

2016

ANNUAL REPORT

Helping parents build resilient and positive families/whānau



VISION

Strong and resilient families/whānau living free from abuse and neglect



MISSION

Helping parents build resilient and positive families/whānau through our free parenting Helpline and affordable parenting courses, counselling and mediation services

WHAT WE DO?



Helpline

Free national Helpline available from 9am-11pm, 7 days a week providing immediate support and practical strategies to parents/ caregivers on all parenting issues.



Family Therapy

Family therapy helps family members to explore difficult thoughts and emotions safely, build on family strengths and work together to make changes in their relationships and lives.



Counselling

We work with individuals, couples and children to develop more satisfying and resourceful ways of living.



Parenting Education

We provide group and individual courses for parents who are needing support with their child(ren)'s behaviour. Our programme "*Different Approach, Different Response*" is focussed on improving the relationship with teenagers.



Mediation

Parents use the mediation service to settle disputes or to achieve parenting agreements when they are unable to resolve differences or following separation.

CHAIR'S REPORT



The past year has been another successful one for Parent Help. We have had 1078 new calls to our free Helpline from parents and whanau who need assistance with parenting issues, 54% ahead of our contracted amount. We have run five positive parenting courses and have counselled 72 individuals and families receiving 8 or more counselling sessions each.

As Chair of Parent Help, I am very proud of these outcomes. In an environment where there is increasing attention being paid to New Zealand's poor record on child abuse and the challenges facing our vulnerable tamariki, it is an honour to work with an organisation that plays a positive role in making people's lives better.

This year the Board's focus has been on pushing ahead with getting the building

blocks in place for an expansion of Parent Help's services:

- We have a new Strategy document that outlines our key priorities for the next three years: building partnerships with other agencies to lift our reach; capability-building for our staff; better collating information to demonstrate our positive impacts; and diversifying our funding streams.
- We have introduced a new Health, Safety and Wellbeing Policy to ensure our staff stay safe, both physically and mentally.
- We have contracted a dedicated fundraiser to actively seek out new funding sources.
- We have a new website and heightened social media presence.
- We have expanded our office footprint to accommodate staff growth, while ensuring the Helpline team have a quiet and confidential space in which to operate.

With these building blocks in place, I am confident that Parent Help is now set for another strong year. The formation of the Ministry for Vulnerable Children and the ongoing roll-out of the 'social investment' approach to social policy spending both offer us opportunities to demonstrate our value to society, and to at-risk children and parents in particular. But to do so, we must ensure we are able to collect data and 'stories' to support

our value proposition, both to government organisations and private sector sponsors. This will be a key focus for Parent Help for 2016/17.

Parent Help has a superb team of staff, both paid and volunteers, all of whom are dedicated to our mission: Helping parents build resilient and positive families/whanau through our free parenting Helpline, affordable parenting courses, counselling and mediation services. I would like to recognise their outstanding efforts, and special thanks go to Dale Powles, our indefatigable manager.

**“it is an honour to work with
an organisation that
plays a positive role in
making people’s lives better”**

I would like to thank my Board colleagues for their support, enthusiasm and dedication over the past year. Two Board members, Errol Pike and Kate Wareham, have resigned and I thank them both for their services. Special mention must go to Errol, who has been a steadying hand and constant source of sound advice on fundraising matters for almost seven years.

Lastly, I would like to show my appreciation for our key funders: the Ministry of Social Development, the Department of Internal Affairs, NZ Lotteries, the T.O.Y. Foundation, The Baby Factory, the Nikau Foundation, ETAP and public donations through the hard-working KiwiFirst.

During our Strategy sessions, we commented that the ultimate measure of our success in supporting parents would be that we weren’t needed any more. Sadly there remains a growing need for our services, and we will stay committed to helping as many children, parents, families and whanau as we possibly can in 2016/17.



John Ballingall

*Parent Help Chair
October 2016*

MANAGER'S REPORT



It is a privilege to have led Parent Help through another significant year during which we have met a number of strategic priorities and worked towards ensuring the sustainability of the organisation.

We have improved existing policies and introduced new policies and procedures including a comprehensive risk management framework; an updated Health and Safety policy to reflect the new Act and a Vulnerable Children's policy to meet the requirements of the Vulnerable Children's legislation.

The development of a bespoke case management system is already providing Parent Help with comprehensive evidence-based data to evaluate the effectiveness of our services and to in-

form the development of current and future services. We are well placed, with the national child abuse prevention and parenting Helpline, to track issues and trends throughout the country and to make this data available to policy makers.

**“relationships are
the basis of every aspect
of our work”**

Parent Help is mindful that relationships are the basis of every aspect of our work, and the people with whom we interact, and that maintaining these relationships is key to making a difference to, especially, the families who use our services. Evidence clearly shows that such support leads to positive change and better outcomes for clients.

During the year we have identified organisations throughout New Zealand with which to build collaborative relationships and strong partnerships to ensure families receive the best possible locally-based and on-going support and intervention. We acknowledge and appreciate Franklin Family Support Services with which we have signed a relationship agreement together with a number of agencies that have agreed to referral and outcomes protocols. We continue relationship-building discussions with a number of organisations both governmental and non-governmental.

There is no doubt that the volume and complexity of our work continues to increase and with it the need to update the professional skills and capability of staff . Accordingly, we have invested in, and encouraged, continuing development for all staff and Helpline volunteers, particularly with respect to new research on attachment and child and adolescent development.

It is only fitting that we acknowledge those who have been part of all we have achieved – our donors, funders, service partners and supporters . Thank you for your investment in Parent Help and in our commitment to build strong and resilient families.

It is the commitment and dedication of the Parent Help team—Board, staff and volunteers which has made the difference to parents and families throughout the country.

Thank you all.

A handwritten signature in blue ink that reads "Dale Powles". The signature is written in a cursive, flowing style.

Dale Powles

*Parent Help Manager
October 2016*

HELPLINE

Parents and caregivers continue to call and seek guidance through our Helpline.

“overall number of Helpline calls have increased almost 20%”

In 2016 the total number of calls received on the Helpline totalled 1770. Although overall numbers have increased almost 20%, the ratio of new calls and repeat callers are similar to previous years.

The number of fathers calling the line continues to increase year on year, making up 21% of callers this year (previously 19%). We believe this reflects a changing attitude within the community as fathers are becoming more engaged with the raising of their children, often as solo parents having shared care.

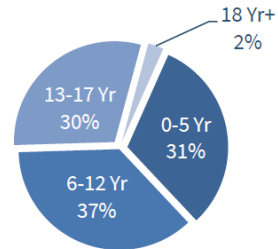
The age range of children indicates an increase in problematic behaviours of younger teens (13-17) being discussed, with the behaviours previously associated with older teens (alcohol, drugs, gaming and disrespect) now being seen more within younger adolescents.

“Since the call we have been going great. It's really good to get feedback from someone and to have a kind of sounding board”

Helpline caller

There has been a decrease in the number of older teen (18+) behaviours being reported. The percentage of children under 12 remains fairly consistent with past years.

Ages of children



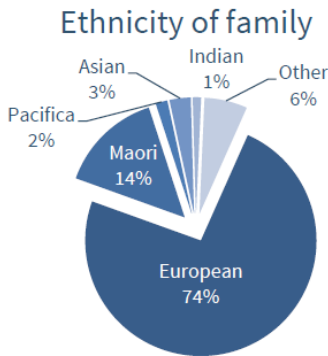
Many calls are received from parents who are struggling to control the level of online gaming and social media use by their adolescent children. With popular opinion suggesting that video games turn kids into bullies—or zombies—and a growing number of experts warning about the dangers of too much screen time, it may be tempting to ban computers and smart phones altogether: “But don’t” say other experts. “By banning technology altogether you will forfeit any opportunity to influence your children’s behaviour. “It is far better to talk to your children, establish boundaries and rules, and view gaming use in view of their academic and other interests. Balance and communication is critical to keeping a healthy relationship with the adolescent.

Ethnicity of callers is a very difficult demographic to obtain on the Helpline, as we do not specifically ask for this information. There are times when the eth-

nicity of the caller becomes apparent either in conversation or by accent and are recorded. In the absence of known demographics, telephone support workers are often able to make a subjective evaluation and record that.

“It was great to have someone to talk with. Since then we have found out a lot more, our daughter has been self harming and is now seeing a counsellor”
Helpline caller

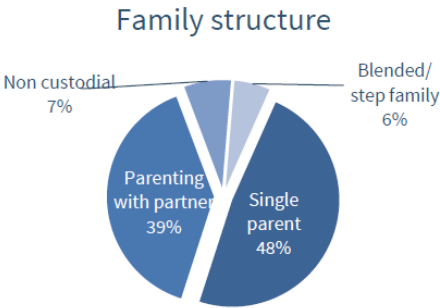
There have been no significant changes to the ethnicity ratios of callers. It should be noted that the percentage of Maori callers (14%) is consistent with the percentage of the population in NZ who self identify as Maori.



Our reach into Asian and Pacific populations remains below the national percentage. We are investigating ways in which we might better reach these com-

munities e.g. recruiting Mandarin speakers as telephone support workers.

This year we have expanded the database to include a new category in Family Structure to reflect the number of step parents and parents within blended families.

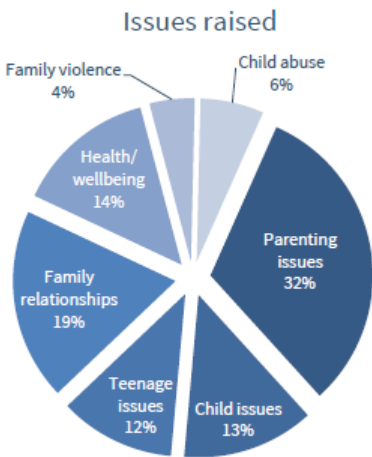


We have noticed a decrease in the number of ‘non custodial’ callers without any day to day care and a corresponding increase in parents having shared care but parenting alone or in a blended family. This may be attributable to the expressed preference from the Family Court that both parents should take a role in the day to day care of their children.

“The call helped us to take a better perspective. The telephone support worker was empathetic and showed genuine concern and support”
Helpline caller

Parenting skills and family relationships continue to be the focus of calls received, although the initial contact is usually driven by behavioural difficulties being experienced. Negative behaviour from children and adolescents is frequently seen as being the problem; however they influence overall family dynamics and often tend to result from inconsistent parenting skills and less time being provided by parents for their children.

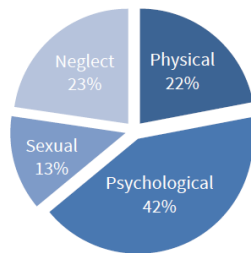
An example of this type of call is provided below. The best advice for parents has always been “make time for your children”.



Our new database means we are now able to record abuse statistics in such a way that identifies both low level physical abuse (e.g. an infrequent smack) and low level psychological abuse (e.g. children hearing or witnessing parental arguments) as well as more serious situations within a call record. This has resulted in an increase of low

level abuse being recorded in calls. Sexual abuse has primarily been child on child, and outside of behaviours that might be expected within normal child development.

Calls noting current abuse
121 calls



During 2015/16 the following call was referred to Child, Youth and Family (CYF) for intervention. This call was from a grandmother concerned that her daughter was abusing the children. She had noticed marks and bruises on their faces and the children had told her that mummy hit them. The older child had been removed from the mother at birth and cared for by the grandmother for several months. The mother and father had been in a violent relationship; with the father having been jailed for violent offences in the past. The mother also had anger issues and there was concern that she was using drugs. The young daughter also had a medical issue which the mother had not sought treatment for.

When parents call the Helpline they are not always looking for a solution but rather someone to listen to their concerns and to feel heard and their choices validated - parenting is hard work.

TYPICAL HELPLINE CALL

“ Trevor and Anne have a 14 year old daughter, Sarah, who is currently staying with friends. She is well behaved at her friends and at school, but has a 2 year history of abusing her mother and her siblings, and damaging the house. She has a younger sister and an older brother who has left home.

Trevor suggested that they had had enough of her: "We can't be nice to her"; "Something has to change"; "We have had enough and don't want her home".

He went on to say that they "haven't always been the most stable of families". They have had counselling both individually and as a couple, but continue to argue and are experiencing financial difficulties. In the past, both CYF and Barnardo's have been involved.

Sarah refuses to talk to her parents and reacts aggressively. Trevor feels that too many things have happened, to start again. They took her to a counsellor and the local child mental health service, but she wouldn't engage with them.



Questions the TSW asked about Sarah

- Has she experienced any traumatic event, particularly in the year prior to the aggressive behaviour?
- How constant are boundaries in the house?
- Has she had an opportunity to talk about her anger?
- Does she have another adult in her life who she can speak with openly?

Suggestions the TSW made

- Because the parents lack of stability might have led to them being less emotionally available when she needed them, the resulting behaviour could appear as anger
- She may actually need emotional security to be able to depend on her family
- Encourage Sarah to maintain her interests and parents to continue counselling
- Keep consequences time-limited and appropriate for the cause

EVALUATION OF CALLS

A strategic priority for Parent Help is developing measures to assess the effectiveness of our services and outcomes for families.

Since July 2015 evaluation calls have been made to callers for comment on the service and the relevance, to them, of the information provided. Of the callers asked if they would participate, 35% agreed to a call back. The evaluation has been of a qualitative nature with some of the comments received including:

“The call was really helpful; the telephone support worker was very knowledgeable and helped make an action plan in regards to a “no hitting” and a rewards system.”

Helpline caller

“Initially I felt really angry as I was challenged by the telephone support worker talking about my son’s rights. Looking back that advice makes sense and was spot on. Lots of learning and I have things for the younger brothers. I am aware I need to let go.”

Helpline caller

The evaluation process is being reviewed to better record both medium and long term changes.

TELEPHONE SUPPORT WORKERS

The Helpline could not continue to provide ongoing support to parents without the generosity of time and knowledge of the volunteer telephone support workers. Calls are taken in the Telephone Support Worker's (TSW) home after hours, weekends and public holidays. This work can certainly impinge upon family and social life not just for the TSW but also for their family.

Almost all the TSW's have a degree in an allied field with almost 60% holding a post graduate qualification in counselling or similar therapeutic skills. Prospective trainees are sought by advertising through their professional bodies and employment.

Training of telephone support workers continues twice a year and it is anticipated that the current 16 volunteers will be increased to 20 by the end of 2016. Parent Help has also received enquiries from prospective Auckland volunteers

and is considering the logistics of an Auckland-based team.

Training is undertaken over an eight week period, with five modules to be completed by trainees. They are required to research and discuss issues around self awareness and their own culture, listening and counselling micro skills, child and adolescent development and family violence. After training and assessment the trainees are then able to take calls in the office under supervision until both they and Parent Help, are confident they are ready to take calls at home.

It is anticipated that an independent evaluation of this training will be implemented by June 2017.



Parent Help Volunteer Kaye does a night shift twice a month, providing advice and support to parents calling the Helpline with parenting issues. She hears from all ages, from grandparents to young solo mothers – or fathers.

Parents tell her they can't get their children to bed. Others call to say they have no idea where their teenager goes at night, and they don't know what to do. "They haven't got anyone else in the house, no neighbors they can talk to. We are at the end of the line, we are a sympathetic ear. They go away with something to try" she says.

Kaye got into it because she is passionate about children growing up in happy families. "I'm in a helping profession; I thought it would suit me. Once they ring, you get talking – I find it very satisfying".

PROFESSIONAL DEVELOPMENT DAY

In March 2016 we provided a professional development day for telephone support workers and staff.

The day provided a better understanding of types of attachments and the effects on a child of poor attachment with their primary caregiver, together with the latest research on neuro development.

This knowledge allows the telephone support worker to better help parents understand why their children act in a particular way and better strategise appropriate parenting skills.

assessment of children at risk. This will be integrated into the database and will provide a more objective measure of risk to families and children, as well as a guide to the level of support or intervention a family may need.

"This work can be very isolated and I think an important side benefit is meeting and bonding; becoming a more cohesive team."

TSW

"I think anything that you can teach us is fantastic. Sharing ideas and knowledge with each other is always a good idea as a lot of us are still new."

TSW

The next planned professional development later in the year will cover risk assessment and introduce an amended and abbreviated version of the "Tuituia" model used by CYF service in their as-



Parent
Help

hotline 0800-000000

SPECIAL

blue folder

MEDIATION

In late 2014 Parent Help introduced a mediation service to provide a low cost option for parents who were unable to reach agreement on day to day care issues after separation, but were ineligible to receive subsidised services through the Family Court.

This has not been as successful as hoped, despite changes to the Family Court directing all parents to first try mediation to reach a Parenting Agreement before using the judicial system and applying for a Parenting Order.

“Very fair and focused on future agreements and outcomes.”

Mediation client

“I appreciated having the neutral third party and the opportunity to speak uninterrupted in the opening communication.”

Mediation client

Those who have used the service have found it to be a positive experience and appreciated the opportunity to look at the future for their children.

Parent Help is committed to continue this service as we believe that getting a formal Parenting Agreement can provide a more secure basis upon which separated parents can build a relationship and, hopefully, provide the security and consistent parenting that children need at this difficult time.

PARENT EDUCATION PROGRAMME

In its third year, the “*Different Approach, Different Response*” programme for parents of challenging teenagers has performed very well for Parent Help and has enabled the organisation to develop its brand amongst referrers such as Infant, Child, Adolescent and Families Service (ICAFS) as well as other NGOs, schools, and Police.

During the 2015/16 year this eight-week programme was presented five times: once in Johnsonville, twice in Moera, Lower Hutt and twice at Parent Help’s office in Wellington. Each programme has a maximum of eight participants which allows for individual work within the group.

“It wasn’t quite what I was expecting but it turned out to be exactly what I needed”

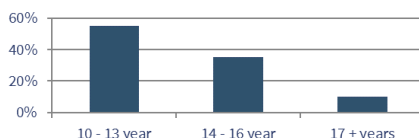
Course participant

The key to this programme’s success is its relational approach that requires particular therapeutic training, skills and therapist attributes. With an increase in the number of registrations each term, the need to identify other therapists interested in presenting this programme is critical if Parent Help is to meet the demand from both parents and referring agencies.

A total of 30 participants attended the programme with 24 females and six males. The gender ratio reflects that of Parent Help’s other services.

The higher percentage of children in the lower age group obviously reflects the beginning of adolescence and the changes in the family dynamics which this entails.

Ages of children causing concern



It may also reflect a parent dealing with teenage issues for the first time or, equally, that the particular child is more challenging than older siblings. For clarification the registration form will be amended to include all family members.

“I appreciated the empathetic reflection and personal and informative examples”

Course participant

The three most universal issues which parents present with are the relationship between parent and teen, changes in the family dynamics and guidance around technology. Other areas of concern include harmful behaviours of their teenager; dealing with teenage emotions; different parenting styles and communication between parent and teen.

This programme is truly a distinctly different model in that it uses a relational and therapeutic approach that is neuroscience-informed. More traditional programmes provide behavioural modification (e.g. how to set limits and apply consequences) and tools using a more neutral model of engagement with participants.

Parent Help is in the process of preparing a similar programme for parents with children 6 – 12 years called “Initiating Independence” to be offered in 2016/17. Research is also being undertaken to provide guidance for “new” dads which not only identifies the on-going role of a father in their child’s life but also the changing needs of both parents and child.

Continuing Change

As a result of participant interest, Parent Help has been providing a follow up group for parents who have undertaken the eight-week “*Different Approach, Different Response*” programme.

The “*Continuing Change*” group is led by a trained therapist and meets monthly at the Parent Help office.

The main purpose of these sessions is for parents to share their concerns with their teens, support each other and share their experiences.

“I really appreciate the ongoing existence of this group for the regular support it offers me as a parent. The supportive nature of the group combined with the chance to hear other parent's challenges helps me keep in perspective my own struggles. In my particular circumstances I can feel quite isolated from the world of parenting. In this group I feel my role as a parent is acknowledged and validated and for this I am enormously grateful. I enjoy and look forward to the group each month and the skill that the facilitator brings to it is also much appreciated.”

Continuing Change participant

FAMILY THERAPY / COUNSELLING

This has been another busy year with an increase in clients being seen by the service as well as support being given to a student counsellor, who qualified at the end of 2016 and subsequently joined the counselling team.

Parent Help has developed a strong capability in both couple and family therapy. Numbers of 'Did not attend' (DNA) and one-off client sessions sit below the industry average of 20-30% which is an important reflection of therapist quality.

psychotherapy service supports these issues using a neuroscience-informed approach that is relational and supportive. Additionally, our growth in capacity means we are seeing more families, more couples, and more children including teenagers. In general, Parent Help's policy is for children to be seen with their parents; while teenagers may be seen on their own. By developing couple therapy we are able to better support children, as dis-regulated and insecure couple bonds considerably impact the mental health of children.

“our growth in capacity means we are seeing more families, more couples, and more children including teenagers”

We continue to see a very broad range of clients from those who are high functioning to those with extremely severe depression or anxiety and probable or diagnosed personality disorders. Most of our clients suffer from early or mid-life relational trauma. The counselling/

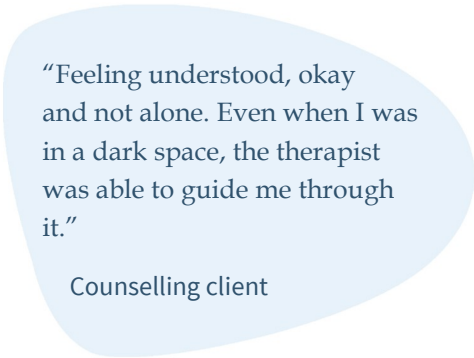
“The understanding, compassion and overwhelming help I received from the therapist. She guided me and helped me through a very difficult time”

Counselling client

72
new individuals and families received between 3 and 15+ counselling sessions each

A number of our clients have been managed through suicidal ideation and the agency is carefully documenting this, and referring clients to Drug and Alcohol counselling, or the client's doctor. This applies also to other risk areas such as referral to CYF, where concern exists for children. Parent Help actively manages the referral and provides the client with a wrap-around approach through collaborating, for example, with a client's doctor to ensure communication between all is maintained. The on-going develop-

ment of the database has greatly improved the visible documentation of risk and its management for the organisation. The counselling service has also documented areas such as a policy around taping of counselling sessions, particularly when working with children.



"Feeling understood, okay and not alone. Even when I was in a dark space, the therapist was able to guide me through it."

Counselling client

Once again Parent Help has exceeded its contracted volume of clients and/or families for the 2015/16 year. Between April 2015 and March 2016 a total of 72 new parents and families engaged with the agency. As from April 2016, the counselling client database will allow a much more detailed statistical record to be presented with both new and on-going client appointments and the total number of counselling hours. The number of individual clients and/or families will also be recorded.

THANK YOU TO OUR VOLUNTEERS

For the time you give to help New Zealand parents do their best for their children

Ade

Alan

Annelies

Dale

Ian

Cate

Joan

Joy

Karin

Kaye

Kirsty

Laurel

Margaret

Maria

Mellissa

Natalie

Peri

Rachel

2930

hours of
volunteer
work

Parent

For Parent and
Family Support

568 856

Parent
Help

For Parent and
Family Support

Helpline 0800 568 856

Pa
He

Helpline 0

HOW YOU CAN HELP

With your help Parent Help can continue to support parents and families.

BY DONATING

Making a donation to Parent Help will help us to reach even more families and to increase the services we have been offering to parents and families since 1989

- www.parenthelp.org.nz
- Call us on 04 802 5767



BY VOLUNTEERING

- Join our great team of Helpline Telephone Support Workers
- Help out at Parent Help events
- Become a Friend of Parent Help



THANK YOU TO OUR FUNDERS



Wellington City Council – Betty Cambell
Accommodation Grant



The Mother Aubert
Home of Compassion



PARENT HELP BOARD

John Ballingall, Deputy Chief Executive, NZIER
Douglas Pauling, Chair, The Treasure our Young Foundation
Errol Pike, epa Associates
Nicola Pauling, Director, Voice Arts Trust
Elaine Porter, Director, Westlake Governance Limited
Arti Chand, Tax Lawyer
Christeen MacKenzie, Deputy Director General, Department of Conservation

PARENT HELP

Level 4, 173-175 Victoria Street
Wellington

04 802 5767
admin@parenthelp.org.nz
www.parenthelp.org.nz
facebook.com/parenthelpinc

HELPLINE 0800 568 856

Auditors Report to the Members of Parent Help Wellington Inc

I have audited the attached financial statements. The financial statements provide information about the past financial performance of the Parent Help Wellington Inc and its financial position as at 31 March 2016. This information is stated in accordance with the accounting policies set out on pages 1 to 7.

Board responsibilities

The Board is responsible for the preparation of financial statements which fairly reflect the financial position of the Parent Help Wellington Inc as at 31 March 2016 and the results of its operation for the year there ended.

Auditor's responsibilities

It is my responsibility to express an independent opinion on the financial statements presented by the Board and to report my opinion to you.

Basis of opinion

An audit includes examining, on a test basis, the evidence relevant to the amounts and disclosures in the financial statements. It also includes assessing:

- the significant estimates and judgments made by the Board in the preparation of the financial statements, and
- whether the accounting policies are appropriate to circumstances of Parent Help Wellington Inc, consistently applied and appropriately disclosed.

I conducted my audit in accordance with the generally accepted auditing standards in New Zealand. I planned and performed the audit so as to obtain all the information and explanations which I consider necessary in order to provide me with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatements, whether caused by fraud or error. In forming my opinion, I also evaluated the overall adequacy of the presentation of information in the financial statements.

Other than in my capacity as auditor I have no relationship with, or interest in Parent Help Wellington Inc.

Fundamental uncertainty

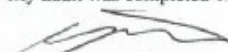
In forming my unqualified opinion, I have considered the adequacy of the disclosures made in the financial statements in respect to the funding available to Parent Help Wellington Inc. The financial statements have been prepared on a going concern basis, the validity of which relies upon future funding being available. The financial statements do not include any adjustments that would result from the failure to obtain funding.

Unqualified opinion

As is common with other organisations of a similar nature, control over income prior to its being recorded is limited, and there are no practical audit procedures to determine the effect of this limited control. In this respect alone I have not obtained all the information and explanations I required. In my opinion:

- proper accounting records have been kept by Parent Help Wellington Inc, as far as appears from my examination of those records;
- the financial statements on pages 1 to 7:
 - comply with the generally accepted accounting standards
 - fairly reflect the financial position of Parent Help Wellington Inc as at 31 March 2016 and the results of its operations for the year ended on that date.

My audit was completed 19 August 2016 and my unqualified opinion is expressed as at that date.



Carol G Lightfoot CA
PO Box 24-034
Wellington

Entity Information

Legal Name of Entity:	Parent Help Wellington Incorporated
Other Name of Entity:	Parent Help
Type of Entity and Legal Basis:	Incorporated Society
Registration Number:	CC10475
Entity's Purpose:	Helping parents build resilient and positive families/whanau through our free parenting helpline and affordable parenting courses, counselling and mediation.
Entity Structure:	Governed by a Board comprised of elected members and representatives of major funders. The board employs the manager of the organisation.
Main Sources of the Entity's Cash and Resources:	Donations, Grants, Government contracts, provision of counselling and other services, interest.
Main Methods Used by the Entity to Raise Funds:	Donations are raised through the tele-marketing campaigns of the professional fundraising organisation Kiwifirst NZ Ltd.
Entity's Reliance on Volunteers and Donated Goods or Services:	Volunteers operate 7 days a week as Telephone Support Workers, giving advice to callers with parenting issues.
Contact Details:	
Physical Address	Level 4, 75 Victoria Street, Wellington
Postal Address	P.O. Box 11837, Wellington 6142
Phone/Fax	04 802 5767
Email/Website	admin@parenthelp.org.nz / www.parenthelp.org.nz
Facebook	Parenthelp@xtra.co.nz

Statement of Service Performance

Description of the Entity's Outcomes:

1. Supporting vulnerable families to prevent child abuse and neglect.
2. Educate and empower parents to raise their children in a safe and nurturing family.
3. Ensure accessible parenting information and advice for all NZ parents.

	Actual	Budget	Actual
Description and Quantification of the Entity's Outputs:	<i>Mar-16</i>	<i>Mar-16</i>	<i>Mar-15</i>
Helpline - Client calls received	1472	1000	1025
Parenting courses	6	5	4
Family / Individual Therapy - client sessions	467	350	306

N.B. Actual figures were higher but data was not always recorded.

Additional Output Measures:

Additional staff, e.g. Communications and marketing consultant and part-time counsellor has resulted in higher performance results.

Handwritten signature and date: 19/8/16

Parent Help Wellington Inc
Financial Statements
For the year ending 31 March 2016

Statement of financial performance

			Mar-16	Mar-15
Income	Notes		\$	\$
Counselling			18,134	12,845
Kiwifirst Donations - Received	3	630,811		
- Fees paid	3	(410,023)	220,788	198,594
Grants	2		122,607	109,805
Interest received			9,631	7,640
Mediation			1,843	-
Other donations	3		2,655	1,995
Programme fees			2,318	1,048
Sundry			143	186
Total income			378,120	330,117
Less expenditure				
Personnel expenses			173,168	148,701
Premises			29,671	30,535
Helpline			21,499	17,758
Programme expenses			11,262	8,444
Administration			40,510	24,888
Volunteer Expenses			8,695	8,861
Marketing/Publicity/Website			25,135	4,161
Depreciation	1,6		4,393	1,578
Projects			-	3,334
Audit fee			750	600
			315,084	248,860
Surplus for the year			\$ 63,036	\$ 81,257
(Transferred to Accumulated funds)				

This statement must be read in conjunction with the notes to the Financial Statements.

4

19/8/16

Parent Help Wellington Inc
Financial Statements
For the year ending 31 March 2016

Statement of financial position as at 31 March 2016

		<i>Mar-16</i>	<i>Mar-15</i>
		\$	\$
Current assets			
Cash on hand		300	260
Cash at Bank		88,524	133,485
Accounts receivable		2,686	1,460
Accrued interest		3,691	1,172
GST receivable	1	27,867	26,392
Total current assets		<u>123,068</u>	<u>162,769</u>
Investments			
Westpac Fixed Term Deposit		240,583	135,439
Fixed and intangible assets	1.6	<u>22,937</u>	<u>2,536</u>
Total assets		<u>386,588</u>	<u>300,744</u>
Less liabilities			
Accounts Payable		26,006	9,068
Staff Entitlements		25,917	20,047
Grants unspent	4	8,223	8,223
		<u>60,146</u>	<u>37,338</u>
Net assets/(liabilities)		<u>\$ 326,442</u>	<u>\$ 263,406</u>

Signed on behalf of Parent Help Wellington Inc



Chairperson

Parent Help Wellington Inc
Financial Statements
For the year ending 31 March 2016

Statement of movements in equity

	<i>Mar-16</i>	<i>Mar-15</i>
	\$	\$
Accumulated funds brought forward	263,406	182,149
Surplus for year	63,036	81,257
TOTAL ACCUMULATED FUNDS	<u>\$ 326,442</u>	<u>\$ 263,406</u>

This statement must be read in conjunction with the notes to the Financial Statements.

5
19/8/16

Parent Help Wellington Inc

Financial Statements

For the year ending 31 March 2016

Statement of cash flows

	Mar-16 \$	Mar-15 \$
Cash Flows from Operating Activities		
Cash was received from:		
Donations, fundraising and other similar receipts	664,831	601,241
Fees, subscriptions and other receipts from members	4	0
Receipts from providing goods or services	110,431	87,013
Interest, dividends and other investment receipts	7,112	7,065
Net GST	(1,475)	2,703
Cash was applied to:		
Payments to suppliers and employees	696,025	610,390
Net Cash Flows from Operating Activities	84,879	87,632
Cash flows from Investing and Financing Activities		
Cash was applied to:		
Payments to acquire property, plant and equipment	(24,794)	(6,983)
Payments to purchase investments	(105,144)	(36,176)
Net Cash Flows from Investing and Financing Activities	(129,938)	(43,159)
Net Increase / (Decrease) in Cash	(45,060)	44,473
Opening Bank Accounts and Cash	133,912	89,439
Closing Bank Accounts and Cash	88,853	133,912
Net Increase / (Decrease) in Cash	(45,060)	44,473

This statement must be read in conjunction with the notes to the Financial Statements.

6

Notes to the financial statements

1. Statement of accounting policies:

Parent Help Wellington Inc was incorporated on 21 July 1989 under the Incorporated Societies Act 1908. It has registered as a charity with the Charities Commission. Parent Help Wellington Inc. is compliant with Tier 3 practices.

The significant policies that have been adopted in the preparation of these financial statements are:

Basis of Preparation

Parent Help Wellington Inc. has elected to apply PBE SFR-A (NFP) Public Benefit Entity Simple Format Reporting - Accrual (not-For-Profit) on the basis that it does not have public accountability and has total annual expenses of equal to or less than \$2,000,000. The measurement base adopted is that of historical cost and all transactions in the Financial Statements are reported using the accrual basis of accounting.

Going concern

The financial statements assume the society will continue as a going concern, the validity of which depends upon the ability of the organisation to obtain ongoing funding.

Taxation

The organisation is a charitable organisation for taxation purposes and does not attract income taxation.

Bank Accounts and Cash

Bank accounts and cash in the Statement of Cash Flows comprise cash balances and bank balances (including short term deposits) with original maturities of 90 days or less.

Fixed Assets

Assets are valued at cost less accumulated depreciation.

Depreciation has been calculated on a diminishing value basis over the useful life of the asset. The rate is expected to 'write off' the cost of assets, less their estimated residual value, over their estimated economic life. The rates applied are 12 - 40% per annum.

Accounts Receivable

Accounts Receivable is stated at the lesser of cost or net realisable value.

Goods and Services Tax

The financial statements have been prepared on a GST exclusive basis.

Interest received

Interest received has been accrued in the financial statements at balance date.

Changes in accounting policy

There have been no changes in accounting policies during the year. All policies have been applied on bases consistent with previous years.

Notes to the Financial Statements Continued:

2. Grants and donations received (net of GST) are as follows:

	<i>Mar-16</i>	<i>Mar-15</i>
	\$	\$
Unspent grants brought forward from prior year	8,223	11,556
Ministry of Social Development - Family and Community Services	13,608	13,608
Ministry of Social Development - Child Youth and Family Services	19,284	15,697
Ministry of Social Development - Parenting Education	-	3,587
NZ Lottery Grants Board	45,000	27,000
Wellington City Council - Betty Campbell Accommodation	4,000	4,000
Thomas George Macarthy Trust	2,680	4,500
Dept of Internal Affairs (COGS)	9,200	5,000
Mother Aubert Trust	4,300	12,900
T.O.Y. Foundation	10,000	15,000
Nikau Foundation	2,000	3,000
The Baby Factory	10,000	-
Infinity Foundation	1,920	-
Pub Charity Ltd	465	-
Hutt City Council	150	-
Other grants		2,180
Subtotal	130,830	118,028
Funds unspent - March 2015	<u>(8,223)</u>	<u>(8,223)</u>
Net Grants spent	<u>122,607</u>	<u>109,805</u>

3. Donations

Kiwifirst NZ Ltd - Donations received	630,811	
- Fundraising fee	(410,023)	220,788
Other		2,655
	<u>223,443</u>	<u>196,599</u>
		<u>1,995</u>
		<u>198,594</u>

4. Grants unspent at 31 March 2016

Ministry of Social Development	8,223	8,223
	<u>8,223</u>	<u>8,223</u>

5. Lease commitments

Commitment to lease premises	11,200	38,080
(The property has a new owner and a new lease is being negotiated)		
Commitment to purchase an intangible asset on completion of development	5,200	-

6. Significant events after balance date

There are no significant events subsequent to the balance date and up to the time of preparation of these financial statements that materially affect the position as it existed at 31 March 2016.

19/4/16

Note 6 : Schedule of fixed and intangible assets, depreciation and amortisation

	Date of Purchase	Description	Cost	Accum Dep'n	Opening Book Value	Additions (Disposals)	Sale loss or Write off	Months in Use	Rate	Dep'n	Chasing Book
Fixed assets											
Plant and Equipment											
	May-09	Computer & printer (Acer)	1,110	1,109	1			12			1
	Mar-14	Computers s2, Laptop x1	2,690	1,347	1,343			12	48% DV	644	698
	Mar-14	Computer MIT Dal Optiplex	413	207	206			12	48% DV	99	107
	Oct-14	Brother MFC	508	122	386			12	48% DV	185	201
	Dec-16	Phone & 4 x headphone sets				1,496		4	25% DV	125	1,371
			4,721	2,785	1,936	1,496	-			1,053	2,378
Furniture and Fittings											
	Feb-15	Chair: Ergo Synchro, no arms, mesh	625	26	599			12	25% DV	150	449
	Apr-15	Security door				4,457		12	15% DV	669	3,788
			625	26	599	4,457	-			818	4,238
Intangible assets											
	Feb-07	MYOB	292	292							
	Mar-07	MS Windows XP Pro SP2	443	442	1						
	Apr-07	PC042 Windows XP, MS Office Pr	953	952	1				40% DV		
	Oct-15	2007, MS Office 2003				833		6	48% DV	200	633
	Nov-15	Software: Filmaker				6,000		5	48% DV	1,200	4,800
	Nov-15	Website				4,008		5	48% DV	802	3,206
	Mar-16	Computer Server system Database				8,000		1	48% DV	320	7,680
			1,688	1,686	2	18,841				2,521	16,321
Total assets											
			7,034	4,497	2,537	24,794	-			4,393	22,937

This schedule forms part of the notes to the financial statements

19/8/16

Parent Helpline

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