



OUR History

The Mission has a history of helping the people of Wellington for over 109 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.

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

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.

FAITH COMMUNITIES GUIDANCE VISION

OUR Values

We respect people
 We are sensitive to diversity
 We are inclusive
 We are accepting
 We are good stewards of our resources
 We provide hope and empowerment
 We value and develop our staff
 We are committed to being here for the long term

OUR Programmes

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.

- **Mission for Families –**
Early intervention for families with young children
- **Mission for Youth –**
Alternative Education and services for high risk youth
- **Mission for Independence –**
For the financially disadvantaged or unemployed
- **Mission for Seniors –**
For the older person with health, disability or social isolation issues

The programmes are open to anyone who needs help, regardless of religious belief, ethnicity or social background.

OUR Board

Trust Board Chairman:	SAM Perry
Deputy Chairman:	Jeff Lee
Trustees:	Bishop Justin Duckworth (from June 2012)
	Garry Wilson
	Jon Hartley
	Erica Newell (until February 2013)
	Leanne Campbell
	MJ Cheape (from May 2012)
	Michael Wood
Chief Executive Officer:	Michelle Branney
City Missioner:	Rev Susan Blaikie (until September 2012)
Secretary:	Kevin Walker

THANK YOU

THE WELLINGTON CITY MISSION COULD NOT CARRY OUT OUR WORK WITHIN THE GREATER WELLINGTON REGION WITHOUT THE SUPPORT AND RESPECT OF INDIVIDUALS, BUSINESSES, TRUSTS, CORPORATE SPONSORS, SUPPLIERS, GOVERNMENT AGENCIES, BEQUESTORS, PARISHES AND SCHOOLS:

Able Technology Limited
Acme Engineering Limited
Allpress Espresso Limited
Aluminium Extrusion Company
AMI
Amora Hotel
AMP Foundation
Anglican Care Network
ANZ
Arotec Diagnostics Limited
Arthur N Button Charitable Trust
ASB Bank
Beca Corporate Holdings Limited
Blackland PR
BNZ
Boffa Miskell

Bowen Trust Board
BP Vouchers for Volunteers
Brandons Lawyers
Brooklyn Bread & Bagels
Burleigh Evatt Limited
Cableprice (NZ) Limited
Caffe L'affare
Caroline Uren Bequest
CentrePort Wellington
Chapman Tripp
C H Izzard Bequest
Child Youth & Family Service
Clyde Graham Charitable Trust
Community Organisations Grants Scheme (COGS)
Continuum Consulting Group

Cottle Family Charitable Trust
Creative Mouse Design
Datacom
Department of Corrections
Department of Internal Affairs
Department of Labour
DineAid Charitable Trust
Elmers Mower Centre
EuroVintage
Excel Digital
Featherston Bar & Grill
Foodstuffs Wellington
Four Winds Foundation
Full Gospel Mission Trust
Fusion5
Gibson Sheat

GS1
Hachette NZ Limited
Harbour City Security
Hardwired Holdings Limited
Heinz Wattie's
Hilda Curtis Charitable Trust
Hockly Plumbers Limited
I M Morgan Charitable Trust
Impact Legal
Inland Revenue Department
Inner City Project
Interwaste
isite Media Wellington
Island Bay Anglican Church (St Hilda's)
Jack Jeffs Charitable Trust
Jenny Craig

J H Whittaker & Son
Joe Aspell Trust
Kaibosh
Kensington Swan
KPMG
Mana Community Grants Foundation
Matthias Seidenstuecker Family Trust
McCabe & Co
McGirr Associates
MediaWorks Wellington
Meridian Energy Social Club
Michael Williams Family Trust
Ministry of Education
Ministry of Health
Ministry of Social Development
Mission to Seafarers

PwC are proud to be long standing supporters of The Wellington City Mission and to be able to assist them in making a positive impact in our local community. Having seen the benefits first hand, we've got involved and assisted The Mission with food and children's toy collections at Christmas, sponsoring the annual Brown Paper Bag winter food collection and fundraising through holding staff mufti days. We've also recently extended our support by providing external auditing services at a heavily reduced rate. The Mission's values and the results achieved through helping youth at risk, families, the elderly and vulnerable individuals throughout the Greater Wellington region, have ensured our continued support and commitment to this worthwhile cause.

PwC

We at Chapman Tripp cannot speak highly enough of the caring and compassionate work that the team at The Wellington City Mission carry out year after year. Having the opportunity to give to The Mission and work with the fine people there reminds us of what really matters in life: love, compassion and people.

Chapman Tripp

BEQUESTS RECEIVED IN 2012 - 2013:

Estate of Mrs C A Avenell
Estate of Audrey Irene Cassells
Estate of Mrs G J Fenwick
Estate of Judith Hornabrook
Estate of Pieter Koene
Estate of Yvonne Mary Maher Forde Kriete-Harvey
Estate of Christopher Richmond Thompson

OUR THANKS ALSO TO:

The Mission Auxiliary
Diocese of Wellington

And to all our wonderful volunteers and supporters who give regularly in time or product, 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.**

There's no greater purpose than helping those in need, to improve quality of life and provide hope. As another iconic Wellington institution, it's The Dominion Post's pleasure to support The Wellington City Mission and their annual Brown Paper Bag winter food collection, providing our readers with an opportunity to actively get involved through food donations.

The Dominion Post

Ruth Pretty Catering has supported The Wellington City Mission now for over 12 years. We highly value our relationship with them, working closely on special fundraising events, providing the catering for their Annual Review launch and supplying our products for Special Christmas Hampers. It has been rewarding to associate our business with the good work of The Mission, and we look forward to continuing to support them whenever we can.

Ruth Pretty Catering

MediaWorks enjoys more than a strong corporate partnership with The Wellington City Mission, we regard them as friends. We work closely as a team on their high profile mid year and Christmas events such as "Pack the Bus", as well as increasing awareness of The Mission's social programmes through regular airtime. It is a joy for us to know the many clients they serve throughout the Greater Wellington region, their families and the community benefit from our support. We all need The Mission, and it is a true pleasure to be part of an organisation that is important to so many Wellingtonians.

MediaWorks

Moore Wilson
Multi Civil Contractors Limited
Museum Hotel
New World Island Bay
New World Metro
New World Newtown
New World Thorndon
New Zealand Acclimatisation Limited
New Zealand Community Trust
New Zealand Council of Christian Social Services
New Zealand Lottery Grants Board
New Zealand Post
Nikau Foundation
Old St Paul's

Orangebox
Paddy Brow Charitable Trust
Pak 'N' Save Kilbirnie
Pak 'N' Save Petone
Paul Nydam Plumbing & Gas
Pelorus Trust
Peter Webb Galleries Limited
Power Systems Consultants NZ Limited
Photography by Woolf
Precision Technology Limited
Profile Video
Proserve Electrical Limited
PwC
R C Reed Endowment
Red Rock Consulting

Reformed Church of Wellington
Richard & Doreen Evans Charitable Trust
Ruth Pretty Catering
Safar Trust
Samuel Marsden Collegiate
Sargood Bequest
Scots College
Signature Promotions
Signify Limited
St Luke's Anglican Church
St Mark's School
St Mary's Anglican Church
Studio of Pacific Architecture
Sunglow
Tardis Design

Tegel
Te Horo Grove Limited
The Dominion Post
The Lion Foundation
The Southern Trust
The Telecom Foundation
The Trusts Community Foundation
The Wellington Company
Thomas George Macarthy Trust
Tindall Foundation
Unilever
Viking Sales & Services Limited
Wellington Children's Foundation
Wellington City Council
Wellington City Menzshed

Wellington Dentists Limited
Wellington Girls' High School
Wellpack
Westpac New Zealand
Weta Digital
WHK
Wickliffe New Zealand Limited
Winton & Margaret Bear Charitable Trust
Z Energy



Wickliffe New Zealand Limited is proud to sponsor The Wellington City Mission which helps those within the Greater Wellington region at risk or struggling to achieve quality of life.
Phone: 04 499 0544 | www.wickliffe.co.nz





CHAIRMAN'S REPORT

SAM PERRY
TRUST BOARD CHAIRMAN

IN THIS Annual Review for the 2012 - 2013 year of The Wellington City Mission there is an appropriate emphasis on the challenges faced in times of recession, not just by those who are faced with greater hardship at such times, but also on the organisations that exist to help them.

When there is an economic downturn the Board of Trustees of The Mission

has to try and balance two competing priorities. The first of these is the need to maintain, as far as possible, the level of services The Mission provides. I am pleased to report that, even while responding to greater demand for assistance from Wellington City, as well as much increased demand from the Porirua Basin and the Hutt Valley, there has been no diminution in the level of our services.

The other priority is the obligation, imposed both by common sense and the law, to be prudent with the assets of The Mission. In better times we are able to build reserves – and we have done so – but in utilising those reserves we must continue to have regard to the long-term financial consequences of expenditure. It makes no sense at all to go for broke today if it means going broke tomorrow. There will,

unfortunately, always be a need for our services and we must always be there, willing and able to provide them.

You can be sure that the Board of Trustees of The Mission constantly assess the relationship between needs and resources and it is because of this that we have so far been able to meet the former without excessive reduction of the latter.

During the year the Board itself has seen the retirement of Erica Newell and our Deputy Chair Jeff Lee, and has welcomed as new trustees Bishop Justin Duckworth (ex-officio), M J Cheape, and Mike Wood.

Following the resignation of Susan Blaikie last year, the appointment of a new City Missioner is pending. The City Missioner is the spiritual advisor

BALANCE GRATITUDE CHALLENGES COMMITMENT

to the Board of Trustees and chaplain to our staff, volunteers and clients, as well as being a link between The Mission and the Anglican parishes of Greater Wellington and “the face” of The Mission to its citizens. The office of City Missioner is, after that of the Chief Executive, one of the most important in the organisation, so care is warranted in making the right appointment, even at the expense of some delay.

In every year of its long history The Mission has met and overcome obstacles – and this year has been no exception. We have had to draw, although not to a significant extent, on our reserves, and we have undertaken some minor restructuring to cut overheads.

Those are the challenges of a not-for-profit organisation in today’s climate. The credit for maintaining the very

high level of our services should go to our Chief Executive Officer, Michelle Branney, and her staff.

They are supported in no small measure by The Mission Auxiliary and all our other volunteers, to whom the Board is most grateful. Similarly, the contribution of those who donate funds and their time to The Mission is significant, and essential. On behalf

of the Board of The Mission I express the thanks of the Trustees to all The Mission staff and all our volunteers for continuing to serve our clients, and for maintaining such high standards in doing so.

Personally, I express my gratitude to my fellow trustees – they bring valuable skills and great commitment to their work as a Board.



CHIEF EXECUTIVE OFFICER'S REVIEW

MICHELLE BRANNEY
CHIEF EXECUTIVE OFFICER

THE RECESSION is having a prolonged and debilitating effect on some members of our society. The word "poverty" is being used more and in a variety of contexts. Food poverty is the inability to obtain healthy affordable food; fuel poverty occurs when there is the need to spend more than 10% of annual household income on household fuel use. And more recently the incidence of child poverty in New Zealand has received due attention as the evidence has shown that we have one of the higher incidences of it in the developed world.

A great many New Zealanders have

had to deal with a temporary strain on our finances because of job loss, an unbudgeted financial outlay, or unexpected loss or depletion of assets. Enduring poverty, and generational poverty especially, is quite different from a short-term set-back. It's not just about what you can or cannot afford to buy, but longer term deprivation is likely to have a physical, emotional and social cost.

Once a "culture of poverty" is ingrained it is not easy to turn around. At The Mission we see people who have started to believe they will never work again, or that their children's education

is not worth striving for, and that their future is shaped by factors totally out of their control. Little by little we do our best to address each issue using the multitude of skills, tools and personal resources that the staff and volunteers bring, along with the funding and material resources of our supporters.

The earlier we can get to a family heading into strife, the better. Mission for Families is staffed by six trained Social Workers who assessed each family referred to their service, and then set about dealing with each issue making the most of other Mission services such as budgeting

or the Foodbank. Early intervention in a child's life and parents' ability to give that child the best possible start will always be a worthwhile social investment. One thing is clear to anyone who works with disadvantaged families – the children are not responsible for the poverty they find themselves in or the detrimental consequences that may follow.

Mission for Youth students continue to obtain credits and complete their National Certificate of Educational Achievement Level 1. These are often the students who did not expect to leave school with a recognised qualification.

We may only work with these high-risk youth for a couple of years, so the work has to be intense, purposeful and future-focused. Staff, volunteers and supporters realise that some of their input into these young people may not be immediately apparent. But we are playing the long game. Former participants or rangatahi in our Alternative Education programme and/or have used our Transition Services programmes, have returned to tell us how they went on to further education, employment and family life. One even returned as an experienced youth worker – we employed him! Mission for Independence through its

POVERTY EDUCATION DEDICATION RESILIENCE

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. While foodbanks can provide temporary relief, they are not the solution to food insecurity or a route out of poverty. Service users of our Foodbank have usually prioritised expenditure on rent, utilities and their children's needs ahead of nutrition. Often it is our Budgeting Advice services that assist these people with creditor negotiations and practical financial management, and our Social Worker who can help with accommodation, health and welfare issues.

Volunteer help has been gratefully accepted in Mission for Independence – this is an area of The Mission in which individual and corporate volunteers provide valuable assistance by sorting and packing of food parcels, cooking and serving in the Drop-in Centre, and helping with practical projects and fundraising events.

Typically, service users on our Mission for Seniors programme lived alone with multiple medical conditions, and most are struggling with reduced or loss of confidence, memory, cash flow and social connections. The encouraging finding in this cohort is that large

numbers of the elderly have skills and resilience when it comes to managing with less. Accordingly, our work with seniors in the community last year was specific, strengths-based and often relatively brief. Only a small percentage needed our help to transition into residential care.

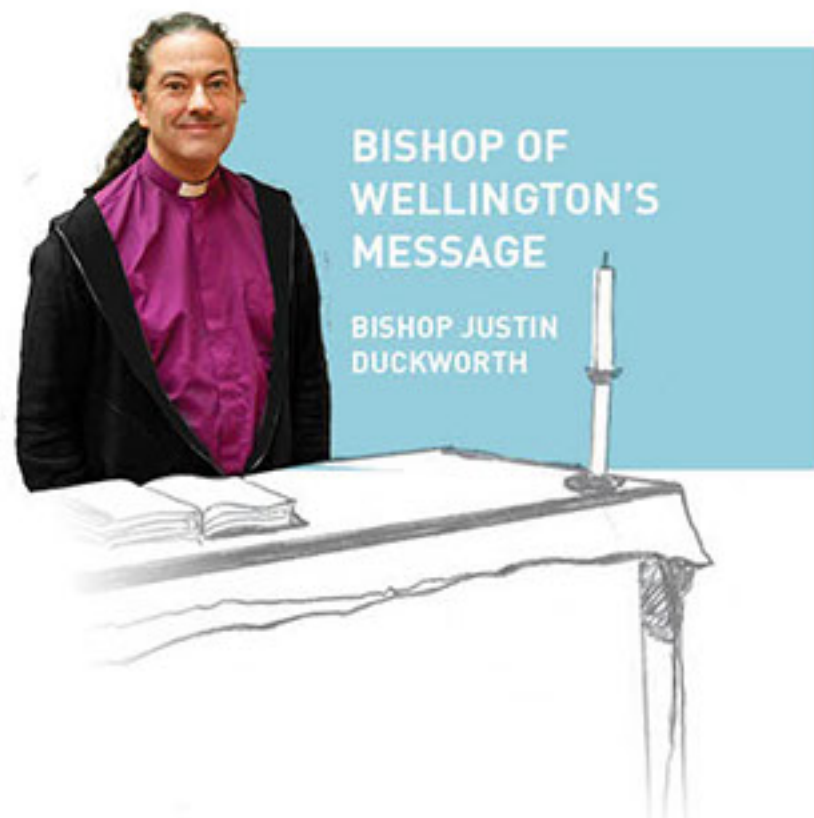
Kemp Home and Hospital continues to be one of a decreasing number of faith-based facilities in comparison to privately run residential care villages and facilities. The trend of seniors remaining in their own homes for longer continues, and the impact on Kemp has been that new arrivals are more frail

and bypass rest home care to enter directly into the hospital wing.

A small group of dedicated Ezee Meal outlets continue to supply consumers nationwide. Each meal sold provides a small contribution towards the social services provided by the local outlet and also assists Wellington City Mission's Community Service programmes.

At 31 March this year, The Mission and its subsidiaries' total expenditure was \$7.736 million and employed 130 people in total. By producing and distributing this Annual Review report we are demonstrating to stakeholders that

at all times, but especially in times of recession, thousands of service users residing in Wellington, Porirua, Hutt City and Upper Hutt have received the benefit of The Wellington City Mission's attention, protection and guidance. Behind the services are good people, not just the paid employees, but also a capable Board of Trustees and passionate volunteers. Thank you to these people for furthering our work and supporting me again this year.



OFTEN IN conversations concerning the economy I experience a growing awareness of the long term impact of the global recession. Where many of us used to think the recession will just be a short blip before Society continues to prosper and grow, many of us are

now realising, that the global recession may have changed the face of Western economies for good.

I know I am aware that my children are inheriting an economic future that doesn't feel nearly as bright as what

I was blessed to enter. Therefore the work of The Wellington City Mission is more important than ever.

As more people face an uncertain economic future, it's imperative that The Mission offers a safety net to the

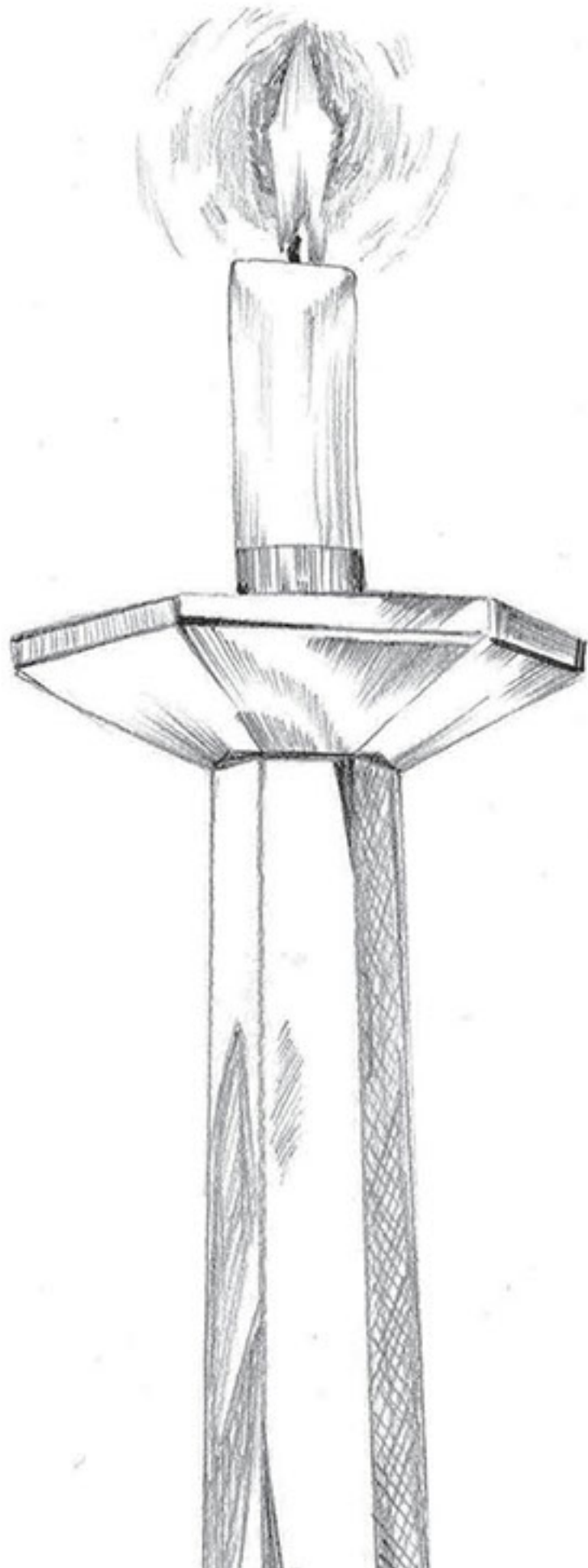
most vulnerable of our Society; that the vulnerable don't pay the price for global, personal and corporate greed.

I want to thank the volunteers and staff of The Wellington City Mission for being there and making a difference where

it counts, and I want to thank you for partnering with them.

Blessings.

Bishop Justin
Bishop of Wellington



AWARENESS
VULNERABILITY
SAFETY
PARTNERING

ESTEEM STRENGTH UNDERSTANDING ADVOCATE

my story

MY SON and I were referred to Mission for Families by our doctor, after my relationship ended. I had to move to a new city and start all over again, away from my friends and everything I knew.

I was financially in ruins after being left with my ex-partner's debt and totally overwhelmed by the sequence of events. As well as being deeply depressed, I also lost my job along with my self esteem.

With the help of The Mission's Social Worker and a counsellor, I gradually regained my confidence to such an extent I now feel happy and hopeful about our future. I also received practical support on ways to manage my finances from a Mission Budget

Advisor, and weekly food parcels until I paid off my bills. We are now living in a great little flat right across the road from school and five minutes from the local shops and train station. I have made new friends through my son's school and recently found a part-time job which involves lots of people contact.

A few months ago when I read the Mission for Families pamphlet in my doctor's waiting room, things were at their worst and I felt sad and hopeless. Something told me talking with them would be the best decision I could ever make, and it was. Quite a few people are struggling out there and need support. I'm really glad I asked for help.



MISSION FOR Families

EARLY INTERVENTION FOR FAMILIES WITH YOUNG CHILDREN.

PREDOMINANT ISSUES this year, ranged from housing challenges (general lack of housing stock; high private rents and inadequate housing sizes), basic living cost increases (power, rent, medical and food) and changes to Work & Income benefits. Using a social work practice theory that emphasises people's self determination and strengths, our 6-strong team of Mission for Families Social Workers responded to a new level of pressure from the current economic climate.

Changes at Housing New Zealand meant we needed to tap closer into our relationships with other agencies such as Police, Women's Refuge and health specialists to leverage positive change. We also referred more families to our Budget Advice service so they could gain a more realistic understanding of

what they could afford, particularly if they went into private accommodation. To help harness large debt, we recommended more families to The Mission's Total Money Management service so we could liaise directly with creditors to achieve bill payments.

The Mission also adopted the 'Fare Basics' cooking programme, helping people learn how to prepare healthy but affordable meals. Recognising parenting isn't always easy, we also adopted the 'Triple P Positive Parenting Solution' programme, an 8 week course designed to teach parenting strategies which could be easily adopted at home.

ISSUES OF NOTE THIS YEAR:

- 186 families were supported by family social workers. 73 (40%)

of these families were residents of Wellington City and suburbs, 94 (50%) were from Lower Hutt and 19 (10%) Upper Hutt

- Families were visited in their home on 915 separate occasions. Additionally, 650 contacts were made through phone, email and text on behalf of families
- 478 advocacy contacts were made on behalf of families with a variety of different agencies

THIS YEAR'S ACHIEVEMENTS:

- 10 people completed parenting programmes
- 16 employment opportunities were found

MISSION FOR FAMILIES – OLIVIA LANGE

"Using their professional expertise and rapport, Mission for Families Social Workers empower families to use the skills, strategies and confidence gained in order to improve their quality of life."



Mission service users as well as 621 clients from 35 other social services working throughout Greater Wellington

- 27 day-care and pre-school arrangements were made
- 30 housing situations were improved
- 21 legal issues were managed
- 52 WINZ entitlements were updated
- 69 family health checks were arranged
- 41 families benefitted from training courses completed. This included the 'Fare Basics' cooking programme; computer training; early childhood education courses; child safety and mentoring programmes and parenting programmes
- 980 Special Christmas Hampers and food parcels were distributed to

- 5,325 new toys were donated and then redistributed to children before Christmas 2012
- 840 household resources plus food parcels were provided
- 57 families successfully completed all the objectives set in their personal plans

EDUCATION MENTORS CONFIDENCE INSPIRATION

my story

MY NAME is Robbie, and I was a student at Mission for Youth last year. The Social Worker, Youth Worker and Academic Team Leader worked with me to find out what sort of career I wanted, and then put me onto a training programme that taught practical skills about how to find the right job. During Term Two, I was told that I had achieved enough credits at both Mission for Youth and the course to qualify for my

NCEA Level 1. I'd never studied so hard before, and it felt awesome.

I look back on that time, and can honestly say Mission for Youth stuck by me when others had not. I also saw how much the community helped The Mission, which was a real eye-opener because everyone is finding it so tough out there. My next goal is NCEA Level 2 and getting a good job.



MISSION FOR Youth

PROVIDING A COMPREHENSIVE ALTERNATIVE TO MAINSTREAM EDUCATION FOR STUDENTS WHO HAVE DISENGAGED OR BEEN EXCLUDED FROM MAINSTREAM SCHOOLS.

HELPING IMPROVE life outcomes through better health, education and social advantages, Mission for Youth worked with rangatahi to establish positive plans for the future. Students also linked with resources and support from Mission for Independence (budgeting, food parcel support), Mission for Families (social work support and resources) and Kemp, where they engaged with kaumatua.

With 75% of students identifying as Māori, our strengthened Tikanga Māori programme, including Te Reo, Karakia, Taiaha, Waiata and Noho Marae, also fostered a stronger affiliation

with family and peers. Utilising an indigenous model of practice students were successfully supported in both academic and social achievements. This allowed us to work closely with students to identify the challenges they were facing; the impact of significant life events; their strengths, supports and coping strategies, as well as areas of growth.

Urban Arts also inspired our rangatahi to participate in creative, positive activities that achieved encouraging feedback from local communities, and Break-Away school holiday programmes recognised that pro-social

activities contribute to a reduction in high risk behaviour among youth.

There were many challenges, including rangatahi truancy, youth justice issues, addiction confrontation, and care and welfare issues. High risk factors, that is, complex needs requiring multi agency input and specialist support, were identified in nearly half of the youth.

ISSUES OF NOTE THIS YEAR:

- 30 students attended the programme with an average attendance rate of 78% throughout the year

- 25 rangatahi attended our Transition to Work programme, learning skills to aid them into employment or further education
- 75% of students on our Alternative Education programme and 50% on our Transition to Work programme were Māori

THIS YEAR'S ACHIEVEMENTS:

- 69 face-to-face contacts and with parents and caregivers and 763 follow-up contacts through phone, text or email were made

- 81 Education Outside the Classroom sessions were completed
- 53 Lifeskills Workshops were completed
- 497 NCEA credits were completed
- 6 rangatahi achieved NCEA Level 1
- 27 workshop sessions were held by external providers

MISSION FOR YOUTH – JOHN CHAPMAN

"It's not just about education and training at Mission for Youth – we are also identifying and strengthening positive pathways for life."





EMPOWER CONFIDENCE FREEDOM SUPPORT

my story

MY WIFE and I signed up on The Wellington City Mission's Total Money Management programme last year because things were spiralling out of control with our finances. We gave The Mission permission to access our finances so they could manage all of our bills for a certain period of time. Within two months we had paid off two huge bills, and everyone we owed money to was contacted so they were aware we were working with The Mission.

The Mission for Independence Budget Advisor also put a budget plan in place for us for the future. Happily, they say we should be debt-free within 6 months, and I can't tell you how much better we both feel about this!

Things are a lot brighter for us now, but there are still a lot of people in the Greater Wellington region facing economic hardship who need a helping hand.

MISSION FOR Independence

GUIDING PEOPLE WHO ARE FINANCIALLY DISADVANTAGED OR UNEMPLOYED TOWARDS PRACTICAL SELF-MANAGEMENT.

WITH THE majority of our service users on a Work and Income benefit, extreme need meant an adjustment to our service delivery in order to meet higher than average levels of distress.

Complications included an increase in people with limited English seeking our assistance, as well as a growth of service users with significant mental health issues. Many were familiar to us - returning to the programme due to financial strain, following a successful exit previously.

We worked hard to discourage reliance on food parcels by offering social work and advocacy sessions, the practicalities of budgeting and

shopping, and encouraging lone individuals to eat and socialise in our Drop-in Centre. Emotionally, there was a rise in the feeling of hopelessness as people searched for work, struggled with debt, and coped with inadequate housing.

Positive solutions, such as connecting with the Mission for Families programme, meant we could help place clients into safer environments if necessary, as well as establish budget plans for the future.

ISSUES OF NOTE THIS YEAR:

- An average of 47 clients attended the Drop-in Centre on average each day

with a total 15,369 meals being served throughout the year

- A total of 375 volunteers contributed 4,202 hours of their time to the Drop-in Centre and Foodbank
- Our in-house Social Worker spent 290 individual sessions with clients, had 495 phone conversations with clients plus made 501 calls or visits to a variety of agencies on their behalf
- 3,063 families and individuals in need received food parcels
- 76% of Foodbank clients were enrolled on other Mission

MISSION FOR INDEPENDENCE – JILL HILSTON

"It's satisfying to know that when a person in need comes to Mission for Independence, we can offer multiple services under one umbrella."



programmes, such as Budget Advice

- 375 interviews took place with users of the Foodbank service to determine their situation and level of need
- 355 clients received Total Money Management or Budget Advice assistance. 302 of these were residents of Wellington and 53 were from Lower Hutt
- 1,431 budgeting meetings and education sessions, visits, calls and contacts were made with budget clients, and 436 contacts were made on behalf of clients with creditors
- 21,133 separate financial transactions

were made on behalf of clients through The Mission's trust account, with a total figure of \$1,262,698 being managed by us during the year

THIS YEAR'S ACHIEVEMENTS:

- 154 Foodbank users were able to move on without reliance on the service
- 75 accommodation issues, 61 health and disability issues, 121 entitlement issues, 36 mental health issues and a number of other concerns were addressed with or on behalf of Drop-in Centre clients

TRUST HEALTH COMMUNITY DIGNITY

my story

THE MISSION always know when to turn up. You see, I had got into a real pickle with my home help care and was worrying myself sick. I needed elastic stockings put on and taken off morning and evening every day of the week, and the care-giver could only spend half an hour with me, and this time included home help as well.

Don't get me wrong I think it was marvellous home care was available for someone like me, but at 90, I was struggling to manage all the housework and found I had no time to rest.

I didn't want to ring the agency because I didn't want to look as though I wasn't grateful, so it was a huge relief when Mission for Seniors talked with them for me. They sorted things in minutes that I had been fretting about for months.

It was such a relief to have some spare time again for visitors and even an afternoon nap sometimes. I have seen many ups and downs in life, and know times are hard, but now I feel so much more positive about everything.



MISSION FOR Seniors

ENCOURAGING POSITIVE CHANGE FOR THE OLDER PERSON.

FOCUSING ON enhancing the quality of life, dignity and ultimately the delay of dependence for older adults, Mission for Seniors continued to access social and health opportunities for clients.

Closer collaboration with Mission for Independence through the Budget Advice service, Mission for Families, Kemp Home & Hospital and Ezee Meals, again proved the integrated depth of Mission service delivery.

Typically, seniors lived alone with multiple medical conditions, and most were struggling with reduced or loss of confidence, memory, cash

flow and social connections. Staff shared financial, legal, health, social, pastoral and home management access with not only people on the programme, but also family, friends and carers.

This immersion guaranteed stakeholders were also involved in the well-being of their loved one, and established important channels of communication.

Trends included seeing some clients return to the programme, and an increase in the number of clients referred through DHBs.

ISSUES OF NOTE THIS YEAR:

- 362 elderly were regularly supported by Social Workers and nursing staff in their own homes
- In any given month on average, 22% of service users lived in Upper Hutt, 50% in Lower Hutt, 16% in Wellington and 12% in Porirua
- 1,792 face-to-face meetings were made with clients, along with 1,737 telephone calls and other contacts
- Staff visited a range of agencies on 271 occasions representing clients

and made a total of 2,331 telephone and other contacts with external agencies on their behalf

THIS YEAR'S ACHIEVEMENTS:

- 328 client assessments were made
- 211 referrals were made to a range of specialist external agencies ensuring the best possible outcome for clients
- 47 clients were assisted as they transitioned to residential, rest home and respite care



MISSION FOR SENIORS – VICKI ST CLAIR

"In Mission for Seniors we find that looking forward to tomorrow means different things to different people. We build on each older person's strengths to achieve what is important to them."

- Staff worked on 396 social and community issues with clients and 592 general health and well-being issues
- 165 financial issues were managed with clients
- 447 issues regarding activities of daily living and the client's home environment were addressed
- 93 people were discharged from the Mission for Seniors programme after successfully completing their agreed objectives

HOLISTIC
SPIRITUAL
SOCIAL
COMFORT



KEMP HOME & Hospital

FAITH-BASED RESIDENTIAL CARE.

KEMP HOME and 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 (syringe drivers, hoists, pressure relief mattresses). Further to this, 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.

It remained important to provide opportunities for our seniors' to

continue to participate and maintain links with their families and the community. We achieved this by working in partnership with residents and their families when planning and delivering care and support, as well as regular resident and whanau meetings to reflect on Kemp service delivery and topical issues of interest.

The trend for seniors to remain in their own homes for longer continued, meaning entry to residential care when they are frailer resulted in a marked increase straight to hospital level care rather than rest home level care. More seniors also entered residential care with limited social/family support requiring our advocacy and support. During 2012 – 2013, our average occupancy was 89.2%, which was up slightly from the year before.

With increased hospital level capacity, the Ministry of Health approved 5 "swing beds" (5 of our rest home level beds that may be used as hospital beds).

Memorable activities included a Multicultural Day in June, where residents, their families, staff and community groups gathered to celebrate their cultural diversity. We also held a special Remembrance Service in April, so residents, their families and staff had an opportunity to remember loved ones who have passed on.

Kemp has 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, whanau and staff, Kemp Chaplain, Deacon Brenda Stade, continues to strengthen our service delivery by participating in the recreation programme and as Chairperson of the regular resident/whanau meetings.

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 and Disability Standards

MISSION RESIDENTIAL CARE – VALELIA GIBB

"To have the privilege of working with elderly in the homely environment of Kemp Home and Hospital is one of the many aspects that gives my role as Nurse Manager real meaning."



- A qualified Occupational Therapist on staff and access to a physiotherapist, podiatrist and dietician services
- Recreation programmes, run six days a week
- Home cooked 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
- Weekly recreational outings

HOMEMADE
GOODNESS
WELLBEING
NUTRITION



MISSION Foods

TRADITIONAL FOOD WITH HOME-MADE GOODNESS.

MISSION FOODS continued the Ezee Meal programme, providing heat and eat convenience meals through 40 outlets from Auckland to Christchurch.

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

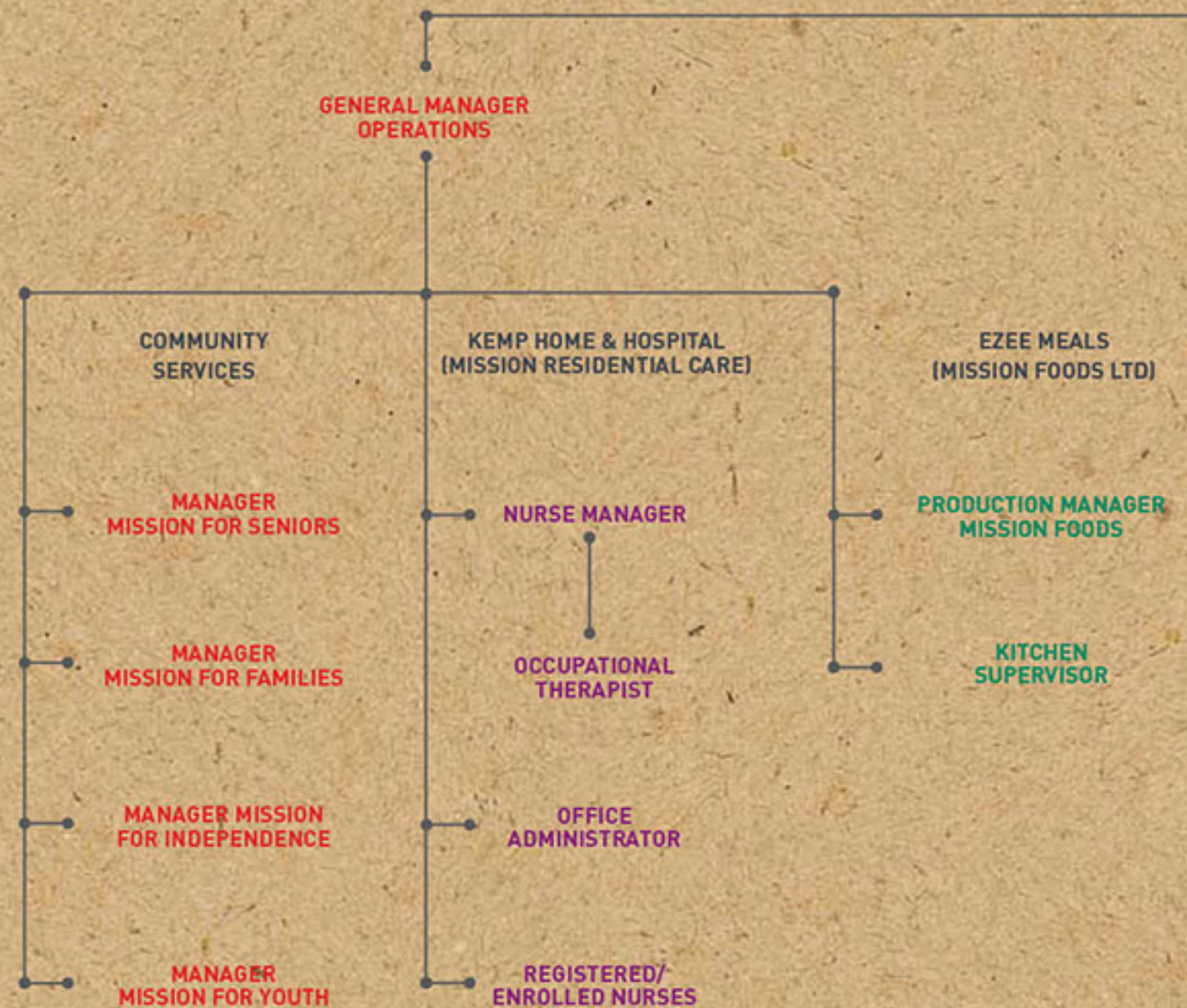
148,931 Ezee Meals were sold in 2012 – 2013: 101,343 Main Meals, 32,462 Smaller Meals and 15,126 Desserts.

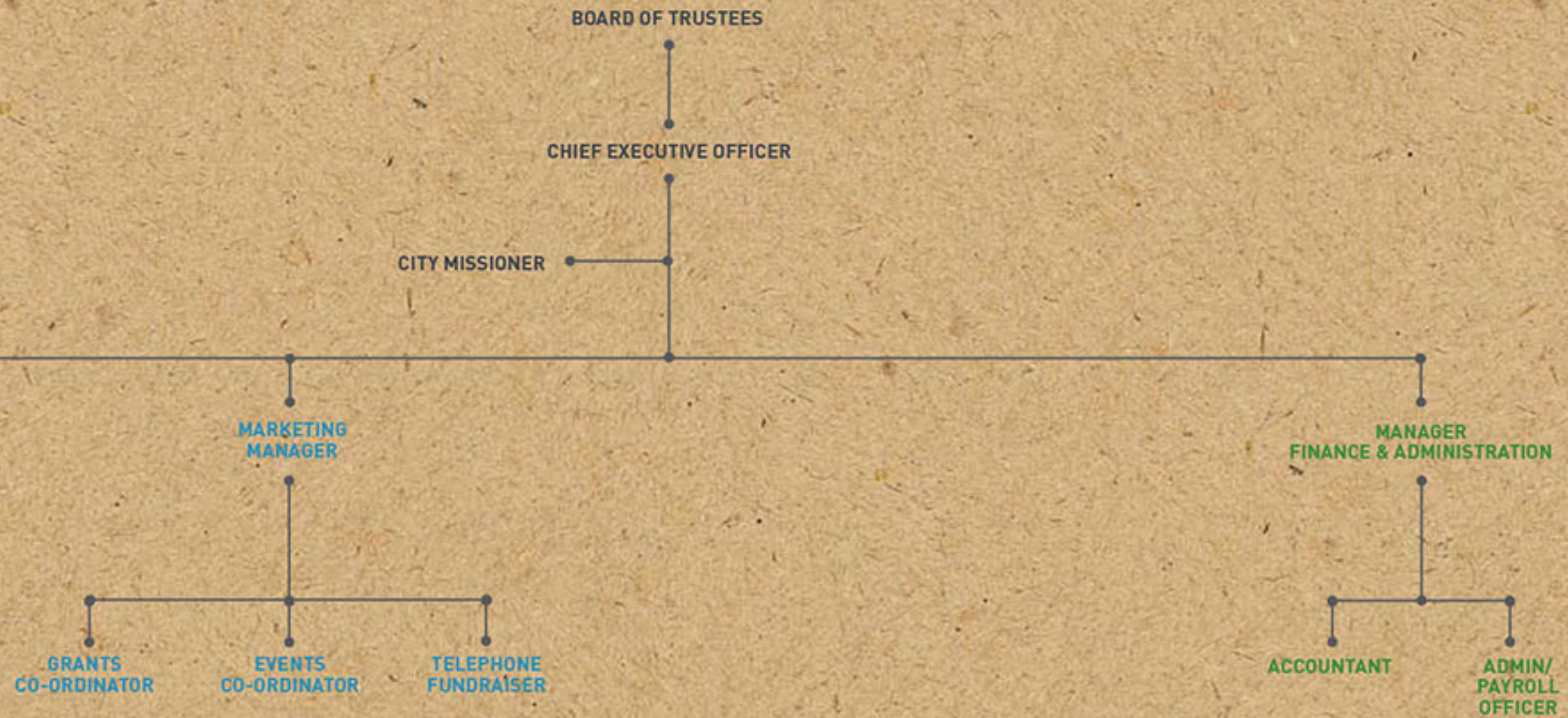


MISSION FOODS – KERIANA KOTI

"You can't beat a nice home-cooked meal – Ezee Meals are great when you can't cook for yourself"

ORGANISATIONAL STRUCTURE





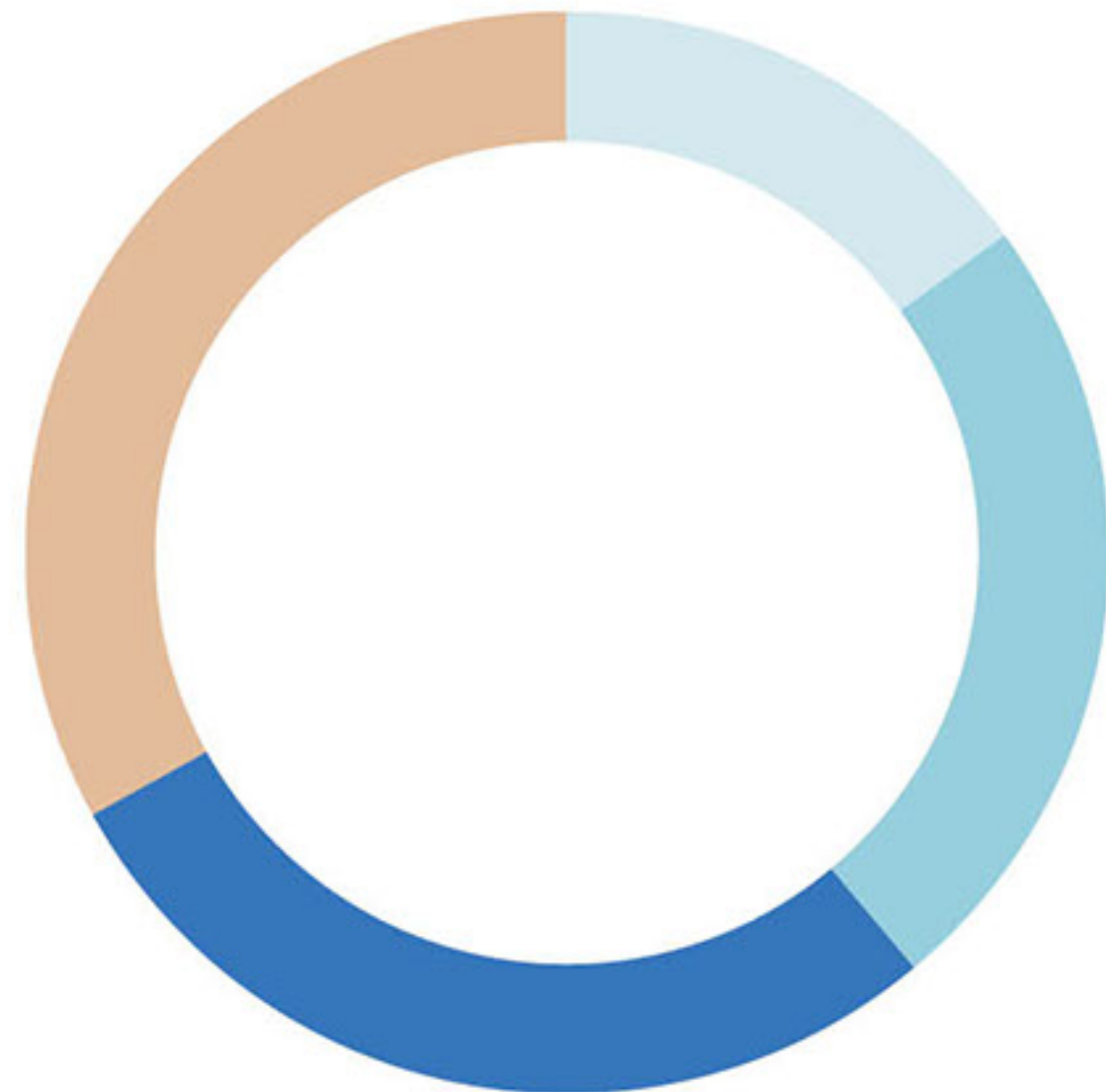
SOURCE OF FUNDS FOR Community Services

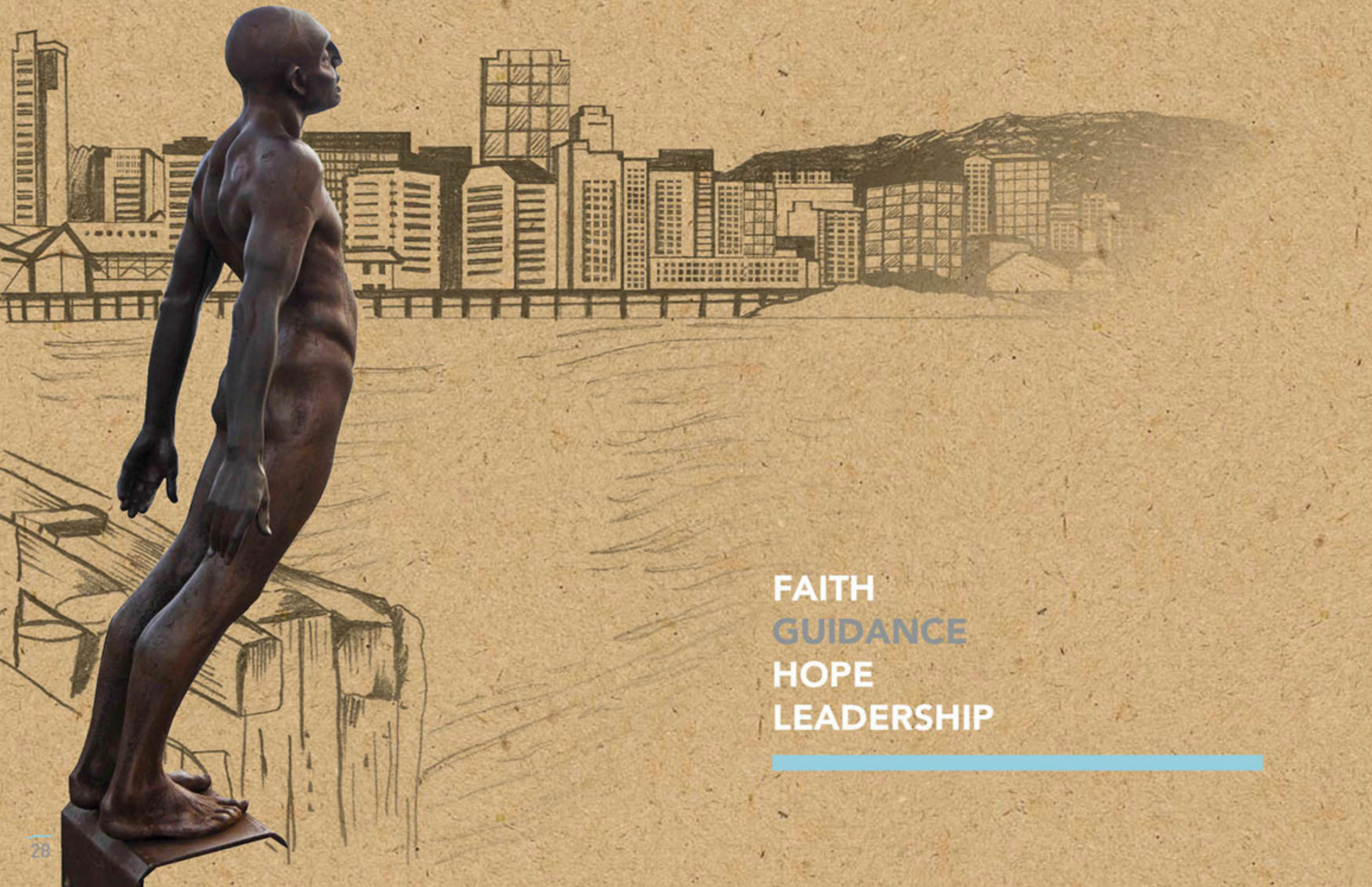
Community Services Income Sources

<div></div>	Sales of Goods and Services	2%
<div></div>	Investment and bequests	14%
<div></div>	Donations ex general public and business community	34%
<div></div>	Corporate Sponsorship	9%
<div></div>	Charitable Trust Grants	8%
<div></div>	Gaming Trust Grants	9%
<div></div>	Lotteries Board Grants	3%
<div></div>	Central Government Contracts	14%
<div></div>	Local Government Grants and Contracts for Services	3%
<div></div>	Fundraising Events	4%



Community Services Expenditure





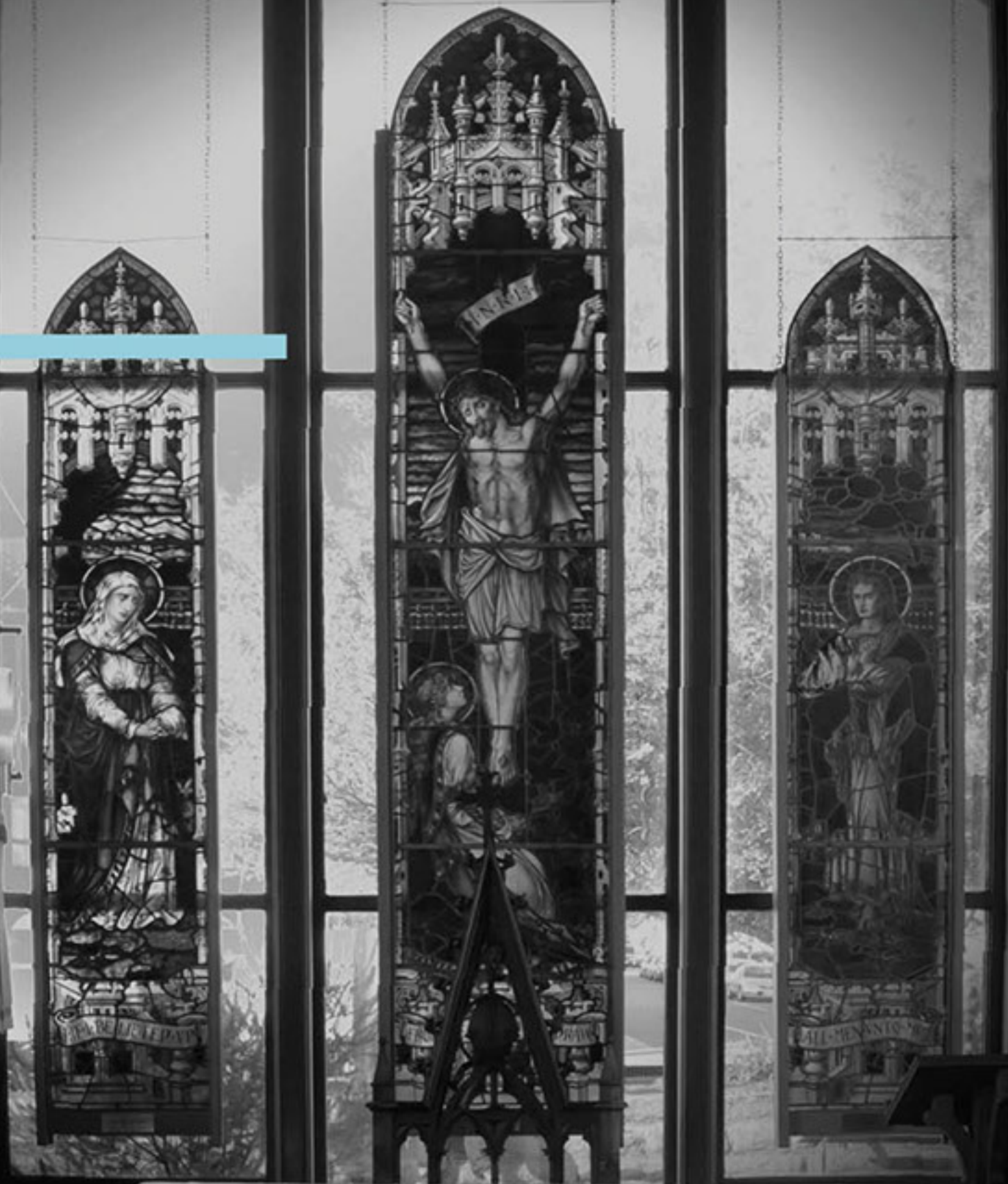
FAITH
GUIDANCE
HOPE
LEADERSHIP

WELLINGTON CITY MISSION (ANGLICAN) Trust Board

SUMMARY OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 MARCH 2013

	2013	2012
	\$	\$
COSTS		
Operating Kemp Home & Hospital	4,058,753	3,760,131
Operating Community Services	2,913,551	2,963,056
Prepackaged meal production - Ezee Meals	764,274	802,311
	<u>7,736,578</u>	<u>7,525,498</u>
LESS REVENUE		
Kemp Home & Hospital	4,178,806	3,892,154
Community Services Income - donations, grants	2,230,859	2,179,004
Prepackaged meal production - Ezee Meals	783,559	808,408
	<u>7,193,224</u>	<u>6,879,566</u>
OTHER INCOME		
Investment Income	246,344	111,073
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	<u>(297,010)</u>	<u>(534,859)</u>

PURPOSE
COMMUNITIES
PROTECTION
STEWARDSHIP



WELLINGTON CITY MISSION (ANGLICAN) Trust Board

SUMMARY OF CONSOLIDATED FINANCIAL POSITION AS AT 31 MARCH 2013

ASSETS	2013	2012	LIABILITIES	2013	2012
	\$	\$		\$	\$
CURRENT ASSETS			CURRENT LIABILITIES		
Cash and Cash Equivalents	77,971	312,484	Trade & Other Trade Creditors	311,784	327,403
Trade Receivables	358,535	214,886	Income in advance	36,383	16,000
Investments - Managed Funds	743,067	850,570	Employee entitlements	463,001	444,888
Inventories	92,209	110,448		<u>811,168</u>	<u>788,291</u>
Prepayments	150,238	8,628	NON-CURRENT LIABILITIES		
	<u>1,422,020</u>	<u>1,497,016</u>	Employee entitlements - long service leave	68,584	78,630
NON-CURRENT ASSETS			EQUITY		
Investments - Managed Funds	2,118,273	2,273,252	Accumulated Funds - General	6,569,555	6,866,565
Property, Plant & Equipment	6,670,059	6,724,263	Accumulated Funds - Special	239,327	239,327
	<u>8,788,332</u>	<u>8,997,515</u>	Asset Revaluation Reserve	2,521,718	2,521,718
TOTAL ASSETS	<u>10,210,352</u>	<u>10,494,531</u>		<u>9,330,600</u>	<u>9,627,610</u>
			TOTAL EQUITY & LIABILITIES	<u>10,210,352</u>	<u>10,494,531</u>

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 by writing to the Manager, Finance & Administration, The Wellington City Mission, PO Box 13383, Johnsonville, Wellington 6440.

ST THOMAS MISSION CENTRE,
CHAPEL, COMMUNITY SERVICES
AND CITY MISSIONER
200 Riddiford St Newtown
PO Box 7477
Wellington South 6242
Phone 04 389 2033
Fax 04 389 2109
Email enquiries@wgtncitymission.org.nz

CHIEF EXECUTIVE OFFICER,
MARKETING, FUNDRAISING,
ACCOUNTS & ADMINISTRATION
125 -137 Johnsonville Rd
PO Box 13383
Wellington 6440
Phone 04 477 5960
Fax 04 477 5969
Email enquiries@wgtncitymission.org.nz

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

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

MISSION FOR YOUTH -
TRANSITION SERVICES
15 Gordon Place
PO Box 7477
Wellington South 6242
Phone 04 389 0627
Fax 04 389 2109

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

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

MISSION RESIDENTIAL CARE -
KEMP HOME & HOSPITAL
21 Te Pene Avenue Titahi Bay
PO Box 52081
Wellington
Phone 04 236 8099
Fax 04 236 6176

MISSION FOODS - EZEEL MEALS
Kura St Titahi Bay
Wellington
Phone 04 236 6564
Fax 04 236 6532
Email ezeemeal@wgtncitymission.org.nz



www.wellingtoncitymission.org.nz