

CATHOLIC SOCIAL SERVICES

Te Kupenga o te Atawhaitanga



ANNUAL REPORT 2016-2017



Catholic Social Services members at their strategic planning day at St Joseph's centre.

Back row from left; Edwina Lobo, Otara Reception; Brigid McGilly, Social Worker; John Metherell, Director; Maryanne Hall, Reception Ponsonby; Lucia Loheni, Fundraiser; Craig Young, Management Board member; Patrick Dunn, Bishop of Auckland; Rose Lythe, Social Worker; Emma Anthony, Reception Ponsonby.

Front row from left; Susana Quilodran-Valdebenito, Counsellor; Sr. Patricia, Volunteer; Sr. Cabrini Makasiale, Psychotherapist; Mina Lalakai, Social Worker; Natalie Hoeflich, Counsellor; Ruth Mather, Psychotherapist.



CATHOLIC DIOCESE OF AUCKLAND

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A Message from the Bishop of Auckland

FOREWORD

'The Name of God is Mercy' is Pope Francis' first book published as Pope in 2016, in conjunction with the Extraordinary Jubilee of Mercy. Pope Francis here invites all humanity to an intimate and personal dialogue on the subject closest to his heart - mercy - which has long been the cornerstone of his faith and is now the central teaching of his papacy.

The Holy Father continues to stress that the greatest work of the Church is to assist and support those most in need.

The work of **Te Kupenga o te Atawhaitanga - Catholic Social Services** is very much at the forefront of meeting the needs of the poor and marginalised in our Diocese of Auckland.

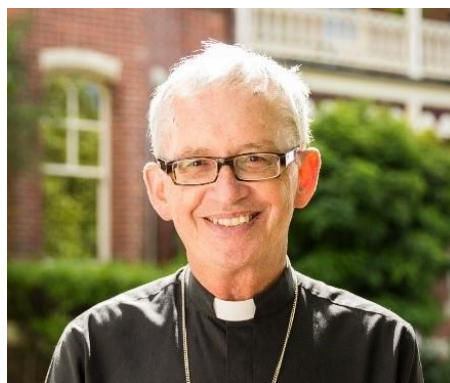
I acknowledge the work of your dedicated counsellors and psychotherapists who help those who seek professional help and guidance. And your social workers who tirelessly endeavour to find accommodation for the homeless and relief packages for the impoverished. You also achieve advocacy for clients in the Courts, at Work and Income New Zealand, and at the Ministry of Vulnerable Children / Oranga Tamariki when they need support in making applications and in clarifying their situation.

I hear, too, that the 'Pacific Living without Violence' programme has now involved many communities and participants as you promote a New Zealand free from the ravages of family violence. Your work with the New Zealand Police continues to be in demand as you visit and counsel domestic violence cases referred to you.

It is with heartfelt gratitude that I pray for the dedicated team of your Board, staff and volunteers that God may richly bless your work as you continue to be disciples of God's mercy and compassion to all those you serve.

+ Patrick Dunn

✠ Patrick Dunn
Bishop of Auckland
3 November 2017



Directors Report



2017 has proved a busy year for Catholic Social Services and its Staff in response to a social environment of substantial social need relating predominately to housing, debt, family violence, drugs and alcohol. However, in providing social work and counselling services and in working with other agencies the agency has good reason to be proud of what has been achieved in supporting our clients and their families.

Family Violence Interagency Response System (FVIARS)

CSS, as a member of FVIARS group, receives referrals from the Police resulting from domestic disputes. The focus of FVIARS is to provide opportunities for people, involved in a family violence situation, to address and resolve issues that lead to a Police call-out and consequently avoid court action. Through the FVIARS network people are referred by the Police to CSS but need to agree to participate in the services offered. The CSS has provided a most effective contribution to these interventions and is well regarded by the Police. It is pleasing to see long term benefits for families being achieved having moved on from the causes that led to the original Police call-out.

Pacific Living without Violence

This programme was developed through a collaboration with the Pacific Cultural Advisory Group of the Waitemata District Health Board to provide a programme that Pacific Groups and Assemblies could use in promoting families living without violence. This programme of education and training has become most successful involving large Pacific Church groups, families and young people. CSS is collaborating and is seeking funding to expand and promote the programme further in 2018.



Pacific church and community leaders participating in PLWV Training the Trainer workshop.



Chris Muller (far right) a PLWV trained volunteer facilitates a workshop to his community.

Directors Report...cont

Advocacy and Referral

Essential tools in social service delivery today is advocacy and referral. These skills are becoming increasingly apparent given the growing disconnect between the abilities/life-skills of the disadvantaged of our community to access entitlements, and the complexities of accessing statutory and community services. As an example, even at the outset some people endeavouring to make an appointment can be faced without having the required computer/phone or an understanding of how to log into a system to confirm arrangements. Among the range of other skills needed, literacy and “the right attitude” are imperative in people achieving satisfactory outcomes in their interactions with public institutions and community groups. Accordingly, advocacy by CSS staff (often appreciated by public service staff processing applications) provides an important “road map” and support in empowering clients, often on an ongoing basis.

Prison Chaplaincy

Catholic Prison Chaplaincy is represented in all five prisons (four public prisons and one privately managed prison) within the Auckland Diocesan area which stretches from Cape Reinga to the Coromandel. Catholic chaplains throughout the country join with the Ecumenical chaplains as part of “Prison Chaplaincy Services Aotearoa New Zealand” in the provision of ministry to prisoners. Chaplaincy which has served in prisons since their establishment in New Zealand, has a legacy of “walking with prisoners” during the time of their incarceration and continues to be a vital service of spiritual ministry to men and women prisoners seeking a more fulfilled and responsible life.



Prison chaplains attending Seasons for Growth workshop. Highlighted are (back) Reg Wills, Auckland South Corrections Facility; (right) Halamehi Anae, Auckland Region Women's Correction Facility; (front left) Sr Veronica Casey, Senior Catholic Prison Chaplain; (front right) Emma Anthony, CSS Volunteer.

Directors Report...cont

Ministry of Social Development Level 2 Assessment

CSS is contracted by the Ministry of Social Development and Oranga Tamariki to provide social work and counselling services including involvement with FVIARS. As part of the quality assurance role the Department has established standards of accreditation which are designed to ensure organisations who deliver social services can demonstrate and have the capacity and capability to deliver quality services against a consistent set of standards. These standards include:

- Finances — is the organisation able to financially support itself?
- Vulnerable clients — are they safe and protected from harm and abuse?
- Staff — are they appropriately trained and supported?
- Governance — are there good structures in place to support the organisation?
- Programme /services — is the organisation providing quality services?

CSS, following thorough assessment including in the above areas, has been judged as fully complying with these standards and as a result is an approved MSD provider. This significant accreditation is due in a large part to the **Professionalism of CSS Staff** who are all qualified and registered, competent and committed to their respective disciplines and to the people with whom they work. Accreditation of staff has also included registration with the Accident Compensation Commission in providing counselling services to victims of sexual abuse.

James Liston Hostel



December 2018 will be 50 years since the establishment of the James Liston Hostel situated on Howe Street, in Freemans Bay. This sturdy building was the result of an ecumenical collaboration involving Catholics, Anglicans, Presbyterians, and Methodist trustees. Over all these years James Liston has been providing accommodation and sustenance for the homeless of Auckland. With a

Directors Report...cont

capacity for housing nearly 50 people James Liston caters predominantly to men, though woman residents as well as couples are accommodated. Referrals, mainly from the Auckland City Mission, are made on the basis that people referred will be managed into permanent accommodation within 3-months. This case management approach applies to all people entering James Liston Hostel.

The Board of Trustees, chaired by Dame Diane Robertson (former Auckland City Missioner), includes two trustees from Catholic Social Services. Currently the Board is planning a major renovation of the hostel in 2018 which includes a new roof and a significant re-configuration of the internal layout to make it fit for purpose for current requirements. The Board is grateful to Auckland City who have approved a substantial grant. However, further funding is required to ensure James Liston Hostel continues to provide support to the homeless of Auckland for the next 50 years.

Placement Students

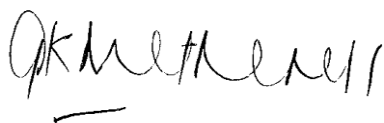


Among others, CSS placements were social work students from Unitec, Sonia Manson (middle) and Nakita Whittaker (right with Brigid McGilly) who have successfully completed placements with CSS. It was a pleasure to have them with us for 3 months each during which time they made their mark contributing to the agency and clients and developing in confidence and ability.

Recognition and appreciation of our Board and Supporters

Each year brings challenges and opportunities to contribute to the health of our community, and the people who are part of it. In doing so Catholic Social Services recognises the enduring support of Bishop Pat Dunn and the CSS Board, chaired by Lynn O'Flaherty. We are also grateful for the ongoing generosity of funders and philanthropists, both statutory and community agencies, including Catholic Parishes, and volunteers for their continued support.

Manaaki te Atua ia tatou katoa – God bless us all

A handwritten signature in black ink, which appears to read 'John Metherell'.

John Metherell
Director

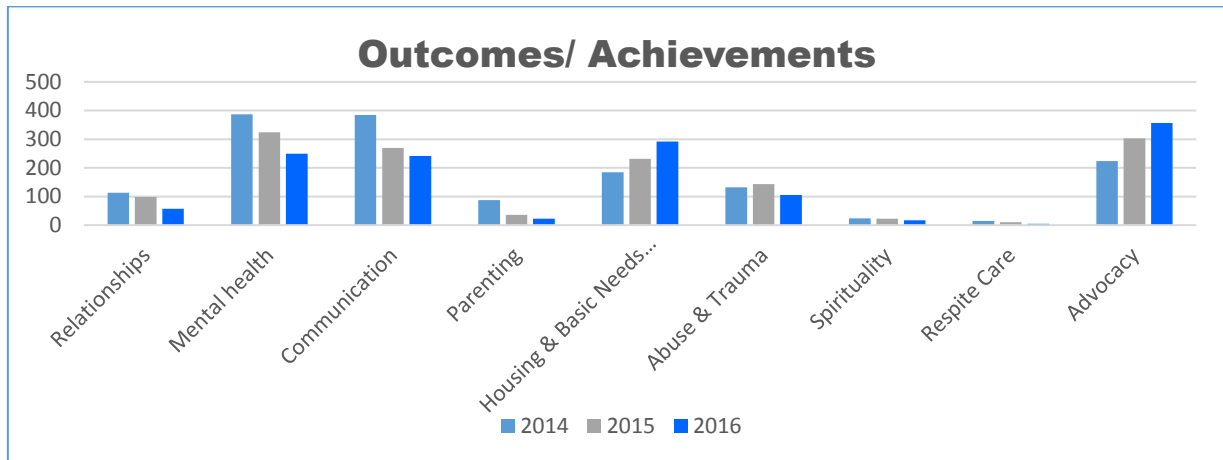


Guitars kindly donated from Auckland parishioners for prisoners' music classes.

Our service, our clients....

January – December

Diagram 1



Between 1988 and 2015, inequality between households with high incomes and those with low incomes widened. In 2015, the disposable income of a high-income household was over two-and-a-half times larger than that of a low-income household (http://www.stats.govt.nz/browse_for_stats/snapshots-of-nz/nz-progress-indicators/home/social/income-inequality.aspx)

In 2015-2016, CSS in-house data reflects the income inequality within households. People and families affected by mental health and those with communication issues had diminished, whereby clients with housing and poverty problems had increased (refer Diagram 1). To meet this urgent demand, advocating for clients increased considerably through engagement with families at grassroots level, government and community services e.g. Work and Income NZ, Housing New Zealand, Ministry for Vulnerable Children Oranga Tamariki, Ministry of Social Development, Ministry of Justice, NZ Police, Ministry of Health, General Practitioners, Lawyers, Budgeting services, educational providers and drug and alcohol prevention services.

Diagram 2

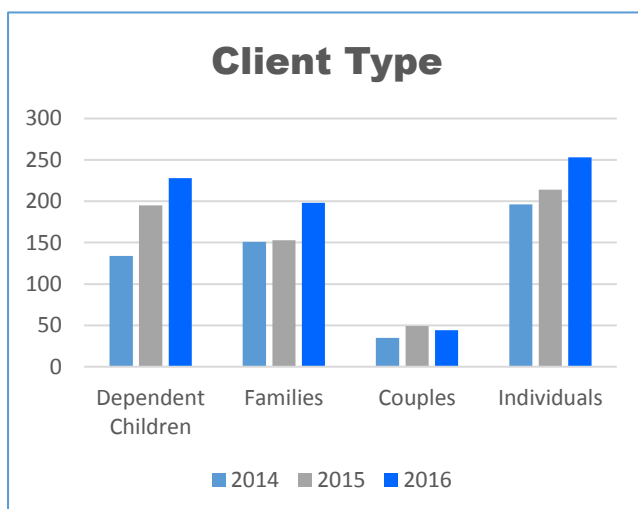
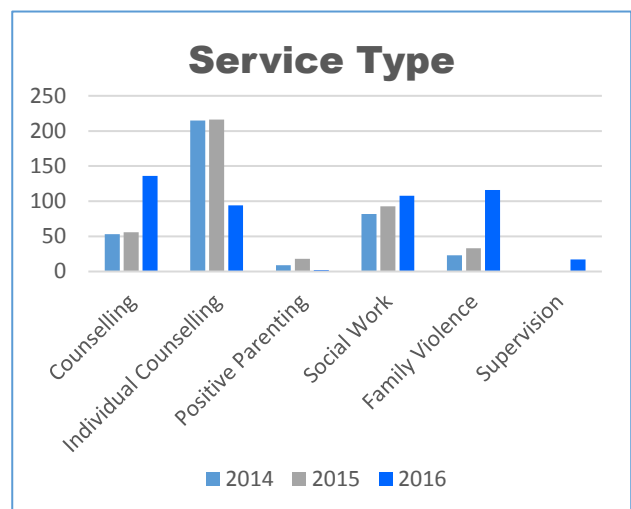


Diagram 3



Independent Auditor's Report

Audit

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To the Financial Administrator of the Catholic Social Services, a division of the Catholic Diocese of Auckland

Report on the Audit of the special purpose financial statements

Opinion

We have audited the special purpose financial statements of Catholic Social Services on pages 5 to 12 which comprise the statement of cash and bank balances as at 31 December 2016, and statement of financial performance for the year then ended, and notes to the special purpose financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying special purpose financial statements present fairly, in all material respects, the cash and bank balances of Catholic Social Services at 31 December 2016 and of its financial performance for the year ended 31 December 2016 in accordance with the Accounting Policies set out in the statement of accounting policies to the special purpose financial statements.

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)). Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the special purpose financial statements* section of our report. We are independent of the Entity in accordance with Professional and Ethical Standard 1 (Revised) *Code of Ethics for Assurance Practitioners* issued by the New Zealand Auditing and Assurance Standards Board, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

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

Emphasis of Matter

We draw attention to the fact that the special purpose financial statements are prepared in accordance with the Accounting Policies set out in the statement of accounting policies to the special purpose financial statements and that, as a result, the special purpose financial statements may not be suitable for another purpose.

Other Information

The Directors are responsible for the other information. The other information comprises the Director's Report but does not include special purpose financial statements and our auditor's report thereon.

Our opinion on the special purpose financial statements does not cover the other information and we do not express any form of audit opinion or assurance conclusion thereon.

In connection with our audit of the special purpose financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the special purpose financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this information, we are required to report that fact. We have nothing to report in this regard.

Directors' Responsibilities for the special purpose financial statements

The Directors are responsible on behalf of Catholic Social Services for the preparation and fair presentation of these special purpose financial statements in accordance with the Accounting Policies set out in the special purpose financial statements and for such internal control as those charged with governance determine is necessary to enable the preparation of special purpose financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the special purpose financial statements, those charged with governance are responsible for assessing Catholic Social Services ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Financial Administrator either intend to liquidate Catholic Social Services or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the Audit of the special purpose financial statements

Our objectives are to obtain reasonable assurance about whether the special purpose financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (NZ) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these special purpose financial statements.

A further description of the auditor's responsibilities for the audit of the special purpose financial statements is located on the External Reporting Board's website at:

<https://www.xrb.govt.nz/standards-for-assurance-practitioners/auditors-responsibilities/audit-report-8/>

Restriction on use of our report

This report is made solely to the Financial Administrator of Catholic Social Services. Our audit work has been undertaken so that we might state to the Financial Administrator of Catholic Social Services those matters which we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Financial Administrator of Catholic Social Services for our audit work, for this report or for the opinion we have formed.

Grant Thornton New Zealand Audit Partnership



B Kennerley

Partner

Wellington

29 August 2017

Statement of Financial Performance

For the Year Ended 31 December 2016

	2016 \$	2015 \$
INCOME		
General	325,472	243,218
Departmental	471,376	365,867
Prison Chaplaincy	356,327	197,943
Total Income	1,153,175	807,028
EXPENSES		
General	277,724	262,563
Departmental	428,693	347,601
Prison Chaplaincy	292,845	210,065
Total Expenses	999,262	820,229
Total Surplus (Deficit)	153,913	-13,201
DEFICIT FUNDED BY:		
Reserves	0	13,201
STATEMENT OF CASH BALANCES		
BNZ Current Account	61,666	38,974
BNZ Donations Appeal Account	535	6,777
Catholic Development Trust	297,899	80,606
Total Cash Balances	360,100	126,357
Notes Forming Part of the Accounts		
Note 1 – INCOME		
Grants Received	489,686	427,325
Diocese Contribution	364,877	175,000
Prison Chaplaincy Board	155,401	78,980
SERCO Contribution	49,550	43,963
Donations	11,939	12,932
Interest Received	2,312	165
Fees Received	77,519	65,722
Other Income	1,891	2,941
Total Income	1,153,175	807,028
Note 2 – EXPENSE		
General	277,724	262,563
Family Support	211,333	203,911
Family Violence	217,360	143,690
Prison Chaplaincy	292,845	210,065
Total Expense	999,262	820,229

Thank You...

We acknowledge the significant support of our service to vulnerable people of Auckland from donors and friends.



Catholic Diocese of Auckland



Sir John Logan Campbell Residuary Estate



We also thank...

Auckland Council
Auckland District Health Board
Estate Mr. T H Foley
Infinity Foundation
JM Thompson Charitable Trust
Ryan Perpetual Trust

Sacred Heart Parish Ponsonby
Sisters of Mercy Ministries New Zealand Trust
Society of Mary
Tony Brebner
Barbara and George Thomson
Waitemata District Health Board

We are grateful to the support of our friends and donations from individual donors

Photo Gallery



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

The staff of The Essential Deli are the friendly faces that greet you as you enter their shop of superb delicacies located in the Mt Eden Village. Catholic Social Services are grateful to Essential Deli for the donation of tasty foods like salads, pies, savouries, muffins and scones to appreciating clients.

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 or email: reception@cssauckland.org.nz