

# CATHOLIC SOCIAL SERVICES



## ANNUAL REPORT 2014-2015



Cabrini Makasiale, Brigid McGilly, Ruth Mather and Edwina Lobo, at their new Office:  
12 Otara Road, Manukau, South Auckland

## Contents

<b>A Message from the Bishop of Auckland.....</b>	<b>2</b>
<b>Directors Report.....</b>	<b>3</b>
<b>Organisation Structure.....</b>	<b>4</b>
<b>Our Work in Action.....</b>	<b>5</b>
<b>Statistics.....</b>	<b>7</b>
<b>Finance.....</b>	<b>9</b>
<b>Acknowledgement and Thank You.....</b>	<b>13</b>
<b>Photo Gallery.....</b>	<b>14</b>

# A Message from the Bishop of Auckland

## FOREWORD



Earlier this year, Pope Francis announced a world-wide Year of Mercy beginning 8 December 2015, calling for a missionary Church that goes forth with mercy to those who are on the periphery of society.

The Holy Father continues to stress that the greatest work of the Church is to assist and support those most in need. As he once put it, “To encounter the living God it is necessary to tenderly kiss Jesus’s wounds in our hungry, poor, sick and incarcerated sisters and brothers.”

Catholic Social Services is very much at the cutting edge of this merciful work of the Church in our diocese, through the social work, counselling and family support which you carry out so admirably.

This can readily be seen in your many services to our communities, and there is also much that is done to help those who often remain beneath the radar. The opening of the outreach to South Auckland at Otara is also a great initiative and provides the opportunity for a closer integration of the work of Catholic Social Services with local parishes.

As always, I am deeply grateful to you, board, staff and volunteers, for your generous witness as disciples of God’s mercy and compassion, and pray that you and your work will be richly blessed.

+ Patrick Dunn

Patrick Dunn  
**Bishop of Auckland**

## Directors Report



We live in changing times although human need and deprivation endure. Significant influences both within the Church and community continue to impact on the work of this agency. Being a Catholic social service there is the imperative to respond to Pope Francis and Bishop Pat's appeal to deliver the fundamental message of Christianity of reaching out to those in need in positive and supportive ways. The team here at Catholic Social Services are committed to doing as much as we can to fulfil this challenge in a professional, committed, and faith-based manner.

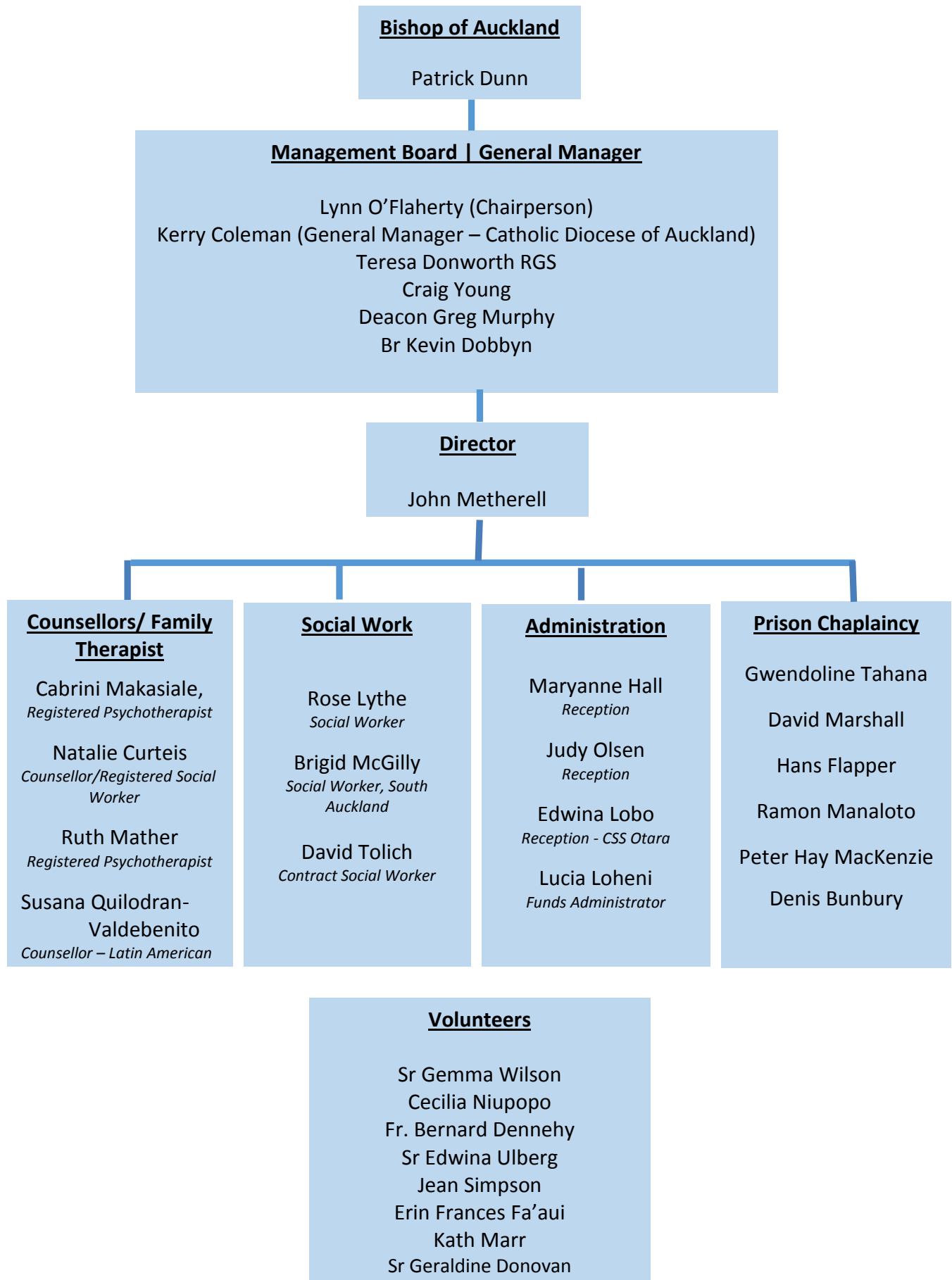
However, being a relatively small service we are aware that it is important for us to work closely with Parish communities and other relevant professional agencies with whom we actively collaborate and liaise. In addition, Catholic Social Services supports the Government and Ministry of Social Development focus of supporting vulnerable children, vulnerable youth, and vulnerable adult victims/survivors and are mindful of the need for us to address contributory issues, such as domestic violence, housing, addiction and debt, wherever they present. Part of this commitment is that Catholic Social Services has now moved into recently renovated premises in Otara that provides us with a South Auckland hub from which we can provide and be available to people of the surrounding suburbs who are confronted with high social needs. The Service has also developed and delivered an educational programme that trains people in delivering the message "Pacific: Living without Violence".

In confirming the level and effectiveness of our work there is a need to accurately record agency activity. This is accomplished through the "Paua" client management system which allows us to keep a comprehensive record of activities, and the ability to bring together reports on combinations of criteria that demonstrate what we are achieving. This reporting facility is important both for recording areas of work that we are involved in and in reporting on outcomes in relation to contracts and programme objectives. As for all not for profit organisations funding is an ongoing challenge so it is important for us when applying for funding to back up what we seek funding for with clear evidence that we can and are delivering effective services that gives confidence to existing or potential funders that we are a credible provider.

While each year bring challenges and opportunities to contribute to the health of our community, and the people who are part of it, Catholic Social Services continues to be grateful for the ongoing generosity of both statutory and community agencies, religious groups and volunteers for their continued support.

John Metherell  
Director

# Organisation Structure



# Our Work in Action

## Counselling

This year the Otara, South Auckland service have continued their client work with individuals, couples, children and families. Recently they moved from their home at 14 Otara Road next door to 12 Otara Road. The new premises will meet the needs of our service. We are thankful to Father Brian Prendeville, Parish Priest of St John the Evangelist, Otara for gifting the use of the initial building and the Hugh Green Foundation for funding the refurbishment.



*Opening of the Otara service, in October 2012*

Ruth Mather and Cabrini Makasiale resident workers at Otara are Registered Psychotherapist who have also been supervising a number of counselling students from a number of different training providers. An important reason for providing this service is to enable affordable, quality supervision to increase the number of successful tertiary trained Maori and Pasifika counsellors and social workers in the community.

## Social Work

The work in Otara has been principally bringing people out of situations where they are disadvantaged highlighted by cultural deprivation, prejudice, oppression, economic poverty, debt, hardship, unemployment, dysfunctional family violence, ill health, low educational achievement, teen parenthood, substandard housing and a heavy dependency on benefits.

The social issues are complex, generational, layered and are generally not being met. Typical issues include:

- Families having no hot water in the home because there is not enough money to pay for electricity to heat water; resulting in basic hygiene needs going unmet.
- Children going to bed hungry and kept home from school because parents feel ashamed at not being able to provide them with lunches and appropriate clothing for the weather condition.
- Children sleeping on the floor because the family have no beds.
- Children witnessing and/or experiencing family violence
- Children feeling different, stigmatized and refusing to go to school.
- Sickness and ill health as a result of overcrowding and poor nutrition.

Client needs are multiple and complex and often means working through layers of resistance both external and internal.

It is CSS's aim to continue working in partnership with other community groups to provide effective services that are appropriate and empowering.



## Family Violence

Family Violence continues to effect many people and families in our communities. We are responding by building close relationships with Child Youth & Family Services (Grey Lynn) and the Police Family Safety Team for Central Auckland. CSS is a member of the support network for the Police FVIARS (Family Violence Inter-Agency Response System). We work collaboratively to provide support that is holistic and best meets client need and in particular those in high risk or highly stressed situations.

In June 2014 a relationship was established with the Waitemata and Auckland District Health Board (ADHB) Pasifika division to work together around stopping family violence. This involves working with Pasifika church and community leaders to improve health in families and their children. They also inform us that family health is impacted by domestic violence. The program was initiated by a group of Methodist ministers in collaboration with ADHB, who asked Catholic Social Services to provide a program. Cabrini Makasiale created and facilitated the “Pacific Living without Violence”, training the trainer program and social services to support participants affected by violence. The success of the pilot in June this year will ensure the continuation of the program to other church communities and cultural groups.

## Prison Chaplaincy

The 7<sup>th</sup> World Conference of International Prison Chaplains was held in Sydney from 17<sup>th</sup>-24<sup>th</sup> September and attended by some 300 chaplains of all denominations from as many as 80 different countries gathered to “Tell Our Story.” Ten chaplains from New Zealand prisons attended the conference with each Catholic Diocese sponsoring one Catholic Chaplain to attend. Deacon Hans Flapper, Catholic Chaplain at Auckland East Prison, represented the Auckland Diocese.

Although the environment of chaplaincy is very different in all countries there is universality in that the majority of people in all countries who end up in prison are from the disadvantaged and minority groups in society.

Rates of imprisonment per 100,000 population vary widely with New Zealand ashamedly having the second highest rate in the Western World with 190 per 100,000. This compares unfavourably to places such as Denmark 61, Ireland with 82, Netherlands 75, France 100, England and Wales 148, Australia 151. The United States leads the statistics with 701 per 100,000. The variation in statistics bears no correlation to crime rates.

Chaplains are in key positions to work with people in prison and bring a message of hope and forgiveness but their approach must move to be more evidence based practices and find ways to “Tell Our Story:” the story of a loving and forgiving God in an increasingly multi-faith and secular environment.

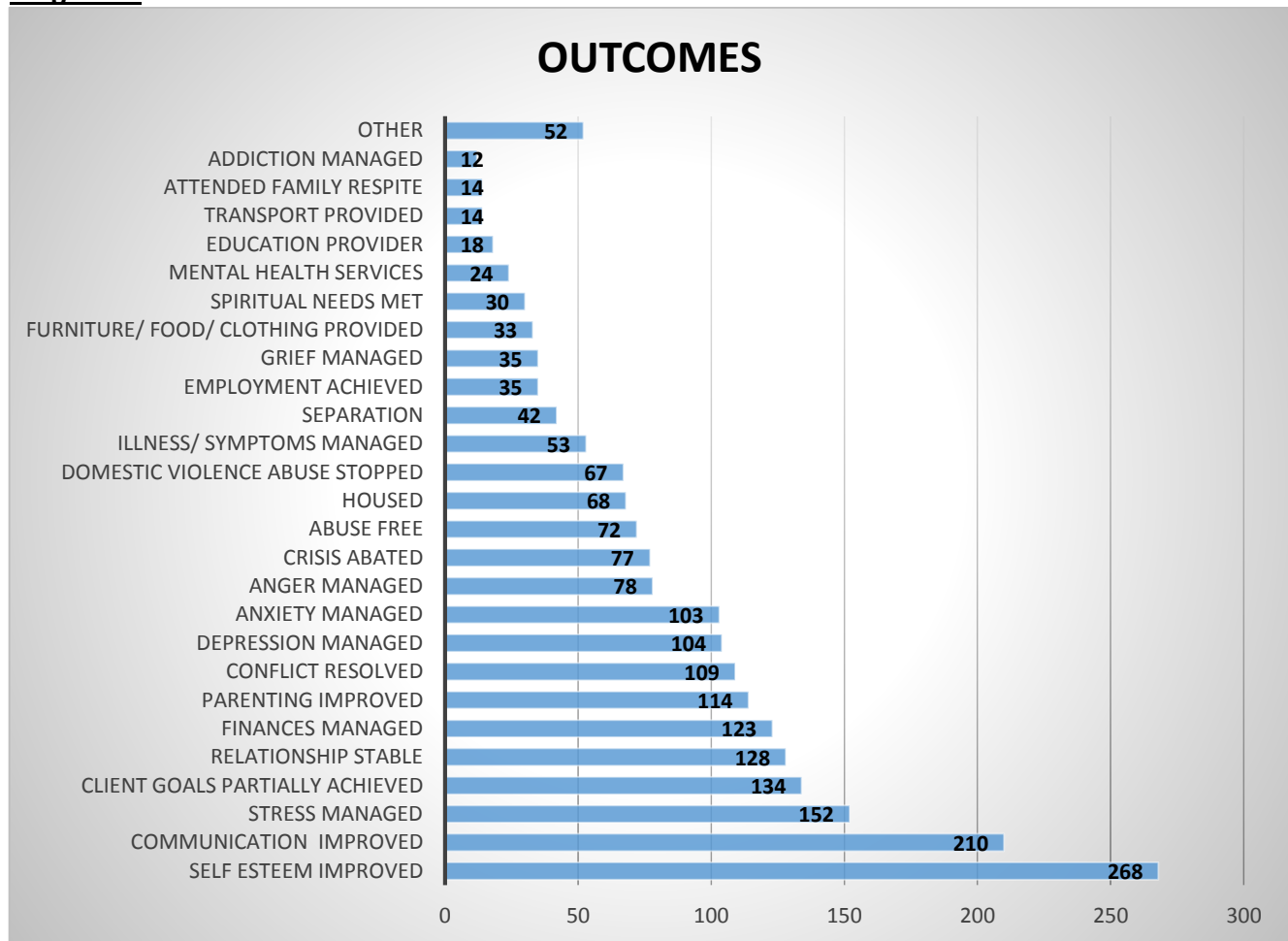
*Sr Veronica Casey PBVM, Senior Catholic Prison Chaplain: Prison Chaplaincy Services Aotearoa NZ*

# Statistics

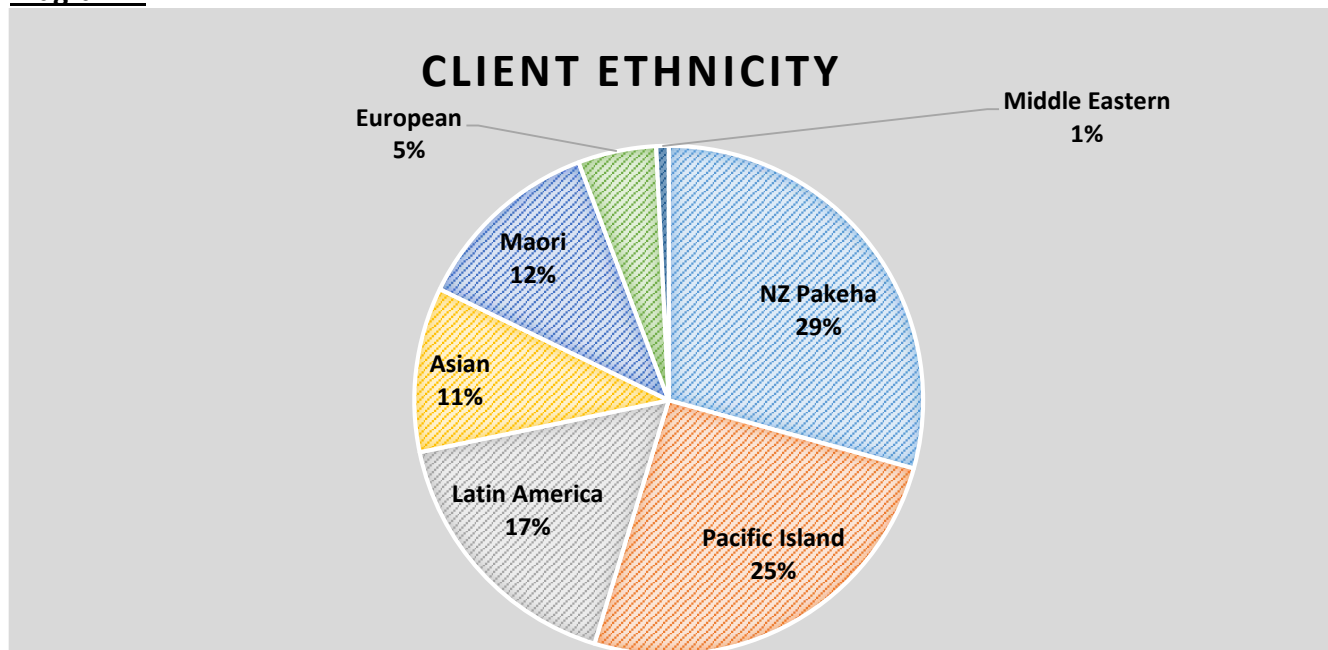
For period January – December 2014

Client Nos. 378 (including family members 571), presenting 2169 issues

**Diagram 1**



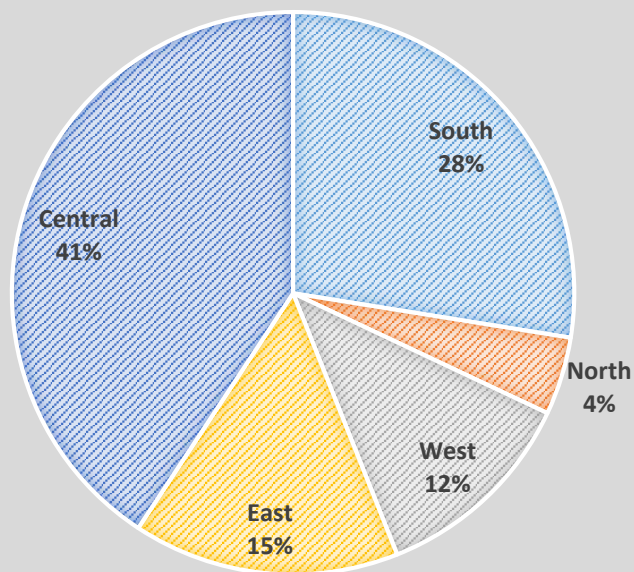
**Diagram 2**





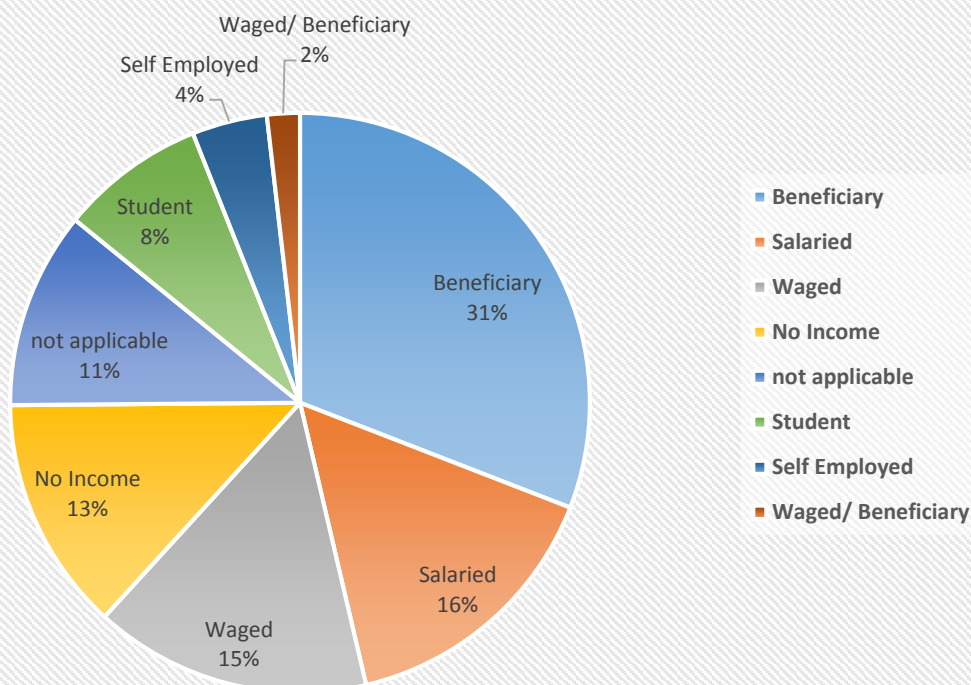
**Diagram 3**

## AUCKLAND LOCATION OF CLIENTS



**Diagram 4**

## INCOME SOURCE OF CLIENTS



# Finance

## Audit Letter



Grant Thornton

### Independent Auditor's Report

#### Audit

Grant Thornton New Zealand Audit  
Partnership  
L4, Grant Thornton House  
152 Fanshawe Street  
PO Box 1961  
Auckland 1140  
T +64 (0)9 308 2570  
F +64 (0)9 309 4892  
www.grantthornton.co.nz

#### To the Financial Administrator of the Catholic Diocese of Auckland

#### Report on the Special Purpose Financial Statements

We have audited the accompanying special purpose financial statements of the Catholic Social Services department on pages 5 to 13, which comprise the statement of cash balances as at 31 December 2014, and the statement of financial performance for the year then ended, and a summary of significant accounting policies and other explanatory information. The special purpose financial statements provide information about the Catholic Social Services department and have been prepared based on the accounting policies approved by the Catholic Diocese of Auckland as detailed on page 7.

#### The Financial Administrator of the Catholic Diocese of Auckland's Responsibilities

The Financial Administrator of the Catholic Diocese of Auckland is responsible for the preparation and fair presentation of these special purpose financial statements in accordance with the accounting policies on page 7 and for such internal control as the Catholic Diocese of Auckland determines is necessary to enable the preparation of the special purpose financial statements that are free from misstatement, whether due to fraud or error.

#### Auditor's Responsibilities

Our responsibility is to express an opinion on these special purpose financial statements based on our audit. We conducted our audit in accordance with International Standards on Auditing (New Zealand). Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the special purpose financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the special purpose financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatements of the special purpose financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the special purpose financial statements that present fairly the matters to which they relate in order to design audit procedures that are appropriate in the

circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.

An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates, if any, as well as evaluating the overall presentation of the special purpose financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Other than in our capacity as auditor we have no relationship with, or interest in, the Catholic Social Services department.

#### Opinion

In our opinion, the special purpose financial statements on pages 5 to 13 present fairly, in all material respects, the financial performance and cash balances of the Catholic Social Services department as at 31 December 2014, in accordance with the accounting policies on page 7.

#### Basis of Accounting and Restriction on Distribution and Use

Without modifying our opinion, we draw attention to the accounting policies on page 7 of the special purpose financial statements, which describes the basis of accounting. The special purpose financial statements are prepared for use by the Financial Administrator of the Catholic Diocese. As a result the special purpose financial statements may not be suitable for another purpose.

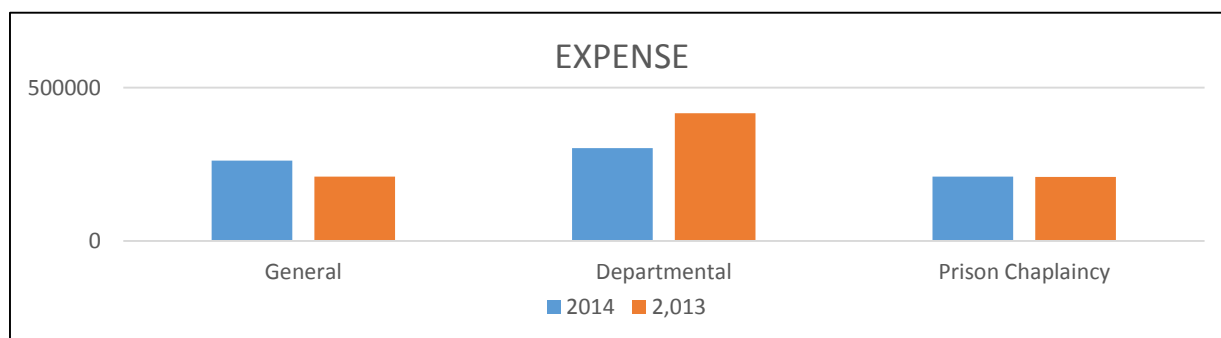
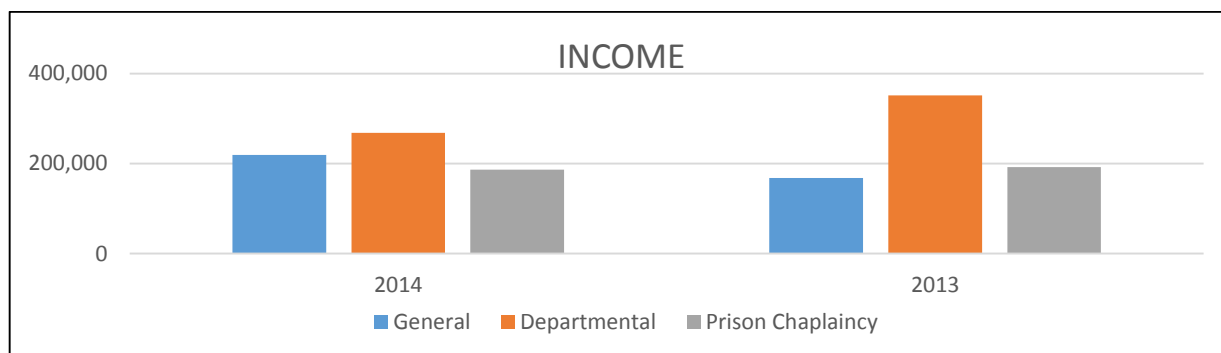


**Grant Thornton New Zealand Audit Partnership**  
Auckland, New Zealand  
26 May 2015

## Statement of Financial Performance

For the Year Ended 31 December 2014

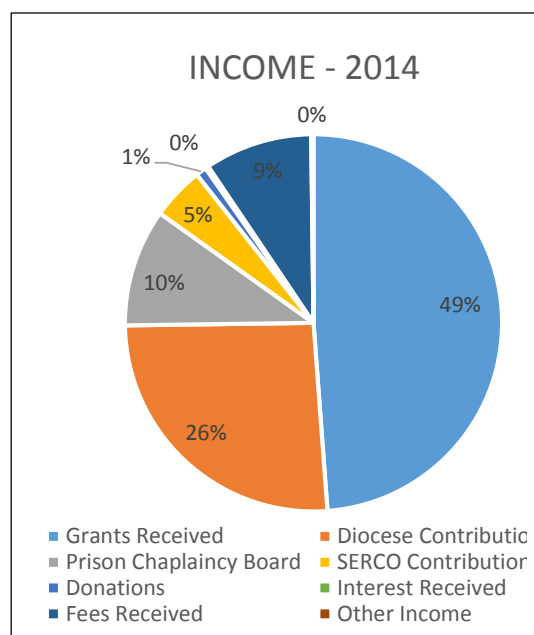
	2014 \$	2013 \$
<b>INCOME</b>		
General	219,210	167,970
Departmental	268,163	351,591
Prison Chaplaincy	<u>186,610</u>	<u>191,822</u>
<b>Total Income</b>	<b>673,983</b>	<b>711,383</b>
<b>EXPENSES</b>		
General	(262,293)	(209,260)
Departmental	(302,214)	(416,573)
Prison Chaplaincy	<u>(209,884)</u>	<u>(208,228)</u>
Total Expenses	(774,391)	(834,061)
<b>Total Surplus (Deficit)</b>	<b>(100,408)</b>	<b>(122,678)</b>
<b>DEFICIT FUNDED BY:</b>		
Reserves	100,408	122,678
<b>STATEMENT OF CASH BALANCES</b>		
BNZ Current Account	28,979	40,386
BNZ Donations Appeal Account	7,079	6,988
Catholic Development Trust	<u>19,458</u>	<u>117,603</u>
<b>Total Cash Balances</b>	<b>55,516</b>	<b>164,977</b>



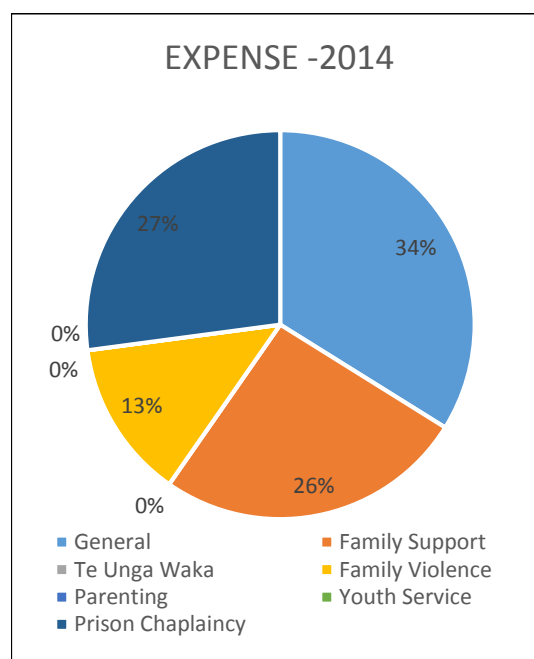
# Notes to and Forming Part of the Accounts

For the 12 Months Ended 31 December 2014

	2014	2013
	\$	\$
<b>Note 1 – INCOME</b>		
Grants Received	329,029	367,289
Diocese Contribution	175,000	174,999
Prison Chaplaincy Board	67,932	61,822
SERCO Contribution	30,500	30,000
Donations	6,136	10,533
Interest Received	1,872	5,995
Fees Received	62,221	60,745
Other Income	<u>1,293</u>	<u>0</u>
<b>Total Income</b>	<b>673,983</b>	<b>711,383</b>



	2014	2013
	\$	\$
<b>Note 2 – EXPENSE</b>		
General	262,293	209,260
Family Support	199,868	217,288
Te Unga Waka	0	1,750
Family Violence	102,346	125,526
Parenting	0	31,143
Youth Service	0	40,866
Prison Chaplaincy	<u>209,884</u>	<u>208,228</u>
<b>Total Expense</b>	<b>774,391</b>	<b>834,061</b>



## **Acknowledgement and Thank You**

We acknowledge the significant contribution to our organisation from the following which enables our ability to continue to provide services to those in real need.

**Foundation North Community Trust**

**Auckland Council**

**Bluesky Community Trust**

**Catholic Caring Foundation**

**Catholic Diocese of Auckland**

**Department of Internal Affairs -COGS Grants Board**

**Dragon Community Trust**

**Good Shepherd Sisters**

**Holzer Family Trust**

**Hugh Green Foundation**

**JA Redwood Charitable Trust**

**Perpetual Trust Ltd**

**New Zealand Lottery Grants Board**

**Ministry of Social Development – Department of Child Youth and Family**

**Prison Chaplaincy Services – Aotearoa New Zealand**

**Infinity Foundation**

**Society of Mary**

**The Lion Foundation**

**Serco Limited**

**The Southern Trust**

Catholic Social Services continues to seek support from friends and community. If you wish to offer your support, please visit our website:

[www.cssauckland.org.nz](http://www.cssauckland.org.nz) or email: [reception@cssauckland.org.nz](mailto:reception@cssauckland.org.nz)



## Photo Gallery



Our Prison Chaplains, (*back row left to right*) Ramon Manaloto, John Metherell, Deacon Hans Flapper, Kelvin Davis, Deacon David Marshall, Deacon Nick Bruce , Veronica Casey, (*Front*) Deacon Viane Perez, Gwen Tahana, Mary Thorne (farewelled).



CSS staff and volunteers unpacks food items, generously donated from the parishioners of Ponsonby's Sacred Heart Catholic Church. A family group from Pt Chevalier also provided 15 Christmas hampers – an outstanding gesture which was greatly appreciated by us and the recipients.



Anna Redgrave, who suffers ADHD did her placement with CSS from August 2014 –June2015. She recently graduated (October 2015) with a Master of Counselling (Hons) from the University of Auckland. She said getting the MA was a thrill and a relief. "It was exhausting work - especially with ADHD."



***The Essential Deli***  
***Corporate and Party Caterers***  
***455b Mt Eden Road, Auckland***

Naz Bababour (*left*) and all the other fantastic staff are the friendly faces that greet you at The Essential Deli located in the Mt Eden Village. We at Catholic Social Services are grateful for the donation of yummy foods like salads, pies, savouries, muffins and scones we offer to appreciative clients, The Essential Deli, owned by Adrienne Moors, has been helping hungry families and children for many years.

Phone: 09 378 9650 (Auckland) / 09 265 0841 (South Auckland)

Website [www.cssauckland.org.nz](http://www.cssauckland.org.nz)

Email: [reception@cssauckland.org.nz](mailto:reception@cssauckland.org.nz) | [otara@cssauckland.org.nz](mailto:otara@cssauckland.org.nz)

Mobile: 027 226 4509