

# PARENT HELP

ANNUAL REPORT  
2018-2019

*HELPING PARENTS  
BUILD RESILIENT AND POSITIVE FAMILIES/WHĀNAU*

# CONTENTS

3	Empowering parents
5	Director's report
8	Telephone Support Workers
9	Volunteers and Board
10	Professional development
12	Our services: Helpline
16	Our services: Parenting courses
17	Our services: Family therapy and counselling
19	Thank you
20	We need your support
22	Financials

# EMPOWERING PARENTS

Parent Help is a Wellington-based not-for-profit organisation.

We support parents and whānau build resilient and positive families through our free parenting Helpline, affordable counselling and parenting courses



# THE YEAR IN NUMBERS



## GROWING INITIATIVES

Counselling services in Auckland  
Parenting course for parents of 6-12 years old

# DIRECTOR'S REPORT

In 2019, Parent Help celebrates 30 years supporting parents and families and helping to keep children safe. The current members of Parent Help are immensely proud of the commitment of those past Boards, staff and volunteers who set the organisation's kaupapa back in 1989 and which we continue to honour today. In an article I was reading recently I came across a comment from Hillary Clinton about parents and families: "There's no such thing as other people's children". In other words, perhaps, "It takes a village to raise a child".

This oft quoted African proverb expresses a philosophy whereby mothers, or parents, are not expected to raise their child alone – that to do so reflects badly on the wider family and community all of whom have a role to play in supporting the parents.

At Parent Help, we are committed to supporting parents. We know that for many of our Helpline callers we fulfil that important role of extended family or community. Encouragement, education, acceptance of difference and a non-judgmental approach inform our approach in supporting parents to nurture their children and keep them safe.

A much more pragmatic interpretation of the African proverb, and one which I believe we would all subscribe to, is from another U.S. First Lady, Michelle Obama, who said "It truly takes a village to raise children. Build your village wherever you are. It will be your salvation and keep you sane". If only we could make this happen for everyone - certainly the current discourse around families in Aotearoa is focused on the benefits of this approach.

In the counselling room and on the Helpline, we frequently hear from parents who lack whānau or friends able to help in rearing the children and supporting the parents. The reasons for this are as varied as the families themselves. However, a breakdown in family relationships often removes the support of the wider whānau. Hopefully, the Government's wellbeing strategy will help us all focus on ways we can be part of 'the village' that all parents need at some time in their child's life.

2018/19 has been an unusual year for Parent Help: almost a "year of two halves". The first half was business as usual despite being short-staffed for much of that time. We count among the highlights benefitting from expert 'marketing' strategies – thank you Dan; being accepted as agency of the month for Kaffee Eis, and planning for another successful Street Appeal aimed at raising Parent Help's profile.

During the year there was uncertainty for agencies contracting with Government as a result of the changes taking place in Oranga Tamariki - Ministry for Children. In June, Oranga Tamariki held a regional hui for service providers focussed on working together and reporting to agencies on Oranga Tamariki's progress one year on. New legislation will come into effect in July 2019 to cement the working together approach. The national Budget and new financial year will also clarify contractual issues.

Funding applications and seeking sustainable funding is an on-going task for not-for-profits and we take this opportunity to thank all the donors and funders that have supported Parent Help this year. Your acknowledgement of the significance of the work we do in supporting parents in Aotearoa is greatly appreciated.

Over the past number of years Parent Help Boards have focused on building our assets to help ensure our future sustainability. In 2018 the current Parent Help Board included in their strategic priorities a decision to increase staff remuneration to acknowledge their skills and professionalism and to better reflect the increas-

ing complexity of the work being done in the organisation.

The first half of the year also involved the Board's decision to future-proof Parent Help by increasing the senior management team with two new positions being established, namely Executive Director and Manager, the latter being a combination of the previous Helpline Coordinator's role and part of the Manager's responsibilities. In late October 2018, we welcomed Chris Mulder to Parent Help – and to New Zealand - as the new Manager.

Towards the end of the year the Board also approved an IT upgrade, replacing our ancient computers. Fibre finally came to Victoria Street and with it a greatly appreciated increase in broadband speed.

Highlights of our service delivery included the training of Telephone Support Workers for Wellington and for the "Auckland Project" and the beginning of Parent Help family therapy and counselling at the Lifeline office in Greenlane. Welcome to Olivia who is both our Auckland counsellor and one of our Auckland TSWs. We developed a new parenting programme for parents of 6 – 12 year old children with the working title "Initiating Independence". A successful pilot was run in cooperation with Owhiro Bay School in May.

Throughout the year we continued to participate in various partnership meetings, including Oranga Tamariki's Partner Response, Strengthening Families, Te Rito Family Violence Network and Community Network Wellington. Chris took on the Lead Agency role for Strengthening Families allowing Parent Help to be fully involved in that process once more.

We continue to build relationships with organisations throughout New Zealand that share our vision, to ensure that clients on the Helpline are referred to the most appropriate agencies in their area. As a result of an earlier parenting programme for Syrian refugees through Red Cross we are now providing the "Parenting in New Zealand" session for the refugee orientation programme in Wellington.

In December, we sadly said farewell to Katrina Jacobsen, psychotherapist and developer and presenter of our popular programme for parents of challenging teens. Kate began with Parent Help as a volunteer student counsellor and last year completed the requirements of the Association of Psychotherapists. Go well, Kate.

If it takes a village to raise a child, it takes a team of committed, enthusiastic staff and volunteers to make all of the above happen! My thanks to Chris and the office team in both Auckland and Wellington, Patricia, Trine, Preet, Mary, Pam, Heather, Stephanie and Olivia for another successful year and our volunteer Telephone Support Workers for continuing to work on the frontline, assisting families across Aotearoa, with all their complexities.

To Arti Chand, Chair of Parent Help, and Board members Doug, Nicola and Samara, my appreciation and thanks for your on-going support and guidance.

Dale Powles

*Executive Director, Parent Help*

*December 2019*



Parent  
Help

# 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

Parent  
Help

# 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

Parent  
Helpline

**0800 568 856**

Available from 9am to 11pm - 7

Parenting can be a hard  
and often challenging

You can call us for support  
advice on your parenting issue

Parent Help provides the Child Abuse Prevention

We listen!

We listen!

Parent  
Help

# Parent Helpline

**0800 568 856**

Available from 9am to 11pm - 7 days

Parenting can be a hard job  
and often challenging

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

Parent Help provides the Child Abuse Prevention

Parent  
Help

# Parent Helpline

**0800 568 856**

Available from 9am to 11pm - 7 days

Parenting can be a hard  
and often challenging

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

Parent Help provides the Child Abuse Prevention

Parent  
Helpline

**0800 568**

Available from 9am to 11pm

Parenting can be a hard  
and often challenging

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

Parent Help provides the Child Abuse Prevention Parent

We listen!

We listen!

We listen!

# TELEPHONE SUPPORT WORKERS

Our Helpline is staffed by a combination of paid Telephone Support Workers (TSWs) during office hours and volunteer TSWs after hours.

In 2018 and 2019 our volunteers answered 20.1% of all our calls, totalling just short of 360 calls, but, more importantly they volunteered over 1,100 hours of their time. It is by no means an exaggeration to say that volunteers are the lifeblood of our helpline.

Our TSWs are highly trained and highly skilled with, currently, 60% holding a post-graduate qualification in counselling or a related field and 30% in the process of completing their studies.

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 involved. Following a period where trainees “practice” taking calls in the office under supervision to gain confidence, they are put on the monthly roster to take Helpline calls at home.

We are extremely conscious that our volunteers are working independently from their homes. This requires Parent Help to ensure that all TSWs have the very best possible support, are able to de-brief at the time of a difficult call and receive regular clinical supervision. Ensuring that best practice is maintained and that our TSWs feel supported and confident is a priority. We do this through monthly clinical supervision as well as having a senior member of staff available for spot debriefs at all time.

*“Thank you for the beautiful card and goody bag from the last workshop, I really appreciate it and it’s a pleasure to be part of a wonderful team plus such amazing rewarding volunteering work.”*

Parent Help regularly evaluates the Helpline service. We offer call backs to all our callers and often assess the initial call’s advice and strategies given at time of the call back. The number one response from our call back assessments are that having *“a real person on the end of the line who was warm and understanding and listened made all the difference”*.

Thoughts from a new Telephone Support Worker:

*“Though it’s been four months on the helpline and I feel I learn something new all the time. I learnt ‘what it really means to listen and connect’ with the people and take on board what they are going through. I learnt to be more empathetic. It’s a learning curve and you learn things as you go on. We offer an early intervention service to parents and caregivers who have limited support around them or don’t want to be judged by their family and friends on their parenting skills. We offer a non-judgmental ear that they can pour their feelings onto. We often get challenging and complex calls from the parents of teenagers and my own experiences as a parent helps a lot in doing this job. It helps to build the connection and a sense of belongingness with the caller”.*



# VOLUNTEERS

**Afrin, Ashley, Ana, Dale, Florence, Heather, Heidi,  
Isadore, Jen, Judith, Kaye, Laurel, Mere, Peri, Sarah, Sonia, Taih**



# BOARD

**Arti Chand (Chair)**

*Lawyer, Arti Chand Tax Law*

**Douglas Pauling**

*Chair, The Treasure our Young Foundation*

**Nicola Pauling**

*Director, Voice Arts Trust*

**Prithul Samara Fischer**

*Recruitment Consultant, Execucare*

# PROFESSIONAL DEVELOPMENT

At least twice a year, volunteer Telephone Support Workers come together to develop their skills and knowledge aimed at ensuring callers to the Helpline receive the best possible support and information.

## A day with NZ Police

Inspector Penny Gifford, New Zealand Police, presented the work of the Family Harm Unit including the new Integrated Network Approach, the process of Protection Orders, and workshopped ways TSWs can be more effective when dealing with calls around family harm. In sharing her own experiences Penny provided useful information and skills which TSWs could use to support Helpline clients.

*“Penny was amazing. So interesting and helpful to hear about things from her perspective. Was hanging on her every word! Very happy to feel more informed” (A TSW).*

Parents struggling with their child’s challenging behaviour is a common theme on the Helpline. Often the TSW will recommend the assistance of Police Youth Aid. Sergeant Arnold Politini, our second speaker of the day, outlined the work of Police Youth Aid, and their responses to parents struggling with a child’s behaviour together with the way the Integrated Network Approach works on the ground. The presentation gave TSWs valuable insight and information into Police processes to share with parents calling the Helpline.

## Oranga Tamariki and Working with Trauma

The work of Oranga Tamariki was the focus of PD day in November with Vicki Carmichael, Manager of the Wellington office of Oranga Tamariki, explaining the operational working of O.T. and, especially, the changes since the new organisation came into being with its focus on early intervention. O.T.’s expectations of our response to possible child abuse calls was extremely useful in clarifying their notification procedures.

The afternoon session was conducted by Kathryn Berkett from Engage Training. Her workshop on “Working with Trauma – a Neuroscience Session” led us through the intricacies of working with and supporting those who may have experienced early trauma. The workshop gave us a much deeper understanding of why trauma can have long-term effects on behaviour and mental and physical health.

*“Engaging presentations. Effective presenters and helpful information. Got a chance to meet other lovely people” (TSW).*



# OUR SERVICES: HELPLINE



Another busy year on the Helpline with calls becoming increasingly complex and challenging. A total of 1822 new calls were made to the helpline with a further 220 calls being general enquiries or client related.

The Helpline continues to provide space for parents to off-load and support for them to work through their own emotions during difficult times. If necessary, we can refer callers to professional counselling services and support in their local area.

Calls are diverse and range from everyday parenting issues such as teaching a toddler to cooperate to suicidal ideation of teens – and sometimes - younger children.

There has been a significant increase in calls from parents of primary age children with issues normally associated with adolescence. Aggressive and angry behaviours with episodes more frequent and long-lasting are common, particularly when associated with screen time. Parents often comment that their child “doesn’t seem to care about the effect the behaviour has on the rest of the family”. Analysis of the calls from parents of teenagers record many calls around a lack of consistent and clear boundaries necessary in managing the typical, but transitory, teenage traits of defiance, mood swings, and the impact of peer pressure. Establishing boundaries around the use of technology and coping with the teen’s non-compliance is a continuing challenge for parents. Parents coping with the transition from teen to young adult find the transition difficult, especially when drugs, lack of motivation and harmful decision making are involved.

The most complex and distressing calls involving teenagers are those where the teen is exhibiting suicidal ideation, depression and anxiety. These calls are increasing both in number and in severity with referral options being limited – and patchy - throughout Aotearoa.

*“It was good to hear someone else’s opinion on the issue. It was reassuring. The TSW explained it nicely ‘how to put myself in Alex’s shoes in terms of what he has been going through in his life’. Since the call to Parent Help we haven’t had any conflicts. Things settled down after that crisis. I called in the heat of the moment and was worried if he would make it to the school the next day. Things settled as he returned home. There is more ‘openness’ from him as things have calmed down. Call was useful and I could get things off my chest. The TSW asked me relevant questions and things settled down rather than ‘escalating’. She handled it well and helped me understand it from my son’s perspective” (Helpline caller).*

At the other end of the age range are calls from parents of toddlers and young children. Often parents are seeking reassurance and validation that all is going well and that they are “on track” with their parenting and the behaviour of their child is developmentally appropriate.

The Helpline continues to offer a safe space for all parents, family/whānau and caregivers to discuss their concerns. It is satisfying to note that the number of male callers continues to follow the upward trend of the last few years – hopefully an indication that fathers are more directly involved in the parenting role.

*“My son’s behaviour is progressing and there has been a lot of improvement in his behaviour. The support worker suggested me to implement practical strategies and steered me in the right direction. She helped me by listening and speaking. My ability to cope up with his behaviour has significantly improved. I haven’t been to a GP for assessment and it’s not on the cards at the moment. She handled it well and brilliantly explained it to me” (Helpline caller).*

## **Being on the Helpline - Preet’s story**

I have been on the Helpline for almost two years now and no day is the same. It's challenging and rewarding at the same time. There is a diversity of callers from all over the country and every one comes with a different story and varied life experiences.

Callers often want you to be a ‘sounding board’ and others want to be given a wide range of parenting strategies for managing their children. Some need reassurance and validation to see if they are on the right track, others want to know ‘if it's okay for them to feel that way.’ Some aren’t sure about what would help them and want to unravel the knot in their parenting styles.

With parenting there is no one rule book to refer to. It’s a demanding job.

For callers, the fact that we exist provides reassurance that if all else fails, and if they run out of options, there is a friendly voice at the end of the Helpline ready to listen, to lend an empathetic ear and provide suggestions to help get back on track.

Parent Help is the only organisation providing a dedicated national child abuse prevention service.



# CHILD ABUSE PREVENTION HELPLINE

The prevention of child abuse has been a part of the work of Parent Help since it began in Wellington 30 years ago. Our vision that all children are raised in strong and resilient whānau living free from abuse and neglect informs our practise, with Telephone Support Workers on the Helpline being trained to identify potential child abuse and family harm. Our assessment tools include a simplified version of the Tuituia model used by Oranga Tamariki, which assists in the evaluation of the call and in determining the possibility of child abuse or neglect.

The interest of the child is always paramount in supporting callers to make a report of concern to either Oranga Tamariki or the Police, or when the notification is made direct from Parent Help.

Many calls are for support and assistance around how to stop the cycle of abuse in their families or to check out if their concerns around a child require further action.

Statistical data indicates that 33% of callers reported 'suspected abuse' and 27% actually admitted that abuse was happening within their family. The most common form of abuse recorded is physical abuse or assault followed by a disturbing statistic around sexual abuse, namely the increasing incidence of sexualised behaviour and sexual abuse child on child.

Such calls can be distressing and TSWs are encouraged to contact the supervisor immediately after the call to de-brief and to bring the call to clinical supervision. In many cases, parents making the calls are wanting to know the best way to talk to their child about the situation. In the case of abuse by a child a referral to such agencies as HELP Foundation or WellStop is often the most appropriate recommendation.



# A TYPICAL HELPLINE CALL

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

Samantha and her 15 year old daughter, Jen, have recently moved here. Samantha is a single mother and a full-time student.

Samantha says that Jen is “defiant , rude and disrespectful” and complains about being lectured by her mother. She is non-compliant and challenges her mother’s decisions. Jen wants to party with friends at night but Samantha is opposed to this due to cultural constraints.

Samantha lacks support here and Jen’s dad takes little responsibility for Jen’s behaviour. Jen often feels lonely and has threatened to kill herself. Samantha has bought Jen a play station and books to occupy her. She has exhausted all possible avenues of help and is wanting to know how to approach the situation.

## **Suggestions from Telephone Support Worker:**

- Discussed developmentally appropriate behaviour (what it is normal and acceptable) and adjustment issues (moving countries isn’t an easy task). Cultural barriers are in the way of settling. Talked about typical traits of teenagers: moodiness, egocentricity, dramatic behaviour and challenging boundaries and family norms.
- Think about the communication style/patterns within the family and find ways to effectively communicate with your daughter. Have one-to-one time frequently, and provide undivided attention, support and an empathetic ear. “Talk less, listen more”.
- Be consistent with rules and boundaries. Finding opportunities to praise and appreciate daughter which would reinforce good behaviour. Remind her of times she achieved well in the past. Remember to have reasonable consequences for behaviours.
- Focus on the relationship: emphasised improving and nurturing the relationship with her daughter. Having good support and connection would help her to resist peer pressure.
- Behaviour Contract: draft a formal agreement with daughter’s input and put in rewards/consequences, boundaries.
- Reflect back on own teenage years and the transition phase.
- Encouraged to seek counselling or to attend a parenting course.
- Referred Samantha to ‘Ages and stages’ section of PH website.

# OUR SERVICES:

## PARENTING COURSES

During 2018/19 Parent Help continued to offer the successful “niche” therapeutic parenting programme ‘Different Approach Different Response’ (DADR); the “Parenting in New Zealand” sessions for the Red Cross Refugee Orientation Programme, and the new programme “Initiating Independence” for parents of primary age children.

### **Different Approach Different Response**

The DADR programme delivered excellent results, encouraging long-term change. Its success is evident in the participants’ pre- and post -evaluations which typically indicate a 40% increase in the parents’ capacity to parent their teen.

*“Non-judgemental, supportive, empathetic responses. I now feel more confident not just in my parenting but also in other relationships. Enjoyed the group setting, worked well for me” (Course participant ).*

Huge thanks to Mitre 10 Mega in Petone who hosted this programme throughout 2018. Your support and generosity are greatly appreciated.

### **Red Cross Refugee Orientation Programme**

Parent Help facilitated the “Parenting in New Zealand” sessions for the Red Cross Orientation programme for new refugee families throughout the year. The information is delivered through interpreters for each language group ( sometimes up to six language groups) which makes for a very lively session.

Topics covered include parenting styles, parenting in a new environment; and age-appropriate discipline with emphasis on alternative strategies to physical discipline.

### **Initiating Independence**

Following the successful pilot of 2017, and further research and development of the programme, “Initiating Independence” was held at Island Bay and Berhampore schools. The programme’s purpose is to provide information and build skills to create improved family relationships. The six sessions are designed to empower parents to solve behavioural issues and to help them communicate with and support their child. Each session includes group discussions, practical tasks and the sharing of ideas with other parents, creating a safe and relaxed space in which parents can share their own family stories and issues.

# OUR SERVICES: FAMILY THERAPY AND COUNSELLING

As with the Helpline, parents need a neutral zone to talk, reflect and process their feelings and fears and to get validation and encouragement. The multiplicity of roles that modern day parents juggle include teacher, nurturer, coach, executive team leader, advocate, rule keeper, chef, problem solver and counsellor and therapist for their kids.

For solo parents it is an almost impossible task to fit everything together, but they do a mammoth task

Much of the work with clients in Wellington and Auckland is psychoeducational as parents are challenged not only by their role but also by the developmental needs of children.

Increasing dilemmas for parents and carers are managing the use of technology at home and the difficulties associated with integrating it into the school curriculum. Children are expected to have online skills but without it becoming a dominating influence and choice for leisure time.

More common are referrals for families in situations where there is parallel parenting with estranged ex-partners sharing parenting responsibility with step parents and, by necessity, having to respond to complex family demands.

Our therapists work with a wide range of clients of varying ages, ethnicities, genders and family status. The average number of sessions per client is 6, with a range of short (1 – 3) sessions to long-term work.

The effects of counselling and/or family therapy are not always obvious at the time. However, sometimes we hear back from a family one or two years after their involvement with Parent Help such as the comments below from “M”:

*“Dear Parent Help,*

*I left a couple of books for you as I'm proud to say my nearly 18 year old is a complete delight.*

*And says how grateful he is how I was there for him over the turbulent teens ... I could never have navigated this without Parent Help's support ... Thank you for being there for so many of us.”*

With our counsellors and therapists working in an increasingly challenging environment, accessing both clinical training and regular professional supervision is non-negotiable with new training opportunities being made available to all staff.



Our annual Street Appeal was held in September 2018  
with collectors out on the streets of Wellington.

Thank you to all who donated to support our work with families!





# THANK YOU

We are immensely grateful to all the organisations listed and to the many individual donations which have enabled us to continue supporting parents and families throughout Aotearoa. Your continued interest in the work we do supporting families is greatly appreciated.

- COGS Hutt Valley
- COGS Manukau
- COGS Wellington
- COGS Whitirea
- Freemasons Foundation
- GoogleAds
- Kaffee Eis
- Kiwi First donors
- Lottery Grants Board
- Menzshed Wellington
- NZ Post
- PubCharity
- Southern Cross Garden Bar Restaurant
- Southern Trust
- Spark Foundation
- Thomas George Macarthy Trust

# WE NEED YOUR SUPPORT

## 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

## Ways to 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



# FINANCIALS

Baker Tilly Staples Rodway Audit Limited  
Level 6, 95 Customhouse Quay, Wellington 6011  
PO Box 1208, Wellington 6140  
New Zealand

**T:** +64 4 472 7919  
**F:** +64 4 473 4720  
**E:** wellington@bakertillysr.nz  
**W:** www.bakertillysr.nz



## 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 ('Parent Help') on pages 2 to 9 which comprise the entity information, the statement of service performance, the statement of financial position as at 31 March 2019, the statement of financial performance, the statement of cash flows, and a summary of significant accounting policies and other explanatory information.

#### *Board's Responsibility for 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.

This report is made solely to Members of Parent Help, as a body. Our review work has been undertaken so that we might state those matters which we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than Parent Help and Members of Parent Help, as a body, for our review work, for this report or for the opinions we have formed.

#### *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 performance report, taken as a whole, is 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 Audits or Reviews of Historical Financial Information*.

Baker Tilly Staples Rodway Audit Limited, incorporating the audit practices of Christchurch, Hawkes Bay, Taranaki, Tauranga, Waikato and Wellington.

Baker Tilly Staples Rodway Audit Limited is a member of the global network of Baker Tilly International Limited, the members of which are separate and independent legal entities.



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 this performance report.

Other than in our capacity as assurance practitioner we have no relationship with, or interests in, Parent Help.

*Conclusion*

Based on our review, nothing has come to our attention that causes us to believe that the performance report of Parent Help 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 as at 31 March 2019,
- the financial performance and cash flows of Parent Help for the year then ended;

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



Baker Tilly Staples Rodway Audit Limited

20 September 2019

Wellington, New Zealand



---

---

## **Parent Help Wellington Inc.**

### **Performance Report**

**Year ended 31 March 2019**

#### **Contents**

Entity Information	Page 2
Statement of Service Performance	Page 2
Statement of Financial Performance	Page 3
Statement of Financial Position	Page 4
Statement of Cash Flows	Page 5
Notes to the Performance Report	Page 6 - 9
Review report	Page 10

**Parent Help Wellington Inc**  
**Performance report**  
**For the year ended 31 March 2019**

**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 175 Victoria Street, Te Aro, 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-19</i>	<i>Mar-19</i>	<i>Mar-18</i>
<i>N.B. Actual figures were higher but data was not always recorded.</i>			
Helpline - Client calls received	1,789	2,178	1,972
Parenting courses	3	4	5
Parenting workshops	4	0	0
Family / Individual Therapy - client sessions	664	620	605

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.

**Parent Help Wellington Inc**  
Performance Report  
For the year ending 31 March 2019

**Statement of financial performance**

		<i>Mar-19</i>	<i>Mar-18</i>
<b>Income</b>	Notes	\$	\$
Revenue from providing services		30,051	30,088
Donations, fundraising and other similar revenue		680,755	704,915
Grants	2	111,152	400,460
Interest received		14,169	12,091
Other		1,017	878
<b>Total income</b>		<b>837,144</b>	<b>1,148,431</b>
<b>Less expenditure</b>			
Costs relating to fundraising		233,655	244,095
Volunteer and employee related expenses		282,337	203,467
Costs relating to providing goods and services		400,975	402,296
Other expenses	8	9,884	11,702
		<b>926,850</b>	<b>861,560</b>
<b>Surplus / Deficit for the year</b>		<b>\$ (89,707)</b>	<b>\$ 286,872</b>
Transfer to (from) T.O.Y. Reserve		\$ (40,000)	\$ 240,000
Transfer to accumulated funds		\$ (49,707)	\$ 46,872

*This statement must be read in conjunction with the notes to the Performance Report.*

3



**Parent Help Wellington Inc**  
**Performance Report**  
For the year ending 31 March 2019

**Statement of Financial Position**

	<i>Mar-19</i>	<i>Mar-18</i>
	\$	\$
<b>Current assets</b>		
Cash on hand	260	260
Cash at Bank	93,620	158,105
Westpac Fixed Term Deposit	209,259	203,912
Accounts receivable	1,922	1,584
Accrued interest	16,344	9,016
Prepayments	759	-
GST receivable	14,178	29,434
<b>Total current assets</b>	<u>336,342</u>	<u>402,311</u>
<b>Non-current Assets</b>		
<b>Investments</b>		
Westpac Fixed Term Deposit	160,000	200,000
Fixed and intangible assets	7      37,764	17,881
<b>Total assets</b>	<u><b>534,105</b></u>	<u><b>620,192</b></u>
<b>Less liabilities</b>		
Accounts Payable	16,455	15,719
Employee Cost Payable	36,544	21,153
Unused donations and grants with conditions	2      -	12,504
	<u>52,999</u>	<u>49,376</u>
<b>Net assets/(liabilities)</b>	<u><b>\$ 481,106</b></u>	<u><b>\$ 570,816</b></u>
 <b>Accumulated Funds</b>		
Accumulated Surpluses	281,106	330,814
T,O,Y, Reserve	200,000	240,000
<b>Total Accumulated Funds</b>	<u><b>\$ 481,106</b></u>	<u><b>\$ 570,814</b></u>

Signed on behalf of Parent Help Wellington Inc



Chairperson

Date: 20/9/19

*This statement must be read in conjunction with the notes to the Performance Report.*

4



**Parent Help Wellington Inc**  
**Performance Report**  
**For the year ending 31 March 2019**

**Statement of Cash Flows**

	<i>Mar-19</i> \$	<i>Mar-18</i> \$
<b>Cash Flows from Operating Activities</b>		
<b>Cash was received from:</b>		
Donations, fundraising and other similar receipts	791,907	636,481
Receipts from providing goods or services	17,511	30,966
Interest, dividends and other investment receipts	6,841	6,241
Net GST	15,306	(4,917)
<b>Cash was applied to:</b>		
Payments to suppliers and employees	(900,936)	(393,358)
<b>Net Cash Flows from Operating Activities</b>	<b>(69,371)</b>	<b>275,413</b>
<b>Cash flows from Investing and Financing Activities</b>		
<b>Cash was received from:</b>		
Receipts from investments	40,000	0
<b>Cash was applied to:</b>		
Payments to acquire property, plant and equipment	(29,767)	(1,700)
Payments to purchase investments	(5,347)	(190,551)
<b>Net Cash Flows from Investing and Financing Activities</b>	<b>4,886</b>	<b>(192,251)</b>
<b>Net Increase / (Decrease) in Cash</b>	<b>(64,485)</b>	<b>83,162</b>
Opening Bank Accounts and Cash	158,365	75,199
Closing Bank Accounts and Cash	93,880	158,365
<b>Net Increase / (Decrease) in Cash</b>	<b>(64,485)</b>	<b>83,166</b>

*This statement must be read in conjunction with the notes to the Performance Report.*

5





**Parent Help Wellington Inc**  
**Performance Report**  
**For the year ending 31 March 2019**

**Notes to the Performance Report:**

**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 performance report 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 Performance Report are reported using the accrual basis of accounting.

**Going Concern**

The performance report 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 society is a charitable organisation for taxation purposes and does not attract income taxation. The society has fully complied with all statutory conditions for tax exemption.

**Property, plant and equipment**

The cost of purchased assets is the consideration given to acquire the assets and the value of other directly attributable costs which have been incurred in bringing the assets to the location and condition necessary for their intended service. Costs include finance cost directly attributable to the purchase of these assets,

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 method and rates applied are as follows:

<b>Asset Class</b>	<b>Method</b>	<b>Rate</b>
Plant and equipment	Diminishing value	25 % - 48%
Furniture; fittings	Diminishing value	15 % - 25%
Intangible assets	Diminishing value	48%

**Accounts Receivable**

Accounts Receivable is stated at the estimated realisable value. Amounts not considered recoverable have been written off when identified as such.

**Goods and Services Tax**

Parent Help Wellington Inc. is registered for GST. The performance report have been prepared on a GST exclusive basis, except for debtors and creditors which are stated inclusive of GST.

**Interest received**

Interest received has been accrued in the performance report at balance date.

---

---

**Parent Help Wellington Inc**  
**Performance Report**  
**For the Year ended 31 March 2019**

**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.

**Bank and cash**

Bank accounts and cash in the Statement of Cash Flows comprise cash balances and bank balances (including short term deposits).

**Investments**

Investments are measured initially at cost. At each balance date the society will assess whether there is any indication of impairment.

**Accounts Payable**

All accounts are paid as they fall due, and all known liabilities for events occurring before balance date have been accrued.

**Employee cost payable**

Employee cost payable is initially measured at the amount earned for the entitlement of the amount that has been withheld from wages and salaries already paid.

**Parent Help Wellington Inc**  
**Performance Report**  
**For the year ending 31 March 2019**

**Notes to the Performance Report Continued:**

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

	<i>Mar-19</i>	<i>Mar-18</i>
	\$	\$
Unspent grants brought forward from prior year	12,504	26,951
Ministry of Social Development	33,154	32,892
NZ Lottery Grants Board	20,000	25,000
Dept of Internal Affairs (COGS)	8,000	8,000
Thomas George Macarthy Trust	3,660	3,660
Freemasons	30,000	-
T.O.Y. Foundation	-	281,003
John Ilott Trust	-	1,500
Nikau Foundation	-	5,000
Pub Charity Ltd unused grant returned	-	(103)
Pub Charity Ltd	3,833	-
Pelorus Trust	-	1,000
Wellington Community Trust	-	10,000
Four Winds Foundation	-	3,061
Anonymous grant	-	15,000
<b>Subtotal</b>	<b>111,152</b>	<b>412,964</b>
Funds unspent - March	-	(12,504)
<b>Net Grants recognised</b>	<b>111,152</b>	<b>400,460</b>

**3. Lease commitments**

	<i>Mar-19</i>	<i>Mar-18</i>
	\$	\$
Commitment to lease premises - current	27,667	41,500
Commitment to lease premises - non-current	-	27,667
	<b>27,667</b>	<b>69,167</b>
Commitment to purchase an intangible asset on completion of development	-	3,500

**4. 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.

**5. Significant events after balance date**

There are no significant events subsequent to the balance date and up to the time of preparation of this Performance Report that materially affect the position as it existed at 31 March 2019.

**6. Contingent liabilities**

There are no contingent liabilities or guarantees as at balance date (2018: Nil)



For the year ending 31 March 2019

7.

**Schedule of fixed and intangible assets, depreciation and amortisation for the year ended 31 March 2019**

	Date of Purchase	Description	Cost	Accum Depn	Opening Book Value	Additions (Disposals)	Sale loss or Write off.	Months In use	Depreciation Rate	SL/DV	Dep'n	Closing Book
<b>Fixed assets</b>												
<b>Plant &amp; Equipment</b>												
	May 09	Computer & printer (Acer)	1,110	1,109	1		(1)					
	Mar-14	Computers x 2 / notebook x 1	2,690	2,501	189		(189)					
	Mar-14	Computer: MT DEL OPTIPLEX	413	384	29		(29)					
	Oct-14	Printer: Brother MFC-9340CDW	508	453	55			12	48%	DV	26	29
	Dec-15	Phone & 4 x headphone sets	1,496	725	771			12	25%	DV	193	578
	Nov-16	Data Installation (Telecommunications Patchbox)	3,310	1,086	2,224	-		12	25%	DV	556	1,668
			<b>9,527</b>	<b>6,258</b>	<b>3,269</b>	<b>-</b>	<b>(219)</b>				<b>775</b>	<b>2,275</b>
<b>Furniture &amp; Fittings</b>												
	Feb-15	Chair: Ersp Synchro, no arms, mesh back	625	372	253			12	25%	DV	63	190
	Apr-15	Security door	4,457	1,720	2,737	-		12	15%	DV	411	2,326
	Dec-16	Door to TSW room	3,573	688	2,885	-		12	15%	DV	433	2,452
	Jan-17	Furniture 2 x chairs, sofa	867	158	709	-		12	15%	DV	106	603
			<b>9,522</b>	<b>2,938</b>	<b>6,584</b>	<b>-</b>	<b>-</b>				<b>1,013</b>	<b>5,571</b>
<b>Intangible assets</b>												
	Feb-07	MYOB	292	292	0		-					
	Mar-07	MS Windows XP Pro SP2	443	442	1		(1)					
	Apr-07	MS Office 2007	953	952	1		(1)					
	Oct-15	Software: Filemaker	833	662	171			12	48%	DV	82	89
	Nov-15	Website	6,000	4,702	1,298			12	48%	DV	623	675
	Nov-15	Computer Server system	4,008	3,141	867		(867)					
	Mar-16	Database	8,000	5,923	2,077			12	48%	DV	997	1,080
	Mar-17	Database	4,650	2,329	2,321	-		12	48%	DV	1,114	1,207
	1/10/17	Database	1,700	408	1,292	-		12	48%	DV	620	672
	Jan-19	PCs x 6, laptops x 2, screens x 8, software, server				29,767		3	48%	DV	3,572	26,195
			<b>26,879</b>	<b>18,851</b>	<b>8,028</b>	<b>29,767</b>	<b>(869)</b>				<b>7,008</b>	<b>29,918</b>
<b>Total assets</b>												
			<b>45,928</b>	<b>28,047</b>	<b>17,881</b>	<b>29,767</b>	<b>(1,088)</b>				<b>8,796</b>	<b>37,764</b>
<b>Reconciliation to GL</b>												
		Opening balance Cost Price	\$	45,928								
		add additions	\$	29,767								
		less disposals	\$	(1,088)								
		Less accum depreciation at end of year	\$	(36,843)								
		Closing balance Cost Price	\$	37,764								

This schedule forms part of the Performance Report

9



# PARENT HELP

Level 4, 175 Victoria Street  
Wellington

Tel: 04 802 5767  
Email: [info@parenthelp.org.nz](mailto:info@parenthelp.org.nz)  
[www.parenthelp.org.nz](http://www.parenthelp.org.nz)  
[facebook.com/parenthelpinc](https://facebook.com/parenthelpinc)

**HELPLINE 0800 568 856**

*HELPING PARENTS  
BUILD RESILIENT AND POSITIVE FAMILIES/WHĀNAU*

