



NAPIER FAMILY CENTRE

Annual Report 2023/24



BRIGHT FUTURES

SUNNY DAYS

SOCIAL SERVICES



Strategic Plan 2023 - 2026

Integrity - Teamwork - Innovation - Compassion



Our strategic priorities



Bicultural commitments & cultural diversity

- Commitment to understanding Te Tiriti and how to apply Te Tiriti in everything we do.
- Organic recruitment of a more diverse workforce.
- Improve equitable outcomes for priority populations.



Grow & diversify revenue ensuring financial stability

- Deliver value from current resources.
- Diversify income and generate new funding.
- Develop new strategic partner relationships.



Recognise & invest in staff to feel empowered

- Develop and nurture a values-based, high performing organisational culture. Ensure our workforce is aligned to the needs of people, whānau and communities.
- Develop people, build skills and competencies.



Use information & technology to enhance & improve services

- Capture and share relevant information based on data to evaluate our services.
- Use technology and resources to efficiently collect information.
- Focus on policies, systems and processes to support best practice and quality outcomes.

Te Awhina, Te Aroha. To Help is to Love



2023/24 Board Members

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Ko wai mātou | Who we are

Napier Family Centre helps whānau along life's journey and our values of integrity, teamwork, innovation and compassion guide our actions and decisions. We are a community-based organisation offering social services across Te Matau-a-Māui Hawke's Bay such as counselling, financial capability, social work, whānau education programmes, and early childhood education.

Our founding statement - Te Awhina, Te Aroha. To Help is to Love.

Board Members 2023/24

Christine Scott (St John's Cathedral) - Chair
 Doug Neilson (Catholic Parishes of Napier) – Deputy Chair & Secretary
 Mark Goodson (Co-opted member)
 Sue Webb (Co-opted member)
 Victor Saywell (Co-opted member) - Treasurer
 Reverend 'Ofa Taukolo (Trinity Methodist)
 Murray Arnold (St Paul's Presbyterian)
 Alyson Bullock (Anglican Māori Mission)
 Graham Spicer (All Saints Anglican, Taradale)
 Kerry Marshall (St Paul's Presbyterian) resigned end 2023

Executive Team 2023/24

Chief Executive Officer: Kerry Henderson
 Social Services Operations: Lee Cartwright
 Finance & Administration: Anné McKeon
 Financial Capability Services: Debbie Mackintosh
 Family Services: Limor Strong
 Sunny Days: Robyn Rusden
 Fundraising & Communications: Gemma Rutland

Message from the Chair

Christine Scott



Tēnā koutou katoa. As we celebrated our 40 years of service last year, we also set our sights on the future, concentrating on key strategic priorities to ensure the continued strength and growth of Napier Family Centre.

Last year, we looked back at our origins and celebrated Napier Family Centre's 40 years of service, with a large number of our supporters, past and present board members and staff, and our community representatives. This year, our focus has shifted towards looking forward to our future in the wider community.

From our previous year's strategic planning, we developed four strategic pou:

1. Bicultural commitments and cultural diversity
2. Recognise and invest in staff to feel empowered
3. Use information and technology to enhance and improve services
4. Grow and diversify revenue to ensure financial stability.

I am pleased to report that we have made significant progress towards these aspirations. We are seeing the benefits of our diversity and have valued the learning opportunities through Te Tiriti workshops and language development over the year. Many of our staff, whānau, and board members also celebrated Matariki with a special session at Ātea a Rangī Star Compass. Alas hardly a star in sight, but the team from Ātea a Rangī Educational Trust gave a stellar performance, bringing the compass and the significance of ngā whetu (the stars) to life.

But it is on the last of the pou I wish to focus. We are operating in a very difficult and insecure environment. The needs of our community have grown while access to all forms of health and welfare is becoming harder and government funding for these services is being cut. Despite this, we have made progress in diversifying our services. We are no longer solely focused on families or Napier. We now offer services in Wairoa, Napier, Hastings, and Waipukurau. As a result, we are refreshing our constitution and rebranding to better reflect the diversity of our services and the wider community we serve. Kotahi te aho ka whati, ki te kāpuia e kore e whati – One strand of flax is easy to break, but many strands together will stand strong.

To our wonderful staff, a huge thank you. This year has been tough, but you have given so much. Special thanks to Kerry, who has "fought" ceaselessly for our cause, and to the executive team for driving the necessary diversity in our services. Thank you to our Financial Trust for your stewardship and support, and a warm welcome to new board members Alyson Bullock, Rev 'Ofa Taukolo, and Murray Arnold. To my fellow board members, ngā mihi nui katoa!



Kotahi te aho ka whati, ki te kāpuia e kore e whati.
One strand of flax is easy to break,
but many strands together will stand strong.

Chief Executive's Report

Kerry Henderson



The vision in 1983 by our founding members was to create a holistic agency to be responsive to the needs of our local community, recognising the power of mahi tahi – working together.

40 years on, we have expanded our service delivery from Wairoa to Waipukurau and continued to adapt and evolve to respond to Hawke's Bay communities – often collaborating with others.

I am immensely proud of our achievements over the last year. From responding to the mental health needs of our community by offering free counselling across Te Matau-a-Māui including in schools, delivering new programmes such as the Early Reading Together Programme and Incredible Years for Toddlers, and picking up new services such as the Central Hawke's Bay Toy Library (official launch date September 2024).

With special thanks to philanthropic partners Lottery Grants Board, Eastern & Central Community Trust and Royston Health Trust, our Central Hawke's Bay office is under development for a new fit-out with new therapeutic rooms for community agencies to use to expand services in the district.

We partnered with many this year to collaborate, coordinate and remain client-focused. Ngā mihi to Pleroma Christian Supplies for the office space in Ōtane, Birthright Hawke's Bay for the office space in Wairoa and the many other agencies that work with us and for the community. I would also like to acknowledge Trauma Aid Aotearoa. With their expertise, and the support of Health Hawke's Bay, we were able to support some amazing group therapy online and face-to-face, to continue to be responsive to the ongoing psycho-social needs of our cyclone impacted communities. It was humbling to be formally acknowledged for our mahi by Governor General Dame Cindy Kiro at a community event this year, where she gave thanks to those of us who have, and continue to, respond to community needs in the aftermath of Cyclone Gabrielle.

There is no doubt that it is a tough time for many of us; individuals, whānau, those in business, and charities. I remain steadfast in my views that in times like this, we need to work together. This year has once again shown that collectively we're stronger and we'll achieve better outcomes together – me mahi tahi tātou mō te ora o te katoa – we should work together for the wellbeing of everyone.

Again this year, you will see that many of our services delivered well beyond our Government contracts. This would not have been possible without the many philanthropic funders, donations and grants received over the last year. We rely on the generosity of others to continue being of service when contracts don't meet the community need. To fundraise over \$1 million for our operational and capex projects is not an easy exercise and I give special thanks to our supporters – you enable us to be of service and walk alongside clients supporting them on life's journey.

As we look ahead, we're excited about the changes on the horizon that will help us better serve our communities. In the coming year, you can expect to see us evolve not just in the services we deliver, but also in our identity, as we embark on a journey to refresh our name and brand. This transformation reflects our commitment to being more aligned with the diverse needs and values of those we serve across Hawke's Bay. We are dedicated to working together— me mahi tahi tātou —to ensure that everyone in our communities can thrive.

2497 WHĀNAU SUPPORTED

52 STAFF (38FTE)

Building Financial Capability

This year saw a significant increase in demand, with the team stepping up to provide more sessions and expand our reach to ensure vulnerable whānau received the support they needed.

This year saw a significant rise in the demand for our Building Financial Capability (BFC) services, reflecting the ongoing effects of Cyclone Gabrielle and the cost of living crisis. Our team responded with a significant increase in 1:1 sessions delivered, plus community workshops and complementary services to support whānau. We met our government contract in March 2024, but with the support of philanthropic funders were able to keep the doors open, continuing to provide free budgeting services to our community for the remainder of the year.

The complexity of the financial challenges our clients face has deepened. Interest rates, rent arrears and difficulties covering basic living costs are common issues, with health issues compounding these struggles for many whānau. Kiwisaver Hardship withdrawals have more than doubled, and access to kai has been another significant issue. Over the past year we've worked closely with Nourished For Nil to provide kai parcels to 524 families, a huge increase on the 353 delivered the year prior. Our partnership with Nourished for Nil has continued to grow, and we were delighted to support the successful launch of the Social Supermarket this year, a new initiative that has been well-received by clients. We are also grateful for our small team of dedicated volunteers, who help us get food to whānau in need.

This year we extended our support beyond our contracted work, partnering with organisations like Salvation Army Napier to offer one-on-one financial mentoring from their whare, as well as delivering community workshops in collaboration with Springhill, Age Concern, and Napier Libraries. Our involvement in community initiatives like Jammies for June, Christmas Cheer and the Napier Community Christmas Lunch shows how we work in diverse ways to support Hawke's Bay whānau.

Successfully securing a new three-year contract with Ministry of Social Development after a lengthy tender process was a real highlight for our team this year. We have also focused on professional development, attending key events such as the "Shifting the Dial" conference in Auckland and the National Strategy conference led by the Retirement Commission. These opportunities have equipped us with the latest knowledge and strategies to better serve our communities.

As we look to the year ahead, we anticipate continued challenges but also many opportunities to grow and empower Hawke's Bay whānau. The team looks forward to another year providing non-judgemental, culturally responsive support to all who come through our doors.



"Napier Family Centre provides a real contribution to the community because they have so many different supports within their network, and they really create a wraparound service that I have found to be uncommon in agencies. It certainly gives me the confidence to collaborate closely with them and know that the referrals are genuine. We know that clients referred by Napier Family Centre have trained financial mentors working alongside them to support their longer term needs."

- CHRISTINA MCBETH, FOUNDER & CEO, NOURISHED FOR NIL

*Data above compared to 2022/23



Psychological & Counselling Service



The impact of Cyclone Gabrielle has deeply affected our community's mental health. Our counselling team responded by expanding services, focusing on individual and group support to help tamariki, whānau and individuals rebuild and recover.

The impact of Cyclone Gabrielle has profoundly affected the emotional wellbeing of our community, with many individuals, whānau, and tamariki continuing to face significant mental health challenges. Despite the complexities of this year, our qualified and experienced counselling team has continued to provide safe and supportive spaces for those dealing with anxiety, grief, and uncertainty.

Two of our key focuses this year have been extending our support beyond traditional one-on-one sessions and expanding our services across more of Hawke's Bay. In response to the need we were seeing in our communities, we expanded our service to include a counsellor dedicated to working with those impacted by Cyclone Gabrielle and subsequent weather events. We have played a pivotal role in the response and recovery across Hawke's Bay, expanding our services into the Wairoa community. The team has focused on providing vital emotional support at community events and connecting individuals with necessary resources. This outreach has been essential in helping those affected by the cyclone and ongoing adverse weather events, to begin to rebuild their lives.

Over the past year, we have delivered over 1,400 individual counselling sessions and more than 200 group sessions. We have also collaborated with other providers to offer specialised therapeutic modalities, such as Eye Movement Desensitisation and Reprocessing (EMDR) and Trauma Release Exercises (TRE), supporting an additional 127 clients. Our Post Natal Adjustment Programmes continue to be a support for mothers experiencing postnatal depression, offering valuable skills and strategies, as well as opportunities to build connections, during a crucial time in their lives.

Our work in schools is an area of growth for our counselling service. This year we expanded our counselling support to four schools in both rural and urban environments, addressing the growing needs of tamariki dealing with anxiety, low self-esteem, trauma, and grief. These initiatives were made possible through collaboration with Health Hawke's Bay and Ministry of Education, as well as generous philanthropic funding.



Some of the team with Matt Brown of She Is Not Your Rehab

476

FREE COUNSELLING SESSIONS FOR CYCLONE IMPACTED WHĀNAU

28% ↑

IN COUNSELLING SESSIONS COMPARED TO LAST YEAR

28%

YOUTH COUNSELLING (UNDER 25)

200

GROUP COUNSELLING SESSIONS INCLUDING SCHOOLS



Bringing healing to Ōtāne School

A collaborative approach to trauma recovery

ŌTĀNE SCHOOL - HEALING TOGETHER

Following Cyclone Gabrielle, Ōtāne School was one of many schools that faced both physical damage caused by the storm as well as the deep emotional impact on its students. With a school of approximately 80 children aged 5-13, the challenge of supporting their mental health has been a key priority for the school's leadership.

In response to this need, Napier Family Centre - already providing 1:1 counselling and the Life in the Tough Lane programme at Ōtāne School - collaborated with trauma specialists Trauma Aid to deliver a large-scale group therapy programme using Eye Movement Desensitisation and Reprocessing (EMDR). Thanks to generous funding aimed at supporting Cyclone recovery, this initiative became the largest EMDR group therapy event ever held in Aotearoa.

A COMMUNITY APPROACH TO TRAUMA

The group therapy, facilitated by two psychologists, involved every student in the school, making it a powerful, collective experience. Over the course of four hours, tamariki participated in guided sessions that helped them process trauma, from storm-related fears to personal grief, using the unique EMDR protocol. Grounding exercises, visual aids and tools helped the students manage their emotions in real-time, offering an outlet for their anxiety and confusion. For many, it was their first opportunity to address the emotional aftermath of the cyclone in a structured and safe way.

RESULTS AND REFLECTIONS

Early results were promising, with positive shifts observed in how children processed their fears and worries. Some students also dealt with complex issues beyond the cyclone, from whānau separations to grief over lost pets, highlighting the range of emotional challenges they faced. The programme allowed each child to express their emotions, helping them transition from feelings of distress to relief, and in some cases, joy.

THE POWER OF COLLABORATION

This initiative showcased the strength of collaboration. Napier Family Centre's longstanding relationship with Ōtāne School, its tamariki, and whānau made it possible to bring in trauma experts at a critical time, ensuring the right support was provided when it was needed most. By combining local knowledge, specialist expertise, and community involvement, the programme delivered immediate relief and ongoing care for children with more complex emotional needs. This collective effort left a lasting impact not only on the tamariki but also on the wider Ōtāne community.

"Collaboration is key in trauma recovery. Working alongside Napier Family Centre and Ōtāne School allowed us to create a safe space where children felt supported."

"What we achieved together at Ōtāne School was more than just a therapy session - it was a community-wide response to trauma. By bringing together trauma experts, existing local support services, and whānau, we were able to give these tamariki tools to process their experiences and begin healing as a community."

- DR CHRIS NEUENFELDT, FOUNDER OF TRAUMA AID AOTEAROA

Family Services



2023/24 was a challenging and busy year for our Family Services team, as the ongoing cost of living crisis has had widespread impacts on housing, employment, and making ends meet for many whānau.

Family Social Work

Financial and societal pressures continue to deeply affect our community and the wellbeing of our clients. This year, we saw a 43% increase in clients commencing our social work services, with 109 new clients (84 in Napier and 25 in Central Hawke's Bay) and 238 referrals. Our team delivered 974 sessions across Napier and Central Hawke's Bay.

A key strength of our Family Services team is our ability to adapt and respond with compassion. Not only do we support whānau with social work and parenting support, we tap into the other services available both within Napier Family Centre and in our wider networks, to ensure people are getting wraparound support to meet their needs. Our work can involve connecting whānau with food parcels, clothing, and referrals to specialist services and government departments.

This year we continued our in-school social skills programme for 5-13 year olds, to increase coping skills and reduce anxiety among students. This programme received positive feedback from both students and teachers and was followed by ongoing counselling services offered within the school.

Our team is made up of four social workers and five whānau education facilitators, working across Napier and Central Hawke's Bay. We continue to collaborate closely with community organisations and government departments to ensure our whānau receive comprehensive support. Through partnerships with Oranga Tamariki, Police, Ministry of Education, Te Whatu Ora, Child, Adolescent and Family Services, Strengthening Families and many others, we ensure the goals and aspirations of whānau can be achieved.

25%

INCREASE IN REFERRALS

43%

INCREASE IN NEW CLIENTS

Client Ethnicity Napier

56% NZ EUROPEAN **30%** MĀORI **14%** OTHER

Client Ethnicity CHB

24% NZ EUROPEAN **64%** MĀORI **12%** OTHER

Family Status Napier

62% 1 PARENT **38%** 2 PARENTS

Family Status CHB

56% 1 PARENT **44%** 2 PARENTS

Income Napier

55% ON BENEFIT **17%** PART TIME WORK **28%** FULL TIME WORK

Income CHB

72% ON BENEFIT **24%** PART TIME WORK **4%** FULL TIME WORK

Domestic Violence among our commenced clients

44% NAPIER **100%** CHB

*Data above compared to 2022/23



Tamariki with gifts to take home from our Just 4 Kids course

Whānau Education

It was a busy and productive year for our Whānau Education programmes. The team successfully delivered 16 programmes and introduced new initiatives in response to community needs. Our programmes reached 93 adults and 99 tamariki/youth, equipping them with essential skills and strategies to navigate challenges such as managing emotions, anger, working as a couple to step-parent, building self-esteem, and parenting children with autism and language delays.

We were pleased this year to continue our social skills programmes in schools in response to Cyclone Gabrielle, where we addressed issues like anxiety and building resilience. Our school programmes responded to changing needs at a time when children were struggling with strong emotions that led to fighting in the school playground and bullying. Feedback from teachers and students indicated a noticeable decrease in these behaviours following our interventions. We also introduced the Early Reading Together programme in both Napier and Central Hawke's Bay, helping parents make early reading enjoyable for their young tamariki.

Referrals to our education programmes come from a wide range of sources, including schools, paediatricians, Family Court lawyers, Oranga Tamariki, and other social service providers. Our website is regularly updated, allowing whānau to easily register their interest online. Thanks to the generous support of donors, we were able to offer all education programmes free of charge, ensuring that every whānau has access to the resources and support they need.



supported through whānau education programmes

Course Feedback:

"I am able to parent with confidence now."

FEEDBACK FROM A POSITIVE PARENTING COURSE PARTICIPANT

"I love being with other parents and really enjoyed the material. I came away with a lot of specific skills."

FEEDBACK FROM AN INCREDIBLE YEARS PARENT PARTICIPANT

DID YOU KNOW?

We're the only service offering the Incredible Years Autism & Language Delay programme in Hawke's Bay? Designed for parents of children aged 2 to 5, the programme is driven by each child's developmental abilities and goals, helping caregivers build their parenting skills and confidence. You don't necessarily need an autism diagnosis to participate.

Over the last 7 years of delivering Incredible Years (both Autism and Parenting) we have supported over 400 adults and children.

Find out more about our programmes including course dates at napierfamilycentre.org.nz

Sunny Days



**SUNNY
DAYS**

LICENSED EARLY CHILDHOOD
EDUCATION & CARE CENTRE



Sunny Days continues to be a vibrant and nurturing space where tamariki feel safe, valued, and inspired to learn.

The warm smiles and hugs from children as you enter reflect a deep sense of belonging, which is at the core of everything we do. This welcoming environment wouldn't be possible without our dedicated kaiako, whose commitment to our values shines through in their everyday interactions.

Our kaiako embody the Sunny Days values in every aspect of their work:

- **WHAKAMANA:** empowering all learners to reach their highest potential by providing high-quality teaching and leadership.
- **MANAAKITANGA:** creating a welcoming, caring and creative learning environment that treats everyone with respect and dignity.
- **PONO:** showing integrity by acting in ways that are fair, honest, ethical and just.
- **WHANAUNGATANGA:** engaging in positive and collaborative relationships with our learners, their families and whānau, our colleagues and the wider community.

As well as expansive outdoor areas, Sunny Days has three beautiful, culturally-rich indoor spaces available for tamariki between three months and six years old. These spaces offer children a variety of activities for them to explore and develop at their own pace. The recent ERO report from September 2023 beautifully captured our approach, noting: "Children lead their own learning, guided by intentional teaching and focused play-based experiences. They learn in spacious, well-resourced, and purposefully considered environments."

The Sunny Days team worked extensively with external agencies over the last year including Oranga Tamariki, the Ministry of Education and our local Kahui Ako/Communities of Learning to ensure transitions in and out of Sunny Days are well supported for tamariki and their whānau. Feedback from the Ministry of Education highlighted our commitment to tamariki-first, whānau-led solutions: "Great mahi shown by kaiako working one-on-one with a tamaiti, ensuring he felt safe and listened to."

Looking ahead, we are excited to continue enhancing our play spaces and further embedding our values into every aspect of Sunny Days, ensuring our tamariki remain at the heart of all we do.



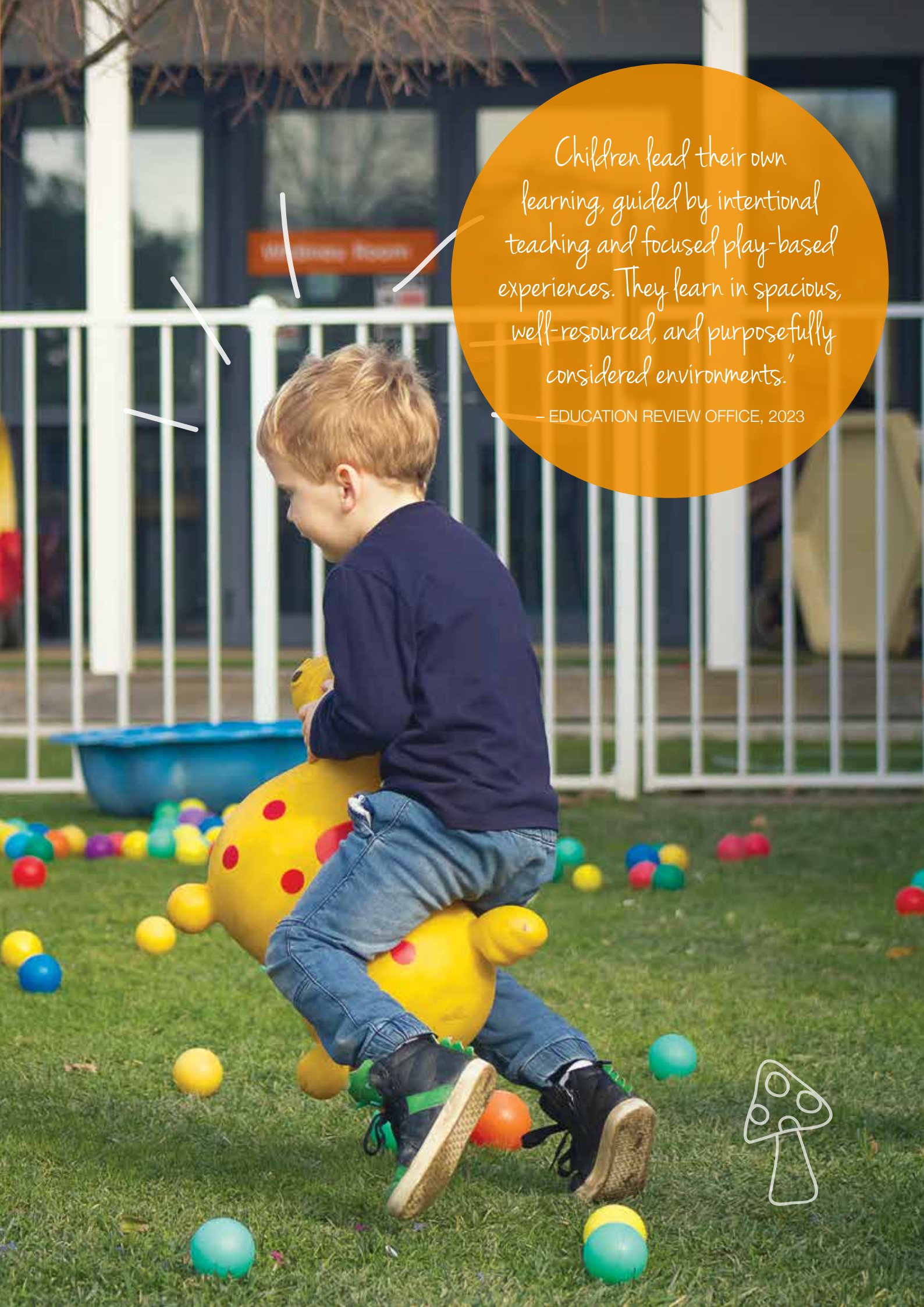
59 ROLL AT 30 JUNE 2024

58%
MĀORI

27%
NZ EUROPEAN

5%
SAMOAN

10%
OTHER



Children lead their own learning, guided by intentional teaching and focused play-based experiences. They learn in spacious, well-resourced, and purposefully considered environments."

— EDUCATION REVIEW OFFICE, 2023

Bright Futures



The past year was a period of growth and connection for Bright Futures as we continued to provide high-quality home-based childcare and education for children across Hawke’s Bay.

Over the year, we supported around 150 children through our network of dedicated Educators, spanning from Bay View to Pōrangahau. Our approach is one of kindness, compassion, and inclusivity, and we work with the concept that kindness spreads. This resonates deeply with the families we serve, so we’re able to create a nurturing environment that benefits tamariki, whānau, and the wider community.

Our Visiting Teachers played a crucial role in supporting our Educators, ensuring that each child, including those facing learning barriers, received tailored support and care. Our twice-weekly playgroups offered rich opportunities for children to develop essential skills—ranging from motor skills to social and emotional skills—in a supportive, community-focused setting.

Throughout the year, our monthly curriculum packs provided additional resources aligned with various themes, such as Matariki, Te Wiki o Te Reo Māori (Māori Language Week), and New Zealand Sign Language Week. These packs allowed Educators to create engaging and culturally enriching learning experiences for the tamariki in their care.

Children thrive when they feel secure and valued, and our home-based care model is designed to offer just that. By creating stable, loving environments, our Educators help children explore, challenge themselves, make mistakes and build the confidence they need to succeed. As we look ahead, we are committed to expanding our reach, ensuring that even more children have the opportunity to experience the acceptance and support that Bright Futures offers. Our dream is to create spaces that will give more children the opportunity to feel accepted and loved – especially in a world where children are easily forgotten.



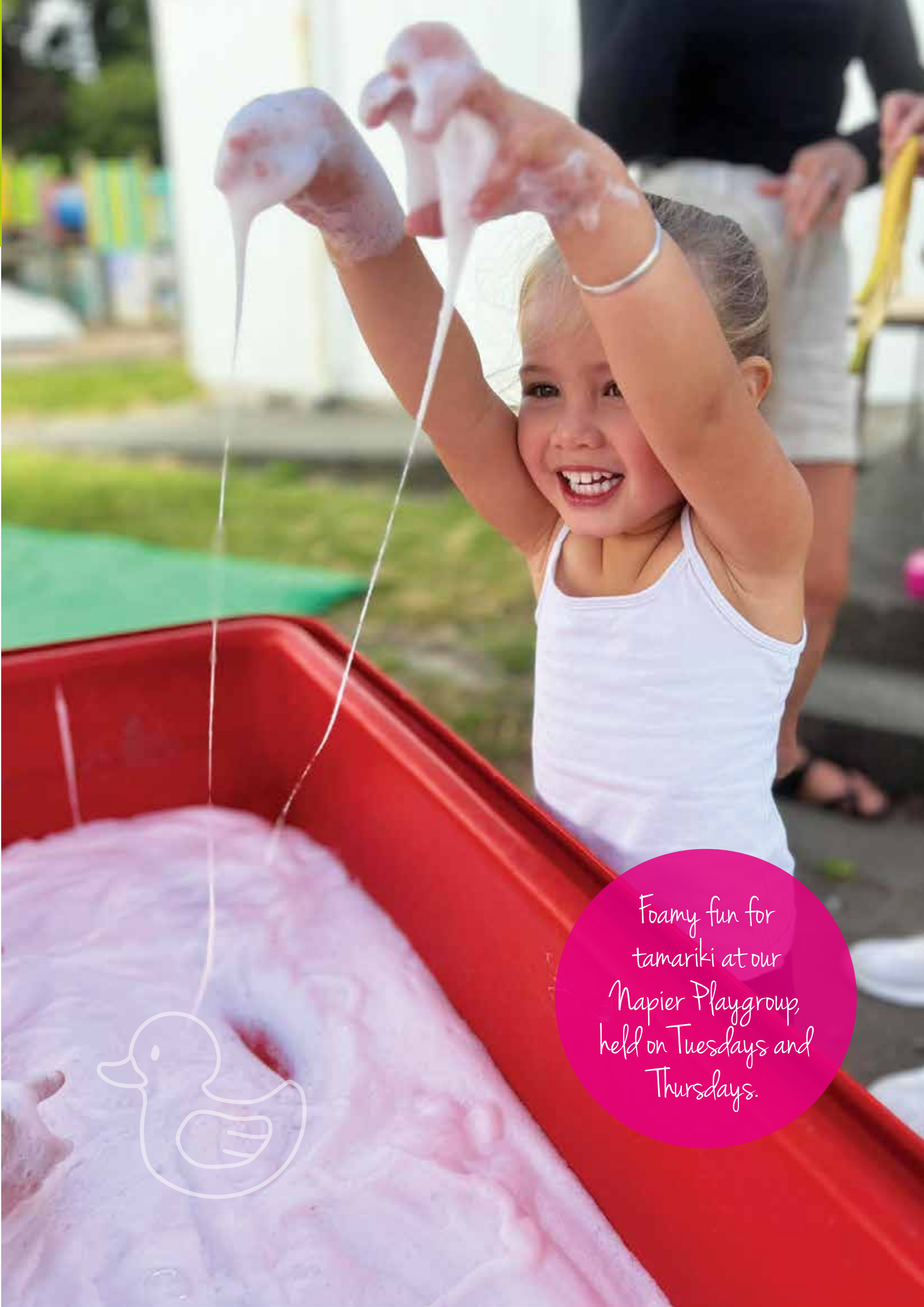
Feedback from a Bright Futures parent:

“From the first time I chatted to you about [my son] starting with Bright Futures, you were approachable about any questions I had, you have always put my mind at rest that I’m doing the best for him. You found him the perfect placement that I could never fault. You’re approachable, caring and nurturing while being honest with your communication to us and we are super grateful for this.”

Māori ECE Enrolments

13% CHB | 38% NAPIER/HASTINGS

*As at 30 June 2024



Foamy fun for
tamariki at our
Napier Playgroup,
held on Tuesdays and
Thursdays.



Community Engagement



Hawke's Bay Back in Business

We had the privilege of attending the Hawke's Bay Back in Business event, hosted by the Chamber of Commerce. With motivational speakers like Dave Letele, the event was a powerful reminder of the resilience and innovation within our local business community. NFC continues to support whānau and local businesses through our services, ensuring we are visible and engaged where the community needs us most.



Strengthening Families Expo

It was great to participate in the Strengthening Families Expo this year, an event that highlights the wide range of support services available to whānau in our region. Our Family Services team was on hand to share information and resources, ensuring local families are aware of the support available through NFC and other key providers.

Cyclone Gabrielle Anniversary



He waka eke noa. We stood in solidarity with communities across Wairoa, Hastings, Napier, and Central Hawke's Bay at the February 14 commemoration services marking one year since Cyclone Gabrielle. We continue to offer long-term support to those impacted by the cyclone, reaffirming our commitment to the community - today, tomorrow, and whenever the need arises.



Social Supermarket launch

It was a pleasure to support the launch of Nourished For Nil's Social Supermarket in September. Like any good friend would, we helped stock the shelves for the opening, and have continued to work closely with Nourished For Nil to refer whānau. This exciting new venture offers a dignified experience for people and whānau experiencing food insecurity, by offering grocery products at a low or subsidised cost in a standard supermarket environment.



I AM HOPE

Mental health advocate Mike King visited NFC twice this year, offering his support to our work in the community. Through the Gumboot Friday initiative, we provide free counselling for under-25s, and I AM HOPE has also supported our community to access free counselling post-cyclone. Mike's advocacy for mental health and his commitment to getting the mahi done aligns perfectly with our work to support the mental wellbeing of tamariki and whānau across the region.

At Napier Family Centre, we work alongside other community organisations, government agencies, businesses, and social service providers because we believe that together, we can make a bigger difference. We're all about partnering for greater impact.

Wellbeing at Work Conference and Expo



We had an incredible time connecting with both employers and employees at the Wellbeing at Work Conference and Expo in April. With our counselling team on hand to offer support and advice, the event was a chance to showcase the work we do to promote mental health and wellbeing in workplaces across Hawke's Bay. Special thanks to Hawke's Bay Chamber of Commerce for organising a great event; to keynote speaker Matt Brown for sharing his story and mahi; and to Anika Moa for keeping it real as MC!



Welcoming Te Taiwhenua o Te Whanganui ā Orotu new CEO

We were delighted to welcome Mat Mullany, the new CEO of Te Taiwhenua o Te Whanganui ā Orotu, to NFC soon after he started in the role. We look forward to collaborating with Mat and the Taiwhenua team to continue serving our local communities.



Financial Capability Workshops

We hosted free Financial Capability workshops at the Taradale Library in June, offering advice and support to the wider community, as well as a special session for over-65s. These workshops provided practical tips and resources for managing money, with the opportunity for one-on-one support with our financial mentors. We're committed to ensuring financial wellbeing is accessible to all, and these workshops are just one way we engage with the community to support this kaupapa.



Unity Day 2024

It was a privilege to be in the room at Napier Pilot City Trust's Unity Day 2024. We heard from an incredible range of speakers including this year's Unity Award winners, sociologist Professor Paul Spoonley, and Maria English of ImpactLab. The legacy of Pat Macgill lives on through the Napier Pilot City Trust.

Reception with Governor-General Dame Cindy Kiro



We were honoured to attend a community reception with Governor-General Dame Cindy Kiro, recognising those people and organisations who supported Hawke's Bay during Cyclone Gabrielle. The event celebrated the spirit of togetherness and resilience that has supported our communities through the recovery so far.



40 year celebration

In October, we proudly marked Napier Family Centre's 40th anniversary - a significant milestone in our journey of supporting local whānau and communities.



The celebration was held at St Thomas More and brought together past and present staff, supporters, and friends who have been part of our story.

We were honoured to have Lucy Laitinen as our guest speaker, who shared her insights and reflections on the evolving needs of our community and the enduring impact of our services. The event was filled with lots of smiles, stories, memories, and the spirit of togetherness, as we celebrated four decades of making a difference. Here's to the next 40 years!

Finance & Administration



The team continued to be the welcoming face of Napier Family Centre, engaging with hundreds of individuals each month while connecting whānau with essential resources and services.

2023/24 was another busy year for our Business Support team. On average, we engaged with around 500 individuals each month, greeting clients, providing guidance and connecting them to the services they need, whether within Napier Family Centre or through our partner agencies. We've continued to host Hawke's Bay Community Law and Te Taiwhenua o Heretaunga once a week, facilitating their community services from our premises. We have also supported many other agencies who use our facilities from time to time as well as providing the overall business support for Napier Family Centre's services.

Our mahi extends beyond our own organisation; we are committed to supporting the wider community in practical ways. This year, we continued to be blessed with donated knitted goods and supplies for whānau. We have worked closely with many agencies this year to get them to communities from Wairoa to Waipukurau, ensuring these resources reach those who need them most. We're also excited to be launching a partnership with OrangeSky, offering free laundry services onsite for our clients and local community one day a week.

It truly takes a village to support our community, and we enjoy being part of the village that supports whānau across Hawke's Bay. Our team's dedication ensures that our services run smoothly and that every person who walks through our doors or reaches out for help feels supported, valued, and connected those who can help.

\$486,815*
POSITIVE RESULT AT Y/E

\$3.8M
TURNOVER

***Significant Fundraising Supports Growth in CHB**

The surplus for the year in the Statement of Financial Performance on page 24 reflects very significant fundraising planned and undertaken over 2023 and into 2024, above our usual levels, to fund capital extensions and improvements to our building in Waipukurau. This work will allow us to better support our delivery of social services and those of our partners in Central Hawke's Bay. Fundraising for this project included in our grants received revenue was \$465,467. The costs of this project will show initially as capital expenditure in the Balance Sheet in the next financial year, with the costs being recognised in future years as depreciation over the life of the new assets. Cash and cash equivalents at 30 June 2024 were correspondingly higher too, while the build project was still in the early stages. Capital Commitments for the project at 30 June 2024 were \$296,302 in addition to Work in Progress of \$101,430. Works are scheduled for completion by October 2024.

- VICTOR SAYWELL, TREASURER



Our Volunteers



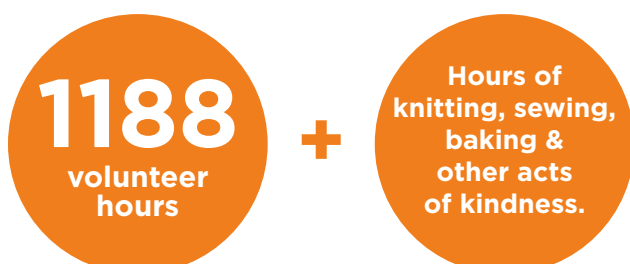
Ngā mihi nui ki a koutou – a big thank you to all our volunteers.

Volunteers have been an integral part of Napier Family Centre for the past 40 years. This year, they contributed 1,188 hours of their time to support our mahi. Our volunteers come from diverse backgrounds and bring a wide range of skills, helping us deliver essential services to whānau across Hawke's Bay. Whether distributing donated goods or offering governance expertise as Board Members and Financial Trustees, each volunteer supports us to make an impact.

We celebrated our volunteers with a special morning tea on International Volunteer Day in December and further recognised their contributions during Te Wiki Tūao ā-Motu (National Volunteer Week) in June.

We are grateful to the many volunteer groups and individuals who collaborated with us this year, including Nourished For Nil, Christian Lovelink, Te Whakaritorito Trust, Citizens Advice Bureau Napier, OrangeSky, Rotary Club of Napier, St Augustine's Brownies, Beanies 4 Babies, local Women's Institutes, and knitting groups. Your support makes a world of difference.

Volunteer Contributions



Moe mai rā Mike Healy

Mike Healy was a special friend of NFC who was part of our organisation since the 1980s. Mike passed away on 11 January 2024 at 85 years of age.

A retired Board member, Mike held governance positions at NFC for 26 years, making a huge contribution to both our organisation and local community. He was our longest standing Board member and held one of NFC's very first management roles.

Mike was instrumental to many of the positive changes at NFC over the years. Something we loved about Mike was his ability to see the big picture, while being able to dive right into the detail. Mike had a big heart and a great mind and is one of the mighty pou that supported us at the very foundation of NFC, and for so many years afterward. He will be dearly missed by us all.

Moe mai rā e Rangatira. Thank you, and your wife Carol, for all your years of service and commitment to helping whānau in Hawke's Bay.

Christmas Cheer



This year, the Christmas Cheer initiative once again showcased the incredible generosity and spirit of our community.

From schools, kindergartens, families, churches, clubs, businesses, and local organisations, the collective support for this kaupapa was heartwarming. Together, we were able to bring a little joy to 64 whānau, including 174 children and 90 adults, at a time when Christmas can often be challenging for many.

Our Christmas Cheer Coordinator, alongside her small but dedicated team of volunteers, worked hard over November and December to ensure the smooth packing and distribution of parcels in time for Christmas. The parcels were filled with gifts as well as grocery items and festive essentials, generously donated by many community groups and individuals. In addition to the parcels, Napier City Council and Craggy Range contributed Pak'n'Save vouchers and Santa sacks for each child, filled with a book, a ball, and a toy, while Conroy Removals kindly provided the boxes to package up all the gifts.

In addition to our Christmas Cheer mahi, our team also supported the Napier Community Christmas Lunch by managing the administration and RSVPs, ensuring everyone who needed a place to gather on Christmas Day was welcomed. We believe in the value of this kaupapa because we know that Christmas can be a lonely, challenging or stressful time for some. Our goal is to bring a sense of connection and joy during the festive season to as many people in our community we can.

The generosity of our community never ceases to amaze, and we are deeply grateful to everyone who contributed to making this year's Christmas Cheer a success. Your kindness has brought smiles and warmth to many whānau and children, reminding us all of the power of giving.

"Christmas Cheer parcels bring so much joy to the whānau who receive them. Every year we're reminded of the caring and generous spirit in our local community."



OVER 64 FAMILIES RECEIVED A CHRISTMAS CHEER PARCEL WHICH MEANT THAT AROUND 264 MUMS, DADS AND CHILDREN HAD A BRIGHTER CHRISTMAS.

Fundraising & Communications



We raised \$1,083,062 in donations and fundraising for the year, a significant contribution toward our operations and special capital projects like the CHB expansion.

We faced a challenging funding landscape again this year, but our community of supporters rose to the occasion, demonstrating that together we can make a difference. Our mahi is made possible with the support of many generous individuals, whānau, trusts, clubs and organisations and we are immensely grateful for the support we've received throughout this year.

Although we faced a high number of declined grant applications due to increased competition and limited funding available, we continued to think outside of the box and worked hard to reach our targets. By securing additional funding dedicated to Cyclone Gabrielle recovery, we were able to adapt our services and better meet the evolving needs of communities impacted by the disaster.

With the help of grants and generous donations, our total fundraising income for the year was \$1,083,062. Of this, \$465,467 was capital funding for our Central Hawke's Bay refit; a large capital project to upgrade our existing Waipukurau premises to become a community hub, offering more services for Central Hawke's Bay whānau. We are incredibly grateful to everyone who contributed to our fundraising efforts, whether through direct donations or by helping us spread the word about the mahi we do.

Counselling Campaign

Recognising that many whānau were still feeling the effects of Cyclone Gabrielle, we launched a counselling campaign from April to June 2024 to encourage those in Napier, Hastings, Central Hawkes Bay, and Wairoa to access free counselling support. The campaign successfully increased enquiries, achieving a 900% increase in reach on Facebook and 70% more traffic to our website. This initiative was made possible through targeted funding aimed at supporting cyclone recovery, allowing us to reach beyond our existing audiences and connect directly with those in need during this challenging time.

In the media

We've been fortunate to secure media opportunities throughout the year, increasing our reach into communities both locally and across Aotearoa. Our spokesperson and CEO Kerry Henderson shared what we're seeing in the community, with the mounting financial pressures of a cost of living crisis on top of cyclone recovery. We've worked with outlets of all sizes to share our messages, from 1 News and RNZ to Hawke's Bay App.

“Mental health and well-being don't have a start and end date. I appreciate everything has to fit into budgets, but people don't fit into boxes, and we've got to make sure there's the sustainability of funding coming through.”

KERRY HENDERSON SPEAKING ON 1NEWS IN JULY 2023.



International Day of Families Annual Appeal

Thank you to everyone who supported our Annual Appeal street collection in May. It was a fantastic opportunity to kōrero, raise awareness and generate some funds to continue our mahi. This year we celebrated International Day of Families alongside our local Brownies from St Augustine's. The group of 7-9 year old girls again supported our Annual Appeal as part of their efforts to do good deeds for their community. We would like to acknowledge the support of Countdown Carlyle, New World Greenmeadows, and New World Waipukurau. Thanks also to Dilmah our gift sponsor who provided us with small gifts to foster connection with our community.



Balance Sheet

	2024	2023
	\$	\$
Assets		
Current Assets		
Cash and Cash Equivalents	860,410	509,292
Receivables	313,461	352,458
Prepayments	146,594	55,306
	<u>1,320,465</u>	<u>917,056</u>
Non Current Assets		
Property, Plant and Equipment	1,322,594	1,316,336
Total Assets	<u>2,643,059</u>	<u>2,233,392</u>
Liabilities		
Current Liabilities		
Trade and Other Creditors	115,403	141,975
Current Portion of Mortgages and Loans	-	5,549
Deferred Income	88,988	194,883
Employee Entitlements	232,606	171,738
	<u>436,997</u>	<u>514,145</u>
Net Assets	<u>2,206,062</u>	<u>1,719,247</u>
Retained Surplus	2,206,062	1,719,247
Total Net Assets Attributable to the Owner of the Entity	<u><u>2,206,062</u></u>	<u><u>1,719,247</u></u>

Statement of Financial Performance

	2024	2023
	\$	\$
Income		
Clients Fees	67,936	62,168
Dividends	720	720
Donations	63,113	47,079
Fundraising	-	-
Government Contract Revenue	2,516,160	2,251,274
Grants Received	1,019,949	543,529
Insurance Claim	-	15,133
Interest Revenue	38,387	17,433
Parents Fees	114,603	78,842
Rents Received	12,832	6,275
Sundry Income	891	790
Total Revenue	<u>3,834,589</u>	<u>3,023,243</u>
Expenses		
Employee Related Costs	2,486,895	2,196,441
Depreciation and Amortisation Costs	83,499	78,797
Grants and Donations	-	-
Interest Expense	107	718
Other Expenses	777,274	716,319
Total Expenses	<u>3,347,775</u>	<u>2,992,275</u>
Net Surplus (Deficit) for the Year	<u><u>486,815</u></u>	<u><u>30,968</u></u>

See note on 2023/24 fundraising and surplus on page 20.

Donations

Donations - general and appeals

2024	2023
\$	\$
63,113	47,079

The Entity relies heavily on the generosity of the community within the Hawkes Bay region both financially and the amount of donated time from volunteers. The Entity does not fair value volunteer time in the Statement of Financial Performance as the value of the services provided cannot be reliably measured as there are no equivalent paid positions available in the local labour market, and in the absence of volunteers, some of the services may not be provided. During the reported period, total donated volunteers time was 1,188 hours (2023: 894 hours).

Grants Received

	2024	2023
	\$	\$
Ahuriri Putorino Presbyterian Church	-	250
Catholic Diocese of Palmerston North	25,000	-
Eastern & Central Community Trust	172,000	5,000
Frimley Foundation	15,000	-
Grassroots Trust	10,000	-
Gwen Malden Trust	4,347	2,874
Harold Holt Grant	6,900	4,700
Hastings District Council	5,000	5,000
HB Chamber of Commerce	-	20,000
HB Children's Holding Trust	13,870	18,600
HB District Health Board	-	12,000
HB Foundation	30,000	31,000
Kingdom Foundation	-	14,800
Lion Foundation	16,500	18,750
Ministry of Education	5,000	2,000
Ministry of Social Development	4,320	75,000
Napier City Council Community Services	17,945	7,500
Napier Family Centre Financial Trust	58,000	73,000
NZ Lotteries	365,967	197,000
PAC Methodist	5,000	-
Pub Charity	10,000	15,725
Red Cross	100,000	-
Royston Health Trust	89,580	17,800
St Paul's J Anderson Trust	-	1,500
St Paul's Parish	7,520	9,030
St Vincent De Paul	3,000	-
T R Moore	20,000	-
Vavasour Charitable Trust	20,000	-
Wellington Methodist Charitable and Educational Trust	15,000	10,000
Willis Legal	-	2,000
	1,019,949	543,529

Government Contract Revenue

	2024	2023
	\$	\$
ACC	32,691	103,708
Health Hawkes Bay	186,001	66,233
Ministry of Education	1,615,080	1,502,174
Ministry of Social Development	556,569	475,660
Napier City Council	5,000	2,500
Work & Income	120,820	100,999
	2,516,160	2,251,274

Ministry of Education Equity Funding

Equity funding of \$154,476 was received during the year (2023: \$165,666). The funds received were utilised for reducing barriers to attendance by sponsoring childcare and learning hours and providing transport; resources to support learning and strengthen partnerships with whānau; training for teachers and educators; providing support for ESOL educators.

These summary Financial Statements have been extracted from the full financial statements and Special Purposes report. The full financial statements were submitted to the Board for approval on the 24th September 2024. And have been prepared in accordance with the Tier 2 Public Benefit Entity International Public Sector Accounting Standards and Audited by Bay Audit and Accounting Ltd. These extracts do not include all disclosures provided in the full financial statements and cannot be expected to provide a complete understanding as would be expected from the full financial statements. **A full set of the audited financial statements are available for download from the Charities Services website www.register.charities.govt.nz**

Ngā mihi maioha



We value and acknowledge the contributions to the work of Napier Family Centre made by the following contributors.

Accident Compensation Corporation

All Saints Parish

AM Williams

Beanies for Babies

Camp David Trust

Catholic Charities

Catholic Parishes of Napier

Christian Lovelink

Conroy

Craggy Range

D Mansell

Dilmah

Eastern & Central Community Trust

Eileen Potter

Eskdale Holiday Park

Extend IT Services

Freenergy Solar Solutions

Frimley Foundation

Gabby Allen – Jammies 4 June

Grassroots Trust

Gumboots Early Childhood Learning

Gwen Malden Charitable Trust

Harcourts Hawke's Bay

Hastings District Council

Hawke's Bay Childrens Holding Trust

Hawke's Bay Foundation

Hawke's Bay Regional Council

Health Hawke's Bay

I AM HOPE

Inner Wheel Club of Napier

Jarden

Joan Nelson

Kaiwaka Social Club

Kids Barn Childcare Centre

Knox Church

Lion Foundation

Lottery Grants Board

Maureen Pitman Memorial Donations

Ministry of Education

Ministry of Social Development

Napier Baptist Parish

Napier City Business Inc

Napier City Council

Napier Family Centre Financial Trust

Napier Girls' High School

Napier Host Lions

New World Greenmeadows

New World Waipukurau

Nourished for Nil

Oranga Tamariki

PAC Methodist

Pub Charity

Radio Hawke's Bay

Red Cross Sewing Group Napier

Rotary Club of Napier

Royston Health Trust

Russell Family

Salvation Army Napier



Snap Fitness Napier
Society of St Vincent De Paul
St Augustine's Brownies
St Columba's Parish
St John's Anglican Parish
St Paul's Care & Share
St Paul's Presbyterian
Tamatea Womens Institute
Taradale East Kindergarten
Taradale Family Dental
Taradale High School
Taradale Presbyterian
Te Taiwhenua o Heretaunga
Te Whakaritorito Trust

Thomas Richard Moore Trust
Tremains
Tremains Taradale
Trinity Methodist
Vavasour Charitable Trust
Waiapu Cathedral
Woodford House
Woolworths Carlyle

**Individuals who donated goods,
baking, time or in-kind support over the year**

Private donations in person and online

**The Family Tree members, staff and
individual donations**



MISSION STATEMENT

Through Christian love Napier Family Centre provides services valued by families and individuals that help them along life's journey.



NAPIER | HASTINGS | WAIROA | CENTRAL HAWKE'S BAY

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