



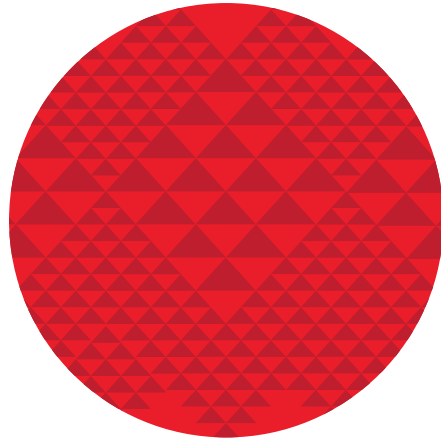




Generosity *IN Scarcity* ANNUAL REVIEW 2013–14

Our Vision

To be an outstanding provider of services, founded on Christian care and compassion, for people living in the Greater Wellington region who are at risk or struggling to achieve quality of life.



our history

ourPROgrammes

Mission for Families

Early intervention for families with young children

Mission for Independence

For the financially disadvantaged or unemployed

Mission for Youth

Alternative Education and services for high risk youth

Mission for Seniors

For the older person with health, disability or social isolation issues

We offer a range of programmes that encourage participants to confront and address their problems and that help them to move on to a better quality of life. The programmes are open to anyone who needs help, regardless of religious belief, ethnicity or social background.

ourBOARD

Trust Board Chairman: SAM Perry | Deputy Chairman: Jon Hartley (from July 2013) | Trustees: Bishop Justin Duckworth | Garry Wilson
Darryl Gardiner (from January 2014) | Joy Baird (from December 2013) | John McKinnon (from October 2013) | Leanne Campbell | MJ Cheape
Michael Wood | Chief Executive Officer: Michelle Branney | City Missioner: Rev Tric Malcolm (from March 2014) | Secretary: Kevin Walker

The Mission is a Charitable Trust affiliated to the Anglican Church.

The Mission has a history of helping the people of Wellington for over 110 years, beginning in 1904 when it was part of St Peters Church. In 1929 an Act of Parliament established The Mission as a separate entity.

our values

We are **sensitive** to **diversity**

We are **accepting**

We **respect** people

We are **inclusive**

We provide **hope** and **empowerment**

We **value** and **develop** our staff

We are **committed** to being here for the **long term**

We are **good stewards** of our resources

“a vital part of the **welfare** of those **in need** in Greater Wellington.”

The perceived improvements in the economy, while spelling good news for many, do not mean that those at the bottom of the heap will be any warmer, safer, or happier than they were before. Nor will they be better off financially. In other words, those people still need us as much as ever.

Fortunately, although The City Mission, like all similar organisations, has received fewer grants over recent

years, our reserves – and the increased returns on them – have enabled us to continue to provide services to those in need at the same level as before. Of equal importance is the fact that the desire of all of us at The Mission to do everything we can to help is as strong and urgent as ever. I hope I won't offend my fellow trustees or our wonderful volunteers when I say that we couldn't be nearly as effective as we are without The Mission staff, who

have made it their own mission to do this work. In many cases, if they worked elsewhere they could earn more, suffer less stress, and have greater career prospects than we can guarantee, but they prefer the satisfaction of turning people's lives around – and they do just that! It's not just commitment either: in addition to professionalism they have superb people skills and human understanding. Similarly, our individual donors have been as generous as ever,

despite what almost certainly has been a deterioration of their own finances – they personify what we believe: that true generosity is not diminished by scarcity of resources. The harder the times, the more important a donation becomes and the more it is valued by those in need.

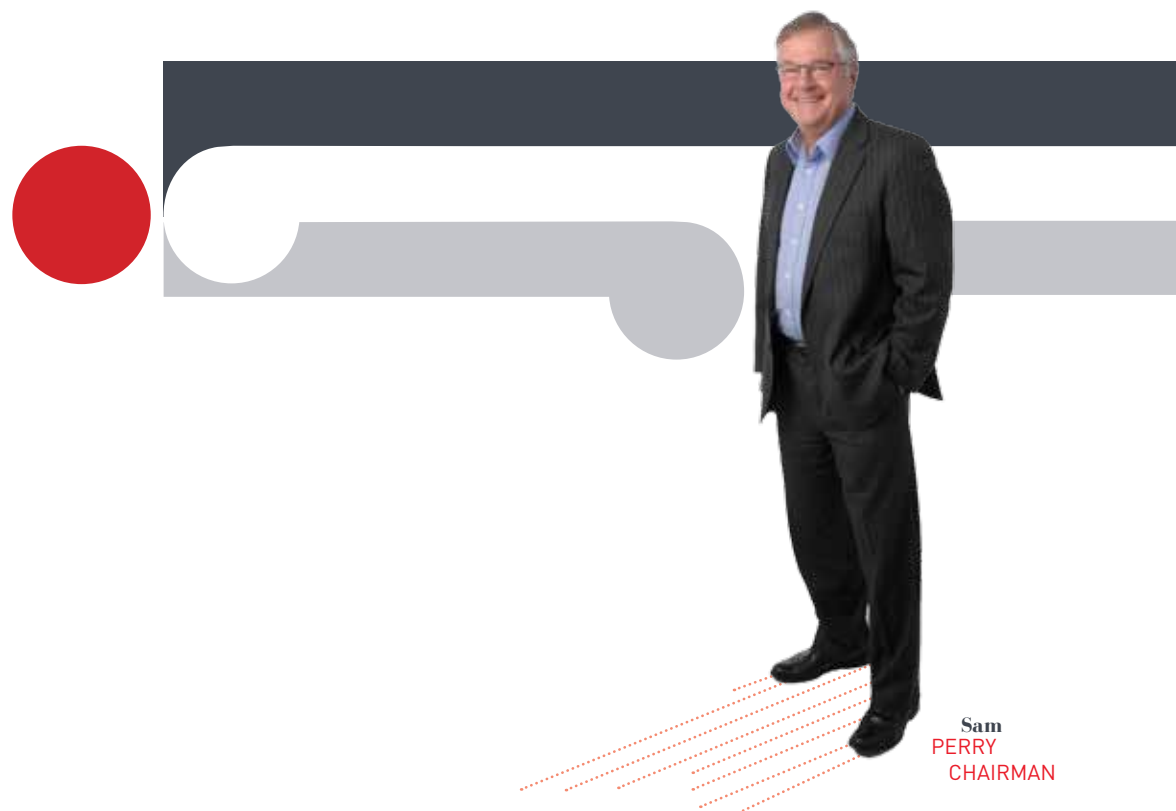
At board level, there is a recognition that perpetual refreshment is a good thing, so long as experience and

institutional knowledge are maintained. During the year we have been joined by John McKinnon, Joy Baird and Darryl Gardiner. Regrettably, an overseas assignment has meant that John has to leave us, but we hope the time will come when his return to New Zealand will mean a return to us too.

Both Darryl and Joy bring with them experience and governance skills to the board. These attributes are also

present in those trustees who remain: Bishop Justin Duckworth, Garry Wilson, Jon Hartley, MJ Cheape and Mike Wood. Leanne Campbell is stepping down as the result of work and family commitments but we have benefitted enormously from her knowledge and practical perspective in the time she has been a trustee. Sadly, my time is also up but I'm leaving in the knowledge that The Mission is vibrant, compassionate and professional

– thanks in no small measure to CEO Michelle Branney and her dedicated staff. The Wellington City Mission, alive and well for the last 110 years, is still a vital part of the welfare of those in need in Greater Wellington.



Sam
PERRY
CHAIRMAN

“We see generosity in every way on a daily basis”

The theme of this year's review is *“Generosity in Scarcity”*. This is because after giving it some thought, we realised that through the work of The Mission, we see generosity in every way on a daily basis. The more apparent signs include gifts, donations and time from people throughout the region. Regular people who have been thoughtful to others who they will probably never meet, but know their actions will improve the life of someone (or several) in need.

When I write about generosity, I cannot help but bring to mind the people we serve (referred to as our service users and clients throughout the sections of this review) because their often simple or modest acts of generosity, in turn, keep us grounded and focused on what we need to do to achieve our vision.

I'm pleased to report that several families now no longer need social work support and practical resources from our Mission for Families programme, and probably won't need any further support beyond that of any typical New Zealand family. A recent post-programme survey showed that fewer than 2% have needed support after close-off, often several years later and for a

different issue than the original presenting concern. Just under two-thirds (62%) of families on the programme are from the Hutt Valley and we have successfully managed our capacity to perform our services in the familiar, home environment of all families on the programme.

The provision of Mission for Families' social work support provides families with guidance to find a way forward, typically by building on their existing strengths – using a strengths-based model of practice and making the best of local community resources and opportunities.

We have noticed families with higher, more complex needs accessing our service. Financial hardship is usually the underlying issue. Parents and families are given the one-on-one time required to find sustainable solutions to complex issues. Their financial position is challenging as is the Mission's. As a result, our Families team skilfully manage families' expectations of what we can provide and for how long.

Last year, almost 90% of rangatahi at Mission for Youth were identified as high risk, that is, with

complex needs requiring multi-agency input and specialist support. We recognise the importance of attaining scholastic achievement for our young people's future. Practical learning and expression, combined with academic accomplishment, result in the NCEA credits that our students so often do not have and would not bother with, without our intervention.

This could not have been achieved without the skill and dedication of The Mission for Youth staff – teachers, social workers and professional youth workers. This team was complemented by tutors, mentors and volunteers to deliver other parts of the programme, for example Urban Arts.

Urban Arts inspires our rangatahi to engage and participate in creative, positive activities and is an outlet for creative expression. Building on their successes, opportunities were provided for rangatahi to gain more practical experiences such as an introduction to trades. This has resulted in encouraging feedback from peers, whānau and the local community.

Strong community connections are important for those rangatahi who may not have whānau support,

as the community becomes their support network/ extended whānau, even after they have left the programme.

Mission for Independence, through its range of services (Foodbank, Budgeting Advice, Drop-in Centre and Social Work) helped people as they searched for work, struggled with debt, and coped with inadequate housing.

Through the support of donors financially, and in-kind (such as food donations and time from volunteers) we were able to address the prevalent issues and trends of this year – the Welfare Reforms of 2013 meant that many needed guidance with their new obligations. We continue to see service users struggle with rising costs of living – particularly the necessities such as affordable accommodation, power and food, and doctors' appointments and prescriptions. As a result we have seen service users bringing in more bills they are unable to pay, and are requiring larger weekly food parcels due to overstretched budgets.

Over 16,000 meals were served in our Newtown Drop-in Centre and more than 17,000 separate financial transactions to the value of \$1,080,291

were made on behalf of Budgeting clients through The Mission's trust account. These are huge numbers that give just a hint of the scale of the work and commitment of all involved in Mission for Independence.

There are several services within Mission for Independence that can help motivate service users to achieve their goals even when faced with complex personal and financial challenges and adversity. Through meaningful engagement, resilience can be built upon and in the long term people are able to cope with life challenges they are likely to face.

It was a tough year for the older person who was struggling to make ends meet and had significant health and social needs – not unlike the previous few years. But when an older person has adapted positively and regained some independence they thought they had lost, thanks to the help of Mission for Seniors, the phrase “*generosity in scarcity*” comes to mind.

Like the other Mission programmes, Mission for Seniors reconnects and includes the elderly into their local community. As with Mission for Families,

around two-thirds (65%) of the Seniors service users live in the Hutt Valley. (Nineteen percent were in Porirua and 16% in Wellington.)

Over the last year or two housing has become expensive to rent for the elderly, even social housing. The cost of living has increased and even the basics seem expensive to anyone living on a modest fixed income. Families (i.e. mainly the children) of the elderly we see, are also feeling the pinch. This means they too have little extra money to spend on parents and grandparents in order to relieve their financial pressure.

Kemp Home & Hospital continued to deliver services with care and compassion within a homely environment for both permanent and respite clients. An increase in complex health and disability issues and more hospital level resident admissions, resulted in the need for increased Registered Nurse input along with specialised equipment. Furthermore, Kemp expanded its staff training programme, strengthening our palliative care/ end of life skills as we increased our collaborative relationships with specialist agencies and the community. In the period 1 April 2013 to 31 March 2014, Kemp staff and volunteers cared for 114

residents. A small group of dedicated Ezee Meal distributors (41 outlets) continued to supply consumers nationwide. Each meal sold provides a small contribution toward the community services provided by the local outlet. In total, 127,929 meals were sold in the financial year.

In March 2014 The Mission whānau welcomed our new City Missioner, Reverend Tric Malcolm. A fundamental component of this position is to be the visible and tangible sign of God's presence in the midst of the City Mission and its endeavours. You will be hearing and seeing more of Tric as she familiarises herself with the role of Wellington's City Missioner.

Finally, my thanks go to the Board of Trustees – we have been joined by some fresh and able new Trustees in the past year, but also we say goodbye to those who have served their term of appointment. My special thanks goes to the retiring Chair, Sam Perry, who has provided wisdom, guidance and exuberant interest in every part of The Mission, all the while reminding us not to take ourselves too seriously.



**Michelle
BRANNEY**
CHIEF EXECUTIVE OFFICER

*“we seem to have nothing, but we possess **all that there is** to have”*

One of the interpretations of the story of Jesus feeding the 5,000 with five loaves and two fish is that it wasn't so much about a miraculous multiplying of the actual five loaves and two fish – but rather that the generous act of a child giving up all they had, motivated others to reveal what food they were also carrying. In the end, between the whole crowd, there was enough to feed everyone with much left over.

The miracle was that Jesus caused people

to unlock their self centeredness, their motivation to look after themselves first, and enabled them to connect with those around them and share the resources they had. I don't know if this interpretation is a fair interpretation of this scripture. I don't think it matters.

This interpretation encourages us to look at our resources differently. From seemingly little – five loaves and two fish or in our circumstance a few packs of Weetbix and pairs of shoes –

many can have their needs met or can find a way to meet their own needs. Sometimes it is about changing our expectations of what can happen. As people ask me how it's going at the City Mission and what we are up to, I find myself constantly saying “we, The City Mission, have this wonderful opportunity to share the resources that we are given with those who can benefit from them best” – it's a matter of passing things on, or, connecting the dots.

It is evident in the work of The City Mission that many still live with very little. The 'Rock Star' economy hasn't quite taken hold yet, at least not for everyone. With the little that people have, with the little that people are able to give and with what the City Mission has to share, we are able to share God's generosity and love. Within what is perceived initially as scarcity, generosity is born. The reflection for Wednesday morning in the New Zealand Prayer Book also speaks to me of generosity

within scarcity. Thank you Wellington for your generosity. Together we can possess all that there is to have.

Blessings.

*In everything we do,
in our troubles, difficulties and hardships
we show we are God's servants.
By purity, patience and kindness,
by the Spirit and by our love,
and by our message of truth
we show ourselves for what we are.
We may seem poor, but we make many rich;
We seem to have nothing,
but we possess all that there is to have.*

NZPB page 119.



Rev. Tric
MALCOLM
WELLINGTON CITY MISSIONER

44 families fully and successfully completed all the objectives in their personal plans

M4F



461 INTERVIEWS TOOK PLACE WITH PEOPLE
NEEDING FOODBANK ASSISTANCE TO DETERMINE
THEIR SITUATION AND LEVEL OF NEED

M4I

25,951 BED NIGHTS OF
ACCOMMODATION
WERE PROVIDED

KH&H

ONE HUNDRED AND EIGHTY FIVE REFERRALS WERE MADE TO A RANGE OF SPECIALISED EXTERNAL
AGENCIES ENSURING THE BEST POSSIBLE OUTCOME FOR CLIENTS

M4S

265 CLIENTS RECEIVED TOTAL MONEY
MANAGEMENT OR BUDGETING ADVICE

M4I

17,308

SEPARATE FINANCIAL TRANSACTIONS WERE MADE
ON BEHALF OF CLIENTS THROUGH THE MISSION'S
TRUST ACCOUNT, WORTH A TOTAL OF \$1,080,291

M4I

1,762 face-to-face meetings
were held with clients, along
with 1,573 contacts by telephone

M4S

1,175 BUDGETING MEETINGS, VISITS, CALLS AND CONTACTS WERE MADE WITH CLIENTS,
WITH 388 CONTACTS WITH CREDITORS BEING MADE ON BEHALF OF CLIENTS.

M4I

124 NCEA LEVEL 1
CREDITS ACHIEVED
BY THIS YEAR'S
YOUNGER, 14-15
YEAR OLD GROUP

M4Y

127,929
TOTAL
MEALS

MF

160 rangatahi

ATTENDED THE 'BREAKAWAY HOLIDAY
PROGRAMME' WHICH PROVIDED CREATIVE
AND MEANINGFUL ACTIVITIES FOR
RANGATAHI DURING THE HOLIDAY PERIOD

M4Y

77 PEOPLE WERE
DISCHARGED FROM
THE MISSION FOR
SENIORS PROGRAMME
AFTER SUCCESSFULLY
COMPLETING THEIR
AGREED OBJECTIVES



930 *visits to families were made
in their home. In addition
823 contacts were made through phone,
email and text on behalf of families*

M4F

128 **FOODBANK CLIENTS WERE ABLE TO MOVE
ON WITHOUT RELIANCE ON THE SERVICE**

M4I

71%

M4I

OF FOODBANK CLIENTS
WERE ENROLLED ON OTHER
MISSION PROGRAMMES,
SUCH AS BUDGETING ADVICE
OR MISSION FOR FAMILIES

**one hundred & ninety seven
families were supported by our family social workers**

M4F

75%
**OF OUR RANGATAHI
IDENTIFIED AS MĀORI**

M4Y

16,437 **Meals were served in our
Newtown Drop-in Centre**

M4I

117 **FACE-TO-FACE CONTACTS WITH PARENTS AND CAREGIVERS, 1,081 FOLLOW UP
CONTACTS WITH PARENTS AND CAREGIVERS VIA PHONE, TEXT OR EMAIL**

M4Y

*30 students attended the programme. The group was
young, clustered around 14-15 years old*

M4Y

271 **elderly were
regularly supported
in their own homes**

M4S

430 **advocacy contacts
were made on behalf
of families to a variety
of different agencies**

M4F

KEY

M4F = Mission for Families
M4Y = Mission for Youth
M4I = Mission for Independence
M4S = Mission for Seniors
KH&H = Kemp Home and Hospital
MF = Mission Foods

Living with domestic and financial troubles...

Just a couple of years ago, my life was overshadowed by domestic and financial trouble. I was in a volatile relationship, struggling with my parenting skills and continuously digging deeper into debt. There seemed to be no way out – until I reached out to The Mission.

Mission for Families started right away to help me deal with my relationship issues and become a better parent for my children. They helped me by informing me on what other services were available to assist as well. I completed a domestic violence counselling programme, found a much safer place for me and my children to live and regularly received Mission food parcels.

We also focused on a budget which helped me understand my financial problems and how to get out of debt. I joined The Mission's 'Total Money Management' service and it wasn't long before bills were being paid. I was even able to save money, which was something I had never been able to achieve on my own.

It's hard to describe the incredible feeling after having made such meaningful changes in my family's life. It is such a relief to feel safe and in control again. I'm so thankful for the staff of Mission for Families, they helped me and my family get on the right path.

197 FAMILIES WERE SUPPORTED BY
OUR FAMILY SOCIAL WORKERS

639 HOUSEHOLD RESOURCES AND
FOOD SUPPORT WERE PROVIDED

Early intervention for families with young children

When families experience a lack of resources, whether physical, financial, emotional, social or spiritual, there can be a feeling of helplessness from within. The provision of our programme's social work support can provide these families with guidance to find a way forward, typically by building on their existing strengths - using a strengths-based model of practice and community resources.

Due to continued economic hardship this year, we have noticed families with higher, more complex needs accessing our service. Their financial position is challenging as is The Mission's. That said, the programme has been able to be generous with its social work resources to meet the need.

We give families the one-on-one time required to find sustainable solutions to complex issues and are particularly proud of our continued capability to perform our services in a dignified and familiar environment by working within the homes of the families that we provide support to. We have responded to the important political changes of the year,

particularly in the areas of Work and Income NZ, Housing NZ, and Family Court law. These changes have, and will continue to require our social workers do more intensive networking and forge new relationships with relevant agencies and organisations. Mission staff must be aware of new changes and be up-to-date on how these changes will affect the families they are working with.

Overall, we see these changes as being positive for families. While initially there will need to be more work, we hope that these changes will streamline some of the more difficult aspects of Work and Income and Housing NZ.

The 'Fare Basics Cooking' and 'Triple P Parenting' programmes were a highlight for families. These events allow parents to take time away from their children to learn a new skill - either through cooking a tasty meal from scratch, or learning about a new parenting strategy relevant to their situation.

We have found they encourage parents to put into perspective the issues that they are facing within a valuable group/ community orientated setting, highlighting the fact that they are not alone in their struggle. With these new skills, parents feel empowered to tackle their issues face on.

OF NOTE THIS YEAR:

- 197 families were supported by our family social workers.
- 75 families were residents of Wellington city and suburbs.
- 122 were from the Hutt Valley.
- Families were visited in their own homes on 930 separate occasions. Additionally 823 contacts were made through phone, email and text on behalf of families.
- 430 advocacy contacts were made on behalf of families with a variety of different agencies.
- 639 household resources and food support were provided.
- 44 families successfully completed all the objectives in their personal plans.
- 14 people completed the 'Triple P Parenting' programme.
- 24 families undertook a budgeting advice programme.
- 1,437 children throughout Greater Wellington were supplied with Christmas toys - 5,993 toys distributed. Of those, 248 were Mission children and 1,189 were for other agencies.

THE YEAR AHEAD

Looking ahead, we have developed a Programme Plan with team goals that include achieving (Child Youth and Family) CYF 408 approval for Mission for Families, which among other things, ensures that our team formalises rationale and benchmarks for caseload size and length of time for families on our programme.

**Olivia
LANGE**





Reaching a turning point....

The change in our son is enormous, it's like he's a whole different person. It used to be a daily struggle to get him to go to school, but now he refuses to stay home in case he misses some credits. He loves college and is doing really well.

The Mission for Youth programme has given Sam a whole new opportunity for life. We recently had a meeting with the Head Dean, and as a parent I couldn't believe what I was hearing. If you had known what Sam was like before he went to Mission for Youth, you would be amazed too. The teachers at school can't believe he is the same student.

They, as well as his mates, cannot say enough good things about him. The Dean would even like him to return to school next year as a team leader and a role model for the boys they are still having trouble with.

To Mission for Youth; I really can't thank you enough for what you have done for my son and in turn, our family. I have had to deal with Sam's temperament and bad habits for a long while, which at times has been a heck of a challenge. After two years with M4Y, he is a totally different boy.

53 Student referrals for specialist support from external agencies or youth services

62 LIFE SKILL workshops

one thousand and eighty one Follow up contacts with parents and caregivers via phone, text or email.

Providing **comprehensive alternative education for students** who have disengaged or been excluded from mainstream education

For the most part, Mission for Youth (M4Y), utilises alternative learning avenues allowing our students a break from the traditional classroom setting, in which they typically struggle. Almost 90% of rangatahi at Mission for Youth were identified as high risk, that is, with complex needs requiring multi-agency input and specialist support.

We have experienced continued success with the Urban Arts programme – inspiring our rangatahi to engage and participate in creative, positive activities, which has resulted in encouraging feedback from peers

and the local community.

We provide opportunities for rangatahi to gain more practical experiences such as an introduction to trades, and importantly, accessing outlets for creative expression. For example, we have been working at creating and recording original music and music videos, T-shirt design and production, and graffiti art, at selected Gas-Hub locations around Greater Wellington.

Nonetheless, we recognise the importance of attaining scholastic achievement for our

young people's future. We complement practical learning and expression with academic accomplishment, achieving the credits for NCEA that our students so often do not have and would not bother with without our intervention.

Mission for Youth is fortunate to be able to be generous with our staff time, and number of tutors/mentors, social engagement opportunities, emotional and spiritual support, food and transport for rangatahi and their whānau. This often makes a welcome change for the rangatahi

and their families as they routinely experience a scarcity of resources in many ways and areas. Strong community connections are important for those rangatahi who may not have whānau support, as the community becomes their support network/extended whānau – even after they have left the programme.

Nevertheless, even with these positive and reinforcing systems in place, we constantly struggle with rangatahi truancy, youth justice (crime) issues, addiction, and issues of care and welfare.

OF NOTE THIS YEAR:

- 30 students (29 Alternative Education, 1 Transition Services) attended the programme. The group was young, clustered around 14–15 years old.
- Our strengthened Tikanga Māori programme including Te Reo, karakia, taiaha, waiata and noho marae has fostered a strong sense of belonging for our rangatahi – 75% of our rangatahi identified as Māori.
- 124 NCEA Level 1 credits achieved by this year's younger, 14–15 year old group.

- 117 face-to-face contacts with parents and caregivers, 1,081 follow up contacts with parents and caregivers via phone, text or email.
- 90 'Education Outside the Classroom' sessions and 62 'Life Skills' workshops.
- 53 student referrals for specialist support from external agencies/youth services.
- 160 rangatahi attended the 'Breakaway Holiday programme' which provided creative and meaningful activities for rangatahi during the holiday period.

The holiday programme recognises that pro-social activities contribute to a reduction in high risk behaviour among youth.

Previous students successfully transitioned to the following training courses:

- New Zealand Institute of Sport.
- Youth Guarantee programme – Mixed Māori Arts.
- Youth Guarantee programme – Capital Training.
- 2 Year 11 students on Weltec

– mechanics course & landscaping course.

- 1 Year 11 student has been granted a place in the next intake for ECE (Early Childhood Education) through NZ Careers College.
- 1 student currently transitioning back into mainstream to complete her Year 11 studies at Wellington East Girls College.

THE YEAR AHEAD:

We will build on our effective academic programme, which increases opportunities for our rangatahi to achieve NCEA credits, and complete staff assessment training so rangatahi are able to get more credits in a variety of subjects.



John
Chapman

Out of debt and proud of it....

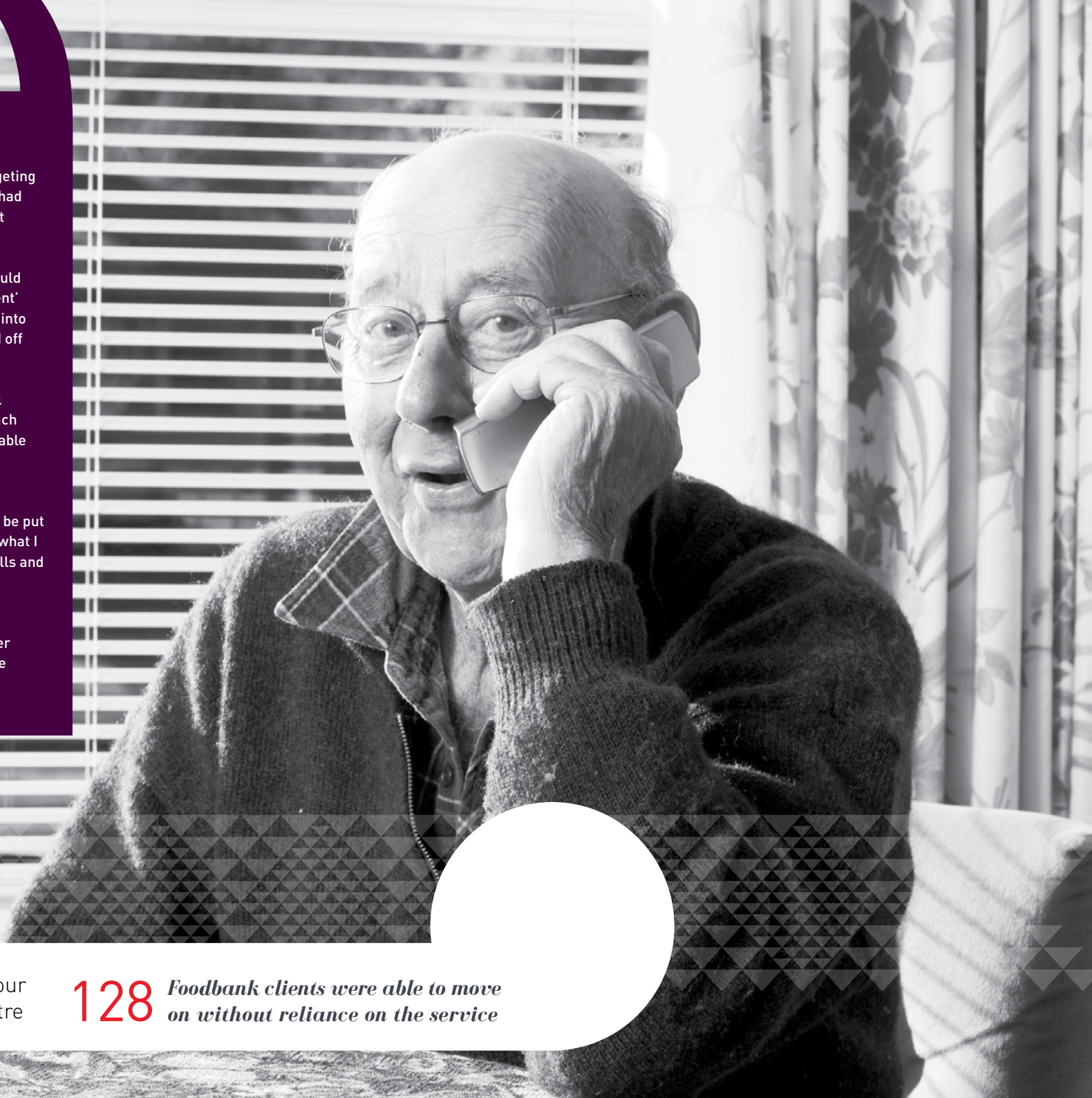
I was referred to the Wellington City Mission's Budgeting Service via my Mission for Seniors Social Worker. I had a lot of debt and was in arrears with most of it. I just couldn't see how I could get my head above water.

So when I saw my Budget Advisor, we decided it would be good if I went onto their 'Total Money Management' service. This meant all my weekly income was paid into The Mission's Trust Account and they regularly paid off debts on my behalf.

This helped in many ways. The Mission handled all negotiation regarding how much I would pay off each bill with the person I owed money to directly. I was able to clear the arrears, keep up with my doctor and pharmacy bills, and get my payments in on time.

My Budget Advisor also found out what limits could be put on my phone service so that I was able to use it for what I wanted to, but it also stopped others making toll calls and creating more debt.

I am still receiving assistance from The Mission as I get a bit confused when I have to deal with the larger companies such as Housing New Zealand, but I have now paid off all my debts and it feels great!



16,437 Meals were served in our
Newtown Drop-in Centre

128 Foodbank clients were able to move
on without reliance on the service

Guiding people who are financially disadvantaged towards practical self-management

The Independence programme relies really on the generosity of Wellingtonians, and in turn, we can be generous with our resources for service users.

There are still many people struggling to make ends meet, and we are committed to providing a service which helps those who are financially disadvantaged or unemployed become independent, educated and more confident moving forward. The Independence programme relies greatly on the generosity of Wellingtonians, and in turn, we can be generous with our resources for service users.

We are able to help people gain workable and sustainable structure in their lives when this is needed – especially through our budgeting and support services.

We support and protect vulnerable service users who are unable to manage their own finances or personal

wellbeing. We encourage them to pursue meaningful activities that give them a sense of belonging and achievement, such as employment, volunteer work and other community participation. We helped motivate service users to achieve their goals even when faced with complex personal and financial challenges and adversity.

Through education and engagement we want to build their resilience, so in the long term they are able to cope with life challenges they are likely to face.

Through the support of donors financially and in-kind (such as food donation and time from volunteers), we were able to address the prevalent issues and trends of this year – the

Welfare Reforms of 2013 meant that many needed guidance with their new obligations. We were also able to help in less typical situations this year, for example we advocated for, and provided necessities to those affected by the Kingston landslip with Wellington City Council's support.

Our programme participated in multi-agency initiatives such as the Te Mahana Homelessness Strategy – a multi-agency approach to ending homelessness in Wellington. Also, the Outreach Programme – a collaborative project with DCM, the Salvation Army, the Wellington Night Shelter and the Soup Kitchen, which engages with those on the street in our local community to ensure access to social services.

OF NOTE THIS YEAR:

- 17,308 separate financial transactions were made on behalf of clients through The Mission's trust account, worth a total of \$1,080,291.
- A total of 470 volunteers contributed 3,500 hours of their time to the Drop-in Centre and Foodbank.
- 374 individual social work sessions were delivered to Mission for Independence clients, plus 462 phone conversations; in addition to 502 calls or visits to agencies on their behalf.
- 16,437 meals were served in our Newtown Drop-in Centre.
- 265 clients received Total Money Management or Budgeting Advice; 210 of these were residents of Wellington and 55 of Lower Hutt.
- 1,175 budgeting meetings, visits, calls and contacts were made with clients, and 388 contacts were made with creditors on behalf of clients
- 71% of Foodbank clients were enrolled on other Mission programmes, such as Budgeting Advice or Mission for Families.
- 461 interviews took place with people needing Foodbank assistance to determine their situation and level of need.
- 128 Foodbank clients were able to move on without reliance on the service.

THE YEAR AHEAD:

We will continue to work closely with Missions for Families, Seniors and Youth by providing food parcels and budget advice, and pursue education and training opportunities for both staff and service users.

A review of our Drop-in Centre operation will look to provide more opportunities for meaningful activities, social inclusion and improved access to social service support for our service users.



**Jill
HILSTON**

Out and about at 94.....

At 94 and living alone, life was becoming a struggle and it was starting to get me down. I felt lonely and unhappy. I wasn't used to asking for help, but when I reached out to The Mission for Seniors programme they helped me turn things around. I had become quite house-bound as I didn't feel brave enough to go out on my own, and I was unsure about how to use the public transport that was available to me.

This soon changed when The Mission for Seniors Social Worker taught me how to use buses and even travelled with me until I felt comfortable doing it alone. Now I can regularly visit my daughter, go to social outings with friends and make the vital trips such as to my doctor and the bank. Because I had a SuperGold card, I knew getting around was free – it was only my lack of confidence that was getting in the way. It's such a simple thing but it had a huge impact on my life.

I can't believe how Mission for Seniors was able to connect me to the things I had been missing out on. I'm so happy to have my independence back.



271 ELDERLY WERE
regularly supported
in their own homes

173 *Issues of a financial nature
were managed with clients*

Encouraging positive change for the older person

When an older person has adapted and regained some independence they thought they had lost, we celebrate positive change.

Over the last year or two, housing has become expensive to rent for the elderly – even Social Housing. The cost of living has increased and just the basics seem expensive to anyone living on a fixed income. Families of the elderly we see are also feeling the pinch, which means they too have little extra money to spend – money they would have normally spent on their parents and grandparents in order to ease a little financial pressure. In fact, some seniors on the programme were informal carers of their younger family members, particularly in a child-minding capacity. This can take both a financial and emotional toll on the older person if too frequent or for long periods of time.

Mission for Seniors have advocated for and assisted some seniors who are the main

caregivers for their elderly partner, or even of an elderly child who is unable to care for themselves. Support for this group seems to be diminishing although there is some funded support for carers, such as day care. With a number of elderly looking after partners with dementia, day care has been a valuable respite service.

For those service users living alone with dementia, Mission for Seniors staff have found it difficult to put in place support that is more than just at the level that ensures safety. Day care for this group for example, would benefit them socially and perhaps delay their admission to residential care. But it does cost money, and this is something service users of Mission for Seniors rarely have.

OF NOTE THIS YEAR:

- 271 elderly were regularly supported in their own homes.
- In any given month, services were delivered to people living in Lower Hutt (46%), Upper Hutt (19%), Porirua (19%) and Wellington city and suburbs (16%).
- 1,762 face-to-face meetings were held with clients, along with 1,573 contacts by telephone.
- Staff visited a range of agencies on 247 occasions representing clients and made a total of 2,217 telephone contacts with external agencies on their behalf.
- 97 client assessments were made.
- 185 referrals were made to a range of specialised external agencies ensuring the best possible outcome for clients.
- 73 clients were assisted as they transitioned to rest home, hospital, dementia and respite residential care.
- 77 people were discharged from The Mission for Seniors programme after successfully completing their agreed objectives.

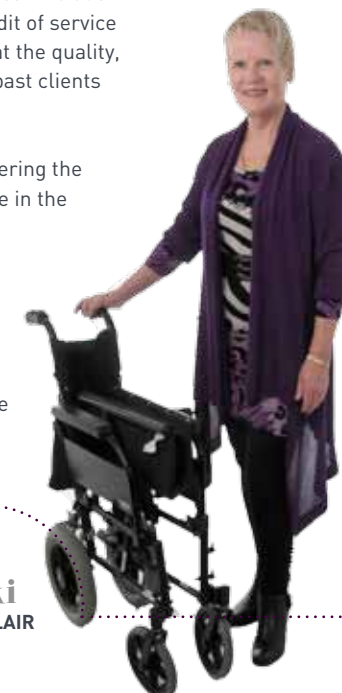
THE YEAR AHEAD

Plans for the coming year include a post-programme audit of service delivery. We will look at the quality, and if our services to past clients proved sustainable.

We will also be considering the demand for our service in the context of funding and resources available to the sector.

This analysis will also look at other avenues and sources of revenue including fundraising.

Vicki
ST CLAIR





Kemp Home & Hospital continued to deliver services with care and compassion within a home-like environment for both permanent and respite clients.

An increase in complex health and disability issues and more hospital level resident admissions, resulted in the need for even more Registered Nurse input along with specialised equipment. Furthermore, Kemp expanded its staff training programme, strengthening our palliative care/end of life skills as we increased our collaborative relationships with specialist agencies and the community. In the period 1 April 2013 to 31 March 2014, Kemp cared for 114 residents.

In the past year Kemp's average bed occupancy was 87%, which was down slightly from the year before. In part, this is due to a significant increase in resident turnover. The trend for seniors to

remain in their own homes for longer continues, resulting in a marked increase in the number of residents admitted straight to hospital level care rather than rest home level care. Numerically, in the period April 2012 – March 2013 Kemp had 26 admissions and 30 discharges and in the period April 2013 – March 2014 Kemp had 45 admissions and 45 discharges.

The monetary increase on care fees paid by the DHB, was only 0.89%. The majority of our residents are Government subsidised, as they have been means tested and are not able to contribute to the cost of their care, so their care is paid for by a Government subsidy. Therefore, we are reliant

on the DHB for funding and must find other sources of funding for any special equipment, increased operating costs and the cost of improvements. Examples include: pressure relief mattresses, increased insurance premiums and the introduction of a new standardised assessment process (interRAI).

Despite these challenges and limitations Kemp continues to show generosity by providing opportunities for our seniors to continue to participate and maintain links with their families and community. We achieved this by working in partnership with residents and their families when planning and delivering care and support.

We held regular resident and whānau meetings to reflect on Kemp's service delivery and topical issues of interest to residents and their whānau. Kemp has also established itself in the community as being responsive to both the spiritual and cultural needs of our residents. Currently, 20% of our residents identify themselves as Māori or Pasifika. As well as delivering pastoral care for residents, whānau and staff, Kemp's Chaplain, Deacon Brenda Stade, continues to strengthen our service delivery by participating in the recreation programme and as Chairperson of the regular resident/whānau meetings.

“our seniors continue to participate and **maintain links with their families** and community”

KEMP HOME & HOSPITAL SERVICES INCLUDE:

- 81 beds: 50 hospital level beds; 26 rest home level beds; 5 swing beds (may be utilised as hospital or rest home level care).
- High standards of medical and nursing care, independently audited to ensure compliance with the NZ Health & Disability Standards.
- Access to an occupational therapist, physiotherapist, podiatrist and dietician services.
- Weekly recreational outings.
- Recreation programmes run six days a week.
- Home-style meals to suit all dietary needs.
- On-site hairdressing.
- St. Nicholas Chapel, with regular church services and Chaplain on-site for spiritual/pastoral support.
- Māori and Pasifika resident social group.

TRENDS OF NOTE:

If the sector continues to operate within its current parameters, by 2026 between 12,000 and 20,000 extra residents will require aged residential care nationally. In the years between now and 2026 the over 65 population is estimated to increase by 84%.

Only 26% of facilities are owned by a charitable/religious or welfare organisation. There are less options available for those seniors choosing to enter residential care that operate on a charitable/religious or welfare basis.

There is an increasing number of facilities nationally that operate a two tier system of care delivery – that is, facilities that charge extra for extra services such as bigger rooms, ensuite bathrooms, rooms with views etc. In line with our organisational values, we do not run a two tier system.

Valelia
GIBB



86,220
main meals

27,767
small meals

“*traditional* food
with homemade **goodness**”

13,942
dessert meals

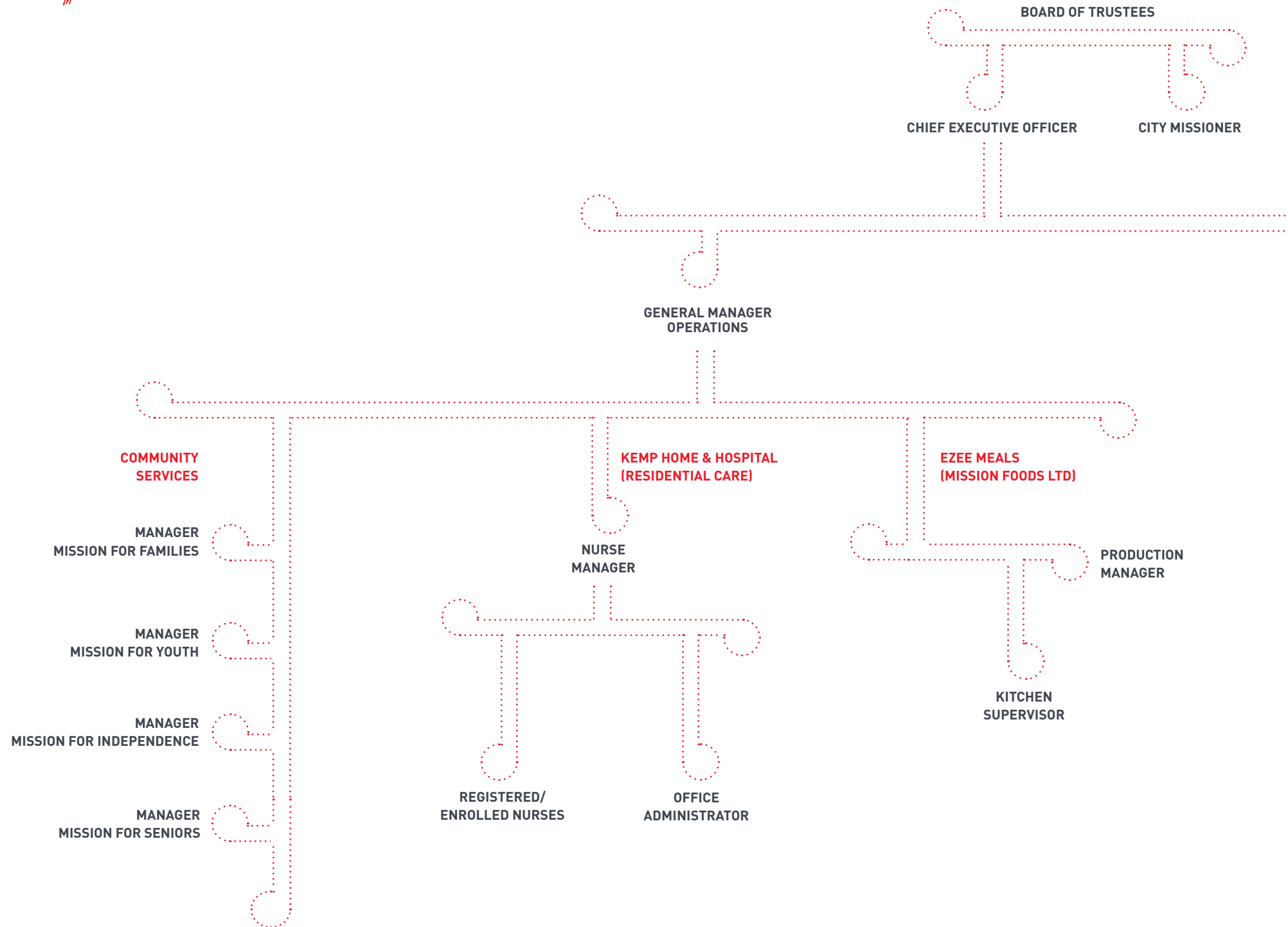
127,929
total meals

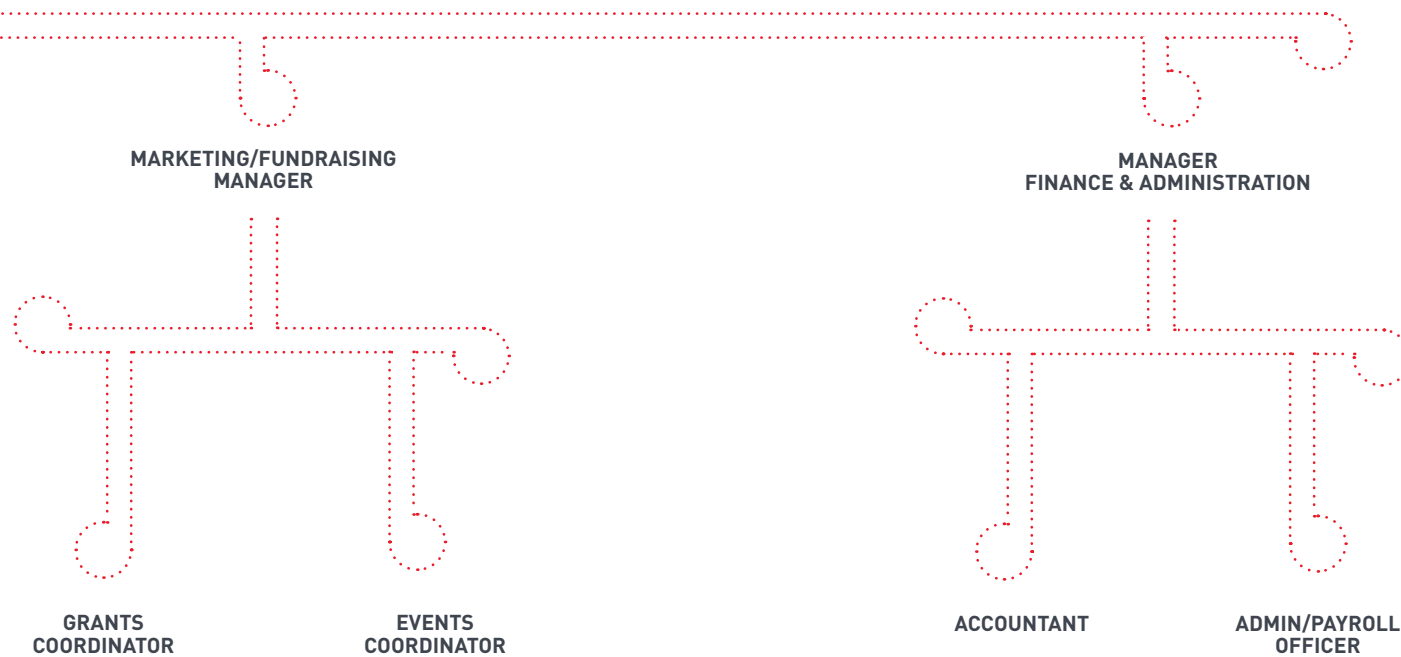
Mission Foods Limited continued the Ezee Meal programme, providing heat and eat convenience meals through 41 outlets from Auckland to Christchurch.

Each meal sold provides a small contribution toward the social services provided by the local outlet, whilst allowing them the opportunity to network with their own community.

Keriana
KOTI

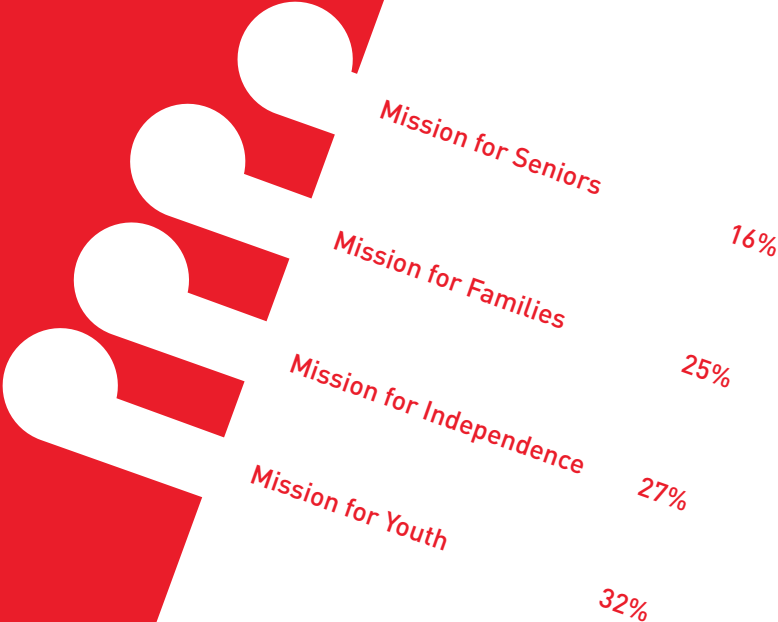






COMMUNITY SERVICES INCOME SOURCES







	2014	2013
	\$	\$
COSTS		
Operating Kemp Home & Hospital	4,087,025	4,058,753
Operating Community Services	2,715,435	2,913,551
Prepackaged meal production – Ezee Meals	736,413	764,274
	7,538,873	7,736,578
Less Revenue		
Kemp Home & Hospital fees	4,113,171	4,178,806
Community Services Income – donations, grants*	2,243,212	2,230,859
Prepackaged meal production – Ezee Meals	689,605	783,559
	7,045,988	7,193,224
Other Income		
Investment Income	213,308	246,344
Consolidated loss for the year	(279,577)	(297,010)
Other comprehensive income		
Revaluation of land and buildings	(170,990)	
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	(450,567)	(297,010)

*From this year, Special Funds (bequests for which the capital is required to be maintained) are classified as “Accumulated Funds-Special” rather than as a long term liability on the basis that there is no obligation to deliver cash or another financial asset to any party. Other than this change, the accounting policies adopted for the year ended 31 March 2014 are consistent with those of the previous financial year.

ASSETS

2014

2013

\$

\$

CURRENT ASSETS

Cash and cash equivalents	300,682	77,971
Trade and other receivables	267,406	358,535
Invested funds	480,759	743,067
Inventories	95,924	92,209
Prepayments	141,296	150,238
	1,286,067	1,422,020

NON-CURRENT ASSETS

Invested funds	2,135,078	2,118,273
Property, Plant and Equipment	6,375,861	6,670,059
	8,510,939	8,788,332

TOTAL ASSETS	9,797,006	10,210,352
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FULL FINANCIAL REPORT AVAILABLE:

The summary financial report has been extracted from the audited financial report of the Wellington City Mission (Anglican) Trust Board of the same date. They may not contain sufficient information for a full understanding of the financial affairs of the Trust, but copies of the full financial report can be obtained from the Manager Finance and Administration, Wellington City Mission, PO Box 13383, Johnsonville, Wellington.

WELLINGTON CITY MISSION (ANGLICAN) TRUST BOARD
SUMMARY OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 MARCH 2014



LIABILITIES

2014

2013

\$

\$

CURRENT LIABILITIES

Trade and other payables	348,442	311,784
Income in advance	27,000	36,383
Employee entitlements	472,343	463,001
	847,785	811,168

Non-Current Liabilities

Employee entitlements – long service leave	69,187	68,584
	69,187	68,584

Equity

Accumulated funds	6,529,306	6,808,882
Asset revaluation reserve	2,350,728	2,521,718
	8,880,034	9,330,600

TOTAL EQUITY & LIABILITIES

9,797,006 10,210,352

thank you

FA'afetai

Acme Engineering Ltd
Advanced Building Services
Wellington Ltd
Aluminium Extrusion Company
AMP Foundation
Anglican Care Network
ANZ Bank
Arotec Diagnostics Ltd
ASB Bank
Beca Corporate Holdings Ltd
BNZ Partners Wellington
Fundraising Committee
Boffa Miskell Ltd
Bowen Trust Board

BP Vouchers for Volunteers
Brandons Lawyers
C H Izard Trust
Cableprice (NZ) Ltd
Caffe L'affare
Capital Scaffolding 2000 Ltd
CentrePort Wellington
Chapman Tripp
Child Youth & Family Services
Clifton's Wellington
Continuum Consulting Group
Cophorne Hotel Oriental Parade
Creative Mouse Design
Cricket Wellington

Crowe Horwath (NZ) Ltd
Darlington Drilling & Piling
Datacom Systems (Wgtn) Ltd
Dave Ward Towing
Department of Corrections
Department of Internal Affairs
Department of Labour
DineAid Charitable Trust
E E J Coxon Charitable Trust
Elmers Mower Centre
EndGame Ltd
e-Spatial Limited
Foodstuffs Wellington
Four Winds Foundation Ltd

Franklin Holdings Ltd
Freemasons Roskill Foundation
Fusion5
Gadbrook Trust
George Denton Trust
Gibson Sheat – Lawyers
Goodman Fielder
Guardian Trust
Harbour City Security Ltd
Hardwired Holdings Ltd
Heinz Watties
Hilda Curtis Charitable Trust
Hinemoa Kairangi Lodge
Charitable Trust

Hockly Plumbers Ltd
Hutt City Council
Hutt Mana Charitable Trust
Impact Legal
Infinity Foundation Ltd
Inland Revenue Department
Interwaste
Isabella McKenzie Morgan
Charitable Trust
J H Whittaker & Son
Jenny Craig
Joe Aspell Trust
John Ilott Charitable Trust
Johnsonville Club Inc

Kaibosh Food Rescue
Kensington Swan
Kraus & Naimer Ltd
Lions Club Of Wellington (Host)
Mana Community Grants
Foundation
McClellan Grimmer Optometrists
Mediaworks Radio Ltd
Meridian Energy Social Club
Ministry of Education
Ministry of Health
Ministry of Social Development
Mission to Seafarers
Mokoia Masonic Perpetual Trust

Mālo ‘aupito

kiaORA

Our thanks also to:

The Mission Auxiliary Diocese of Wellington

And to all our wonderful volunteers and supporters who give regularly in time, or goods in-kind, and to those who support us financially through our mail campaigns, fundraising events, telephone fundraising, mall and street appeals, Automatic Payment, Electronic Banking, Payroll Giving and online donations.

Thank you.

Moore Wilson
Multi Civil Contractors Ltd
Museum Hotel
New World Wellington
New World Island Bay
New World Metro
New World Newtown
New World Thorndon
New Zealand Community Trust
New Zealand Council of Christian
Social Services
New Zealand Post
Optoplast (NZ) Ltd
Orangebox

Panama Bakery
Parliamentary Rugby Team
Paul Nydam Plumbing & Gas
Photo Espresso
Photography by Woolf
PricewaterhouseCoopers
Proserve Electrical Ltd
Red Rock Consulting
Royal New Zealand Navy
Ruth Pretty Catering
Samuel Marsden Collegiate School
Sargood Bequest
Scots College
Signify Ltd

St Joan's Charitable Trust –
Trustees Executors Ltd
St Luke's Anglican Church
St Paul's Lutheran Church
St Mark's School
St Mary's Anglican Church Karori
St Michael and All Angels' Church
Tardis Design & Advertising
Tegel Chicken Ltd
The Dominion Post
The Jack Jeffs Charitable Trust
The Lion Foundation
The Margaret Ann Tibbles Charitable Trust
The Paddy Brow Charitable Trust

The Telecom Foundation
The Thorndon Centre
The Tindall Foundation
The Trusts Community Foundation
Thomas George Macarthy Trust
Trust House Ltd
Vavasour Charitable Trust
Viking Sales & Services Ltd
Walter & Rana Norwood Charitable Trust
Wellington Children's Foundation Inc
Wellington City Council
Wellington City Transport (NZ Bus)
Wellington Girls High School
Wellington High School

Wellpack
Westpac New Zealand
Wickliffe New Zealand Ltd
Winton & Margaret Bear
Charitable Trust
Z Energy New Zealand

Requests Received in 2013-14:

Estate of Dr N Adcock
Estate of H.W Dangerfield
Estate of Arun Patel

Wickliffe New Zealand Limited is proud to sponsor The Wellington City Mission which helps those within the Greater Wellington region who are at risk or struggling to achieve quality of life.





www.wellingtoncitymission.org.nz

**ST THOMAS MISSION CENTRE, CHAPEL,
COMMUNITY SERVICES AND CITY MISSIONER**

200 Riddiford St Newtown	Phone	04 389 2033
PO Box 7477	Fax	04 389 2109
Wellington South 6242	Email	enquiries@wgtncitymission.org.nz

**CHIEF EXECUTIVE OFFICER, MARKETING,
FUNDRAISING, ACCOUNTS & ADMINISTRATION**

125-137 Johnsonville Rd	Phone	04 477 5960
PO Box 13383	Fax	04 477 5969
Wellington 6440	Email	enquiries@wgtncitymission.org.nz

MISSION FOR FAMILIES

200 Riddiford St Newtown	Phone	04 380 1829
PO Box 7477	Fax	04 389 2109
Wellington South 6242		

MISSION FOR YOUTH

7 Donald McLean St Newtown	Phone	04 389 0627
PO Box 7477	Fax	04 389 0629
Wellington South 6242		

MISSION FOR INDEPENDENCE

200 Riddiford St Newtown	Phone	04 380 1827
PO Box 7477	Fax	04 389 2109
Wellington South 6242		

MISSION FOR SENIORS

125 - 137 Johnsonville Rd	Phone	04 477 5985
PO Box 13383	Fax	04 477 4920
Wellington 6440		

MISSION RESIDENTIAL CARE - KEMP HOME & HOSPITAL

21 Te Pene Ave Titahi Bay	Phone	04 236 8099
PO Box 52081	Fax	04 236 6176
Wellington		

MISSION FOODS - EZEE MEALS

Kura St Titahi Bay	Phone	04 236 6564
Porirua	Fax	04 236 6532
Wellington	Email	ezeemeal@wgtncitymission.org.nz