

# 2017-2018

## ANNUAL REPORT

*Helping parents build resilient and positive families/whānau*



# CONTENTS

<b>3</b>	<b>Our vision and mission</b>
<b>4</b>	<b>What we do</b>
<b>6</b>	<b>Chair's report</b>
<b>8</b>	<b>Manager's report</b>
<b>10</b>	<b>Our volunteers</b>
<b>14</b>	<b>Our services: Helpline</b>
<b>20</b>	<b>Our services: Parenting courses</b>
<b>24</b>	<b>Our services: Family therapy and counselling</b>
<b>26</b>	<b>Street Appeal</b>
<b>28</b>	<b>Parent Help and BNZ Closed for Good</b>
<b>29</b>	<b>Thank you to our supporters</b>
<b>30</b>	<b>We want to help more</b>
<b>32</b>	<b>Parent Help Board</b>
<b>34</b>	<b>Financials</b>



## 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 and counselling services

# WHAT WE DO



## Helpline

Free national Helpline available from 9am-9pm, 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 Courses

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.





**1933**

helpline calls

**1030**

counselling  
hours

**39630**

minutes providing  
support on the  
Helpline

**40**

workshops and  
courses

# CHAIR'S REPORT

My first 3 months as Chair have been eventful. As a Board we have focussed on developing a clear and new strategic direction for Parent Help. Our strategic direction encompasses the underlying goal to enhance our organisation's reach in terms of providing services, through a combination of increasing our resourcing and our profile.

We also undertook a long overdue review of salaries, to recognise the contribution the staff and contractors of Parent Help make to the organisation - which enables Parent Help to deliver a consistently high quality service.

As the new Chair, I look forward to working with the Board and team of Parent Help so that we continue to increase the reach of our services to those who need them across New Zealand.



**Arti Chand**

*Chair, Parent Help  
September 2018*




# Parent Helpline

**0800 568 856**

Available from 9am to 11pm - 7 days a week

Parenting can be a hard job and often challenging

You can call us for support and practical advice on your parenting issue

Parent Help provides the Child Abuse Prevention Parent Helpline 

## We listen!




# Parent Helpline

**0800 568 856**

Available from 9am to 11pm - 7 days a week

Parenting can be a hard job and often challenging

You can call us for support and practical advice on your parenting issue

Parent Help provides the Child Abuse Prevention Parent Helpline 

## We listen!



# Parent Helpline

**0800 568 856**

Available from 9am to 11pm - 7 days a week

Parenting can be a hard job and often challenging

You can call us for support and practical advice on your parenting issue

Parent Help provides the Child Abuse Prevention Parent Helpline

## We listen!



# Parent Helpline

**0800 568 856**

Available from 9am to 11pm - 7 days a week

Parenting can be a hard job and often challenging

You can call us for support and practical advice on your parenting issue

Parent Help provides the Child Abuse Prevention Parent Helpline

## We listen!

# Parent Helpline

**0800 568 856**

Available from 9am to 11pm - 7 days a week

Parenting can be a hard job and often challenging

You can call us for support and practical advice on your parenting issue

Parent Help provides the Child Abuse Prevention Parent Helpline

## We listen!

# Parent Helpline

**0800 568 856**

Available from 9am to 11pm - 7 days a week

Parenting can be a hard job and often challenging

You can call us for support and practical advice on your parenting issue

Parent Help provides the Child Abuse Prevention Parent Helpline

## We listen!

# Parent Helpline

**0800 568 856**

Available from 9am to 11pm - 7 days a week

Parenting can be a hard job and often challenging

You can call us for support and practical advice on your parenting issue

Parent Help provides the Child Abuse Prevention Parent Helpline

## We listen!

# MANAGER'S REPORT

Sharing “The story behind the data” with supporters and funders became a major aim for Parent Help over the past year. With the development of our database increasing our ability to measure outcomes, we can now firmly demonstrate that the story of Parent Help is one of increasing service delivery and better outcomes for the most vulnerable sections of New Zealand society. Comments from clients such as:

**“It was so simple to change and it’s had a huge effect on our family. It has transformed our lives”**

is indicative of the positive feedback we receive from parents and families across all our services.

Throughout the year Parent Help has invested in the development of its personnel, ensuring that all staff and volun-

teers receive new and on-going education in areas related to their clinical practice and to skills-based training. Our Helpline staff and volunteers have benefitted from two professional development days during the year focused on particular areas of interest as well as attending relevant workshops in the community. Parent Help staff have also been initiated into the intricacies of making a small film showcasing our Helpline service: our thanks to Film for Change Aotearoa for their support.

With the Lifeline connection firmly established, Parent Help Telephone Support Workers began working from the Lifeline office in December. During 2018/2019 Parent Help will embark on the next stage of the Auckland Project, namely the introduction of parenting programmes and individual and family counselling. Strengthening relationships with ethnic communities is also a priority with the intention of having Pasifika and Mandarin speaking Telephone Support Workers available.

We continue to build relationships with organisations throughout New Zealand. In September 2017 Anglican Family Care and Parent Help signed an agreement to refer clients needing support in the Otago region. Previous discussions with Red Cross Refugee Services resulted in Parent Help providing a two day parenting workshop in June entitled “Parenting in New Zealand”. Awareness of parenting in the New Zealand context is an important aspect of refugee settlement. We hope to continue this very successful collaboration.



Support from Bank of New Zealand staff in August enabled Parent Help to mail-out 16,000 Helpline flyers to agencies and organisations working with families across the country. Thank you to the three wonderful women who graced our office. We again hosted 3<sup>rd</sup> year Otago medical students, introducing them to Parent Help and to the usefulness and value of counselling and therapy in their practice.

Last year we commented on the challenges of operating in a rapidly changing fiscal environment, with the lack of certainty around funding the most difficult issue faced by not for profit organisations. This year began with a meeting with Government to discuss funding possibilities; these conversations continued throughout the year. We recognise the financial constraints imposed and are appreciative of “our story” being acknowledged together with the range and complexity of the work we do to support families.

To the hundreds of individual donors throughout New Zealand, and to all our funders, your support is invaluable in helping us help those families who use our services. Being able to offer these services to a greater number of Kiwi families is our aim – we thank you for the trust you put in the Parent Help team to achieve this.

Like Aotearoa New Zealand we believe that at Parent Help we “punch above our weight”. We could not do this without the dedication of our Board. Our Chair for the past three years, John Ballingall, resigned in December 2017. We thank him for his

leadership and the commitment he gave to the organisation throughout his time as Board member and Chair. John has been replaced by Arti Chand who, together with members of the Board, is ably guiding Parent Help on the next phase of its development.

To the staff and volunteers of Parent Help, your dedication to helping improve the lives of all who use our services is evident each and every day. Once again, a huge thank you to you all.



**Dale Powles**

*Manager, Parent Help  
September 2018*

# OUR VOLUNTEERS

The Parent Helpline is staffed after-hours and holiday periods by volunteer Telephone Support Workers (TSW) and by office-based personnel during working hours.

We are very conscious that responding to calls on the Helpline is a challenging role, with family situations becoming increasingly complex and demanding for the Helpline workers. With the number of calls where children's anxiety and depression – even at a very young age – is the predominant issue, the skills of the TSW are required to first calm the parent before being able to assess what might be affecting the child, and then finding the most suitable resources or referral for the parent.

We are also very conscious that TSWs take Helpline calls in their own homes; working independently for the most part requires Parent Help to ensure that TSWs have the very best support possible to de-brief at the time of a difficult call, and to receive regular clinical supervision to ensure that best practice is maintained and TSWs feel supported and confident.

Our TSWs are highly trained and highly skilled with, currently, 60% holding a post-graduate qualification in counselling or a related field and 30% studying.

Parent Help trains prospective TSWs twice each year with each training being undertaken over an eight week period. Modules include self-awareness, listening and micro counselling skills, child and adolescent development and behaviours and recognising child abuse and family harm. Trainees are required to research and discuss particular issues with a great deal of role-playing of Helpline calls. Following a period where trainees “practice” taking calls in the office under supervision to gain confidence, they will then be put on the monthly roster to take Helpline calls at home.

Parent Help regularly evaluates the Helpline service, and asks for comments from Helpline callers. One of the most common responses is the difference it made “to have a real person on the end of the line who was warm and understanding and listened”.

Thank you, TSWs, for being that real person!

# OUR VOLUNTEERS



Dale  
Heather  
Heidi  
Ian  
Isadore  
Jen  
Joan  
Kaye  
Laurel  
Maria  
Peri

“The training that I was given has made me feel really prepared for the variety of calls that I take. Learning more about child development, legislation, and role playing tricky calls were just some of the features of training. The calls are varied and I have truly learnt that parenting doesn’t stop when children become adults. I enjoy connecting with other parents and knowing I can make a difference in those crisis moments that we all face as parents. I feel that this opportunity has also helped me to grow as a parent and has positively impacted on my interactions with my children.”

- New TSW

# PROFESSIONAL DEVELOPMENT DAY

On Saturday 2 December 2017 Telephone Support Workers and staff gathered at the QC Hotel on Cuba Street for a day of learning and connecting.

The topics for the day were:

**“How we can support parents going through separation to make good decisions for their children”** with Jo Leech, Clinical Psychologist, and

**“What parents can expect at mediation”** with Keri Morris from Fairway Mediation.

In her background to the day, Louise our Helpline Coordinator said “It is hoped that after the PD Day we will have a better understanding of what is going on emotionally for parents during separation and how this can impact on the decisions that they make for their children. We all know that parents in conflict often make bad decisions about care of their children and it is hoped that we as telephone support workers will be better situated to help parents to make better decisions and stay focussed on what is best for their children. I hope that we will have a better understanding of what can happen when things go wrong and children become enmeshed in the adult conflict - what the harmful effects of this are and how we can convey this to parents. Jo will also be telling us a bit about what happens when she is asked to write a report for the court.

If parents cannot agree then we will have a better understanding of what parents can expect from the mediation process and what sort of things parents can agree at mediation.”

It was unfortunate that Jo Leech was sick on the day. However, Lou went ahead valiantly with Jo’s Powerpoint presentation and used examples from her own experience of coping with her children’s emotions through separation.

Keri’s presentation on what to expect from mediation was very informative and resulted in a very lively Q & A session. Keri’s take-away points were that FDR mediation is:

- designed to help families reach agreement on parenting arrangements after separation
- available to anyone who has a significant role in a child’s life
- the family justice system is designed to help people resolve their care of children issues without the time, expense and stress of going to court.

It was a good day with TSWs enjoying the opportunity of getting together and sharing their experiences.





“Over the past 18 months I’ve noticed the calls becoming increasingly heavy and complex.

Mental health and trauma issues are common and we need to recognise when a call needs to be referred on. If we are not careful we run the risk of causing harm. Clients tell me that they were referred to Parent Help by their social worker, their therapist, the Police, their school.

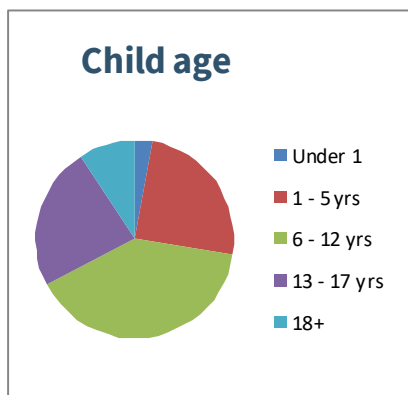
It is intense for a TSW.”

Telephone Support Worker

## OUR SERVICES: HELPLINE

The increase in volume of calls reflected in last year's Annual Report continues with a 17% rise in calls during 2017/18. A total of 1933 calls were made to the Helpline with a further 285+ calls being either client related or general enquiries regarding our services.

As can be seen from the graph of child ages, 6 – 12 years continues to be the most challenging for parents. Certainly, there has been a noticeable change over the past five years in the issues which parents are reporting on the Helpline. This age group, once referred to as “nascent” i. e. a time when a child was developing ready for the bigger challenges of adolescence, is now exhibiting many of the same behaviours commonly



attributed to teens. Feeling overwhelmed at school, depression, suicidal ideation, separation anxiety, emotional outbursts, lacking friends and bullying are concerns for parents of primary age children calling the Helpline as well as those in the counselling room. These issues are also being reported in the un-

der 5's as the result of bullying and, as expected, throughout the teenage years.



Technology and social media has made a huge impact on families and is an issue frequently reported in Helpline calls, with parents unsure how to control its use. As one parent commented:

**“It has got out of hand so quickly – we weren’t prepared for it”**

Another parent told the Telephone Support Worker that her 15 year old son is “addicted to technology”. When the parents try to limit its use, her son is rude, disrespectful and becomes uncontrollably angry.

Often parents are using discipline and strategies more suitable for much younger children when dealing with time spent on devices and become frustrated that they are not being effective. Motivating our children and teens to moderate screen use themselves rather than forcing them to change behaviour is often a more successful strategy. Putting a plan in place to accomplish this is

something a TSW will talk through with a parent on the Helpline.

The majority of calls concerning young people 18+ relate to depression, anger and drug use, with parents feeling helpless and unable to motivate the teen. Family violence is often prevalent with teens using aggression and physical violence with, particularly, their mother.

Referrals to Police and Police Youth Aid have increased as a result of calls of this nature.

**Story of teenage aggression**

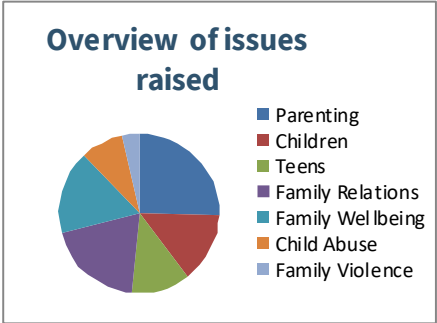
*“Son (17) is violent, demands money, is threatening and destroys property when he cannot pay for marijuana. He does not have a job and lives at home with parents, but his behaviour is destroying their lives. Caller had been told to “kick his son out” but is not prepared to do so as he is afraid of what will happen to him. Nor will the parents call the Police as they don’t want him to have a criminal record”.*

The ratio of female to male callers has increased this year, bucking a two-year trend. Male callers represent 20% of total calls and include fathers, sons, grandfathers, step fathers and others related or close to the family.

Recording the ethnicity of Helpline callers can often be difficult for Telephone Support Workers concerned at being too intrusive or personal. Consequently, there is a high proportion of callers “unspecified” although based on our

other statistical data NZ European will have the highest representation and

unspecified” will include Maori and Pasifika callers as well as new migrants.



As a child abuse prevention service Helpline staff are trained to listen for indications of possible child abuse or family harm and, where evidenced, to support the caller to seek help or to notify Oranga Tamariki or the Police. In the past year 316 indications of abuse were recorded with 169 being ‘suspected’ and 147 being disclosed by the caller. These calls are the most concerning – and often the most challenging – for our telephone support workers who are encouraged to contact Parent Help supervisors immediately after the call for support or to debrief.

As indicated, the majority of calls are from people concerned with the possibility of abuse and wanting to know how to proceed. The advice might be referral to another agency such as Help or Well-Stop in cases of sexual abuse or, where abuse is disclosed, a notification to Oranga Tamariki which Parent Help will make if the caller is reluctant to do so.



A disturbing statistic which has begun to be recorded is the number of cases of child on child sexual abuse often with children around 7 – 9 years. We do not yet have the evidence to determine the cause but anecdotally it points to children having greater access to pornography and/or adult sites on their devices and computers.

**“The TSW pointed me in the right direction. She gave me tips on how to approach these issues with my daughter. I’m more confident in my approach and the call helped in regaining the confidence and taking the next step ahead. I feel more confident as a parent. Also I read some material on your website which was useful”**

*Helpline caller*

# TYPICAL HELPLINE CALL

“

*Nicolette called the Parent Help helpline from Hawkes Bay in a stressed and anxious state saying that her 8 year old son, Alex, has angry outbursts at home and at school. Alex gets easily frustrated and “flares up” quickly and shouts, screams and throws things. Nicolette is at her wits’ end and the situation is putting a strain on her marriage.*

*After gentle questioning by the Telephone Support Worker Nicolette agrees that she and her husband have differing parenting styles where her husband is a strict disciplinarian who “doesn’t let Alex get away with anything” whereas Nicolette believes that ignoring minor issues from time to time doesn’t do any harm.*

*The Principal at Alex’s school contacted Nicolette to discuss Alex’s deteriorating behaviour and suggested she contact Parent Help’s helpline.*

**HELPLINE**  
**0800 568 856**

## Responses of Telephone Support Worker

*Encouraged Nicolette and her husband to have a discussion about their parenting styles and think about presenting a “united front” as Alex may be feeling frustrated about the lack of consistent boundaries in the home. This frustration may be the root cause of his angry outbursts.*

*It may be beneficial for Nicolette and her husband together to talk to Alex about what is and isn’t acceptable behaviour and to be clear about the consequences for bad behaviour and the rewards for good behaviour.*

*It is OK to ignore minor incidents of bad behaviour now and again but Nicolette and her husband need to come to an agreement on this; Alex will pick up on any parental disharmony and may play one parent off against the other.*

*Encouraged Nicolette and her husband to seek counselling or to attend a parenting course together which supports them to work on an united style of parenting. Gave Nicolette details of the organisations offering counselling and parenting courses in her local area.*



# HELPLINE CALLS

For five years a single parent has used our Helpline to check out her responses to the difficult and challenging behaviours of her teenage daughter. Her daughter was involved with drugs and alcohol from a young age; had angry outbursts including damaging property and truanted from school. The Police had been called repeatedly.

The parent was determined not to give up on her teenager and called the Helpline at the time of each incident to talk through how she would deal with it. Recently she told a helpline volunteer that without Parent Help she or her daughter would not have survived. Her daughter's behaviour and their relationship had improved. "It's not perfect yet but we're getting there" the parent told us.



A parent phoned to discuss the behaviour of her 7 year old son who is becoming increasingly physically and verbally abusive towards her. He kicks and punches his mother and other children and, on occasions, has attempted to choke other children. The mother is parenting alone but living in the same house as her father and the father of her son.

Both men are controlling and neither is a positive influence on her son. When playing with his grandson the grandfather "pretends" to strangle the boy and tells him that "he will drown him at the swimming pool."

The Telephone Support Worker talked to the mother about the effects of the behaviour being modelled by, particularly, the grandfather and strategies to reduce her son's aggressive behaviour as well as ways to decrease the grandfather's influence on her son.



*All identifying information, including gender, has been changed to protect client privacy.*



## OUR SERVICES: PARENTING COURSES

During 2017/18 Parent Help has offered new courses in response to specific requests from Owhiro Bay School and the Red Cross, as well as its “niche” parenting course ‘Different Approach Different Response’ (DADR)

The latter programme continues to deliver excellent results, encouraging long-term change and developing an understanding of adult caregiving rather than being a skills-based programme. Its success is evident by the number of referrals from organisations such as Child, Adolescent and Family Service (CAFS), Oranga Tamariki, Police Youth Aid and other NGO’s and schools. Parents self-referring to the programme are increasing, and courses are regularly fully-subscribed six or more months in advance.

**The scientific aspects of the course really helped me to understand and empathise with my teen better. ‘A different approach’ rings true to me based on the content of the course – something I try to remind myself on when interacting with my children now.**

*Course participant*

The eight-week small-group (less than eight parents) programme is run each school-term and reached 29 parents. In 2018 the programme shifted from a Tuesday night to a Saturday afternoon. Participants report this is more convenient given fewer competing commitments, being less tired, and an im-

proved ability to provide child-care if needed. The location of the programme also changed from the Parent Help office in Wellington to Petone, providing a more central location for the Wellington region. We have enjoyed Mitre 10 Mega’s support in hosting the programme in 2018.



92

Course participants

Perhaps as a result of these changes the programme now includes more couples rather than solo or individual parents. We are also seeing more parents of 10-13 year-olds attending and this may be due to the positive influence of the media’s attention on the specific needs of this developmental stage.

The on-going ‘normal’ issue for parents tends to be the lack of fit between parental expectations and the teens actual abilities as well as the resistance to these discrepancies. This appears to be grounded in parents own early childhood and couple-relationship histories as well as the type and degree of stress that they are facing.

Examples of other areas that may be trending upwards include:



- Poorer sleep patterns amongst teens
- Verbal and physical aggression by teens towards parents
- Parents reporting of symptoms of anxiety and/or depression amongst teens
- Parent's struggle with helping teens manage their use of social media and to limit the negative impacts of this area
- Parent's sense of isolation

**60%**

Shift in parent's understanding and empathy for their child

related, and social change.

The results of the programme over the past year are typically:

A 50% drop in the intensity of anger (of parent towards their teen)

A 40% rise in parents self-assessed capacity to parent their teen

Most importantly, there is an outstanding 60% shift in parent's understanding of and perhaps, therefore, empathy for their children.

**Really knowledgeable and empathetic! Fantastic course. It really has helped me become much lovelier and home-life with the kids much smoother and drama-free.**

*Course participant*

These issues point to how difficult it is to parent given the changes that appears to be occurring in our society. What is clear, is that when children witness psychological and/or physical aggression or even abuse between parents, the outcomes for the child's later behaviours as a teen are particularly poor. However there is also some indication that aggressive patterns of relating (teen towards parent) are appearing in families whose profile suggests that they may not have faced these patterns in the past. The reasons for this will be multi-layered and likely include human being's slower rate of adaptation to technological, work-

At the end of 2016 Red Cross Refugee Services approached Parent Help with the view of Parent Help providing a series of workshops for recently arrived Syrian refugee families.



## الأبوة والأمومة في نيوزيلندا

Parenting in New Zealand

The programme took place over two mornings in June 2017 and was skills-based only, focussing on discipline and New Zealand's 'anti-smacking law' as well as practical strategies for negative behaviour, appropriate bed times and the importance of the parent / school relationship. Both sessions were lively with discussions between participants, interpreters and presenter and between the participants themselves. Of concern to all the parents was the anticipated loss of their own cultural values.

It was pleasing that the group of 12 included, almost entirely, both parents, and that the fathers present were as engaged as their wives. The challenges that they were facing with their children covered all age groups with under 5's and primary age children the largest cohort. Although the objective was an understanding of parenting in New Zealand, the stresses associated with refugee re-settlement e.g. loss of country,

loss of identity and dignity were apparent as was the effect of parental stresses on their children.

Later feedback was positive with participants acknowledging a better understanding of, particularly, New Zealand's no- smacking approach to discipline and their pleasure at receiving SKIP information in Arabic. The connection made with Parent Help personnel and services was also appreciated, most feeling that they could make use of the Helpline or counselling service if required.

We hope to continue our association with Red Cross in the future.



### ***Initiating Independence***

A pilot programme for parents of 6 – 12 year olds was held at Owihoro Bay School in August 2017. “Initiating Independence” was developed to give parents both a psychoeducational programme, facilitative in nature and an understanding of attachment theory and neuroscience in respect of their child’s age and developmental needs.

The programme runs for six weeks, with a weekly session of two hours. The sessions cover:

1. Navigating Through Middle Childhood : An Introduction to Effective Parenting
2. Ensuring Security: Attachment Theory and Outcomes
3. Keeping the Balance: Parenting Styles and Outcomes
4. A Helping Hand: Ages and Stages of Your Child’s Development
5. Pushing the Boundaries: Discipline and the Growing Child
6. Speaking Their Language: Effective Communicating and a Course Review

Disappointing for both the school and Parent Help was the fact that the number of parents attending was low, perhaps due in part to it being a very wet and cold start to winter.

We are appreciative that the school not only provided the venue but also ar-

ranged for a teacher to be present to look after younger children and found funding for the programme to go ahead.

To present this programme more widely, Parent Help will be training presenters and will be introducing the programme to other schools in the Wellington, Porirua and Kapiti areas during 2018.

### ***Individual sessions***

For parents whose circumstances make it difficult to attend a generic parenting course, or who do not currently have their children in their care, Parent Help offers individual parenting sessions tailored to the parent’s needs. A six to eight week course based on the successful group programmes is adapted to meet specific requirements. Parents appreciate the fact that we are able to work with them in this way and that their parenting sessions are backed up by the Helpline if they need it.

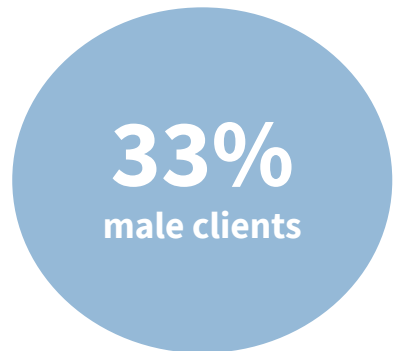
## OUR SERVICES: FAMILY THERAPY AND COUNSELLING

Parent Help's vision has always been to make therapy available to everyone who needs it throughout the Wellington area. We do this through ensuring that costs are kept at an affordable level for all and as flexible as possible for low income clients. Therapy is focused on matters directly affecting family life as well as individual stresses such as anxiety and depression. The average number of sessions per client is 5.4 with a range of short (1 – 3 sessions) through to long-term work.

Our therapists work with a broad range of clients of varying ages, ethnicities, cultures, genders, sexuality and family status. Although predominantly Pakeha, statistics indicate that Maori, Pasifika, Asian, Middle Eastern and African are all represented in the client base. In past years the percentage of male clients recorded averaged 20% to 25%. We are pleased to report that this has increased to 33% in the 2017/18 year with both parents attending counselling and family therapy.

Much of the work with clients is psychoeducational as parents are challenged not only by their role, but also by the developmental needs of children and modern concepts such as neuroscience and attachment theory). Parents bring topics such as developmental tasks and stages; limit setting; misbehaviour; parenting styles and problem-solving skills. Issues around the use of social media, gaming, social anxiety and family violence are high on parents' agendas. To meet the challenge and complexity of individual situations the

agency's therapists use a number of models e.g. art therapy, solution focussed therapy; transactional analysis, emotionally focussed therapy and family systems approaches among others. Parent Help has become aware of an increasing number of children presenting with serious behavioural problems as well as anxiety and emotional dysregulation and disrupted social relationships. The latter may, in part, be the result of children being expected to transition readily between school- day care – extra-curricular activities – different households and to maintain scholastic efforts outside the school environment. Primary school-age children are presenting with depression, suicidal ideation, separation anxiety and a feeling of being overwhelmed at school. Generalised anxiety will often include sleeping and eating difficulties.



Societal issues such as the negative consequences for families with inadequate resources to provide the most basic needs for themselves and their children, the impact of current and historical violence and abuse and the instability of family relationships all contribute to a

lack of family wellbeing and on-going distress.

It is a challenging client environment and our counsellors and therapists respond to this through accessing both clinical training and receiving regular professional supervision. Our counselling staff comment that despite the challenges the work is definitely rewarding, and that client feedback is that we make a difference.

**Thank you so much for the sessions, they have helped us tremendously. It is so nice to have a happy child back. We are stoked that it happened in a shorter period of time than we expected.”**

*Counselling client*

“A family was struggling with their 14-year-old daughter, ‘Jane’. Jane’s stepfather had been in her life from a young age, but she had very little contact with her birth father. The referral to Parent Help came from an agency that was supporting the family with their younger son. The purpose of the referral was to build a better relationship between Jane, her mother and step-father. Counselling and parenting skills sessions were set up and the whole family invited to participate. Jane declined and her decision not to be part of the weekly sessions was respected.

We were able to identify situations where there had been a division in the family and the impact that this had had

on the person who felt isolated. The Parent Help therapist worked with both parents, helping them to a clearer understanding of why Jane was reacting the way she was, and ways they could respond more appropriately.

At the six-week session, the mother shared how much the relationship between all three had improved, stating that the relationship between she and her partner had never been better and that the relationship between Jane and her step-father had improved greatly.

**She said she wanted to share with everyone what she had learnt and let everyone know about Parent Help and the positive impact our involvement had had on their family.**

# STREET APPEAL



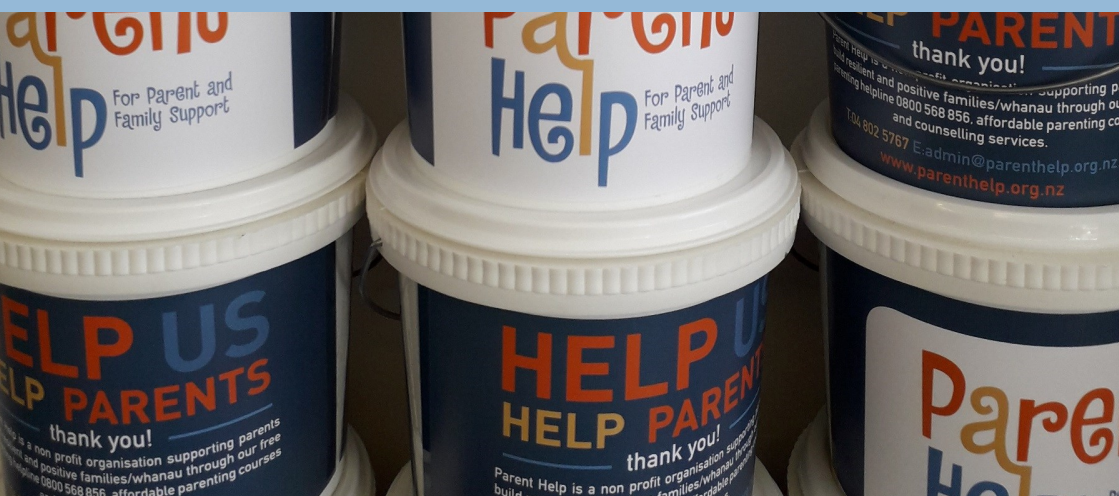




Our first street appeal since 2012 was held on 20th September 2017. Collectors were out on the streets of Wellington and Lower Hutt, and in New World Thorndon and Wellington Airport.

We had a wonderful day and enjoyed meeting our local community and talking to them about the services we provide.

The street appeal was supplemented by supermarket collections throughout September and online fundraising on GiveALittle and GoFundraise, as well as collection buckets in various shops and companies.



# PARENT HELP AND BNZ CLOSED FOR GOOD

Closed for Good is BNZ's annual day of volunteering. On Wednesday 23 August 2017, all BNZ stores were closed and 3,000 staff headed out into their communities to work on more than 550 projects.

Parent Help was lucky to have an awesome BNZ team of 3 ladies spend the day at our office and help with our Helpline promotion project.

families across the country to promote our Helpline service.

It was a real pleasure having the BNZ ladies here and we all enjoyed their company.



Throughout the day they were busy stamping and packing 800 envelopes with Helpline leaflets. A total of 16,000 leaflets were sent to the Police, libraries and various organisations working with

Our grateful thanks to BNZ for their support.

Also a profound thank you to PubCharity for funding the project.





# THANK YOU TO OUR SUPPORTERS

Without you and many other private donations our support of kiwi families wouldn't happen.



# WE WANT TO HELP MORE

## Why we need your financial support

As a non profit organisation, we need your financial support to help continue and expand our work. Our wish is for all New Zealand children to be raised in a positive and safe environment.

## What your donation does

- It allows us to provide immediate support to the many parents calling our Helpline
- It helps us offer affordable family therapy for vulnerable families
- It allows us to run affordable parenting course for parents of challenging teenagers

## DONATE

- On our website: [www.parenthelp.org.nz/donate](http://www.parenthelp.org.nz/donate)
- Online via GiveALittle/
- Call Parent Help office on 04 802 5767





THANK YOU  
Parent Help  
0800 568 856  
For Parent and Family Support

THANK YOU  
Parent Help  
0800 568 856  
For Parent and Family Support

THANK YOU  
Parent Help  
0800 568 856  
For Parent and Family Support

THANK YOU  
Parent Help  
0800 568 856  
For Parent and Family Support

THANK YOU  
Parent Help  
0800 568 856  
For Parent and Family Support

Parent Help

# PARENT HELP BOARD



## **Arti Chand (Chair)**

*Lawyer, Arti Chand Tax Law*

Arti is a lawyer who has operated her own specialist tax law practice since 2015. She has extensive tax consulting experience gained from working for a number of accounting firms for over a decade. She now provides tax advice for SME's, high net worth clients, and a number of not for profit organisations.

Arti is also actively involved in the community. Prior to joining the board of Parent Help, she was a volunteer with Wellington Victim Support as a crisis call out volunteer and board member. And in 2016 she organised a successful fundraising event in support of Oxfam's cyclone relief efforts in Fiji.

Arti holds a Bachelor of Law and a Bachelor of Commerce (Economics and Finance) from Victoria University of Wellington. Arti became involved with Parent Help in 2015.



## **Douglas Pauling**

*Chair, The Treasure our Young Foundation*

Doug was born in Gisborne growing up in Napier and Wellington, moved to Auckland in 1960 at the age of 15. Educated at Rongatai College and Mt Albert Grammar.

He moved to Hong Kong where he lived with his family for 13 years. On returning to New Zealand he started Air Affairs NZ Ltd in 1984 to service the New Zealand Defence Force.

Doug is well known across the New Zealand business community, and the defence industry in particular. He is a past Chairman of the Defence Industry Committee of New Zealand, and is one of a select few to be appointed an Honorary Captain by the RNZN in recognition of his tireless efforts to meet their requirements and his customer focus. He is a trustee of the T.O.Y. Foundation and other affiliations include being Senior Member of the New Zealand Electronics Institute and a Member of the Institute of Directors. Doug is married to Raewyn, resides in Auckland, they have two daughters, two granddaughters and two grandsons.



## **Nicola Pauling**

*Director, Voice Arts Trust*

Nicola Pauling is an experienced group facilitator and the Artistic Director of Voice Arts ([www.voice-arts.org.nz](http://www.voice-arts.org.nz)).

She leads the development and delivery of projects that use participatory performance art to engage those who are marginalized, isolated or without a strong voice; projects that support people to tell their own stories in their own voice; projects that support social justice, wellbeing, personal and community development.

Nicola parents two children and is Chair of their school board and in her spare time performs regularly with the improvisation company Best on Tap.



## **Prithul Samara Fischer**

*Recruitment Consultant, Execucare*

Samara joined the Parent Help Board in December 2017 and currently works as a Recruitment Consultant for Execucare, New Zealand's only recruitment agency dedicated to the not for profit sector.

Originally from Australia, Samara has extensive work experience across the not for profit and government sectors in Indigenous Affairs, education, and gender equality.

She has a Bachelor of Arts (International Relations) and a Master of International Law from the Australian National University.

# FINANCIALS

**Parent Help Wellington Inc.**

**Performance Report**

Year ended 31 March 2018

**Contents**

Audit report	Page 2
Entity Information	Page 3
Statement of Service Performance	Page 3
Statement of Financial Performance	Page 4
Statement of Financial Position	Page 5
Statement of Movements in Equity	Page 6
Statement of Cash Flows	Page 7
Notes to the Financial Statements	Page 8 - 11

30 July 2018

The Board  
Parent Help Wellington Incorporated  
PO Box 11 837  
Manners Street  
**Wellington 6011**

To the Board

**Parent Help Wellington Incorporated – Review for the year ended 31 March 2018**

Thank you for providing us with signed Performance Report and a Letter of Representation which have enabled us to complete the review.

The aim of a review is to obtain limited assurance about whether the Performance Report as a whole is free from material misstatement, enabling a conclusion to be expressed on whether anything has come to our attention that causes us to believe the Performance Report is not prepared, in all material respects, in accordance with an applicable financial reporting framework.

In performing our work we reviewed the key controls in place to ensure the effective operation of your accounting systems and internal controls as they relate to the preparation of the Performance Report. To ensure you receive maximum benefit from our review we provide feedback from our evaluation of your systems and highlight areas of possible weakness or where we believe improvements can be made. That is the major purpose of this letter.

**Specific matters arising from the Review**

**Excessive Leave Owing**

Significant leave balances, being leave greater than 30 days were noted at year end. The management of the leave balance liability may present significant disruption to the business if it is allowed to increase. Health and safety issues or undetected fraud could arise if staff are not required to take regular leave.

**GST Balance Date**

This should be adjusted with the IRD to ensure consistency with financial year end.

It should be noted that these matters are not exhaustive and detailed work has not been performed on the internal control environment of the above entity.

If there is anything about the review you would like to discuss please do not hesitate to call me.

Yours faithfully



Robert Elms  
**Director**



**INDEPENDENT ASSURANCE PRACTITIONER'S REVIEW REPORT  
To the Members of Parent Help Wellington Incorporated**

We have reviewed the performance report of Parent Help Wellington Incorporated on pages 3 to 9, which comprises the entity information, the statement of service performance, the statement of financial position as at 31 March 2018 the statement of financial performance, the statement of movements in equity and cash flow statement for the year then ended, and a summary of significant accounting policies and other explanatory information.

***Board's Responsibility for the Performance Report***

The Board is responsible for the preparation and fair presentation of this performance report in accordance with Public Benefit Entity Simple Format Reporting - Accrual (Not-For-Profit) and for such internal control as the Board determines is necessary to enable the preparation of the performance report that is free from material misstatement, whether due to fraud or error.

***Assurance Practitioner's Responsibility***

Our responsibility is to express a conclusion on the accompanying performance report. We conducted our review in accordance with International Standard on Review Engagements (New Zealand) (ISRE (NZ)) 2400, *Review of Historical Financial Statements Performed by an Assurance Practitioner who is not the Auditor of the Entity*. ISRE (NZ) 2400 requires us to conclude whether anything has come to our attention that causes us to believe that the report, taken as a whole, are not prepared in all material respects in accordance with the applicable financial reporting framework. This standard also requires us to comply with relevant ethical requirements. We have conducted our review of the entity information and the statement of service performance in accordance with the International Standard on Assurance Engagements (New Zealand) ISAE 3000 (Revised), *Assurance Engagements other than Auditors or Reviews of Historical Financial Information*.

A review of the performance report in accordance with ISRE (NZ) 2400 is a limited assurance engagement. The assurance practitioner performs procedures, primarily consisting of making enquiries of management and others within the entity, as appropriate, and applying analytical procedures, and evaluates the evidence obtained. The procedures performed in a review are substantially less than those performed in an audit conducted in accordance with International Standards on Auditing (New Zealand). Accordingly, we do not express an audit opinion on the performance report. Other than in our capacity as assurance practitioner we have no relationship with, or interests in, Parent Help Wellington Incorporated.

***Conclusion***

Based on our review, nothing has come to our attention that causes us to believe that the performance report does not present fairly, in all material respects:

- the entity information,
- the reported outcomes and outputs and quantification of the outputs to the extent practicable in the statement of service performance,
- the financial position of Parent Help Wellington Incorporated as at 31 March 2018,
- the financial performance and cash flows of Parent Help Wellington Incorporated for the year then ended;

In accordance with Public Benefit Entity Simple Format Reporting - Accrual (Not-For-Profit).



30 July 2018  
**Staples Rodway Audit Limited**  
Wellington



**Parent Help Wellington Inc**  
**Financial Statements**  
**For the year ended 31 March 2018**

**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.

Description and Quantification of the Entity's Outputs:	<i>Actual</i> <i>Mar-18</i>	<i>Budget</i> <i>Mar-18</i>	<i>Actual</i> <i>Mar-17</i>
<i>N.B. Actual figures were higher but data was not always recorded.</i>			
Helpline - Client calls received	1,972	1,765	1,559
Parenting courses	5	6	4
Family / Individual Therapy - client sessions	605	540	482

Additional Output Measures:

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

Parenting courses have been impacted by loss of presenter and reduced capacity within Parent Help.



*Handwritten signature*

**Parent Help Wellington Inc**  
Financial Statements  
For the year ending 31 March 2018

**Statement of financial performance**

			<i>Mar-18</i>	<i>Mar-17</i>
<b>Income</b>	<b>Notes</b>		<b>\$</b>	<b>\$</b>
Counselling, Mediation, Parent Education			30,088	24,522
Kiwifirst Donations - Received	3	697,415		654,910
- Fees paid	3	(453,274)	244,141	(425,389)
Grants	2		400,460	229,521
Interest received			12,091	94,075
Other donations	3		7,499	7,790
Sundry			878	1,550
			-	-
<b>Total income</b>			<b>695,157</b>	<b>357,458</b>
<b>Less expenditure</b>				
Volunteer and employee related expenses			203,467	212,688
Costs relating to providing goods and services			193,117	176,940
Other expenses	8		11,702	10,290
			<b>408,285</b>	<b>397,958</b>
<b>Surplus for the year</b>			<b>\$ 286,872</b>	<b>\$ (42,500)</b>
Transfer to T.O.Y. Reserve			\$ 240,000	
Transfer to accumulated funds			\$ 46,872	\$ (42,500)

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

4



**Parent Help Wellington Inc**  
Financial Statements  
For the year ending 31 March 2018

**Statement of financial position**

		<i>Mar-18</i>	<i>Mar-17</i>
		\$	\$
<b>Current assets</b>			
Cash on hand		260	392
Cash at Bank		158,105	74,807
Westpac Fixed Term Deposit		203,912	213,361
Accounts receivable		1,584	3,039
Accrued interest		9,016	3,166
GST receivable		29,434	24,517
<b>Total current assets</b>		<u>402,311</u>	<u>319,282</u>
<b>Investments</b>			
Westpac Fixed Term Deposit		200,000	-
<b>Fixed and intangible assets</b>	8	<u>17,881</u>	<u>25,256</u>
<b>Total assets</b>		<u><b>620,192</b></u>	<u><b>344,538</b></u>
<b>Less liabilities</b>			
Accounts Payable		15,719	15,188
Staff Entitlements		21,153	18,457
Grants unspent	4	<u>12,504</u>	<u>26,951</u>
		<u>49,376</u>	<u>60,596</u>
<b>Net assets/(liabilities)</b>		<u><u><b>\$ 570,816</b></u></u>	<u><u><b>\$ 283,942</b></u></u>
Signed on behalf of Parent Help Wellington Inc			



Chairperson

Date: 30 July 2018

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

5



AP

**Parent Help Wellington Inc**  
Financial Statements  
For the year ending 31 March 2018

**Statement of movements in equity**

	<i>Jul-05</i>		<i>Jul-05</i>
	\$		\$
Accumulated funds brought forward	283,942		326,442
Surplus for year	286,872	-	(42,500)
<b>TOTAL ACCUMULATED FUNDS</b>	<b>\$ 570,814</b>		<b>\$ 283,942</b>

**Represented by:**

T.O.Y Reserve	\$ 240,000
Retained earnings	\$ 330,814
	<b>\$ 570,814</b>

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

6



AC

**Parent Help Wellington Inc**  
Financial Statements  
For the year ending 31 March 2018

**Statement of cash flows**

	<i>Mar-18</i> \$	<i>Mar-17</i> \$
<b>Cash Flows from Operating Activities</b>		
<b>Cash was received from:</b>		
Donations, fundraising and other similar receipts	636,481	656,460
Fees, subscriptions and other receipts from members	-	-
Receipts from providing goods or services	30,966	136,973
Interest, dividends and other investment receipts	6,241	8,316
Net GST	(4,917)	3,350
<b>Cash was applied to:</b>		
Payments to suppliers and employees	393,354	833,575
<b>Net Cash Flows from Operating Activities</b>	<b>275,417</b>	<b>(28,476)</b>
<b>Cash flows from Investing and Financing Activities</b>		
<b>Cash was applied to:</b>		
Payments to acquire property, plant and equipment	(1,700)	(12,400)
Payments for / receipts from investments	(190,551)	27,222
<b>Net Cash Flows from Investing and Financing Activities</b>	<b>(192,251)</b>	<b>14,822</b>
<b>Net Increase / (Decrease) in Cash</b>	<b>83,166</b>	<b>(13,654)</b>
Opening Bank Accounts and Cash	75,199	88,853
Closing Bank Accounts and Cash	158,365	75,199
<b>Net Increase / (Decrease) in Cash</b>	<b>83,166</b>	<b>(13,654)</b>

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

7



*AC*

**Parent Help Wellington Inc**  
**Financial Statements**  
For the year ending 31 March 2018

**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.

**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 - 48 %

**Accounts Receivable**

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

**Goods and Services Tax**

Parent Help Wellington Inc. is registered for GST. 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.

*These notes form part of the financial statements*



**Parent Help Wellington Inc**  
Financial Statements  
For the year ending 31 March 2018

**Notes to the Financial Statements Continued:**

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

	<i>Mar-18</i>	<i>Mar-17</i>
	\$	\$
Unspent grants brought forward from prior year	26,951	8,223
Ministry of Social Development	32,892	32,894
NZ Lottery Grants Board	25,000	55,000
Dept of Internal Affairs (COGS)	8,000	4,200
Wellington City Council - Betty Campbell Accommodation	-	4,000
Thomas George Macarthy Trust	3,660	3,660
T.O.Y. Foundation	281,003	10,000
John Iloft Trust	1,500	-
Nikau Foundation	5,000	-
Pub Charity Ltd	-	1,115
Pub Charity Ltd unused grant returned	(103)	(17)
Pub Charity Ltd	-	1,951
Pelorus Trust	1,000	-
Wellington Community Trust	10,000	-
Four Winds Foundation	3,061	-
Anonymous grant	15,000	-
<b>Subtotal</b>	<b>412,964</b>	<b>121,026</b>
Funds unspent - March 2018	(12,504)	(26,951)
Net Grants recognised	<u><b>400,460</b></u>	<u><b>94,075</b></u>

**3. Donations**

	<i>Mar-18</i>	<i>Mar-17</i>
	\$	\$
Kiwifirst NZ Ltd - Donations received	697,415	654,910
- Fundraising fee	(453,274)	(425,389)
Other	7,499	1,550
	<u><b>251,640</b></u>	<u><b>231,071</b></u>

**4. Grants unspent at 31 March 2018**

	<i>Mar-18</i>	<i>Mar-17</i>
	\$	\$
Ministry of Social Development	-	-
NZ Lotteries	12,504	25,000
Pub Charity Ltd	-	1,951
	<u><b>12,504</b></u>	<u><b>26,951</b></u>

Part of the Lotteries grant was to help fund a physical presence in Auckland for the helpline in partnership with Lifeline. This is an ongoing project.

**5. Lease commitments**

	<i>Mar-18</i>	<i>Mar-17</i>
	\$	\$
Commitment to lease premises - current	41,500	41,500
Commitment to lease premises - non-current	27,667	69,167
	<u><b>112,327</b></u>	<u><b>153,462</b></u>
Commitment to purchase an intangible asset on completion of development	3,500	5,200

*These notes form part of the financial statements*



AC



**Parent Help Wellington Inc**  
Financial Statements  
For the year ending 31 March 2018

**Notes to the Financial Statements Continued:**

**6. Reserve**

The entity received a one off donation of \$281,003 from T.O.Y. Foundation when it wound up in July 2017. The Foundation requested that only \$40,000 be allocated in each financial year to help fund the helpline. The T.O.Y Reserves was set up to track the spending of these funds.

**7.0 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 2018.

*These notes form part of the financial statements*

10



A

**Note 8 : 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	Depreciation Rate	Dep'n	Closing Book
<b>Fixed assets</b>											
<b>Furniture and Equipment</b>											
	May-09	Computer & printer (Acer)	1,110	1,109	1			12			1
	Mar-14	Computers x2, Laptop x1	2,690	2,327	363			12	48% DV	174	189
	Mar-14	Computer MT Dell Optiplex	413	357	56			12	48% DV	27	29
	Oct-14	Brother MFC	508	403	105			12	48% DV	50	55
	Dec-15	Phone & 4 x headphone sets	1,496	468	1,028			12	25% DV	257	771
	Nov-16	Data Installation (Telecommunications Patchbox)	3,310	345	2,965	-		12	25% DV	741	2,224
			<b>9,527</b>	<b>5,009</b>	<b>4,518</b>	-	-			<b>1,250</b>	<b>3,268</b>
<b>Furniture and Fittings</b>											
	Feb-15	Chair: Ergo Synchro, no arms, mesh ba	625	288	337			12	25% DV	84	253
	Apr-15	Security door	4,457	1,237	3,220			12	15% DV	483	2,737
	Dec-16	Door to TSW room	3,573	179	3,394			12	15% DV	509	2,883
	Jan-17	Furniture 2 x chairs, sofa	867	33	834			12	15% DV	125	709
			<b>9,522</b>	<b>1,737</b>	<b>7,785</b>	-	-			<b>1,201</b>	<b>6,583</b>
<b>Intangible assets</b>											
	Feb-07	MYOB	292	292	-						-
	Mar-07	MS Windows XP Pro SP2	443	442	1						1
	Apr-07	PC042 Windows XP, MS Office Pr	953	952	1						1
	Oct-15	2007. MS Office 2003	833	504	329			12	48% DV	158	171
	Nov-15	Software: Filmaker	6,000	3,504	2,496			12	48% DV	1,198	1,298
	Nov-15	Website	4,008	2,341	1,667			12	48% DV	800	867
	Nov-15	Computer Server system	4,008	2,341	1,667			12	48% DV	800	867
	Mar-16	Database	4,650	186	4,464	-		12	48% DV	2,143	2,321
	Mar-17	Database						6	48% DV	408	1,292
	Oct-17	Database									
			<b>25,179</b>	<b>12,227</b>	<b>12,952</b>	<b>1,700</b>	-			<b>6,624</b>	<b>8,028</b>
<b>Total assets</b>											
			<b>44,227</b>	<b>18,973</b>	<b>25,254</b>	<b>1,700</b>	-			<b>9,075</b>	<b>17,879</b>

This schedule forms part of the notes to the financial statements



# PARENT HELP

Level 4, 175 Victoria Street  
Wellington

Tel: 04 802 5767

Email: [admin@parenthelp.org.nz](mailto:admin@parenthelp.org.nz)

[www.parenthelp.org.nz](http://www.parenthelp.org.nz)

[facebook.com/parenthelpinc](https://facebook.com/parenthelpinc)

**HELPLINE 0800 568 856**

Parent Helpline

0800 568 856

