



ANNUAL REPORT 2021

32nd Edition

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ABOUT US

Te Whare Awhero (Hope House), originally known as Hornby Presbyterian Community Trust, grew from Hope Church and has been providing community and social services in Hornby and the Greater South West of Christchurch for over 30 years. Our mission is to bring hope to anyone in need and we do this by providing affordable counselling, community development, as well as child and family support services.



OUR VALUES

Whanau

We are established in the knowledge that we do not stand alone.

Community

We stand with our community.

People

We value people and meet everyone with love where they are at.

Integrity

We bring honesty, openness, professionalism, and ethical practice in all that we do.

BRINGING HOPE

Good news for the poor, healing for the broken, peace for those who hurt, freedom for those imprisoned.

Luke 4: 18-19

CHAIRMAN'S REPORT

2021 has seen both consolidation and expansion of Trust operations.

In February, the sale of 36 Amyes Rd - the previous location of Te Whare Awhero (Hornby Presbyterian Trust) - was completed which generated funds to retire debt, including the mortgage on the property owed to Hope Presbyterian. Our new facilities at 413 Main South Road have been fully used and in December, we celebrated our first anniversary there. Much collegiality was evident and each Te Whare Awhero staff team presented a cultural item, ably assisted by Mike Murray, our kaiārahi.

This year has seen a number of personnel changes. At the Trustee level, Bill Penno and Shirley Thorner, our long-serving trustees stepped down in May. I wish to acknowledge my gratitude for their guidance of the Trust during years of development and challenge. Jo Pomare also resigned to take care of an expanding family. To replace them, we welcomed Geoff Angus, Jim McClintock and Julie Stufkens, while Hope Presbyterian's representative on the board changed from Esther Sabey to Rob Key. At the Staff level, Jude McLean took over the role of Counselling Manager upon Rachelle Pickering's departure.

What do I observe happening at TWA? I see lots of mahi – funding applications, recruitment processes and work on contracts and policies. Into all this, Covid-19 lockdowns intruded once again with the additional

burden of preparing for the traffic light system and vaccine mandates. How to keep ourselves and the people we serve safe became a focus.

When it comes to funding applications, charitable funding enables our provision of subsidised counselling so that it is available to all who need it. It supports Community Development projects like Project Gilberthorpe, offering counselling, drama-based groups and sports activities to children at Gilberthorpe School. With our mission to bring hope to our community, these examples show TWA in action. The diligence, commitment and vision of Director, Carey Ewing, has been instrumental in the Trust finishing the year in a healthy financial position and realising new opportunities to serve our community.

It is also fitting to acknowledge the commitment and expertise of the staff in Counselling, Mana Ake, Horizons OSCAR, Community Development, Finance and Administration. Without them, the work of the Trust would quickly grind to a halt. Thank you also to my fellow Trustees for their guidance in providing governance of the Trust.

My thanks to God for his providence in 2021.



Colin Price
Chairman



COUNSELLING

Our affordable counselling service is run as a social enterprise, giving us the ability to provide professional counselling to people in need while reducing financial barriers to community access. Based from our purpose-built offices at 413 Main South Road, our team of counsellors provides community-based counselling, Employee Assistance Programmes, and school-based support services in five different schools.

Our Counselling team throughout 2021 provided a total of 1,796 professional counselling sessions which was an increase of nearly 700 sessions from the previous year. The increase would largely be accountable to the fact that we had settled into our new premises in 413 Main South Road and the Counselling team was well-established to provide counselling support to meet the growing needs of the community through self-referrals, agency referrals and Employer Assisted Programme providers.

We were able to offer 117 free sessions as well as a total of 912 subsidized sessions through our sliding payment scale to support our vision that all should have access to counselling.

We continue to strengthen relationships with Hope Presbyterian and support them through the August lockdown period, offering free phone and Zoom sessions as part of our Covid response to the community.

Staff changes included a change in the Counselling Manager role in June, where we bid farewell to Rachelle

Pickering as she pursued her private practice and was replaced by myself, Jude.

Our school counsellor, Sarah Walker continues to serve at Christchurch Adventist School while at the end of Term 3, her counselling work at Isleworth Primary School was replaced by our counsellor, Alex McClelland. Alex provided counselling support for the first two school terms at Rolleston Primary and Wairakei Road Primary schools where he connected well with the parents of the tamariki he was seeing. Unfortunately, this arrangement ended due to the loss of funding for this initiative.

Heading into 2022, we have a second intern joining our Counselling team and we hope to maintain or increase the number of sessions for our community in spite of the uncertainties and disruptions during this pandemic.



Jude McLean
Counselling Manager



The support our daughter received through Te Whare Awhero's counselling services has been invaluable. We had been exploring avenues of support for her as some life changes had been impacting on her wellbeing but finding accessible support we could afford was difficult.

The Horizons OSCAR Hardship Fund, with some funding from UpstreamNZ, allowed us to access support that would have otherwise been unattainable at the time.

This support has meant so much to our daughter and us as a family. She loved her counsellor and found having a space that was just hers, where she had the freedom to talk openly, really helpful. We have seen some meaningful change in her and are so grateful for the Horizons OSCAR funding that provided this opportunity.



1796



sessions provided

62%



increase in sessions

912



subsidised sessions

800



hours of counselling in 5 schools

HORIZONS OSCAR

Our Horizons OSCAR Before School, After School and Holiday programmes provide a safe and fun place for children to be. This social enterprise is funded through a mix of subsidised fees charged to parents and caregivers, and through our own fundraising activities. We currently provide this service to mainly low decile schools in the Greater Hornby area.

Horizons Oscar has continued to be a well-established childcare provider which offers fun and interactive supervised programmes in a safe environment.

Overall, our programmes have been well-attended during 2021 with an average of 63 children attending our After School programmes per week, 34 children attending our Before School programmes per week, and 60 children attending our two holiday programmes per week. Attendance has been up and down during the year due to the impacts of Covid.

Other impacts of Covid resulted in us having to lose two of our key staff, a Supervisor and the Driver of our van. We were able to appoint internally for the Supervisor position and continue to seek the right person for the driving position.

Our Wigram programme continues to grow and is now at capacity most days. With our St. Bernadette's programme also at capacity on some days during the week, we looked into opening a new programme at Gilberthorpe School. The

Gilberthorpe School programmes have been set up to start at the beginning of 2022, enabling us to take new registrations at our St. Bernadette's programme. Towards the end of 2021, we also launched a promotional campaign aimed specifically at promoting our South Hornby programme.

We know that for some of the children, the staff they encounter through Horizons OSCAR are some of the most reliable and constant adults in their lives and this gives us the chance to bring them hope and joy.

The average number of children who attend per week:



We look forward to 2022 and all that it brings us.



Marie Robson
Horizons OSCAR Manager



In 2021, we set up our OSCAR Hardship fund which allowed us to target financial relief to the families and children we are working with. As a result, we were able to help families who would have struggled to afford the full cost of our programmes.

We were also able to offer our October School Holiday programmes to three families who would have never been able to utilise the programme without the help of the OSCAR Hardship fund, giving these children holiday experiences they would not have otherwise received.



16472



individual Before School
& After School sessions

3117



individual School
Holiday sessions

200



families supported

MANA AKE

Mana Ake provides mental health and wellbeing support to school children in years 1 to 8 across Canterbury. Te Whare Awhero (Hope House) is one of 12 NGOs partnering with the Canterbury DHB and the Ministry of Education to provide mental health services in Canterbury primary schools. We are proud to be able to support our tamariki to develop personal resilience, positive social skills and build healthy self-esteem. Our team of kaimahi (workers) work within the Hornby area and across Canterbury.

The Mana Ake team at Te Whare Awhero continues to respond to the many different needs of children and their parents while supporting children in this stage of their growth.

A new parenting programme called “Tuning into Kids” has proved to be a big highlight and very well-received by the parents and caregivers who have completed it. The programme focuses on parents and caregivers better understanding the emotional needs of their children and so, be better able to coach them through different stages of parenting. Staff have reported that it is not uncommon to hear a number of "Aha" moments or epiphanies during the programme.

2021 is the year when Mana Ake went from being a pilot programme, rolled out as a direct response to the effects of the Christchurch earthquakes on children’s wellbeing, to being acknowledged as an incredibly effective

approach creating great outcomes for children, leading it to gain government support to be launched across the whole of New Zealand.

This transition from pilot to nationwide has come with a few challenges for different agencies to navigate, including a reduction in overall funding resulting in a decrease of staffing numbers across the board. For Te Whare Awhero, this challenge was met with the creation of a new role, enabling us to move one of the Mana Ake team members into a new Mana Ake Team Leader and Community Support role.

Staff has also seen the pressure that many of the schools' leadership teams have been under in the last few years. Through Mana Ake, they have been well-placed to simply check in and provide encouragement as they seek the best way forward for their different schools.

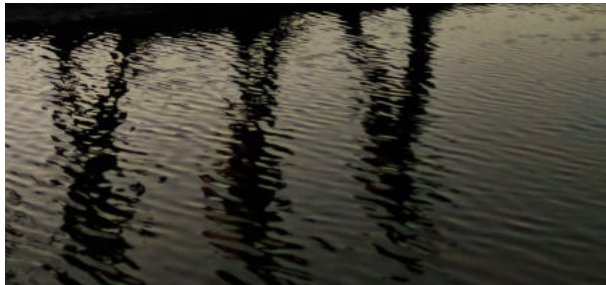


“

[Mana Ake] was helpful for our daughter but also a great source of support for us as a whānau.

I would absolutely recommend [it].

”



143



children supported

50+



parent drop-in sessions

10



group programmes run by Mana Ake staff

COMMUNITY DEVELOPMENT

One of our core values at Te Whare Awhero is that "we stand with our community" and our Community Development arm leads the way in this for us. Whether it be welcoming new residents and helping them build new networks, saying yes to anyone who knocks on our door asking for help, or collaborating with other community groups to meet the collective needs of the community we live within, it all contributes towards our mission of bringing hope.

In 2021, Te Whare Awhero took on an active role in the community, recognising the need to support those in our local area. We strive to embody the community part of our legal name, "Hornby Presbyterian Community Trust."

One way that we supported the community in 2021 was through our visitation programme. So far, we have welcomed 45 residents to the Greater Hornby Area and each were gifted a welcome pack that included a variety of information on community groups, events and services, as well as some sweet treats and vouchers from local businesses. One resident said that the "welcome pack was a beautiful gesture," while another added that it made them feel "a part of Hornby." This project also allowed Te Whare Awhero to build key relationships with other social service agencies, community groups and schools, and strengthen bonds with Hope Presbyterian Hornby.

From February to July, we hosted two Masters in Social Work students who conducted a Community Survey which engaged with 260 participants through an in-person survey and an online version. The survey was designed to create an opportunity for residents of the Greater Hornby Area (Hornby, Hei Hei, Broomfield, Islington, Wigram, Sockburn) to express their perceptions and experiences about living in the community. The survey indicated that many residents already felt a strong sense of

community and were generally connected to groups in the area. However, the survey also displayed that there were opportunities to develop greater support and, in particular, for young people. In July 2021, the survey results were presented by the students to local leaders and community organisations. Looking ahead, the information and views collected in the community survey will allow Te Whare Awhero to direct our services to meet the needs of the area.

The end of winter last year also saw us launch Seed Sunday, an annual event where we work with churches across Canterbury to collect packets of seeds that will go towards local community and school gardens, and vegetable gardens within Christchurch Men's and Women's Prisons. Through Seed Sunday, our local community will be able to enjoy freshly grown veggies, while the men and women inside our local prisons get to grow and harvest fresh produce that will go back to those in need through City Harvest (Food Rescue Canterbury). In partnership with Hope Presbyterian Hornby, Hope Presbyterian Rolleston, Riccarton Community Church, Ilam Baptist Church, Redeemer Church and West Church, we collected over 400 donations of seeds and seed packets, with the potential to grow tens of thousands of vegetables for the community!



Vicky Reid
Community Development



“

There's a real sense of belonging that people have to this geographic area but also, a sense of responsibility to each other

”



260



interviewed
for the Greater Hornby
Community Survey

45



Welcome to Hornby packs
gifted

400+



seed packets
& various other seeds
donated

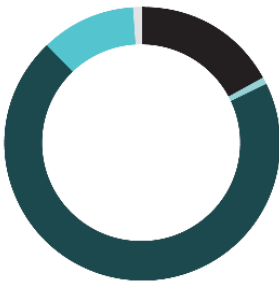
FINANCIAL OVERVIEW

INCOME SUMMARY 2021



	2021	2020
Counselling	\$165,554	\$106,526
OSCAR	\$392,435	\$325,509
Mana Ake	\$461,530	\$461,238
Grants & Donations	\$181,515	\$190,879
Other	\$49,771	\$14,723
Total	\$1,250,805	\$1,098,875

EXPENSES SUMMARY 2021



	2021	2020
Programme Costs	\$217,065	\$182,391
Staff Expenses	\$6,257	\$6,214
Salaries & Wages	\$867,293	\$760,966
Overheads	\$140,905	\$101,366
Other	\$17,450	\$13,120
Total	\$1,248,970	\$1,064,057

Overall, the Trust was able to grow its income in line with the growth of new expenses and so, creating a small surplus.

The introduction of the new sliding fee scale for the counselling service and the increase of grants received for the Counselling Support Fund showed an increase of 55% for our Counselling department.

Our Horizons OSCAR department also saw a funding increase of 20% for the year, supported in part by attracting external funding which helps us to reduce the cost of this service to low-income families.

Te Whare Awhero expenses grew by 17% during the last year, mainly driven by the move into new premises with higher rent and operating costs flowing through into higher overhead costs.

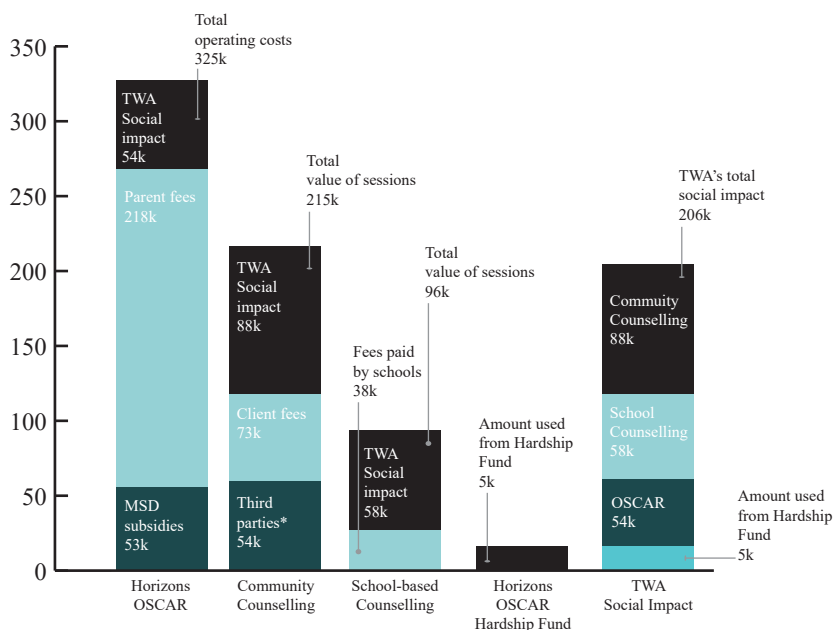
In February 2021, Te Whare Awhero sold their property at 36 Amyes Road and fully repaid their historical mortgage loan with Hornby Hope Church. The surplus generated from this sale helped to fund the move into our new premises.



Jo-Anne Gillies
Finance Manager

SOCIAL IMPACT

SOCIAL ENTERPRISES & SOCIAL IMPACT SUMMARY 2021



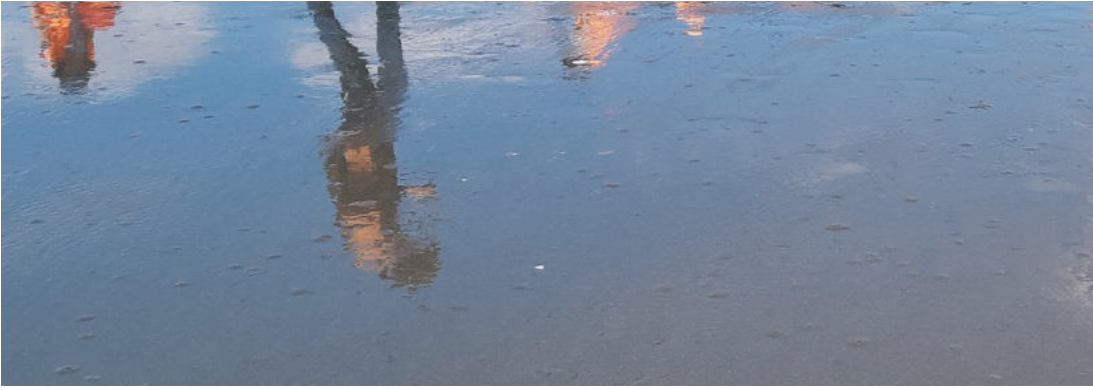
*These include Employee Assistance Programmes and from Right Service Right Time

HORIZONS OSCAR

The Horizons OSCAR programme work to provide a safe, fun and affordable place for kids to be Before School, After School and during the School Holidays. The programme is funded through a mix of parent fees, Ministry of Social Development support and from our own fundraising work. We operate in a number of low decile schools and work hard to keep the cost of the programme as low as possible which includes seeking external funding and in 2021, we introduced our Hardship Fund so we could also provide financial assistance.

COUNSELLING

Te Whare Awhero provides low cost, professional counselling services to people in need across the community, based from our offices in Hornby and with our in-school counselling service. We cover the cost of these services through two core methods: applying a sliding payment scale and through our Counselling Support Fund, enabling us to top-up the fees for those unable to afford the service.



DIRECTOR'S REPORT

2021 was a year for reaffirming the work of Te Whare Awhero (Hope House) and building up our foundation to secure the potential of the future. We started the year by gathering together on our first Staff Day, reflecting on the journey of the Trust from its beginnings in the 1990s to the present day. This was a time to ensure that we were staying true to the mission of the Trust: to bring hope to those in need in our local community. We also examined our shared values which guide and support us to stay true to our mission. Out of this came the wall art which now hangs in our boardroom and is featured on the front page of this report. It is placed here to constantly remind us of our "why" and our "how."

As part of our focus on securing our foundations, we also identified new areas which needed development and support for us to be world-class in what we do. IT systems have been updated, new offices were opened and a new van for Horizons OSCAR secured. Mike joined our team as a Bicultural Support Advisor, Jude as our Counselling Manager, Christine with her skills in communications and Martin for IT support. Underpinning this was

the roll-out of new funding and communications strategies to help us secure the support we need (we finished the year breaking even !!!!) and to be better able to tell our stories to our stakeholders.

Alongside this, we're actively building our relationships with other community groups in the greater Hornby area, enhancing our ability to collectively respond to community needs such as the small matter of a once-in-100-years global pandemic. As part of this process of reaching out to our community, we were able to interview 260 people from across the greater Hornby area and ask them to give us their insights on what made Hornby a great place to live in and what would help to make it better. This research has helped to inform our next steps for 2022.

With these foundations in place, we continue to look ahead to the question of what's next and how we can continue to work on our collective mission of bringing hope to those in need across our community. And boy, do we have some ideas for that.



What's next for 2022. We have been able to employ Ingrid Ewing-Daff in a new Community Support Worker role, improving our ability to support those who knock on our doors asking for help with life challenges.

Our counselling service will explore how we can bring an Employment Assistance Programme to local Hornby employers, improving our ability to operate as a social enterprise and continue to provide low-cost, professional counselling services to people in need.

We will continue to explore other social enterprise initiatives which both advance our mission and help us secure the financial support we need. We have a small business sponsorship programme called “Hope Champion” which we will be seeking to release in 2022 as well.

Our Horizons OSCAR programme is looking to expand out in Gilberthorpe School, creating a fourth center and being an active part of our partnership with the school.

The partnership with Gilberthorpe School - providing free counselling support, community drama connections, the Epic Sports programme, bicultural support and parenting classes - will also be up and running in 2022, designed to help children to expand their horizons and release their potential. These are all building towards the development of a proposal for a longitudinal whānau support (LWS) programme where we walk alongside struggling families from when their children start school until the end of high school and beyond.

So as always, we will continue to fly kites and pray for wind. By this we mean we will continue to be fearless in trying new ideas and God will support and enable those whose timing is right to fly high.

I look forward to reporting back on these outcomes in the 2022 report.



Carey Ewing
Director

ACKNOWLEDGEMENTS

We want to offer a big thank you to our supporters and partners who share our mission of bringing hope. Your support makes a significant difference in the work we do for those in need in our community. Thank you!

ANZ Staff Foundation
 Blogg Charitable Trust
 Christchurch Adventist School
 Christchurch City Council
 Citizens Advice Bureau Hornby
 COGS
 Corcoran French Lawyers
 Dovedale Reformed Church
 Gilberthorpe School
 Greater Hornby Residents' Association
 Hope Presyterian Church
 Hornby Community Centre
 Hornby High School
 Hornby Rotary
 Ilam Baptist Church
 Isleworth School
 Mana Ake
 Maurice Carter Charitable Trust
 Ministry of Social Development
 Rata Foundation
 Redeemer Church

Riccarton Community Church
 Right Service Right Time
 Rolleston School
 Salvation Army Hornby
 South Hornby School
 St Bernadette's School
 SWP Commercial
 Sutherland Self Help Trust
 Thank You Payroll
 The David Ellison Charitable Trust -
 managed by Public Trust
 The Strathlachlan Trust - managed by
 Perpetual Guardian
 Upstream NZ
 Vision College
 Wairakei School
 West Church
 Wigram Primary School
 Workplace Support
 126 On The Corner





Purchase goods or a service through Upstream, nominate us as your Good Cause and support us in our work of strengthening the wellbeing of young people!



tewhareawhero.org
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