birth Support Group and provides individual support to young women parenting their babies.*

### From the Bishop

One of the lessons that Covid taught us is the importance of connections. As we have struggled with the many cancellations of events, need for lockdowns and times of having to isolate we realise that our human connection with one another is vital



for our wellbeing. Our Christian faith emphasises the importance of community, no person is an island and when we suffer isolation then we live life less fully. Catholic Social Services is an organisation dedicated to helping people live life more fully and keeping them connected together. This is a message that was at the heart of Jesus' teaching and is what drives us as an organisation. Catholic Social Services has been a vital part of the Church's mission here in Otago and Southland for over fifty years and offers practical help particularly in the area of supporting families. The dedicated staff and generous volunteers who are involved in this work make a positive difference to many people's lives.

It is very pleasing to see an expansion of services over the last few years and I take this opportunity to thank you for your generous support and to ask for your particular help in our building project in South Dunedin. This Family Support Centre will really contribute to the ongoing work of Catholic Social Services in our community.

Blessings

+Michael Dooley, Catholic Bishop of Dunedin



# Responding to the needs - work stories with a difference

## Sustaining Tenancies

"Dunedin has a housing crisis". You have heard the headlines and they are true.

Finding good, warm and healthy homes to live in has become a lot more difficult and, because a number of our clients were expressing that need, CSS has picked up a Ministry of Housing and Development contract to support people to stay where they are, if possible. Under Social Worker Paul Barham, this service has helped many people to stay in their houses, and on some occasions to help people find a new place and settle there. One of those was Walter\*, a person that had moved from place to place never stopping longer than around a month in one place for a variety of reasons. With Paul's weekly support, this changed and six months later Walter reported that he was happier than he had ever been and had kept his flat longer than he could ever remember.

Of course it is not just about helping people to keep a house but to be secure in a home, especially for families as we know that constantly moving is detrimental to the well-being of our children, not only for the impact of the moving, but also on the increased stress it brings for their mums and dads. It is good work to be doing.

\*not their real name.



*"Recently a mother I worked with said she wants to be a grown up, and for her and her child to have a better life. Just helping this mum with her housing has made all the difference." - Paul*

## Supervised Contact

"But, I want to see my daddy!" "I miss my mummy". These heart rendering statements are expressed by kids every day who don't understand that there are some good reasons why they can't. But the danger is often real and for this reason the service Supervised Contact exists, a place where children can confidently spend time in a safe and secure place with the people they love. In most cases this service is only required for a short time, just enough to get other options secured, but sometimes this will be the only option to assure that safety is maintained.

To make the best of what is a difficult situation, Supervised Contact Manager Jacqueline Legros and her team, go the extra mile to create the best situation we can for young people to enjoy time together and maintain safe attachments to their parents. This includes ensuring that all parties are treated with dignity and, where appropriate, all parties are offered support with our other services such as counselling, social work support, parenting courses or Seasons for Growth to help manage the strong emotions associated with grief and loss.



*"Seeing that first hug, smile or giggle in reconnecting children with their whanau makes all the challenges of the service worth it". Jacqueline*

## Game On! goes global - almost

Developed at Catholic Social Services in 2006, *Game On!* Parenting for Dads has in recent years upped its own game. With the appointment of some new staff, Game On! is now not only being offered in Dunedin, but, through partnering with some other agencies, it is now available to dads in Wellington, Christchurch and Invercargill with other cities to be added soon. Also added is the *Long Game!* a group that supports dads that have done the course to keep up the mahi and make the changes they need to make for their kids sake. Marco Kleinglangevelslo is behind the development, and with his team there have been some great reports of the difference this course makes.

- "Because of this course I now want to do more to help myself and be a better person to my kids and my wife. I now don't get angry as much and I am a lot more happier and the kids have noticed how chilled out I have been and they have become more settled." (Dad, Christchurch)*
- "I have noticed that I have become more patient when communicating and am now able to think more before acting and because of this my children are more settled and happier." (Dad, Invercargill)*
- "I've noticed I am thinking about what is best for my kids rather than just me and this has made a huge change to our family atmosphere." (Dad, Dunedin)*



*"The thing I like the most about Game On! is that it brings together a wide range of men, from all walks of life and that by sharing our stories we learn together, growing our wisdom of 'dad-ness' which ultimately makes it better for all our kids." Game On Coordinator Marco*

# Whakarakona mai Hearing You



## Counselling For Children

Provided by Catholic Social Services

Children's Counsellor India Hughes says

"School staff and parents often tell me how desperately this service is needed as many kids are struggling facing some big and complex issues. Being there to help these kids is what I'm about and its good to know that this is making a real difference in childrens lives."



At the end of 2021 CSS was approached to consider supporting some schools to provide counselling for their tamariki. As an agency already providing counselling for children and recognising the value of helping kids to be heard this was an easy choice. Now children in over 20 schools can talk about things that worry them, trouble them or just don't make sense. Called Whakarakona mai, this service based in the Big River Kāhui Āko and the Dunedin Catholic Kāhui Āko as well as in our offices at 42 Macandrew Road, is helping childrens voices to be heard and appropriate support given as young people try to navigate some of the complexities of being a kid in this big big world.

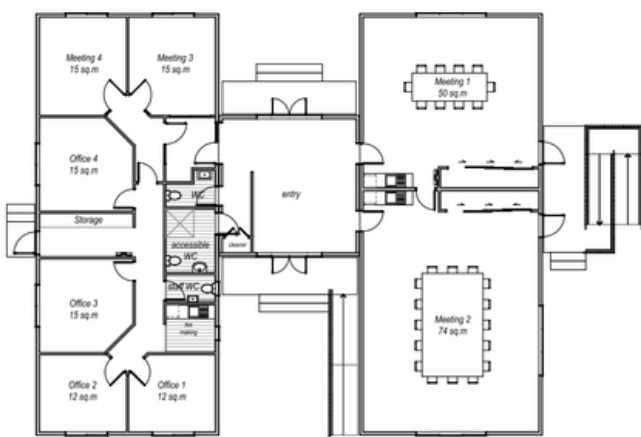


Children's Counsellor Susan Evans drives around South Otago to meet children every day. She says

"The children I work with enjoy the 'hearing you' service because in those sessions it is ok to be exactly who they are. It is a place where they decide what gets said and how it gets said without fear of judgement or adverse consequences. I feel very privileged to sit with them and hear their story."

## Family Support Centre

With the expansion of our services into the community in response to the growing need, CSS began exploring potential solutions. With staff working in the hallways and not finding enough room to run all our services, it was with gratitude to have Nga Whaea Atawhai, Sisters of Mercy stepping in and offering the use of some land across the carpark where CSS is presently situated in South Dunedin. It is now with a great sense of excitement that we can reveal the next stage in CSS development with the building of a new Family Support Centre to impact more families for good. Using all the space we are presently working from and the new rooms in the centre, we will be able to inspire more change, and ensure that CSS can continue to respond to the needs of the community.



The new design gives plenty of space to meet with people and work on what is needed to help whanau live life well.



This artists impression of the new building which represents a continuation of the mission started on this land and the ongoing partnerships that will be developed to achieve a vision of well-being for all whanau.



# In 2021 Catholic Social Services supported 1171 people in the following ways



**Parenting / whanau support through 83 toolbox course participants  
141 individual families helped**

**89 young mums supported through play groups and individual support**



**over 35 people each week share a lunch together to connect as community**



**84 families supported to reconnect through Supervised Contact**



**21 Grandparents raising grandkids**

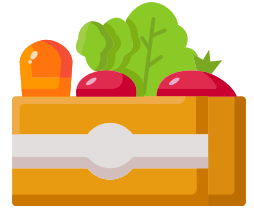


**25 kids and adults attend a Seasons for Growth Group dealing with grief and loss**

**53 dads attend the Game On parenting course for men**



**167 adults  
37 Kids  
47 Couples  
58 people in Central Otago find help through counselling**



**107 people/families helped with food, advocacy and other practical help**



**66 families helped with housing**

**Percentage of people helped that work**



**Percentage of people helped that income is under \$600 per week**

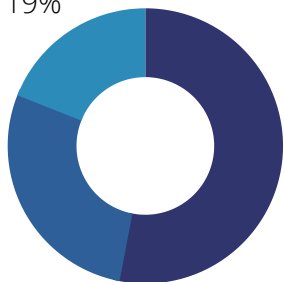


**Time recorded working with clients during 2021 across all services**

4747.08 hours of direct contact  
217.17 hours travelling  
993.33 hours of non direct contact  
9586 contacts made with clients

**Percentage of people who met their initial goals from the help offered (note sometimes these changed during the course of the help).**

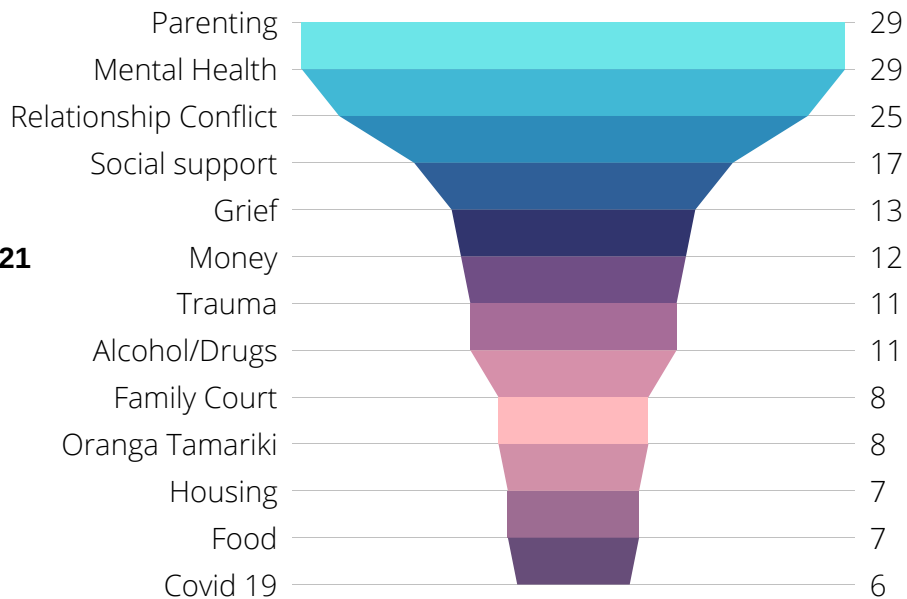
Not met  
19%



Goals Met  
53%

Partially met  
28%

**Issues identified for all 1171 clients active between 01 Jan 2021 and 31 Dec 2021 as a percentage**

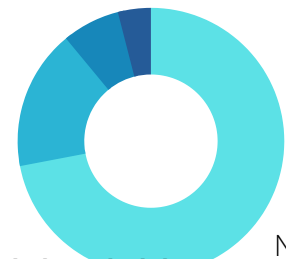


Note, most people identify multiple issues

Other  
7%

NZ Māori  
17%

**Percentage of people by Ethnicity**



NZE  
72%

## So are people now living life well?

Our aim is to support people to make changes in their lives that improve their overall wellbeing in body, mind, spirit and relationships. The feedback we get through our evaluation process shows that the help we give is making a positive impact for most of the individuals and families that we are working with. The following is a small snapshot of how things have changed, including statements in the clients own words.

### When asked if there had been a change in their lives since having help from CSS (whanau /social work support and counselling) Those that filled in an evaluation:

In terms of energy and feeling fit and well, 42% said they felt better and 33% said they feel much better  
In how much confidence and motivation they now had, 46% said better and 42% much better  
in managing emotions, 49% said they were dealing with them better and 40% much better  
And the intensity of conflicts changed, 38% were better and 22% were much better

### When it came to relationships and people connections, 43% said they were better and 28% much better

And when asked if there has been a change in their family situation and if their kids have noticed anything  
73% said their kids had noticed a change in how their parents were now interacting with them,  
62% said their kids now seemed to be more settled in their behaviour  
and 68% said their family atmosphere was more positive.

### And when asked how they felt about the support they got from CSS

95% said they felt listened to, supported and respected  
86% said they made progress on their goals.

*"I don't cry any more,  
I'm happier with myself  
and have learnt to take  
care of my well-being"*

Community Support  
Participant

*"My  
relationship  
with my  
children has  
improved."*  
Social work  
participant

*"Our family seems to  
be more at ease, more  
fun, but also snippets  
of real talk.  
conversation about  
feelings and how they  
are doing. more  
conversation and less  
tension."*

Counselling Participant

*"The family is now  
much more calm,  
relaxed and  
loving"*

Counselling  
Participant

*"I am now way  
better now than I  
was"*

Counselling  
Participant

*"Actively listening to my  
kids and loved ones.  
Finding better ways of  
understanding others  
emotions"*

Game On! Participant

*"I'm more at peace with  
the challenges in my  
life"*

Social Work Participant

*"We are  
understanding each  
other more and have  
better conflict  
management"*

Relationship  
Counselling  
Participant

## From the Board Chair

Craig Radford



It is my privilege to lead a Board made up of a small diverse team of capable people committed to the service of families and individuals within our community and who gather to advise the Bishop, who is the sole governor, on the way forward for Catholic Social services (CSS). CSS is growing in response to increased community needs and I am grateful to the Board who are working hard to both ensure best practice policies and procedures to support the agency and that there are the resources needed to deliver great outcomes. In this regard, we are all re-invigorated by the prospect of being able to expand into the, yet to be built, Raki Atea Family Support Centre in the new year, if not sooner. This will provide the staff with an improved working environment and assist us to meet the needs of our community even better, through enhanced and potentially newer programmes.

On behalf of the board, I also want to thank the staff for all their work. Naturally we rarely get to see what they do but it is heartwarming to hear about the outstanding work done for clients. As you can read in this report, the feedback we get shows us that their dedication and professionalism is making a huge difference in people's lives.

Finally, I want to thank all that financially support CSS. At this time we are in a sound financial position from which regular work can continue and new initiatives developed, however we do not take this good position for granted and because things can change quite quickly, I would encourage anyone who can support the work of CSS to do so as it will be time or money well spent.

# Audited Accounts Summary for the year 2022

## Statement of Financial Performance

Revenue	2021	2020
Funding from Central Government for services	579,738	396,463
Revenue for providing non government services	19,973	35,467
Donations and Grants	352,231	353,693
Interest	2,233	16,710
<b>Total Revenue</b>	<b>954,174</b>	<b>802,332</b>
<b>Expenses</b>		
Employee related costs	716,941	568,287
Direct costs related to delivering services	91,315	75,938
Other expenses related to providing services	78,908	90,308
<b>Total Expenses</b>	<b>847,163</b>	<b>734,533</b>
<b>Surplus</b>	<b>67,011</b>	<b>67,799</b>

## Statement of Financial Position

<b>Assets</b>		
<b>Current Assets</b>		
Bank Accounts and Cash	434,910	779,313
Debtors and prepayments	17,785	13,688
<b>Total Current assets</b>	<b>442,695</b>	<b>793,001</b>
<b>Non-current assets</b>		
Property and equipment	93,824	49,109
Investments	617,019	106,891
<b>Total Non-current Assets</b>	<b>710,843</b>	<b>156,001</b>
<b>Total Assets</b>	<b>1,153,538</b>	<b>949,001</b>
<b>Liabilities</b>		
Creditors and accrued expenses	30,150	33,859
Employee Costs payable (holidays)	46,110	25,687
Unused Donations and grants with conditions	315,587	194,775
<b>Total Liabilities</b>	<b>391,846</b>	<b>254,320</b>
<b>Net Assets</b>	<b>761,692</b>	<b>694,681</b>
<b>Total Accumulated Funds</b>	<b>761,692</b>	<b>694,681</b>
Funds reserved for Family Support centre	665,000	

Thank you to our accountants, Hannagan and Devereaux and auditors, Deloitte.

Thank you also to our financial partners that have ensured that people receive the help they need



We also want to acknowledge a great host of wonderful individuals who have given generously of their money, time, support and prayers and without whom we would not have been able to achieve what we have achieved.

If you would like to help us help others you can make a donation to Catholic Social Services by bank deposit or by credit card on our website. 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