

# 2016-2017

## 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 and counselling 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.

# CHAIR'S REPORT



It has been another challenging but successful year for Parent Help. We have taken several important steps to grow the organisation in an environment of ongoing funding constraints.

A key highlight from the 2016/17 year was agreeing to a strategic partnership with LifeLine Aotearoa that will see Parent Help expand its offerings to the large and growing Auckland market. This arrangement will see Parent Help establish a low-cost physical presence in Auckland, allowing us to have Helpline Telephone Support Workers on site to provide positive parenting assistance to Auckland parents. Over time, we hope that we will be able to offer counselling and parenting courses in Auckland. Our expansion into Auckland has been supported by a generous donation from the Treasure Our Young (TOY) Foundation. The Foundation is an organisation with which Parent Help has had strong ties over the past 25 years. The donation will provide Parent Help with ongoing financial security, and I am very grateful to Pam Lamm, TOY's

founder, and Parent Help Board member Doug Pauling for making it happen.

The demand for Parent Help's services continues to grow strongly. The volumes of new calls to our Helpline grew by 28% in the 2016/17 year, reaching 1153. These calls are becoming increasingly complex, and I want to pay tribute to our Telephone Support Workers, who deal with these challenging situations in an amazingly professional manner.

We have successfully implemented an online system for logging and monitoring our Helpline calls, and are putting an emphasis on post-call follow up services to ensure that our advice is hitting the mark. We know that to demonstrate value to funders, we need to collect information on how our guidance is generating positive outcomes for children, parents and whanau. Through such an approach we are aligning our work with the social investment approach to delivering social services.

The Board places a very high emphasis on the health, safety and wellbeing of Parent Help staff. It has been very pleasing to see that these issues are discussed regularly in the Parent Help office and around the Board table. Our government funding has been secured, and we are grateful to the OrangaTamariki, Ministry for Vulnerable Children for the multi-year agreement. We will continue to work closely with officials from funding agencies to ensure our Helpline funding in particular reflects higher call volumes, increased

complexity and cost increases. Over the past six years, inflation-adjusted per-call funding has fallen by around 75%, which is placing considerable pressure on the financial standing of Parent Help.

I have once again been ably supported by my Parent Help Board members. I would like to offer my sincerest thanks to Nicola Pauling, Arti Chand, Doug Pauling and Christeen Mackenzie for their ongoing dedication and enthusiasm.

I would also like to record my appreciation to departing Board member Elaine Porter, who provided excellent advice on risk and strategic matters.

Above all, I would like to pay tribute to Dale Powles, Parent Help's Manager, and the outstanding team in the office and at the end of the Helpline phones. Your combined energy, empathy and experience make Parent Help the wonderful organisation it is today.



**John Ballingall**

*Chair, Parent Help  
October 2017*

# MANAGER'S REPORT



Reflecting on another busy year, Parent Help can be proud of the way we continue to support an increasing number of families with increasingly complex needs across all services. Parent Help could not offer its services without a dedicated staff – who often juggle a variety of roles – and its team of skilled Telephone Support Workers on our National Helpline.

During the year we have continued to invest in strengthening our organisational systems and to further develop the database to increase our ability to measure outcomes across all services. Client evaluations indicate that services, and people, that support them to make positive parenting decisions, is a key factor in effecting long term change in their parenting practices. Developing ways to measure the impact

we have on the families who use our services is a strategic priority in the current Strategic Plan and one which we will be addressing now that we have sufficient, easily accessed, data to provide meaningful results.

Parent Help continues to build relationships across New Zealand with organisations which share our kaupapa to ensure that referrals to other agencies from the Helpline meet the needs and expectations of clients. This is especially so for families living in rural communities: while access to the Helpline is available to most, for more complex situations where intervention is required, accessible and/or affordable services may not be available.

In mid 2016/17 a meeting with Lifeline in Auckland began a relationship to collaborate in providing parenting support using the Lifeline telephony platform and Parent Help Telephone Support Workers. With almost a quarter of all our calls originating in the Auckland area it is appropriate to strengthen links with communities and organisations to provide the best responses possible to callers on the Helpline.

An approach has already been made from the Chinese community to have a Mandarin-speaking Telephone Support Worker available. That any service which we offer needs to be culturally appropriate both in content and delivery goes without saying.

Red Cross Resettlement Services approached Parent Help this year to

facilitate “parenting in New Zealand” workshops for Syrian Refugees. Planning is underway for this to take place using Arabic-speaking interpreters.

Early in the year Parent Help took the very significant decision to lease the space on Level 4 vacated by Birthright’s National office to provide a separate – and confidential – area for the Helpline service. This has made a tremendous difference in terms of our office accommodation and health and safety considerations for all.

For many years we have been operating in a rapidly changing and extremely challenging fiscal environment. This year has been no different with the uncertainty around Government contracts and the roll out of the new Ministry for Vulnerable Children Oranga Tamariki. We remain hopeful that the support we give New Zealand parents will continue to be acknowledged into the future.

We are, however, looking forward to greater security having been advised by the Treasure Our Young Foundation (TOY Foundation) of Auckland that Parent Help is to be the recipient of funds following the winding-up of the Foundation in the next couple of months. The TOY Foundation was first formed to support Auckland Parentline’s Helpline service. We thank the Board of the TOY Foundation for their support and for their on-going interest in Parent Help.

To all our funders and the hundreds of individual donors throughout New Zealand, thank you for helping us help

the number of families who use our services.

My thanks to our Chair, John Ballingall, and to Board members for their commitment and leadership of Parent Help.

And, finally to Parent Help’s wonderful team of staff and volunteers, a huge thank you to you all.



**Dale Powles**

*Manager, Parent Help  
April 2017*

# THANK YOU TO OUR VOLUNTEERS

With appreciation for your commitment to helping New Zealand families

*Alan*

*Laurel*

*Dale*

*Lucie*

*Fiona*

*Lucy*

*Ian*

*Maria*

*Cate*

*Mellissa*

*Joan*

*Natalie*

*Karin*

*Peri*

*Kaye*

*Rachel*

2740

hours of  
volunteer  
work

During the year we farewelled Ade, Annelies, Joy and Margaret all of whom have given years of volunteer support to parents calling the Helpline.



# HELPLINE

This year has been another busy year on the telephones with Parent Help continuing to provide free support and advice to parents. In total we received 1608 calls via the 0800 number with a further 250 plus calls that were client or appointment related.

There has been little change - when looking at last year's figures - in the ages of the children whose parents are utilising the helpline. The calls relating to the 6-12 year age bracket continue to relate to the kind of issues and concerns one would normally associate with older teens; "I've caught my son stealing" or "My daughter is so angry - she flies off the handle at the slightest thing!" When we look at calls coming in from the parents of teenagers, many are around lack of clear boundaries and around issues that have been present for a while, only to surface when the child reaches puberty.

There was a significant increase this year in calls coming from parents wanting to discuss issues involving the over 18 age bracket - with an almost four-fold increase in figures for these types of calls when compared to last year.

## Example

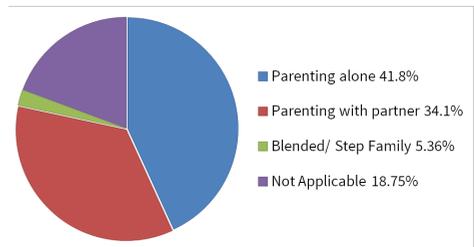
*The caller is concerned about her 20 year old son - he is suffering from depression and is using cannabis. The caller said her son does shift work but just stays in his room when he is not working. The caller said she wants to visit him as he does not live nearby.*

*The caller's son lives with his brother (her other son) who has tried talking with him and he describes him as depressed and non-motivated but due to different working hours doesn't see him that often. The caller's daughter also lives nearby and has signed the 20 year old in with a GP.*

**“Thank you for helping me when I needed it most - It encouraged me to go forward with everything”**

*Helpline caller*

## Family Structure



Although there has been a small decrease in calls from those parenting alone, these types of call are typically among the most complex that the Helpline receives; they are often from parents who are struggling to co-parent post-separation. Either one or both parents are struggling to come to terms with their own emotions after the relationship has broken down, while trying to sort finances - as well as the logistics of childcare.

Even if parents have a parenting agreement in place, the implementation of these agreements can be problematic if one parent does not adhere to it. Often the children become enmeshed in these complicated issues and the effect it has is significant – parents report anxiety, problems at school as well as issues with anger.

Although it is often the behaviour of the child that prompts a parent to make contact with us, the behaviour usually stems from the issues within the family and this becomes apparent as the call progresses. The Helpline aims to support parents through this difficult time and provide a place for them to work through their emotions and, if necessary, help them locate counselling and support services locally to enable them to keep the children away from the conflict and focus on what is best for them moving forward.

**Example**

*Mum has day to day care of 3 children. She called to talk about how her ex is saying he can no-longer take the children at the weekends - he has been having them at the weekends for the last few years, although they have no formal custody agreement in place.*

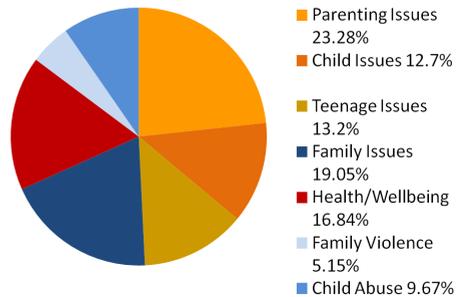
*He is about to start a new job that requires him to work at the weekends and he has said that he can no longer have the children.*

*The caller really loves her job. ” If he stops taking them at the weekend I won’t be able to do my job anymore.”  
He says she should give up her job but she doesn't want to as she enjoys her work and she also needs the money.*

**“Thank you for having a sense of connectedness and concern for my situation. The call really proved to be a stress buster for me - I felt I was talking to a friend over the phone”**

*Helpline caller*

Issues raised



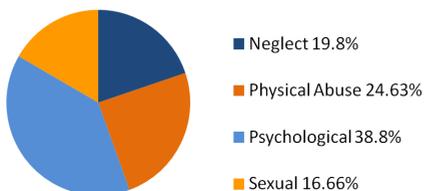
Reports to the Helpline of both family violence and child abuse have risen in the last year. Calls noting child abuse have risen from 6 percent in 2016 to just over 9 and a half percent in 2017, with reports of family violence up by just over 1 percent. This increase may be due to

recent high profile abuse cases that have resulted in such tragic outcomes; people are more aware of the consequences of not getting involved and ‘doing nothing’ is no longer acceptable – even if it’s just a suspicion.

call that they find particularly worrying so that the call can be followed up and if necessary referred to the correct agencies, as well as support and/or training offered to the TSW who took the call.

**“The call was an eye opener for me – I could get hold of several ways to manage and cope with my issues”**  
*Helpline caller*

### Calls noting current abuse



Child abuse can consist of physical, sexual, psychological abuse as well as neglect. These calls are always the most concerning for our telephone support workers and the most challenging; there were 186 calls this year where abuse was suspected and a further 138 calls where abuse was divulged by the caller. These calls come from grandparents, family and friends wanting advice about what to do when abuse is suspected, or parents who – recognising the harmful effects of their own behaviour - are wanting some help and support to make positive changes to their lives. Recent updates to our database mean that an alert is now sent when a TSW receives a

# TYPICAL HELPLINE CALL

“

*Jane said that her son is avoiding going to school. She thinks this may be because he has not done an assessment for his NCEA English and he has a Maths assessment this week.*

*This morning when she tried to talk to him, he became angry and hit out causing damage to the home. Jane is concerned about how her husband is going to react and doesn't know what to do with her son.*

*Her son struggles at school as he has a learning difficulty. Jane doesn't feel that the school are very supportive of her son and feels that they have let him down*

*Jane says her son enjoys playing games on his computer but he stays up late doing this and gets overtired. He is a bright boy but has difficulties writing. He finds social situations difficult but recently he has been helping Jane out at work and interacting with more people - which has been really positive.*



## Responses of Telephone Support Worker

*Explored options of using things he likes to do, to strengthen his English and Math (computers and interactive games).*

*Asked if leaving school and getting a job for a while might be an option – not everyone is academic and he might enjoy doing something more physical. This would enable him to take some time out from school to see what his options might be moving forward.*

*Suggested asking son how he could make things right with regards to the destruction of property. Maybe he could tell his father that he would help him to do the repairs - this could be an opportunity for his father to make this a teaching and bonding moment with his son.*

## TELEPHONE SUPPORT WORKER - Fiona's story

“Want to enhance your listening skills? Want to build your knowledge and confidence on parenting issues?”

This is what the poster asked me on the library community noticeboard. I got in touch.

Now I'm a trained Telephone Support Worker for Parent Help. Callers from around New Zealand phone our free, confidential, parenting helpline. I am one of the TSWs who answer their calls.

The caller may benefit from information on child development, or perhaps a range of parenting ideas to try. Perhaps it's helping the caller untangle a knot that seems impossibly tangled. Perhaps it's providing reassurance that they're on the right track. Perhaps it's being a friendly voice when they really need it. Perhaps they're not really quite sure what they need.

I help the caller to work through these. I do this by listening and asking questions. I ask questions that help the caller to think; questions that inspire and bring about that wonderful “lightbulb moment” for another person.

These moments feel like magic. The sudden silence on the other end of the line tells me when this has happened. For the caller, it's a real “whoa” moment. These are some of the most rewarding experiences I have ever had.

The Telephone Support Worker training focuses on how to ask these lightbulb questions. I'm like a paramedic, I provide emotional First Aid. We support callers with understanding, empathy, and compassion. We support in a way that is empowering for the caller. Helping clients discover skills to make changes in their lives.

Sometimes the caller needs more support than a helpline can provide. There are families and children at risk. There are people in extremely tough situations, people who can benefit from outside help.

TSWs can help callers get in touch with a wide range of community support agencies, suitable for their specific needs.

Sometimes a call seems really big. I don't feel I can give the caller the help they require. Perhaps I feel out of my depth, or perhaps the call feels especially sensitive to me, maybe a bit too close to home. When this happens, I have my back up team. The Parent Help professional team consists of psychotherapists, counsellors, family therapists and mediators. If I need to, the team will debrief with me. Talk things through. Our supervisors work alongside us, we are part of a wider organisation.

Our team meet for clinical supervision sessions. We discuss issues and ideas to do with our work. We discuss how we're doing, and what we need. We also have Professional Development days where we hear speakers and receive up to date information on parenting and a range of other issues.

The volunteer team are a slice of kiwi life. We are mums, grandmas, blokes, single people, students – different ages, different cultures, different life experiences. And an interesting range of day jobs! We each bring wonderfully unique skills and insights to the role.

The variety is reflected in our callers too. Our callers are men, women, young people, old people, people from all walks of life. The reasons that prompt the calls are as many and varied as the people who make them.

Being a Parent Help Telephone Support Worker is a commitment. It's a special type of volunteering and it isn't for everybody.

The skills I am learning are limitless. I learn about myself, I learn about other people. I'm discovering what makes us tick, and what motivates us to do the things we do. How to recognise when we need to make changes in our lives, and how to support ourselves and others through change.

I've found a niche for myself in becoming a Parent Help Telephone Support Worker. It's a good feeling."

# PROFESSIONAL DEVELOPMENT DAY

We held a very successful professional development day at the Mercure Hotel – always a drawcard to go out, despite our great office accommodation!

Snita Ahir Knight, one of our Telephone Support Workers, presented on assessing risk factors on the Helpline and what to be aware of. She detailed the type of questions to ask around the protective factors which enable a caller to deal with stressful situations, such as good self esteem, connection to family and community and good support systems.

Speaking from her own experience as a child and adolescent therapist, Snita outlined the types of risk most likely to occur in this age group, for example, self-harm and suicide and ways to help parents.

Snita's expertise as an experienced senior social worker with therapeutic skills in child and adolescent mental health

(UK and NZ) together with her clinical experience from the NGO and health sector provided us all with the background and tools to confidently ask the “hard” questions when dealing with parents concerned about the behaviours of their child or adolescent.

Using clinical examples, the second half of the day was devoted to identifying the questions to ask and to practise using the edited Tuituia risk assessment on the database. With the help of Mokopuna Ora – the wellbeing of the child, Kaitiaki Mokopuna, the ability of the caregivers and Te Ao Hurihuri – social connections, we were able to make a holistic assessment of the situation based on the vulnerability and/or strengths of the family.

Thank you to Snita and Natalie for a very informative and enlightening day



# CELEBRATING HEALTHY FAMILIES

Parent Help participated in the United Communities – Celebrating Healthy Families Event in Cuba Street, Wellington on 3<sup>rd</sup> September 2016. The event was organised by Problem Gambling Foundation of New Zealand.

Leaflets and magnets were handed out along with home baking, generously supplied by TSWs Rachel, Kaye and Maria.

It was a wonderful opportunity for Parent Help to meet our community and promote our services.

There were kids on shoulders,  
kids on scooters.  
Babies in push chairs,  
babies in tummies.

Grandpas, aunties, cousins  
and whanau.  
Grubby knees and gappy teeth.

Walking sticks and jumpy skips.  
Long lean teens and dad's old jeans.

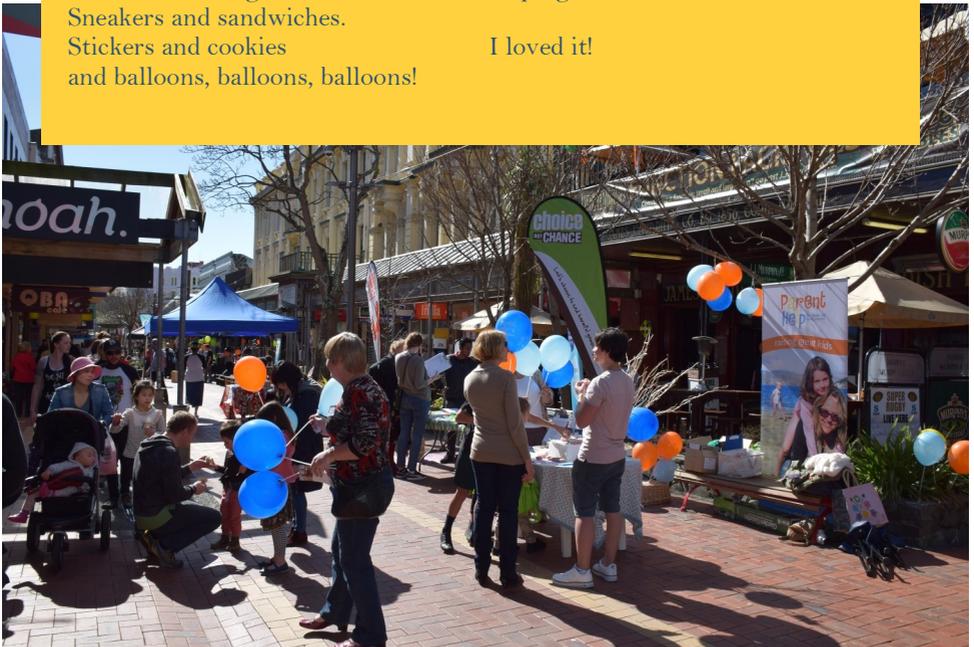
Sunhats and sunglasses.  
Sneakers and sandwiches.  
Stickers and cookies  
and balloons, balloons, balloons!

Manaakitanga and  
Whanaungatanga.  
Old wisdom, new wisdom.  
Reaching out, leaning in.  
Energy out and energy in.  
Sharing thoughts, sharing ideas.

And the sun shone down, all day  
long.

This was my day as a Parent Help  
Telephone Support Worker,  
helping out at the Cuba Mall event.

I loved it!



# PARENT EDUCATION PROGRAMME

In its fourth year, the 'Different Approach, Different Response' programme for parents of teens has performed very well for Parent Help. This programme increases both brand awareness and authority for Parent Help with referrals from organisations such as Infant, Child, Adolescent and Families Service (ICAFS), Oranga Tamariki, and other NGOs, schools, and Police. During the 2016/17 year this eight-week programme reached 32 people through both individual and group work.

**'Helpful and supportive environment that helped me see the issues clearly and ways of dealing with them.'**  
*2017 programme participant*

There is a higher percentage of parents with 10-13-year-old children. Perhaps half of this is due to parents' desire to understand the teen stage of development early. Unfortunately, some parents of this age group are already dealing with issues such as violence by a teen towards their mother. So far, no fathers have presented with this issue. In four years running the programme, this situation has always occurred due to the child witnessing domestic violence (ie usually between their parents) at earlier ages.

Parent's issues are generally unrelated to age.

The main problem areas are parent's expectations of teens, the impact of family dynamics, and appropriate incorporation of 'screen-time' ie technology. Other specific areas include separated parent's behaviours, children's self-harm and drug use, aggression of children to parents, disengaged teens, and depression and/or anxiety of parents or their children.

The changes in behaviour that occur during the teens mean that they can be more challenging to parents than younger children. However parents responses are the key factor to helpful dynamics occurring. This is regardless of whether children have become aggressive, withdrawn, or are showing poor learning behaviours. Parents need understanding of their own feelings and behaviours as well as those of their child.

**'Very knowledgeable, providing real personal experiences and solutions. I always felt supported and listened to.'**  
*2017 programme participant*

Thus to encourage long-term change, our programme focuses on developing understanding of adult caregiving rather than a skills. The different process used in the programme includes a therapeutic rather than

facilitative approach, which helps participants engage within the group and make sense of their experiences rather than focusing on how to set limits and apply consequences.

background and interest in running therapeutic parenting groups.

**‘Very thoughtful, passionate to help, comforting and empathetic.**

**Thank you so much!!’**

*2017 programme participant*

*Table: Parent’s anger and views of their teens*

	Frequency of anger with teen	Intensity of anger with teen	Total positive experience with teen
Improvement after the programme	-36%	-43%	+46%

Parent Help has also launched a psychoeducational programme for parents with children 6-10 years old. ‘Initiating Independence’ was offered in 2016/17.

(Measure is self-reported pre- and post-programme and is a three-year mean across all participants)

Patterns of anger are particularly reduced via parent’s exposure to the programme content and process. The shift in parents emotions, attitudes, and behaviours aggregates to a +46% improvement in factors relating to parent’s relationship with their teen. This appears an outstanding outcome given the commitment of only 16 hours.

The key to this programme's success is its use of therapists with knowledge of group therapy, human attachment and development, and family systems. This is also the limiting factor to offering this programme wider afield. There are limited numbers of therapists with the

## FAMILY THERAPY / COUNSELLING

Parent Help has always delivered an integrated support service for families, namely the Helpline followed by referral to our counselling/family therapy service and/or parenting programmes and is one of the few agencies which work holistically with both parents and children and with moderate to high-risk clients. This has resulted in an increase in families valuing the service.

This year we recorded 77 new clients in the family therapy/counselling service with a total of 329 follow up appointments. Open cases at the beginning of the year totalled 84. Again, in 2017, Parent Help has exceeded its contracted volume of clients and/or families with an increased number of referrals coming through Oranga Tamariki and Strengthening Families.

A major trend across all Parent Help services is the result of a breakdown in the relationship between parent and child. This can be due to parents' management of technology and social media and the associated lack of sleep impacting on school work and family relationships. This may, in part, be responsible for an increase in anger issues with children and young people with parents appearing to have limited tools to manage the anger and the non-compliance to house rules and normal daily routines.

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

*Comment from a mother of a teenager who was struggling at school and where there had been a total relationship breakdown*

Our statistics show that more families are attending counselling and family therapy and certainly more couples, including same sex couples, rather than single parents only. This is a very significant change from, say, five years ago. Single parents attending the service make up only 42% of total clients. However, single parent families continue to bring unique challenges in terms of lack of family support and lack of financial and other resources. Affordable services to assist families with parenting and other issues is a gap identified by a number of clients who are, often, also struggling with housing issues such as overcrowding or inability to access housing.

The impact of a parent's own childhood trauma has a major impact on their parenting style and on their ability to parent effectively. Most of PH's clients have experienced early trauma and relational difficulties and at least 2/3rds of couples have had physical and psychological abusive behaviours which impact their children. Working with couples therapeutically increases their ability to parent their children as dis-regulated and

insecure bonds between the couple markedly impact the mental health of children

A trend reflected on last year has continued, namely the broad range of clients from those who are high functioning to those with extremely severe depression or anxiety and probable or diagnosed personality disorders. As commented above, most of our clients suffer from early or mid-life relational trauma. Our counsellors and therapists supports these issues using an approach based on neuroscience-informed models.

A number of clients have been managed, and are continuing to be managed, through suicidal ideation. Where clients are referred on to other services or professionals, Parent Help actively manages the referral and provides the client with a wrap-around approach by collaborating with, for example, the client's doctor.

The continued development of our database means that documentation of risk and its management for the organisation is greatly improved. In addition any risk factor noted by counsellors is highlighted in the risk matrix which forms an integral part of the monthly report to the Parent Help Board.

In October 2016 Rob Surtees resigned from Parent Help to take up a training position with Fostering Kids N.Z. Rob had been with Parent Help for over three years and during that time had contributed much to the organisation, not least being the co-development – and presenting – of the parenting teens pro-

gramme. He even gave the programme its name, “Different Approach Different Response” which has become Parent Help's signature programme and one of the few therapeutically-based parenting programmes available for parents.

Early in 2017 we welcomed Mary Brownlow, Art Therapist. Mary has brought a different, but distinctive, therapy modality to Parent Help with her previous work around loss and grief. Mary has experience in engaging families, individuals and groups, particularly with children, using creative ways of communicating and healing using a strength-based approach.

# NATIONAL CHILDREN'S DAY



Parent Help celebrated National Children's Day on 3 March 2017 at the Civic Square event organised by Wellington City Council.

Students from four Wellington schools participated and it was a fun day with lots of rock painting, dancing, water balloon fights and other activities.





# THANK YOU TO OUR FUNDERS



# 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

- GiveALittle/parenthelp
- [www.parenthelp.org.nz](http://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



# PARENT HELP BOARD

John Ballingall, Deputy Chief Executive, NZIER

Douglas Pauling, Chair, The Treasure our Young Foundation

Nicola Pauling, Director, Voice Arts Trust

Arti Chand, Tax Lawyer

Christeen MacKenzie, Deputy Director General, Department of Conservation

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## **PARENT HELP**

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

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

**HELPLINE 0800 568 856**

# FINANCIALS

## **Parent Help Wellington Inc.**

### **Performance Report**

**Year ended 31 March 2017**

#### **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 5
Statement of Cash Flows	Page 6
Notes to the Financial Statements	Page 7-8

## INDEPENDENT ASSURANCE PRACTITIONER'S REVIEW REPORT To the Members of Parent Help Wellington Inc.

We have reviewed the financial statements of Parent Help Wellington Inc. on pages 3 to 8, which comprises the entity information, the statement of service performance, the statement of financial position as at 31 March 2017, the statement of financial performance 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 Financial Statements***

The Board is responsible for the preparation and fair presentation of these financial statements 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 financial statements that are free from material misstatement, whether due to fraud or error.

### ***Assurance Practitioner's Responsibility***

Our responsibility is to express a conclusion on the accompanying financial statements. 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 financial statements, 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 financial statements 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 these financial statements. Other than in our capacity as assurance practitioner we have no relationship with, or interests in, Parent Help Wellington Inc.

### ***Basis for Qualified Conclusion***

We were unable to confirm the comparative figures disclosed in the financial statements for the year ending 31 March 2016. Accordingly we were unable to confirm that the opening balances do not contain misstatements that materially affect the current period's financial results. We are therefore unable to express a conclusion on those figures or the results for the year ended 31 March 2017 to the extent that they might be affected by the balances at 31 March 2016.

### ***Qualified Conclusion***

Based on our review, except for the effects of the matter disclosed in the Basis for Qualified Conclusion paragraph, nothing has come to our attention that causes us to believe that the financial statements of Parent Help Wellington Inc. do 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 Inc. as at 31 March 2017,
- the financial performance and cash flows of Parent Help Wellington Inc. for the year then ended.

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

  
19 December 2017  
Staples Rodway Audit Limited  
Wellington

## Entity Information

<b>Legal Name of Entity:</b>	Parent Help Wellington Incorporated
<b>Other Name of Entity:</b>	Parent Help
<b>Type of Entity and Legal Basis:</b>	Incorporated Society + Registered Charity
<b>Registration Number:</b>	CC10475
<b>Entity's Purpose:</b>	Helping parents build resilient and positive families/whanau through our free parenting helpline and affordable parenting courses, counselling and mediation.
<b>Entity Structure:</b>	Governed by a Board comprised of elected members and representatives of major funders. The board employs the manager of the organisation.
<b>Main Sources of the Entity's Cash and Resources:</b>	Donations, Grants, Government contracts, provision of counselling and other services, interest.
<b>Main Methods Used by the Entity to Raise Funds:</b>	Donations are raised through the tele-marketing campaigns of the professional fundraising organisation Kiwifirst NZ Ltd.
<b>Entity's Reliance on Volunteers and Donated Goods or Services:</b>	Volunteers operate 7 days a week as Telephone Support Workers, giving advice to callers with parenting issues.
<b>Contact Details:</b>	
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.

	<i>Actual</i>	<i>Budget</i>	<i>Actual</i>
Description and Quantification of the Entity's Outputs:	<i>Mar-17</i>	<i>Mar-17</i>	<i>Mar-16</i>
Helpline - Client calls received	1,559	1,546	1,472
Parenting courses	4	6	6
Family / Individual Therapy - client sessions	482	491	467

Additional Output Measures:

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



**Parent Help Wellington Inc**  
 Performance Report  
 For the year ending 31 March 2017

<b>Statement of financial performance</b>		<i>Mar-17</i>	<i>Mar-16</i>
<b>Income</b>	Notes	\$	\$
Counselling, Mediation, Parent Education		24,522	22,296
Kiwifirst Donations - Received	3	654,910	630,811
- Fees paid	3	(425,389)	(410,023)
Grants	2	94,075	122,607
Interest received		7,790	9,631
Other donations	3	1,550	2,655
Sundry		-	144
<b>Total income</b>		<b>357,458</b>	<b>378,120</b>
<b>Less expenditure</b>			
Volunteer and employee related expenses		212,688	181,863
Costs relating to providing goods and services		176,980	127,344
Other expenses	1,6	10,290	5,876
		<b>399,958</b>	<b>315,083</b>
<b>Surplus for the year</b>		<b>\$ (42,500)</b>	<b>\$ 63,037</b>
(Transferred to Accumulated funds)			

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



**Parent Help Wellington Inc**  
Performance Report  
For the year ending 31 March 2017

**Statement of financial position** as at 31 March 2017

	<i>Mar-17</i>	<i>Mar-16</i>
	\$	\$
<b>Current assets</b>		
Cash on hand	392	300
Cash at Bank	74,807	88,524
Westpac Fixed Term Deposit	213,361	240,583
Accounts receivable	3,039	2,686
Accrued interest	3,166	3,691
GST receivable	1 24,517	27,867
<b>Total current assets</b>	<u>319,282</u>	<u>363,651</u>
<b>Non-Current assets</b>		
Fixed and Intangible assets		
<b>Total non-current assets</b>	1,7 25,256	22,937
<b>Total assets</b>	<u><b>344,538</b></u>	<u><b>386,588</b></u>
<b>Less liabilities</b>		
Accounts Payable	15,188	26,006
Staff Entitlements	18,457	25,917
Grants unspent	4 26,951	8,223
<b>Total current liabilities</b>	<u>60,596</u>	<u>60,146</u>
<b>Net assets/(liabilities)</b>	<u><b>\$ 283,942</b></u>	<u><b>\$ 326,442</b></u>

Signed on behalf of Parent Help Wellington Inc

Chairperson

11 December 2017

**Parent Help Wellington Inc**  
Financial Statements  
For the year ending 31 March 2017

**Statement of movements in equity**

	<i>Mar-17</i>	<i>Mar-16</i>
	\$	\$
Accumulated funds brought forward	326,442	263,406
Surplus for year	<u>(42,500)</u>	<u>63,036</u>
<b>TOTAL ACCUMULATED FUNDS</b>	<u><b>\$ 283,942</b></u>	<u><b>\$ 326,442</b></u>



**Parent Help Wellington Inc**

Performance Report

For the year ending 31 March 2017

**Statement of cash flows**

	<i>Mar-17</i>	<i>Mar-16</i>
	\$	\$
<b>Cash Flows from Operating Activities</b>		
<b>Cash was received from:</b>		
Donations, fundraising and other similar receipts	656,460	664,831
Fees, subscriptions and other receipts from members	-	4
Receipts from providing goods or services	136,973	110,431
Interest, dividends and other investment receipts	8,316	7,112
Net GST	3,350	(1,475)
<b>Cash was applied to:</b>		
Payments to suppliers and employees	833,575	696,025
<b>Net Cash Flows from Operating Activities</b>	<b>(28,476)</b>	<b>84,879</b>
<b>Cash flows from Investing and Financing Activities</b>		
<b>Cash was applied to:</b>		
Payments to acquire property, plant and equipment	(12,400)	(24,794)
Payments for / receipts from investments	27,222	(105,144)
<b>Net Cash Flows from Investing and Financing Activities</b>	<b>14,822</b>	<b>(129,938)</b>
<b>Net Increase / (Decrease) in Cash</b>	<b>(13,654)</b>	<b>(45,060)</b>
Opening Bank Accounts and Cash	88,853	133,912
Closing Bank Accounts and Cash	75,199	88,853
<b>Net Increase / (Decrease) in Cash</b>	<b>(13,654)</b>	<b>(45,060)</b>

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.

#### **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**

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.



**Notes to the Financial Statements Continued:**

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

	Mar-17	Mar-16
	\$	\$
Unspent grants brought forward from prior year	8,223	8,223
Ministry of Social Development	32,894	32,894
NZ Lottery Grants Board rec'd 2016	30,000	45,000
NZ Lottery Grants Board rec'd Mar 17	25,000	-
Dept of Internal Affairs (COGS)	4,200	9,200
Wellington City Council - Betty Campbell Accommodation	4,000	4,000
Thomas George Macarthy Trust	3,660	2,680
Mother Aubert Trust	-	4,300
T.O.Y. Foundation	10,000	10,000
Nikau Foundation	-	2,000
The Baby Factory	-	10,000
Infinity Foundation	-	1,920
Pub Charity Ltd	1,115	465
Pub Charity Ltd grant returned	(17)	-
Pub Charity Ltd	1,951	-
Hutt City Council	-	150
<b>Subtotal</b>	<b>121,026</b>	<b>130,830</b>
Funds unspent - March 2017	<u>(26,951)</u>	<u>(8,223)</u>
Net Grants recognised	<b><u>94,075</u></b>	<b><u>122,607</u></b>

**3. Donations**

Kiwifirst NZ Ltd - Donations received	654,910	
- Fundraising fee	(425,389)	229,788
Other	<u>1,550</u>	<u>2,655</u>
	<b><u>231,071</u></b>	<b><u>223,443</u></b>

**4. Grants unspent at 31 March 2017**

Ministry of Social Development	-	8,223
NZ Lotteries	25,000	-
Pub Charity Ltd	1,951	-
	<u>26,951</u>	<u>8,223</u>

**5. Lease commitments**

	Current	Non-current
Commitment to lease premises	41,500	69,167
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 2017.

**7. Fixed & intangible assets and depreciation**

	\$ Carrying value at beginning of year	\$ Depreciat- ion expense	\$ Carrying value at end of year
Equipment	2,378	1,710	4,518
Furniture & fittings	4,237	892	7,785
Intangible assets	16,321	8,019	12,952
	<u>22,936</u>	<u>10,621</u>	<u>25,255</u>

These notes form part of the financial statements



Parent Helpline

0800 568 856

Parent  
Help For Parent and  
Family Support