



New Zealand Council of Christian Social Services 2016/17 ANNUAL REPORT



HOMAN PHOTOGRAPHY, MARIE HOMAN



FROM THE PRESIDENT

Tēnā koutou. It has been an absolute privilege to serve as President of NZCCSS over these last three years, supporting Trevor and his team in the incredible work they accomplish day to day, year on year. I have had the opportunity over the last few years to accompany Trevor on many visits to meet with Ministers and senior Government officials as we have sought to represent the issues of our sector and the challenges that people in our communities are facing and as I am sure you will already appreciate, Trevor and his team represent us all extremely well.



Lisa Woolley.

As I reflect on my time as President over these last few years, I can see how the needle has moved on the societal understanding and empathy regarding key issues such as inequality, poverty and housing. It seems apparent that more people in Aotearoa are now engaged and have a greater understanding around these issues, often through hearing the lived experience of people who are homeless or living in poverty and through the credible information that has been shared through our various publications and submissions and those of other organisations. Clearly, New Zealanders want to see action and improvement in these areas and I am proud to be part of an organisation that along with our member organisations campaign to see change, so that the people we serve can live well in their communities.

Our next year will see Ian Hutson from the Salvation Army move into the

President role and I am pleased to be able to support him as Vice President. This will be a time of change and it is incredibly important that we keep moving forward incorporating our five strategic imperatives of Hope, Positive Change, Lived Experience, Voice and Resilience while consistently addressing the key issues of poverty, inequality, housing and supporting older people to live well.

I would like to say a special thank you to all our Council members from the six denominations that have so faithfully served both on council and policy groups. I would also like to thank others from our organisations who have been part of our policy groups including the Impacts of Poverty and Exclusion; Services to Older People and the Child and Family Policy Group. These policy groups are a key part of the success of NZCCSS and the information and critical thinking that is put forward helps to shape the mahi of the Council. Thank you.



Of course, a huge thank you to Trevor and his team of passionate staff. Our team continue to go above and beyond, fuelled by the knowledge that the submissions they make, the papers and the work that they co-ordinate, all help us to achieve our mission to work for a more **just** and **compassionate society** in Aotearoa New Zealand. We see this as a continuation of the mission of Jesus Christ.

Blessings to you all as you work to serve in your local community.

Blessings, Lisa Woolley

FROM THE EXECUTIVE OFFICER

In their last year of holding the government reigns, the National led coalition presided over a busy schedule of legislative and Ministry change. The government was focussed on rolling out its agenda and was less amenable to listening to the community based social services sector. NZCCSS members continued to respond magnificently to the demands thrust upon them by the increasingly complex needs and the very high level of community members seeking support.

One area where government began to recognise the failure of previous approaches was housing and homelessness. The post-June 2016 and the early winter period leading up to the beginning of June 2017 (the period covered by this report) saw a high level of public agitation and media coverage of homelessness issues. Our members working in what has become known as Transition Housing reported a crisis level of demand for their services and eventually received increased funding from government. At the same time others have responded with innovation and introduced the Housing First model to respond to those who are at

risk or are experiencing long term homelessness.

The 2016/17 Financial Year, was a lead up year to a General Election. This saw NZCCSS highly engaged with a wide range of collaborative activities. These are reported on later, at this stage I want to thank the wider community sector, who worked strongly with us to ensure the needs of our communities were brought to the forefront in the lead-up to the Election. Sometimes NZCCSS took leadership and provided the impetus for collaboration, at other times our collaborators took the lead and we at NZCCSS supported. This sense of working together for the common-good has helped to build a strong community sector, and has contributed to a change in the policy settings for the better.

The pay-equity settlement, introduced to give care workers a fair wage, was and is welcomed by our members. The recognition of the skill, care and commitment of

care workers was long overdue and a settlement to ensure these workers are paid appropriately is very welcome. It is unfortunate, however, that the mechanisms used by government to implement this supposedly fully-



Trevor McGlinchey at Park Up for Homes Wellington.

funded settlement have left many of our members struggling to cover the costs, after insufficient additional government funding was made available. NZCCSS will continue to strive to achieve a full settlement which allows for carers to be properly paid and for their employers to be funded for the full cost of this.

The issues associated with data collection, data sharing, data analysis, statistics and the meaningful protection of individual privacy, of ethical approaches to working with clients and with maintaining free access to all community members was very strong theme during this year. The proposal to introduce Individualised Client Level Data had a chilling effect on many of our members. The potential that clients would be monitored by government, their needs and histories known by government agencies, ran against the principles held by many to provide a confidential and open access support system to those with needs in their communities. NZCCSS worked closely with others to resist the introduction of Individual Client Level Data. It is good to see the incoming government has stated in its manifesto that it will not be gathering this form of data.

In the context of collecting and interpreting our own 'data for social justice', a number of our members met in Auckland and Christchurch to further the process. While NZCCSS still has not completed this project good progress has been made. I thank most whole-



heartedly the early adopters who have indicated their willingness to share anonymised data to influence social policy setting. Ngā mihinui ki a koutou.

It is an ongoing privilege and honour to work with NZCCSS members as they make a significant difference in the lives of many in their communities. It is humbling to work with the Denominational Representatives on Council, who have ensured effective governance of your Council and who are focussed on achieving its mission of just and compassionate society. I would also like to acknowledge the dedicated service of the NZCCSS Secretariat who contribute at multiple levels, within their professional and community lives, to creating positive change within our society.

Finally I want to thank our outgoing President Lisa Woolley for her leadership over the last three years.

E rangatira mā, tēnei te mihi hōhonu ki a koutou katoa.

Mā te Atua koutou e tiaki

Trevor McGlinchey

HOPE

NZCCSS carries a message of hope

Critical to carrying a message of hope is recognising the need for strength based approaches. Included in such approaches is the recognising Māori as setting and achieving their own aspirations and goals. These imperatives were reflected in the 2016/17 Financial Year. A year which has seen a busy legislative programme and which has been one of multiple legislative changes. Changes which will impact on our members and the families, whānau and communities they serve.

Government committed itself to placing vulnerable children at the centre of what they do and set up the Ministry for Vulnerable Children

Oranga Tamariki. This required a new Act to be passed. This legislation created significant change for children in care and for our members involved with supporting these children. In our submission, we focussed on how best to ensure children did not get placed in care. Rather we emphasised a family, whānau and community approach which transcended the need to remove children from their family. We proposed a system which gave hope through early support of the family, whānau and community to ensure the children remained with the family or, if this was not possible, within the wider whānau in a healthy and supported environment, growing up secure in their identity and culture.

We agree no child should be placed in an unsafe home. However, when there is breakdown within a whānau, intensive long-term support is needed early on to address this either to ensure a child can safely remain with whānau, ensure all attempts are made to find suitable carers from the wider whānau,



Participants at the Wellington Budget Briefing Breakfast, May 2017.

strengthening the capability of whānau to care for their child so they can return home.

(NZCCSS Submission on the Children Young People and Their Families Amendment Act 2016)

The release of the Healthy Aging Strategy by the Ministry of Health was a significant milestone in the ongoing work of ensuring older New Zealanders receive equitable support in maintaining wellbeing. In its comments to the Ministry on the newly released strategy NZCCSS reinforced the need for older people to be integrally

engaged with making decisions which affected their health and wellbeing.

Including older people in decision making processes is an important step and will require a considerable re-orientation of current health system approaches. The trend in recent years seems to be have been one of winding back consumer participation in DHB decision-making processes and a reduction democratic accountability of DHBs. Implementing this action area will need a focused plan to support culture change in the way the health system works. (NZCCSS Comments of the Healthy Aging Strategy. 2016)

POSITIVE CHANGE

NZCCSS works together with others for positive change

Many organisations strive to bring alive a more just and compassionate New Zealand. NZCCSS works closely with those organisations with which its Mission most aligns. Given that 2017 is a General Election year it has been critical for NZCCSS to contribute strongly to ensuring the key messages emerging from Council's Mission and Values were strongly promoted in the leadup to the Election.

The Equality Network

The Equality Network, a group of 39 like-minded organisations, has strongly supported the promulgation of the need for a more equal New Zealand society. This work included holding a national hui, developing key messages which are likely to resonate with New Zealanders, holding regional workshops and publishing videos of New Zealanders supporting the



EqualityNetwork

For a **more equal**
Aotearoa New Zealand



Equality Network. The networks' three key messages for the Election are:

- » Income for all that provides the necessities of life through as Living Wage and fairer income support.
- » A Government-funded housebuilding programme to help address the housing crisis and provide everyone with healthy,

affordable homes with long-term tenure

- » A tax on very high levels of wealth and higher top tax rates on the highest incomes to ensure everyone contributes their fair share and enable our families and whānau to thrive.

NZCCSS is closely involved in supporting the Equality Network leadership. This has included providing strategic leadership, planning and implementing the Network's pre-election work. Council also provides a financial umbrella for the Network's funds, ensuring these are safely held and records accounting for the income and expenditure a properly maintained and audited.



This election year, 37 of New Zealand's top NGOs got together to work out how to create a more equal society.

Here's what we found...



KIWIS NEED

Income for all that provides the necessities of life: a living wage and fairer income support



Policy advisor Paul Barber at Living Wage forum.



The Living Wage Movement

This grassroots movement has been gaining momentum. NZCCSS has supported and encouraged this by being engaged with the advocacy for change at Wellington and Hutt City Councils. This has seen the Wellington City Council becoming a Living Wage

employer making a huge difference to many of their employees, including parking wardens, security workers and cleaners.

In a further contribution to this work NZCCSS continues to be an accredited Living Wage employer, ensuring all staff, including contractors are paying above the Living Wage.

KIWIS NEED

Government-funded house building: healthy, affordable homes with long-term tenure



KIWIS NEED

A tax on very high wealth and higher top tax rates on the highest incomes

NZCCSS recognises however, some of its members will struggle to become Living Wage employers. The level of Government funding for some services is so low that it undermines the ability of these members to meet the required criteria. We are further enthused when reports reach us about those member organisations which can pay the Living Wage do so, and become part of the movement. We also hear from members who are striving towards this goal.



ComVoices

ComVoices is a Wellington based network of national community and voluntary sector organisations. It was established so that sector organisations would have a more powerful voice at Government level and in the community. This organisation seeks to create public understanding that recognises the value of the sector to community wellbeing and to civil society and through this gain greater support for the sector and the communities we serve. Provide a collaborative platform so that members can promote the development of a policy and regulatory environment that is supportive of sector organisations and their communities and can provide

effective responses to Government on emerging issues.

With many large policy issues emerging during the Year NZCCSS has been active with this network to promote positive change in the way government views community based social services and community development organisations. This has included taking leadership, publishing media releases on behalf of Comvoices and joining representatives of the organisation in meeting with politicians and with government agency staff.

Other groups

NZCCSS continues to work closely with Te Kāhui Atawhai o te Motu. This year we developed two submissions to Select Committees jointly with Te Kāhui Atawhai o te Motu. The Residential Tenancies Amendment Bill and the Children Young People and their Families Amendment Bill.

The Secretariat hosted the Tick for Kids network at their office on a number of occasions. Principally this was to discuss the approaches planned by member groups to the Children Young People and their Families Amendment Bill. By doing this the groups could ensure that submissions were mutually supportive and through understanding others' perspectives they strengthened their own submissions.

With the support of Ministry of Business Innovation and Employment

(MBIE), NZCCSS hosted three Tenant Advocate meetings. Bringing together representatives of tenancy advocacy groups from around the country to discuss issues of concern, possible strategies to forming a more

formalised group. Of particular interest to MBIE was their feedback on the implementation of the recently passed, Residential Tenancies Amendment Bill and how this could contribute to better house rental policies.



LIVED EXPERIENCE

NZCCSS articulates the lived experience of poor and vulnerable people

Members often report that policies and processes, developed by central agencies without any reference to service providers – let alone the recipients of the service, seem to have no understanding of the real issues being faced by families and whanau in communities. NZCCSS strives to bring these real issues this lived experience to the attention of policy-makers.

This means consulting directly with our member agencies and where possible with their clients to understand

and report on their lived experience. A great example of this work in this reporting period was our engagement with the Inland Revenue Department (IRD). This Department has been building a new information technology infrastructure and wanted this new system to be able to meet the needs of all their clients more effectively. As part of this process they wanted to talk to people who had recent experience of going from the Job Seekers Allowance and then onto work and vice versa. They

also wanted to speak to people either paying or in receipt of the Liable Parent Contribution. NZCCSS organised five focus group meetings between clients of our member agencies and IRD. A NZCCSS representative also attended these meetings and the IRD received very direct and strong feedback from the participants.

The release of the *Valuing Lives Living Well* report was a highlight of the year. This research focussed on the distinctive role of faith-based organisations in aged care in New Zealand. While the research revolved around faith-based organisations it also strove to understand the importance of spiritual care and other aspects of faith-based care from the clients' perspective.



As part of the 107 participants twenty-nine clients and family members contributed to the research project and their input provided a richness and depth to the research findings.

“They all seemed to go that extra mile, and they were just amazing people. The thing was, they never rushed and they always stayed as long as they needed”.

(*Valuing Lives Living Well* (2016), NZCCSS)

The collaborative work of NZCCSS in pursuing, with others, positive change also saw the inclusion of the lived experience of poor and vulnerable people. This was particularly strong in the Living Wage work and in the work of the Equality Network.



VOICE

NZCCSS is a strong and respected voice for member Christian social services

The wide range of legislative change, the building of the Ministry for Vulnerable Children Oranga Tamariki and the range of discussion documents and proposals coming out of government agencies all needed careful response to ensure the voice of NZCCSS members was heard. At times, some of this feedback was positive as Government and government agencies had listened and developed appropriate responses to issues faced by social service organisations and the communities they serve.

Opportunities to provide input into the development of the development of various strategies, standards and proposals were strongly engaged with. Feedback was built on the practical experience of our members and the strong social justice perspectives of Council.

It is good to see the consistent references in the draft Strategy to equity issues and the need to focus on vulnerable and high-

needs population groups. As the generation that has been strongly impacted by increasing income and wealth inequality begins to age, the health and social system must respond well and address the underlying social and economic causes of inequality, especially poor housing quality and inadequate household incomes. (NZCCSS comment on the Health of Older People Strategy)

There is a need for a tool for perpetrators who often have experienced no unconditional love/support (unattended trauma). If we don't attend to the bigger health of all of the families underlying issues will not be resolved.



Regional Services for Older People meeting.

There is a focus on a wider range of people screening but how do we not over burden a system that is already underfunded? If there is a desire for new programmes and training, how are services going to support/fund this. This is a particular concern for smaller services. (NZCCSS feedback to Family Violence Risk Assessment and Management)

The reality of the operational environment of our members is one of increased complexity of need, increased demand for services and no funding increases to government contacts over a period of 8 years. These factors challenge our members' ability to support registration and professional development. (NZCCSS comments to the Social Workers Registration Board on definitions of social work, 'social worker' and 'social work practice'.)

One of the major and ongoing challenges for the 2016/17 year was and is the proposal to gather Individual Client Level Data (ICLD) This was first signalled by the Executive Officer of NZCCSS in his blog on the ComVoices section of the SCOOP website. Here the possibility of NGOs becoming de-facto arms of government was raised.

"If we are going to feel we are true partners with government agencies in achieving positive change in our communities, we must have greater transparency and more engagement in such important decisions. These are policy decisions which have the potential to move organisations from

being independent community agencies to being arms of government".

Working together, through the ComVoices network, NZCCSS supported a pull back by government from its original stance of demanding ICLD as part of its contractual relationships to a more considered approach developed consultatively over a longer time.

This work was supported by the meeting facilitation processes undertaken by NZCCSS on behalf of the Heads of Churches and their Advisors. The 2016/17 year saw two significant papers written by the Heads of Churches and their Advisors with direct support from NZCCSS. These papers were submitted to the Prime Minister, Deputy Prime Minister and appropriate Cabinet Ministers and focussed on social housing and on social Investment. One of these papers focused on the need for Safe and Affordable Housing for All:

As church leaders, we share a vision of fairness, wholeness of life and commitment to the common good along with New Zealanders across all faiths and cultures. Secure housing is central to this vision and essential for people's wellbeing. We believe it is the responsibility of Government to ensure the wealth and resources of Aotearoa New Zealand are shared justly and fairly. Ensuring all citizens can access safe and affordable housing – whether as renters or home owners – is a critical way to maintain our collective

health and prosperity. (Church Leaders Statement on Housing, May 2017, Safe and Affordable Housing for All)

The other Heads of Churches paper focussed on the NZCCSS members' experiences of the best social investment approach:

However, the experience of Christian social services is that the best return is achieved when the individual/family/whānau is ready for change, and when they make a positive connection with both the community organisations and practitioners delivering interventions. This may be after several of the targeted predictive risk factors have been reached and the diversion of the family to a new path may be measurable over time. Or it may be before vulnerability linked to administrative data has occurred, however, the family is vulnerable, recognises this and seeks help through known place-based organisations, although may not be clear about what services will best meet their need.

(Church Leaders Statement on Social Investment, May 2017)

Work continued on the emerging Data for Social Justice Report. Fifteen NZCCSS member organisations

attended regional hui and these groups committing to be early adopters in sharing anonymised data with NZCCSS. This report, intended to give a data rich and narrative informed basis to expressing both the voice of our members and the lived experience of those they serve. This project is behind its implementation schedule due to the controversy around the proposed introduction of Individual Client Level Data. During the period of controversy, it was inappropriate to progress with too much haste. The project is now on track with the first edition of the new report expected in the mid 2017–18 financial year.



RESILIENCE

**NZCCSS is a resilient organisation
with a long-term focus on social justice**

With support of its member organisations NZCCSS continued to receive membership subscription payments at the agreed levels, giving it a degree of freedom from just the receipt of government contracts. This financial support empowers Council to speak out on social justice issues, to critique policy and the implementation practices of government agencies. Equally importantly, through the practical support, information and feedback provided by our members through their Denominational Representatives on Council, their membership on Policy Groups and by direct feedback NZCCSS was able to

give its principle focus to long-term structural change and social justice.

The funding received from both the Ministry of Health and the Ministry for Vulnerable Children means NZCCSS can gather good practice information from its members. This used to identify areas where better implementation practice would improve outcomes, and to facilitate feedback loops from service users to government agency policy makers. This builds the relevance and capability of these government agencies to respond more effectively to existent and emerging needs and issues.

NZCCSS received some funding from the Inland Revenue Department to arrange focus groups of our



members' clients. This enabled the Department to get direct feedback from a group of their clients they would have otherwise struggled to meet and NZCCSS was further supported in its work.

Funding from philanthropic organisations continued to be elusive. In the new philanthropic funding environment, the focus for many philanthropists is to provide direct services to those in our communities in need. As an organisations which is focussed on research, sharing good

practice and striving for structural change to the drivers causing poverty and exclusion, philanthropic funding is limited. Particularly so when accessing funding form organisations based on gambling is excluded from the mix. However, NZCCSS does thank the TG McCarthy Trust for their support.

All the organisations which supported NZCCSS in the 2016–17 financial year are thanked for their contributions to our work. These organisations included:



ANNUAL ACCOUNTS

Statement of financial performance for the year ended 30 June 2017

	(\$)	(\$)
Income	FY 2017	FY 2016
Fees, subscriptions and other revenue from members	141,093	140,532
Revenue from providing goods or services	219,392	218,198
Other revenue	4,000	34,119
Interest, dividends and other investment revenue	12,706	13,437
Donations, fundraising and other similar revenue	150	0
Conference Income	0	6,356
Equality Network Income	0	24,246
	<hr/> 377,341	<hr/> 436,888
Expenditure		
Volunteer and employee related costs	292,161	318,278
Costs related to providing goods or services	95,476	94,970
Conference expenses	0	1,726
Equality Network expenses	0	20,012
	<hr/> 387,637	<hr/> 434,986
Operating surplus/(deficit)	<hr/> (10,296)	<hr/> 1,902
Net surplus/(deficit)	<hr/> (10,296)	<hr/> 1,902

For a full statement of our audited accounts, please contact our office by emailing bookkeeping@nzccss.org.nz, or phoning (04) 473 2627.

Statement of financial position as at 30 June 2017

	(\$) FY 2017	(\$) FY 2016
Current assets		
Bank accounts and cash	81,742	99,152
Short term deposits	350,000	305,568
Debtors and prepayments	8,815	22,573
Other current assets - accrued interest	3,496	823
Total current assets	444,053	428,116
Non-current assets		
Property, plant and equipment ⁷	4,075	6,138
Total assets	448,128	434,254
Current liabilities		
Creditors and accrued expenses	16,242	11,483
Employee costs payable	32,820	27,675
Income in advance	14,082	0
GST payable	7,120	6,936
Total current liabilities	70,264	46,094
Total net assets	377,864	388,160
Accumulated funds		
Accumulated surplus/(deficit)	388,160	386,258
Net surplus/(deficit) for the year	(10,296)	1,902
Total accumulated funds	377,864	388,160

ANNUAL ACCOUNTS

Statement of cash flows for the year ended 30 June 2017

	(\$) FY 2016	(\$) FY 2016
CASH FLOWS FROM OPERATING ACTIVITIES		
Cash was received from:		
Donations, fundraising and other similar receipts	150	1,665
Fees, subscriptions and other receipts from members	162,257	161,611
Receipts from providing services	266,059	256,487
Interest	10,033	5,596
Grants	47,295	41,684
Cash was applied to:		
Payments to suppliers and employees	-424,377	-479,758
Payments to BNZ for bank fees	-182	-226
Net GST	-32,981	-31,652
Net cash flows from operating activities	28,254	-44,593
Cash flows from investing activities		
Investments in Term Deposits	-44,432	61,500
Payments for additions	-1,232	0
Net increase / (decrease) in cash	-17,410	16,907
Opening cash	99,152	82,245
Closing cash	81,742	99,152
This is represented by:		
Bank accounts – current account	12,892	45,824
Bank accounts – on call	68,771	53,248
Petty cash	80	80
Total bank accounts and cash	81,742	99,152

COUNCIL MEMBERSHIP

Current members



Lisa Woolley
President and Baptist
denominational representative



Margaret Martin
Catholic denominational
representative



Tracey-Leigh Peters
Baptist Denominational
representative



Teresa Thorpe
Catholic denominational
representative



Tric Malcolm
Anglican denominational
representative



Carol Barron
Methodist denominational
representative



Mira Elmsly
Anglican denominational
representative



Garth Nowland-Foreman
Methodist denominational
representative



Gillian Bremner
Presbyterian denominational
representative



Pam Waugh
Vice-president and
Salvation Army Denominational
representative



Diane Gilliam-Weeks
Presbyterian denominational
representative



Bonnie Robinson
Convenor, Services for
Older People Policy Group



Ian Hutson
Salvation Army denominational
representative



Diane Garrett
Convenor, Child and Family
Policy Group

COUNCIL MEMBERSHIP

Denominational representatives who retired during the 2016/17 financial year



Peter O'Brien
Anglican denominational
representative



Lisa Beech
Catholic denominational
representative



Laura Black
Methodist denominational
representative

We sincerely thank Lisa, Laura and Peter for their wisdom and contribution to the Mission and Values of NZCCSS. A special thanks go to Lisa who was a very long serving denominational representative on Council.

NZCCSS SECRETARIAT

NZCCSS currently has five staff members working 4.1 full time equivalent positions.



Sharee Eden
Kaiawhina Whakahaere –
Office Administrator



Sonia Scott
Kaitatari Kaupapa –
Policy Advisor



Bo Liu
Finance and Accounting



Paul Barber
Kaitatari Kaupapa –
Policy Advisor



Trevor McGlinchey
Executive Officer

COUNCIL STRUCTURE

Christian social services agencies and the people they serve

Our member organisations serve thousands of people every day in communities throughout the country



Council

Two representatives from each denomination

POLICY GROUPS

Impacts of poverty & exclusion

Services for older people

Children & families

Secretariat

Policy advice, research, projects & operations