



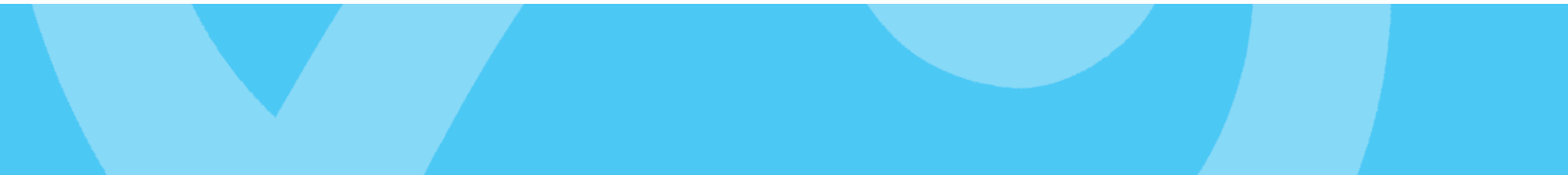
New Zealand Council Of
Christian Social Services



New Zealand Council of Christian Social Services
ANNUAL REPORT



2020-2021



The New Zealand Council of Christian Social Services

The New Zealand Council of Christian Social Services (NZCCSS) represents over 250-member organisations that provide a range of social support services across Aotearoa. Our members include some of the most recognised and highly regarded names in social service provision. Their mahi at the flax roots of communities informs our deep understanding of the everyday lives and struggles of New Zealand's most vulnerable.

We believe in working to achieve a just and compassionate society for all, through our commitment to our faith and Te Tiriti o Waitangi.

We have six foundation members: the Anglican Care Network, Baptist Churches of New Zealand, Catholic Social Services, Presbyterian Support and the Methodist and Salvation Army Churches.

We are...

213 delivery sites

In **55** towns & cities throughout Aotearoa New Zealand

Providing **38** types of services

Delivering over **1,000** programmes

Involving **17,000** volunteers

Employing **5,000** full-time workers

And **7,000** part-time workers

Find out more about the work of NZCCSS on our [website](#).

President's report

Yet this I call to mind and therefore I have hope: Because of the LORD's great love we are not consumed, for his compassions never fail. They are new every morning. Lamentations 3: 21-23

Elected as President of the New Zealand Council of Christian Social Services (NZCCSS) in November 2020, I follow Salvation Army representative Ian Hutson. Thank you, Ian, for your wise stewardship. My involvement with NZCCSS over years, including as a past Executive Officer and Policy Group and Council member, has given me a deep respect for the work of NZCCSS. It is a privilege to serve as President.

This year we also elected a new Vice-President, Renee Rewi. From the beginning Renee and I decided we wanted to work very much as a team, and so I thank Renee for all her mahi and support throughout this year. Our first key task in our roles as President and Vice President, was the recruitment of a replacement Executive Officer. Trevor McGlinchey had held the role for just short of 14 years, leaving at the end of 2020 to take up a position with his iwi. Thank you, Trevor, for your considerable investment in building the scope and work of NZCCSS.

The response to our recruitment drive provided an excellent range of applicants. With thanks to my Council colleagues taking part in the process, we were very happy to select and appoint Nikki Hurst as NZCCSS' new Executive Officer. Nikki took the helm in late March and hit the ground – not just running – but sprinting. In the short time of her tenure, Nikki has undertaken and shepherded a significant amount of work, encompassing introductions and relationship building, consultations and submissions. Nikki and the secretariat have done a great job of getting through a big workload under difficult COVID-impacted circumstances.

Council representation changed during the year. Salvation Army representative Jono Bell replaced Gerry Walker, and Baptist Church representative Murray Penman replaced Lisa Woolley. Gerry's and Lisa's years of serving have been greatly valued. Also new to Council is Presbyterian Support NZ National Executive Officer Dr Prudence Stone. We warmly welcome Jono, Murray and Prudence. Already, we have enjoyed their contribution around the table.

With both new governance and new executive leadership there is an inevitable impetus to look at the organisation with fresh eyes – its structure, its systems and procedures. Within the reporting year, Carol Barron and Sister Margaret Martin did the mahi to present a revised and refreshed set of Governance policies for Council approval, and Council also began looking at how our existing structures and systems can be improved. Ensuring that NZCCSS is a relevant and future-focused organisation will be an ongoing priority in the 2021-22 year.



COVID-19 and the need to respond and operate in an ever-changing environment dominated the rest of the year. For the Council itself, it has meant shifting to meeting largely online, which has its pros and cons. While the more relational aspects of in-person meetings is less, the greater ease in securing people for meetings on Zoom rather than flying them to Wellington has increased opportunities for participation and is a learning we'll lean into as we focus on reviewing our strategic plan in 2022.

Of course, the impacts of COVID-19 extend beyond Council itself to our member organisations, who have had to flex responsively as restrictions have been imposed, often with short notice, and which impact significantly on service demand and delivery. The experience this year is different from 2020. Delta's impact on the vulnerable is more significant and the demand on our members heavier. Our members have worked tirelessly to deal with the impacts on the people they serve, at the same time as delivering business as usual. This they have done in the face of increasing workforce pressures. NZCCSS, in collaboration with other social services bodies, has initiated engagement with government to keep these issues before the nation's decisionmakers.

COVID-19 has exposed the inequities in our society. They are inequities that have existed in Aotearoa New Zealand for decades. But the pandemic has heightened the extent and broadened the awareness of the gaps. Arguably rightly, Government has most sharply focused on universal measures to limit the devastating impacts experienced internationally. But attending to the 'urgent' has hindered progress in the 'important' work of changing the structural flaws that fuel poverty and inequity in our country. The pandemic has perhaps reminded us that poverty and inequity are public health issues. For all of us, if we get to live in warm dry affordable homes, have secure access to nutritious food, and have income we can live on, we are less vulnerable and more able to deal with life crises, including health crises.

About all that is certain about the future right now is that we will be living in a COVID environment for a long time. However, also certain is that NZCCSS will continue its work to look out and to speak out for those who are among the least in our communities.

He taonga rongonui, Te aroha ki te tangata
Kindness towards people is a great treasure

Bonnie Robinson
NZCCSS President

Executive Officer's report

Walk in wisdom toward outsiders, making the best use of the time.
Colossians, 4:5

<i>Ko te Ahumairangi te maunga e rū nei taku ngākau</i>	<i>Te Ahumairangi is the mountain that speaks to my heart</i>
<i>Ko te-Manuka-O-Hoturoa te moana e mahea nei aku māharahara</i>	<i>The Manukau harbour is the sea that alleviates my worries</i>
<i>Nō Waiau Pa ahau</i>	<i>I am from Waiau Pa</i>
<i>E mihi ana ki ngā tohu o nehe, o Whānganui-a-Tara e noho nei au</i>	<i>I recognise the ancestral and spiritual landmarks of Wellington</i>
<i>Ko Nikki Hurst ahau, Kaiwhakahaere NZ Council of Christian Social Services</i>	<i>I am Nikki Hurst , Executive Officer of the NZ Council of Christian Social Services</i>



With its depth of history, long commitment to justice, compassion and honouring Te Tiriti, it is an honour to be leading the New Zealand Council of Christian Social Services.

I have stepped into the role of Executive Officer, conscious of those giants on whose shoulders I stand, and with the intention to honour their achievements, seek my own path, and build on the mana and legacy of the secretariat.

First, a mihi to Trevor McGlinchey, who handed on the leadership of NZCCSS in December of 2020. Trevor left having hugely enhanced the mana and achievements of NZCCSS. I am grateful to him for the well respected and well-funded organisation I have inherited. I am grateful too to the NZCCSS team for steadily bridging the transition.

In joining the secretariat in March 2021, I stepped into what, now (some 16 weeks into the Delta outbreak), seems like the eye of the hurricane. All was still. Plans were tentatively made. As a nation, we were confident that Aotearoa was the safest place to avoid the pandemic. We were excited to see many of the recommendations of WEAG evident in Budget 2021. We were hopeful for change through Tā Wira Gardiner's appointment to Oranga Tamariki, and very interested to begin engaging with our new Minister for Seniors. This was all, while grappling with changes to care standards, workforce issues and, always, looking to serve the vulnerable in our society.

Those early months saw a focus on connection, spending time meeting those wonderful humans called to serve on our policy groups, the incredible leaders on the Council and phenomenal humans committed to Kore Hiakai. Not least, it was

a time of getting to know the rawe team who staff the secretariat. The work of the secretariat could not occur without the time, commitment and generosity of all of these people. I am deeply grateful for your support, energy and service.

It was also a time of developing relationships with our external partners, funders and those in local and national government, sharing with them the voices of our member organisations and those they serve. We engage with these opportunities to support planning, policy and strategy development, build collaboration, make plans for the future and complete work on existing initiatives. Highlights across this period include sharing perspectives for change with Tā Wira Gardiner, capturing the experiences of our members in data collation, and attending the budget lockdown.

And of course, with change, comes more change. Work began on reviewing operational systems and planning for future development - building on what already exists and planning to enhance this. Looking forward, I hope to continue to be guided by the mana and legacy of the past, responsive to the present, and preparing for the future. A personal commitment to connection, collaboration and innovation will help me lead our team to enact the values of NZCCSS, Hope, Positive Change, Voice of our People, Resilience and Sustainability.

We will need these values to guide us, as we continue to work towards a just and compassionate society, that enacts te Tiriti o Waitangi.

Ka mua, Ka muri
Explore the past, from it shape the future

Nikki Hurst
NZCCSS Executive Officer

Policy group convenors' reports

Children & Family policy group

Over the last year, the Children & Family Policy Group (C&F PG) has emerged as a purpose-driven community of practice. Our commitment has been to ensure our members' ability to serve children and family in our communities, as we support one another to lead this space.

Our membership shared the challenges of a growing demand for their services alongside increasing pressure on the sector workforce. The impacts of lockdowns and restrictions has resulted in growing numbers of families seeking help whether for counselling, food provision, budgeting, accommodation assistance, youth accommodation support, child and family services, or other supports. However, the ability to meet this rapidly increasing demand further highlighted existing staffing and funding challenges. This relates to a number of pressures including training pipelines, fair remuneration levels but most of all, general scarcity of experienced, qualified people.

Ensuring our members had the ability to respond to the latest requirements of Section 7AA of the Oranga Tamariki Act was the aim behind a joint venture capability building initiative delivered during the year. *Tiaki Tamariki Whakamana Whānau* and *Good Information for Child Wellbeing* were developed by NZCCSS and Social Service Providers Aotearoa (SSPA) to support our members in improving outcomes for children and families and in keeping children safe.

2021 saw the culmination of the mahi leading into the regulation of social work. NZCCSS and the C&F PG focused on ensuring members were informed, able to engage with the process, and had access to available support within the timeframe. Changing leadership within Oranga Tamariki, and the shift to a regional focus remain of high interest to the group. We would like to thank Oranga Tamariki representatives for their continued commitment to offer briefings to our group.

Children & Family policy group members for this year were: Tracey-Leigh Peters – Convenor (Iosis, Auckland), Fred Astle (VisionWest Community Trust Auckland), Andrea McKenzie (Wesley Community Action, Wellington), Judy Matai'a (Anglican Trust for Women and Children, Auckland), Graeme Munford (Catholic Family Support, Hamilton), Renee Rewi (Catholic Family Support, Hamilton), Pam Waugh (Salvation Army, Wellington).



Impacts of Poverty & Exclusion policy group

This year we welcomed three new members from across the motu to the Impacts of Poverty & Exclusion Policy Group (IP&E PG).

The IP&E PG revisited its role, purpose and function in relationship to the secretariat and policy advisers. We affirmed that we are committed to giving a voice to the issues faced by the poor and excluded members of our society and to continue to advocate for policies that will prevent and alleviate poverty and ensure safe, secure, affordable housing. The real issues that many people in our communities struggle with daily is highlighted by each member organisation's on-the-ground experience.

Housing was identified as a particular area of focus. The policy group initiated that NZCCSS explore a research proposal into affordable and appropriate housing in communities of need. This was with the view that any housing solution needs to be put in the context of the community in which it is occurring. A question considered in all of this was what point of difference from a Christian theological perspective could NZCCSS voice in the public arena that would offer alternative opportunities to the current housing options available for low-income people and whānau. Our conversation is ongoing.

During the period of this annual report, which included COVID-19 lockdowns, the IP&E policy group were fortunate to be able to meet in person twice in Wellington and via zoom three times.

Impacts of Poverty & Exclusion policy group members for this year were:

Margaret Martin – Convenor, (Sisters of Mercy Wiri, Auckland), Carol Barron (Methodist Alliance, National), Jono Bell (The Salvation Army, Wellington), Sarah Mulcahy (Anglican Care, Waiapu) Jan Rutledge (de Paul House, Auckland), Mike Tonks (Catholic Social Services, Dunedin), and Naomi Tuipulotu (Housing First, Christchurch).



Older People's policy group

The ongoing COVID-19 response made its presence felt for Older People's Policy Group (OP PG) members throughout the year, particularly for our Auckland-based members. We are grateful that despite the restrictions and demands of yo-yoing alert levels, OP PG members continued to be available and to make their valuable contributions to the work of the group.

The group membership expanded during the year, in line with our resolve to broaden our focus alongside that of residential care. Working with NZCCSS's Impacts of Poverty & Exclusion policy group, we expressed concern to the Banking Ombudsman over the digital disenfranchisement of New Zealanders in vulnerable circumstances. The discontinuation of cheques, especially, will be a barrier for many older people in making and receiving payments. The increasing costs of access to medical care was the basis of a meeting between NZCCSS President Bonnie Robinson and Executive Officer Nikki Hurst with the Minister for Seniors. Housing affordability and the need for age-friendly spaces in housing developments were also raised with the Minister.

Residential care issues still remain a significant focus of the group especially around workforce constraints. Migrant workers have filled an acute shortage of nurses and carers in the aged care sector. However, changes made to temporary work visas in February 2021, exacerbated by the NZ Nurses Organisation pay claim that sees many aged care nurses decamp to better paid DHB roles, have staffing levels across NZCCSS's membership at crisis point. We are working collaboratively with other sector organisations to put this crisis in front of decision makers and New Zealanders. Nicola Turner has been instrumental in providing an expert voice on our behalf on this issue, which is still playing out as we enter the new financial year.

A special thanks to Bonnie Robinson for her serving as OP PG convenor for six years. Bonnie stepped down as convenor during the year to take up the role as NZCCSS President.

Older People's group policy members for this year were:

Hilda Johnson-Boegarts - Convenor (Selwyn Institute, Auckland); Bonnie Robinson, (Howick Baptist Healthcare, Auckland); Nicola Turner (Enliven, Wellington); Maurice Burrows, (Enliven Services, Presbyterian Support Otago); Grant Taylor (Lifewise, Auckland); Jade Holland (Anglican Care Waiapu, Napier); Murray Penman (VisionWest Community Trust, Auckland).



Kore Hiakai report

He kai kei taku ringa: I have food / abundance at the end of my hands. He kai kei tātau ringa: We have abundance amongst us

2021 has seen [Kore Hiakai Zero Hunger Collective](#) cement our place as agents of systemic change. Our journey across the unpredictable and challenging year saw an inspiring range of outcomes both planned and unplanned.

This second year of mahi has seen the development of our principles of Mana to Mana' Practice in Community Food Distribution. This whakaaro grounds our work in Te Ao Māori and is the foundation for all we do.

We have responded to the lack of understanding of how much food is being distributed across Aotearoa as food parcels with the 'What is a Food Parcel?' research that resulted in the Aotearoa Standard Food Parcel Measure (including a nutritional guide for community food distributors).

We have reached out and connected community food organisations across Aotearoa through our interactive Community Food Organisation map, including 553 sites, 350 organisations, 200+ Foodbanks, 30 Food Rescue, 23 Pātaka Kai, 25 community meals, 220 Community gardens (205 are in schools), 5 fruit and veg co-ops, 32 New Zealand Food Network hubs.

We have supported the practice of community food organisations through a series of webinars in partnership with the MSD Food Secure Communities team, and a Kore Hiakai-led Academic Symposium.

All of this mahi has been achieved against the backdrop of the worldwide COVID-19 pandemic. Each lockdown presents unique challenges for those engaged in providing food assistance to those who experience moderate to severe food insecurity. Aotearoa has consistently continued to export high quality food across the world, highlighting that we do not have a food deficit, rather a lack of access and affordability to food for all.

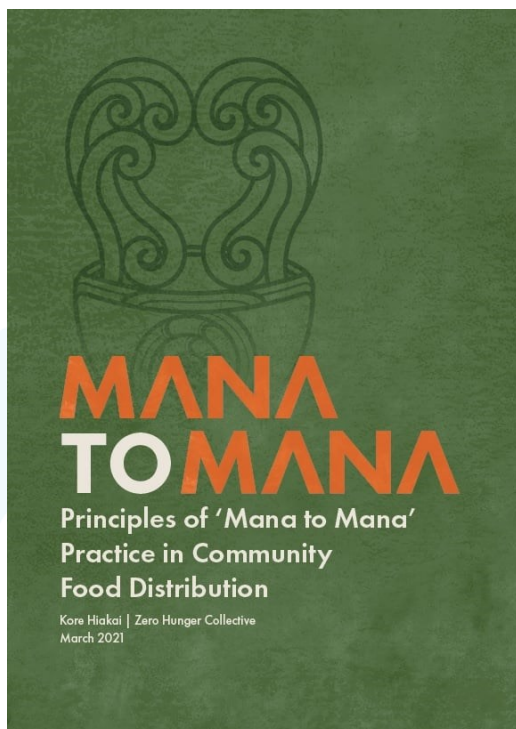
Each subsequent lockdown has exacerbated the number of people who experience food insecurity as personal and whānau resources become exhausted. Whilst there have been some incredible community responses and a shift to creating kai sovereignty, the reality in many communities is that much of Aotearoa New Zealand still cannot access affordable, nutritious kai.



Kore Hiakai Leadership Group as at year end: Helen Robinson (Auckland City Mission) and Murray Edridge (Wellington City Mission) as co-chairs, Zucchi Leonard (City Mission), Jono Bell (Salvation Army), Nikki Hurst (NZCCSS) and Sam Bogusz (VisionWest)

Thank you to the incredible leader of this crucial work - Tric Malcolm (Pou Ārahi) and the Kore Hiakai kaimahi team of Wayne Paaka (Pou Māori), Tammie Stroman (Kaitiuitui Kōrero), Jennie Sim (kairangahau) and Barbara Annesley (kairangahau).

A huge mihi to our funders – MSD, Todd Foundation & Lloyd Morrison Foundation, to the Todd Kai Sovereignty Community of Practice and the PMP & Todd Systems Change Community of Practice, to our Food Secure Communities partners – MSD, NZFN & AFRA, to the numerous community food organisations who share their wisdom and dream of a different future, all who innovate to find more mana enhancing and sustainable ways of doing kai in our communities, and to all those who have had meaningful and often uncomfortable conversations with us about realising a Food Secure Aotearoa.



Tenant Advocates Network report

The Tenant Advocates Network (TAN) is a national group of tenant advocate organisations working to support the rights, interests and welfare of tenants, particularly those in vulnerable situations or in poor quality premises. NZCCSS is a member and also provides support to the national network through facilitating meetings and engaging with issues of policy change.



In July 2020, we facilitated a Zoom meeting with the then Minister for Housing – the Hon Kris Faafoi, for TAN to share the experience of tenants during, and coming out of, lockdown. We later convened two TAN national meetings – in November and April, which incorporated time with Associate Ministers for Housing, Hon Poto Williams (Public Housing) and Hon Marama Davidson (Homelessness). The meetings offered the valuable opportunity to raise TAN’s concerns about the impacts of new legislation, particularly the Healthy Homes Act and Residential Tenancy Act (RTA).

The RTA continues to be of focus, with TAN members noting a significant rise in tenancy inquiries to advocates since the Act took effect in February 2021. To provide support and guidance to tenants and advocates, TAN developed and launched a website, [Te Aratohu](https://www.aratohu.org.nz), offering a comprehensive resource of information.

Late June, we facilitated a regional meeting for TAN in Tauranga to explore the local issues and ways of linking with the network. A similar planned meeting for Queenstown has been deferred to the new financial year.

A significant focus ahead for TAN is consultation on the Government Policy Statement on Housing and Urban Development and the Exposure Draft of the Natural and Built Environments Bill.

Strategic values

Highlights of our work during the 2020-21 year.

HOPE

Kore Hiakai launch of [Mana to Mana](#) - principles for community food distribution organisations, encouraging mana enhancing approaches and practice.

POSITIVE CHANGE

Children and families – Delivery of Tiaki Tamariki and Sharing Information workshops in partnership with Social Service Providers Aotearoa, building social services' capability to meet Section 7AA (Oranga Tamariki Act) requirements.

VOICE

Representation of member perspectives and interests on a range of government reference and advisory groups.

Representation of member perspectives and interests in regular meetings with the Department of Prime Minister & Cabinet and Prime Minister's Office.

POSITIVE CHANGE

Service providers - Input into the development of Ministry of Business, Innovation and Employment good practice procurement guide for government sector engagement with NGO community/social service.

HOPE

Briefings to new Ministers - representation of NZCCSS priorities, scope and activity in hui and formal briefings with new Ministers following the 2021 parliamentary elections.

LIVED EXPERIENCE

Vulnerable New Zealanders - Ongoing collation of quantitative data from a sample of member services.

Vulnerable and older persons - Call-to-action letter to the Minister for Seniors and the Banking Ombudsman on the increasing electronic disenfranchisement of vulnerable and older people.

RESILIENCE

Membership subscriptions and government contracts retained.

HOPE

Oranga Tamariki advisory - invitation to meet with and provide report to 'interim' CEO Tā Wira Gardiner.

VOICE

Kore Hiakai - Advocacy and information meetings with MSD and others on food supply/distribution.

LIVED EXPERIENCE

Renters - Facilitation of national and local Tenant Advocacy Network meetings. Facilitation of MBIE/HUD/Kainga Ora meetings on tenancy/housing issues.

POSITIVE CHANGE

Older people - opportunities for input through participation on the Ministry of Health's Older People Engagement group.

VOICE

Sector - Celebration of nine years of the Equality Network on its closure.

LIVED EXPERIENCE

Social workers - Shared NZCCSS membership perspectives in Oranga Tamariki workforce working groups.

Council membership

Bonnie Robinson
President /Presbyterian representative

Ian Hutson
Salvation Army representative

Renee Rewi
Vice President/ Catholic representative

Margaret Martin
Catholic representative

Carol Barron
Methodist representative

Graeme Munford
Anglican representative

Jono Bell
Salvation Army representative

Tracey-Leigh Peters
Baptist representative

Mira Elmsly
Anglican representative

Prudence Stone
Presbyterian representative

David Hanna
Methodist representative

Lisa Woolley
Baptist representative

Ngā mihi

The work of NZCCSS is possible only through the support of our funders. Thank you to our six denominational members for their continued contribution through annual subscriptions. Your ongoing funding is the foundation of the mahi towards our shared mission of a more just, more compassionate Aotearoa New Zealand.

Progress towards our mission was furthered also by our funders in government. Thank you to the Ministry of Social Development, Ministry of Health, Oranga Tamariki, and Ministry of Business, Innovation and Employment, for the contract funding.

Performance report

for the year ended 30 June 2021

ENTITY INFORMATION

Legal Name of Entity: New Zealand Council of Christian Social Services

Other Name of Entity: NZCCSS

Type of Entity and Legal Basis: Unincorporated Body; Registered Charity

Registration Number: CC21782

Entities Mission

The New Zealand Council of Christian Social Services (NZCCSS) works for a just and compassionate society in Aotearoa/New Zealand. We see this as a continuation of the mission of Jesus Christ.

In seeking to fulfil this mission, we are committed to:

- Giving priority to the poor and vulnerable members of our society
- Te Tiriti o Waitangi

Entity Structure

The New Zealand Council of Christian Social Services (NZCCSS) has six member organisations, they are:

- Anglican Care Network
- Baptist Churches of New Zealand
- Catholic Social Services
- Presbyterian Support Services Inc
- Methodist Church
- The Salvation Army

Each member organisation appoints two Denominational Representatives to the Council governance group. The Council may then appoint up to three co-opted members.

The wider membership of Council consists of the Christian social services organisations affiliated to the six member organisations. This is a network of 213 service delivery sites, delivering a range of services across 38 different groupings of service types in 55 towns and cities across New Zealand. Collectively this network employs around 5,000 full-time staff, 7,000 part-time staff and coordinates 17,000 volunteers.

Organisational Structure

Council appoints Policy Groups to provide expert advice on its key areas of policy interest. These are, Services for Older People, Impacts of Poverty and Exclusion

and Child and Family. These groups are made up of managers, practitioners and academics from these fields and always include at least one Denominational Representative.

Council employs a Secretariat to carry out its work. This Secretariat consists of a team of two Policy Advisors, a Communications Adviser, Administration Support and Financial Officer led by an Executive Officer. In total the Secretariat consists of 3.7 FTEs.

Alongside the work of the secretariat, a Collective Impact group was formed – Kore Hiakai, Zero Hunger Collective. Organisationally Kore Hiakai functions as a branch of NZCCSS. Kore Hiakai consists of a team of two Researchers, one Communications / Project Lead, one Māori Lead, all led by an Executive Officer. In total Kore Hiakai consists of 3.0 FTEs.

Main Sources of the Entity's Cash and Resources

NZCCSS has three main sources of income:

- Member Subscriptions
- Contracts with Government Agencies
- Philanthropic Funding

Main Methods Used by the Entity to Raise Funds

A small amount of additional funding is raised by providing financial administration services to Moeraki Ltd a charitable, marae-owned investment company. This relationship ceased during the 2020-2021 financial year.

Entity's Reliance on Volunteers and Donated Goods or Services

NZCCSS relies on volunteers for governance and for membership of the Policy Groups. It also relies on volunteers for the provision of advice and feedback from its member social services networks when it is researching good practice and providing information and advice to government agencies or making submissions to government.

Kore Hiakai are also grateful to have a volunteer researcher as core staff.

Contact Details

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Statement of service performance

The New Zealand Council of Christian Social Services acknowledges that their mission will be achieved over the longer term. The table below captures actions in relations to our values, as we move towards achieving our aim of a just and compassionate society for all.

Values	Outcomes	Outputs
<p>Hope NZCCSS carries a message of hope</p>	<p>A hope-filled society which values human dignity and the common good.</p>	<ul style="list-style-type: none"> • Budget 2021 enacting many recommendations of the Welfare Expert Advisory Group of which NZCCSS was a member • Growing reach and mana of Kore Hiakai – the zero-hunger collective • Development and publication of Kore Hia Kai Mana to Mana – Principles of Mana Enhancing Practice in Community Food Distribution • Welcoming of the new Government through hui and formal Briefings to Incoming Ministers • Select Committee submissions made and/or strategy, discussion document feedback provided on 3 separate social justice/social work acts/issues informed by the voices of those for whom we act • Advisory to new CEO Oranga Tamariki
<p>Positive Change NZCCSS works together with others for positive change</p>	<p>Sharing our resources in complementary fashion with our members and other organisations</p>	<ul style="list-style-type: none"> • Proud to work alongside our member organisations both in co-participant, governance or representational spaces including: <ul style="list-style-type: none"> - Ministerial working groups - Governance of Kore Hiakai - Co-development of submissions / knowledge sharing • Continued work alongside the broader sector, including: Social Services Providers Aotearoa (SSPA), ComVoices, Te Kāhui Atawhai o te Motu; Tick for Kids; Ngā Tangata Micro-finance; Living Wage; Community Networks Aotearoa; Tax Justice Network, Caring Counts, Ara Taiohi, Korowai Tupu, Princes Trust, NZ Society of Diversional and Recreational Therapists • Active involvement in the Ministry of Health Older People Engagement group – with a focus on the Covid-19 vaccine roll-out • Continued working with Ministry of Business, Innovation and Employment Social Procurement Team to support the development of good practice procurement/commissioning.

Values	Outcomes	Outputs
		<ul style="list-style-type: none"> • Delivered joint programmes with SSPA to deliver capability development programmes on aspects of the Oranga Tamariki Act – Te Tiriti o Waitangi implications and Information Sharing requirements • Developed a report with support from SSPA on the experiences on NZCCSS members in provision of data / information collection for the Royal Commission of Inquiry into Abuse in Care • Support and representation for Peak Bodies, Regulatory Bodies and Alliances across the social services workforce • Membership of advisory boards in relation to education of social services workforce
<p>Lived Experience</p> <p>NZCCSS articulates the lived experience of poor and vulnerable people</p>	<p>Policy which is connected to the reality of the lived experience of poor and vulnerable people</p>	<ul style="list-style-type: none"> • Held six Council and 14 Policy Group meetings • Hosting of data set, collating five years of quantitative data in relation to member services • Attended multiple meetings at members’ sites to hear their experiences • Involved in multiple meetings with Ministry of Health, Ministry of Social Development, Ministry for Children Oranga Tamariki and other ministries’ staff share experiences and raise voices of our members and those they work alongside. • Facilitated meetings with Ministry of Business, Innovation and Employment; Housing and Urban Development; and Kainga Ora to confer on tenancy and housing issues • Facilitated two national and two local Tenant Advocacy Network meetings to consider good practice in tenancy advocacy • Participated in multiple Workforce Working Groups with Oranga Tamariki • Letter to Banking Ombudsman sharing impacts on vulnerable and older peoples in relation to changes to banking services • Facilitating Auckland University researcher’s engagement with older people

<p>Voice NZCCSS is a strong and respected voice for member Christian social services</p>	<p>An ecumenical meeting point for Christian social services and invaluable resources to inform our members and stakeholders</p>	<ul style="list-style-type: none"> • Arranged Church Leaders meeting with the Prime Minister, Minister of Social Development and Minister of Housing • Represented membership perspectives on multiple government agency reference and advisory groups. • On-going advocacy and information meetings with the Minister of Social Development and others to discuss food supply and food distribution • Regular meetings between DPMC / PMO and key NZCCSS members to share experiences and raise voices of our communities to enable Government action • Celebrated nine years of The Equality Network as this group came to a close, including our provision of financial services in this space • Published four copies of e-magazine Kete Kupu, featuring articles on social policy and practice and examples of good practice of Council members and services providers • Published five editions of our blog Policy Watch, which keeps our membership informed of emerging social, economic and community policy (Circulation ~1,650) • Published monthly Kore Hiakai pānui • Knowledge and information sharing via social media platforms
<p>Resilient NZCCSS is a resilient organisation with a long-term focus on social justice</p>	<p>Supported by our members to take a long-term focus on social justice</p>	<ul style="list-style-type: none"> • All members paid their full subscriptions. • Government funding maintained

Statement of financial performance

for the year ended 30 June 2021

		(\$)	(\$)
INCOME	Notes	FY 2021	FY 2020
Kore Hiakai Project Income	9	575,000	115,000
Fees, subscriptions and other revenue from members		150,341	148,119
Revenue from providing goods or services	1	667,554	260,728
Interest, dividends and other investment revenue		8,097	10,540
Donations, fundraising and other similar revenue		0	36
Conference Income		0	3,101
		1,400,992	537,525
EXPENDITURE			
Kore Hiakai Project Expenses	9	421,434	114,165
Volunteer and employee related costs	3	309,844	234,472
Costs related to providing goods or services	2	262,849	131,213
Conference Expenses		0	2,454
		994,127	482,304
NET SURPLUS/(DEFICIT)		406,865	55,221

The accompanying notes form part of and are to be read in conjunction with the performance report.

Statement of financial position

for the year ended 30 June 2021

	Notes	(\$) FY 2021	(\$) FY 2020
CURRENT ASSETS			
Bank accounts and cash		518,674	367,321
Short Term Deposits		600,000	450,000
Debtors and prepayments		10,646	2,777
Other current assets - Accrued Interest		3,348	5,577
TOTAL CURRENT ASSETS		1,132,668	825,675
NON-CURRENT ASSETS			
Property, plant and equipment	4	5,747	8,620
TOTAL ASSETS		1,138,415	834,296
CURRENT LIABILITIES			
Creditors and accrued expenses		95,758	39,195
Employee costs payable		32,742	26,853
Funds held on behalf of Equality Network	8	0	21,703
Income Received in Advance		130,000	256,002
GST Payable		0	17,493
TOTAL CURRENT LIABILITIES		258,500	361,245
TOTAL NET ASSETS		879,915	473,050
ACCUMULATED FUNDS			
Accumulated surplus/(deficit)		473,050	417,830
Net surplus/(deficit) for the year		406,865	55,220
TOTAL ACCUMULATED FUNDS		879,915	473,050

President:



Executive Officer:



Date: 30 November 2021

The accompanying notes form part of and are to be read in conjunction with the performance report.

Statement of cash flows

for the year ended 30 June 2021

	(\$) FY 2021	(\$) FY 2020
Cash Flows from Operating Activities		
Cash was received from:		
Donations, fundraising and other similar receipts	0	36
Fees, subscriptions and other receipts from members	172,892	170,337
Receipts from providing services - NZCCSS	544,917	466,959
Receipts from providing services - Kore Hiakai	640,000	240,000
Interest	10,327	6,956
Grants - NZCCSS	0	20,000
Cash was applied to:		
Payments to suppliers and employees	(942,443)	(472,247)
Payments to BNZ for bank fees	(136)	(81)
Net GST	(124,205)	(49,433)
Net Cash Flows from Operating Activities	301,353	382,528
Cash Flows from Investing Activities		
Investments - Transfer into Term Deposits	(150,000)	(120,000)
Net Decrease / (Increase) in Cash	151,353	262,528
Opening Cash	367,321	104,793
Closing Cash	518,674	367,321
This is represented by:		
Bank Accounts - Current account	336,244	65,102
Bank Accounts - On call	182,350	302,140
Petty Cash	80	80
Total Bank Accounts and Cash	518,674	367,321

The accompanying notes form part of and are to be read in conjunction with the performance report.

Statement of accounting policies

for the year ended 30 June 2021

Reporting Entity

The New Zealand Council of Christian Social Services (NZCCSS) is a non-profit organisation. The members are Anglican Care, the Baptist Churches of New Zealand, Catholic Social Services, the Methodist Church, Presbyterian Support New Zealand and the Salvation Army.

NZCCSS is governed by a National Council made up of two representatives from each denomination. A small Secretarial team, headed by the Executive Officer, carries out the day-to-day work of the Council. This includes information gathering, research on social services and building relationships with government officials. The majority of NZCCSS work comes under three main policy areas:

Child and Family
Older People
Impacts of Poverty & Exclusion

A Policy Group oversees the policy and research work that NZCCSS does in each of these areas. Each Policy Group is made up of at least two council representatives plus social services managers, academics or others with particular expertise in that area.

Measurement Base

Unless otherwise stated, the measurement base is that of Historical Cost.

Particular Accounting Policies

a) Basis of Preparation

The Council 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 for the last two annual reporting periods. All transactions in the Performance Report are reported using the accrual basis of accounting. The Performance Report is prepared under the assumption that the Council will continue to operate as a going concern in the foreseeable future.

b) Fixed Assets

Fixed assets are stated at cost less accumulated depreciation, and impairment losses.

Computer Equipment	33% SL
Office Equipment	20% SL
Database	33% SL

c) Taxation

NZCCSS is a charitable organisation registered with Charities Services and is exempt from income tax under the Charities Act 2005.

d) Short Term Deposits

Short term deposits are stated at cost. They are term deposits with a maturity of not more than one year.

Goods and Services Tax

NZCCSS is registered for GST. The Financial Statements are prepared on the GST exclusive basis except for debtors and creditors which are prepared on a GST inclusive basis.

f) Revenue Recognition

Revenue is recognised in the Statement of Financial Performance in the period to which it is earned.

Grants & Contracts

Income from grants and contracts is taken to the Statement of Financial Performance when the costs for which the income have been provided has been incurred, and the requirements under the agreements have been met.

Grant, contract revenue is treated as income in advance when the funds received have a “use or return” clause.

Donations

Income from donations and other charitable contributions are recognised when they are received in the bank.

Interest

Interest income is recognised on an accrual basis.

Subscriptions and Other income

Income is recognised in the period to which it relates.

g) Employee Entitlement

Employee entitlements are salaries and wages, annual leave and other benefits which are recognised when they accrue to employees.

h) Debtors

Debtors are carried at estimated realisable value after providing against debts where collection is doubtful.

i) Operating Leases

Operating lease payments are recognised as an expense in the statement of Financial Performance in the year to which they relate.

Changes in Accounting Policies

There were no changes in accounting policies during the year. All policies have been applied on the basis consistent with those in previous years, other than those noted above.

Presentation Currency

The performance report is presented in New Zealand dollars, and is rounded to the nearest whole dollar.

Notes to the performance report

for the year ended 30 June 2021

	(\$)	(\$)
	FY 2021	FY 2020
1. Revenue from providing goods or services		
Ministry of Social Development	279,278	128,953
Ministry of Health	60,000	60,000
Fees from Moeraki Ltd	2,863	9,650
Office Sub-lease	0	7,886
Other Income	1,110	465
MBIE Tenancy Advocacy Network	26,000	16,200
Income - OH Funding from Kore Hiakai	65,000	15,000
Income - OT Workforce	0	1,916
Income - MSD Consultation	0	852
Income - OT Abuse in Care Inquiry Report Project	0	2,500
Income - OT Training	0	7,658
Income - OT SSPA JV	223,302	9,648
Income - Auckland University Caring Research	10,000	0
TOTALS	667,554	260,728

	(\$)	(\$)
	FY 2021	FY 2020
2. Costs related to providing goods or services		
Administration		
Rent	20,852	26,324
Office Expenses	43,036	43,893
Depreciation	2,873	4,312
Insurance	2,446	1,622
Audit Fees	6,716	10,194
TOTALS	75,924	86,345

	(\$)	(\$)
	FY 2021	FY 2020
Meetings/Projects		
Council & Executive Expenses	8,054	9,153
Public Relations	3,955	4,836
Services for Older People	1,164	248
Child & Family	461	1,131
Impacts of Poverty & Exclusion	4,216	2,470
Projects	169,076	27,030
TOTALS	<u>186,926</u>	<u>44,868</u>

	(\$)	(\$)
	FY 2021	FY 2020
3. Volunteer and employee related costs		
Staff Wages	280,686	219,293
Other Staff Costs	29,158	15,178
TOTALS	<u>309,844</u>	<u>234,472</u>

4. FIXED ASSETS	(\$)	(\$)	(\$)	(\$)
	2021	2021	2021	2021
	Cost	Accum Dep	Net Book Value	Depreciation
Computer Equipment	41,766	-36,654	5,112	2,556
Office Equipment	12,227	-12,227	0	0
Database	5,040	-4,404	636	318
TOTALS	<u>59,033</u>	<u>-53,285</u>	<u>5,748</u>	<u>2,874</u>

	2020	2020	2020	2020
	Cost	Accum Dep	Net Book Value	Depreciation
Computer Equipment	41,766	-34,098	7,668	3,834
Office Equipment	12,227	-12,227	0	0
Database	5,040	-4,086	954	477
TOTALS	<u>59,033</u>	<u>-50,411</u>	<u>8,622</u>	<u>4,311</u>

5. Related party disclosure

Subscriptions are paid by each of the six denominations that make up the Council. The denominations are: The Salvation Army, Presbyterian Support NZ Inc, Methodist Church of NZ, Catholic Social Services, Baptist Union of New Zealand, and Anglican Care Network. Each denomination paid \$25,056.87 (2020: \$24,687). Amount due at year end 2021: nil (2020: nil).

Each denomination pays the same subscription rate for each financial year and holds two seats on the Council with voting rights set out in the Constitution of the Council. They have their travel expenses to attend Council and Policy Group meetings reimbursed to them.

During the year, NZCCSS received administration fees from Moeraki Ltd for financial services provided amounting \$2862.50 (2020: \$9,650). Amount due at year end 2021: nil (2020: nil). The services stopped in November 2020.

6. Contingent liabilities

No contingent liabilities exist at 30 June 2021 (2020: nil).

7. LEASE COMMITMENTS

	(\$)	(\$)
	FY 2021	FY 2020
Within 1 year	22,683	2,365
Within 1 - 2 years	22,683	0
Within 2 - 5 years	0	0
	45,366	2,365

8. Funds held on behalf of Equality Network

	(\$)	(\$)
	FY 2021	FY 2020
TOTAL INCOME	0	0
TOTAL EXPENSE	0	7,515
EQUALITY NETWORK SURPLUS/(DEFICIT)	0	-7,515

The New Zealand Council of Christian Social Services was providing support for the Equality Network by holding the Equality Network's funds in its bank accounts and making payment on its behalf when these payments have been authorised by the agreed process. The Equality Network ceased operating during the year.

9. Funds held on behalf of Kore Hiakai	(\$) FY 2021	(\$) FY 2020
TOTAL INCOME	575,000	115,000
TOTAL EXPENSE	421,434	114,165
NET IMPACT FOR PROJECT SPENDING DURING THE YEAR	153,566	835

During the year, New Zealand Council of Christian Social Services received a number of grants specifically for the Kore Hiakai Project, which the council administers as part of its operating activities. This collective supports the work of community food organisations across New Zealand, while also aiming to address the root causes of poverty-related hunger in New Zealand. Due to the significance of this project the revenues received and expenses incurred by NZCCSS in relation to Kore Hiakai are tracked separately. Revenues and expenses for the year ended 30 June 2021 are as above.

10. Events after the reporting date

There were no events that have occurred after the reporting date would have a material impact on the Performance Report (2020: nil).

11. COVID-19 Impact

Due to Covid-19, there were some delays in delivering projects and as a result, some grants have been deferred to the 2021 financial year. Aside from this there was no significant impact for NZCCSS.

12. Key Management Personnel Remuneration	(\$) FY 2021	(\$) FY 2020
EO of NZCCSS - Trevor McGlinchey	68,977	109,989
EO of NZCCSS - Nikki Hurst	28,750	0
EO of Kore Hiakai - Tric Malcolm	91,200	46,063
	188,927	156,053

Trevor McGlinchey as the previous EO of NZCCSS resigned in December 2020, and Nikki Hurst as the new EO of NZCCSS appointed in March 2021.

Tric Malcolm as the EO of Kore Hiakai, appointed in November 2019.

These financial statements were authorised for issue by the Council on 2 December 2021.

Independent Auditor's Report

To the Council Members of NZ Council of Christian Social Services Report on the Performance Report

Opinion

We have audited the performance report of NZ Council of Christian Social Services on pages 14 to 28, which comprise the entity information, the statement of service performance, the statement of financial performance and statement of cash flows for the year ended 30 June 2021, the statement of financial position as at 30 June 2021, and notes to the financial statements, including summary of significant accounting policies and other explanatory information.

In our opinion:

- a. the reported outcomes and outputs, and quantification of the outputs to the extent practicable, in the statement of service performance are suitable;
- b. the accompanying performance report presents fairly, in all material respects:
 - the entity information for the year then ended;
 - the service performance for the year then ended; and
 - the financial position of NZ Council of Christian Social Services as at 30 June 2021 and its financial performance, and cash flows for the year then ended

in accordance with Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit) issued in New Zealand by the New Zealand Accounting Standards Board.

Basis for Opinion

We conducted our audit of the statement of financial performance, statement of financial position, statement of cash flows, statement of accounting policies and notes to the performance report in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)), and the audit of the entity information and statement of service performance in accordance with the International Standard on Assurance Engagements (New Zealand) ISAE (NZ) 3000 (Revised). Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Performance Report* section of our report. We are independent of NZ Council of Christian Social Services in accordance with Professional and Ethical Standard 1 (Revised) *Code of Ethics for Assurance Practitioners* issued by the New Zealand Auditing and Assurance Standards Board, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other than in our capacity as auditor we have no relationship with, or interests in, the Entity.

Responsibilities of the Council Members for the Performance Report

The Council Members are responsible for:

- a. Identifying outcomes and outputs, and quantifying the outputs to the extent practicable, that are relevant, reliable, comparable and understandable, to report in the statement of service performance;
- b. the preparation and fair presentation of the performance report on behalf of the entity which comprises:
 - the entity information;
 - the statement of service performance; and
 - the statement of financial performance, statement of financial position, statement of cashflows, statement of accounting policies and notes to the performance report

in accordance with Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit) issued on New Zealand by the New Zealand Accounting Standards Board, and

- c. for such internal control as the Council Members determine is necessary to enable the preparation of the performance report that is free from material misstatement, whether due to fraud or error.

In preparing the performance report, Council Members are responsible on behalf of NZ Council of Christian Social Services for assessing the entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Council Members either intend to liquidate the charity body or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Performance Report

Our objectives are to obtain reasonable assurance about whether the performance report is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (NZ) and ISAE (NZ) 3000 (Revised) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this performance report.

As part of an audit in accordance with ISAs (NZ) and ISAE (NZ) 3000 (Revised), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the performance report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.

- Conclude on the appropriateness of the use of the going concern basis of accounting by the Council Members and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the performance report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the performance report, including the disclosures, and whether the performance report represents the underlying transactions and events in a manner that achieves fair presentation.
- Perform procedures to obtain evidence about and evaluate whether the reported outcomes and outputs, and quantification of the outputs to the extent practicable, are relevant, reliable, comparable and understandable.

We communicate with the Council Members regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Restriction on use of our report

This report is made solely to the Entity's Council Members. Our audit work has been undertaken so that we might state to the Entity's Council Members those matters which we are required to state to them in our audit report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Entity and the Entity's Council Members for our audit work, for this report or for the opinion we have formed.

Grant Thornton New Zealand Audit Limited

M Stewart
Partner
Christchurch

30 November 2021



New Zealand Council Of
Christian Social Services

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