



Barnardos

Annual Report 2017



Kia eke ai te hunga taitamariki
ki ngā rangi tūhāhā



Brighter futures
for Kiwi kids

01

WHO WE ARE

Ko Wai Mātou

Barnardos is New Zealand's largest children's charity.

Our vision is 'An Aotearoa New Zealand where every child shines bright'. We embrace it through everything we do.

We believe that every child matters. Based on our vision our Strategic Plan sets the direction for our work. Every day we support tamariki, their families and communities to create a better future for our nation. Together we can do more.

We do more for the children of Aotearoa

30
different
services

53
offices and
centres

731
staff

50,496
children, young people and
parents were reached through
our programmes and services



Our vision / moemoeā

An Aotearoa
New Zealand
where every
child shines
bright

Strategic Plan

Our mission / kaupapa

Be the voice and greatest fan of our
next generation today

Shape brighter futures through
early education and targeted social
services

Create insightful ways to empower
tamariki to shine brighter

Strategies / ngā rautaki

Deliver direct social services to
tamariki and whānau in need

Provide excellence in early
childhood education and care

Advocate for the needs and rights of
the tamariki

Grow understanding and connection
between tamariki, whānau and the
community through innovative tools
and programmes

FROM OUR CHAIR AND CEO

Tēnā koutou

This was the first year implementing our 2016/2020 Strategic Plan working towards our vision 'An Aotearoa New Zealand where every child shines bright'.

We redefined our mission to:

- Be the voice and greatest fan of our next generation today;
- Shape brighter futures through early education and targeted social services; and
- Create insightful ways to empower tamariki to shine bright.

To achieve our vision and mission, Barnardos has three areas of focus: delivering targeted and universal social services; providing early childhood education and care; and advocating for the needs and rights of children.

This Annual Report highlights our successes over the past year. It tells stories of how we do more for Kiwi kids, demonstrating a whole-of-organisation commitment to our vision and mission. It shows Barnardos' role and relevance to the lives of all children in Aotearoa New Zealand today.

Early Childhood Education

We have a strong commitment to early childhood education because we know it means a great start for children's lives. Providing quality early learning is important to Barnardos – our children deserve nothing less. The

Education Review Office who independently evaluates our home and centre-based services has assessed all our services as either 'Well Placed' or 'Very Well Placed'.

Barnardos early learning services are our social enterprise and we are committed to growing our footprint in this very competitive market. This year we have opened two new Early Learning Centres, commissioned another, and have seen modest growth in our home-based service.

Parents who use our early learning services not only get quality education for their children, they also do so knowing that any surplus made gets invested back into supporting other more vulnerable Kiwi kids through our social services.

Targeted Social Services

Making a positive difference in the lives of some of the most vulnerable children is a driving passion of both the Board and staff. Growing our reach and impact is an important priority to ensure we are providing effective and efficient services to children who will benefit from them. This year we launched ten new Child and Family Services to help children and their families and whānau to build resilience, confidence and implement changes that last a lifetime. Barnardos is a national provider, but delivers locally based services tailored to meet children's needs in their own communities. An important part of this is our LEAP social work service which provides wrap-around support unique to every child and their family.

Advocating for children

Speaking out for children has always been important for Barnardos. Because we are engaging with children and their families every day, our advocacy is unique and we are ideally positioned to be the strongest voice for children in New Zealand. During the year we increased our resource to focus on this work. Our Manager Child Advocacy leads our strong emphasis on advocating for the rights and well-being of all children. During the year we have championed children by focusing our advocacy on reducing family violence and the impact of physical and emotional harm on children, reducing child and youth suicide, and calling for policy interventions and Government investment that will make the biggest difference for children. We also campaigned collaboratively with child sector partners for safe and healthy housing for all children in New Zealand.

Remaining a sustainable organisation is important. The voice for and the support we give to all of our nation's children is important both today and in the future. We continue to partner with Government to deliver services, but are challenged by insufficient government funding of contracted services and programmes. We will continue to advocate for fully-funded contracts in the coming year.

We are very fortunate to have the support of thousands of New Zealanders who regularly donate to our work with whānau and tamariki. Without their contribution, we would not be able to make the difference we do. Our grateful thanks to all those who support us in this way.

This year we achieved a positive result with our target surplus of 1% of revenue resulting in an operating surplus of \$544k and a net surplus after the sale of a property

and capital grants of \$1.6m. We remain in a sound financial position as an organisation doing more for all children in New Zealand.

Finally, what we have achieved wouldn't have been possible without the dedicated support of a Board and staff who are committed to our vision and mission. Together, Barnardos continues creating life-changing positive impacts for children, helping them to reach their potential and enjoy bright futures.

Hei konā mai, nā māua noa, nā



James Te Puni
Board Chair



Jeff Sanders
Chief Executive

02

HOW WE HELP Ā Mātou Mahi Āwhina

Every minute of every day, we work on making Kiwi kids' futures shine brighter. Looking at every aspect of the situation, we aim to set the best possible long-term outcomes. More than half of our staff work directly with affected children, their families and in their local communities.

DURING 2017:

14,500

children and parents were supported through our Child and Family Services

3,770

children attended our early learning services (centres & home based)

50,496

children, young people and parents were helped throughout the year

2,447

children and parents were helped to deal with the impact of family violence and abuse

“Take care of our children. Take care of what they hear, take care of what they see, take care of what they feel.

For how the children grow, so will be the shape of Aotearoa.”

DAME WHINA COOPER



Deliver direct social services to tamariki and whānau in need

Through our Child and Family Services, we work with whānau to help them build resilience, confidence and practical outcomes that last a lifetime. Last year we introduced a number of new programmes and services to help secure bright futures for Kiwi kids.



Whatever the situation, we tackle the hard stuff and work tirelessly to create positive changes. Our services help from before a child is born, all the way through their childhood and adolescence until they become adults.

We do this through services such as:

- early prevention programmes for vulnerable children;
- our Social Workers in Schools Service;
- providing foster care and residential care options;
- services which are specifically designed to provide additional support for young people with complex needs e.g. LEAP;
- working with families to prevent family violence and child abuse; and
- providing practical parenting tools.



DURING 2017:

1,100
families went through our LEAP Service

135
children were cared for by our Foster Carers

82%
of children who leave our services have increased emotional/physical well-being

89%
of parents who received support from our Child and Family Services now provide a safer, healthier home for their children

Sam gets a better life

For 16 year old Sam, home was inside the unheated railway carriage that he called his ‘nest’. A place where he hid to avoid drunken parents and stay dry.

Sam had a traumatic upbringing in an unstable family. His parents abused alcohol and moved from one farm to the next. Sam attended many different schools so had trouble forming friendships and gaining confidence and self-esteem.

When we met Sam he was desperate for help. We referred him to one of our specialist group homes. We provided the intensive care and specialist support to help him deal with issues caused by his traumatic upbringing.

Sam was keen to gain independence so we helped him attend an agricultural training course and find a part-time job working for the Park department. Sam was in his element!

Today, Sam lives happily with his partner in the South Island and keeps in contact with Barnardos at least twice a year, sharing his successes and the progress he has made.



What’s Up

0800 What’s Up is Barnardos’ free helpline open for all Kiwi kids aged 5-18. It’s one of the services where children and young people experiencing problems can seek help directly.

It’s a complex time to be a child in New Zealand, and many are feeling alone, sad and scared. Our trained counsellors are experts in providing a safe space where children can call or chat online about their problems.

DURING 2017:

32,226

calls and web chats were answered

99

calls were answered where child was in imminent danger

Help just a phone call away

For Jane, bullying was a problem she just couldn’t escape. Day after day.

Jane was teased at school. She felt isolated, scared and that she had no one to turn to. Until she called our 0800 What’s Up helpline.

She was connected with Lisa, one of our counsellors. Jane told her she was being bullied and felt trapped. Lisa listened to Jane and encouraged her to ignore the bullies and find ways to remove herself from the situation.

Gradually she helped Jane to build up her confidence and prepare a plan to make things better.

From feeling helpless and trapped, Jane now is happier at school and has a circle of friends. Jane is grateful that she could talk to someone who was willing to listen and who cared about her situation.

Provide excellence in early childhood education and care

Our early learning gives children the best possible start in life. We nurture children’s curiosity and enrich their unique ways of learning. We are proud to be doing more for all children in Aotearoa.



Over the last 40 years, we’ve cared for thousands of children in our Early Learning Centres and home-based services.

We understand that no child is the same. So our early learning services are individually tailored to reflect the uniqueness of each local community.



DURING 2017:

23

Early Learning Centres
around Aotearoa

435

home-based educators

1,799

under 5’s enrolled in Early
Learning Centres

1,971

under 5’s enrolled with
home-based educators



“He tākaro te akoranga o
tamarikitanga”
In childhood play is learning

Our Early Learning Centres

Here tamariki can explore, play and be cared for in an environment that reflects the Barnardos’ values. Here’s what some parents said about us:

“They are so welcoming. We love the calmness of the teachers and the atmosphere at the Centre.”

“My child has blossomed. Her interests have been explored and new ones developed. She connects well with children of all ages. At the end of the day I can’t get her to leave!”

Our home-based early learning

Mary is one of our passionate home-based educators. Most days you’ll find her out and about with her Barnardos children walking to the library or going to playgroup. Sometimes they take part in local school events, having fun feeding the eels or riding their bikes in the local park.

“My daughter has realised that learning is fun.”

“My son eats a bigger range of foods since starting with Mary. It’s just wonderful!”

“Mary is very interactive with the children, organising trips, interesting walks and playgroups. My children are exposed to different learning situations and can play freely.”

Advocate for the needs and rights of tamariki

All children have the right to develop and realise their potential. Children need to be at the heart of policies, legislation and services, to build an Aotearoa New Zealand where every child can grow up safe, supported and loved. Our advocacy focuses on listening to and empowering their voices to make a difference.



This year we placed a renewed emphasis on advocating for the needs and rights of children in three key areas.

1. Reducing family violence and the impact of physical and emotional harm to children

We contributed to the Government’s Family Violence Review, helping to shape approaches to prevent family violence and reduce its impact on children. The legislation on family violence needs clearer visibility of children’s rights and protective principles. We believe children need to be better recognised as the direct victims of family violence as a result of the trauma they experience at home.



Advocating for children

HOW

- Submissions and Consultations
- Research
- Direct Lobbying
- Petition Campaigning
- Media Reports

WHAT WE’RE INFLUENCING

- ✓ Policy
- ✓ Legislation
- ✓ Practice and Services
- ✓ Culture change

2. Reducing child and youth suicide

We advocate to reduce child and youth suicide in New Zealand, which remains one of the most pressing child rights and well-being problems facing our country. Our submission on the Government’s ‘Strategy to Prevent Suicide in New Zealand’ focused on children and young people. It was informed by our experience with our 0800 What’s Up helpline.

We celebrate and encourage all children’s potential, to build their resilience and capability, providing support and services to reduce the risk of harm.

3. Advocating for policy and legislative interventions making the most difference for all children’s rights and well-being

This year Barnardos advocated for policies having a positive impact on the rights and well-being of children in New Zealand:

- Oranga Tamariki taking a child’s rights based approach and focusing on principles of participation and cultural connectedness;
- Government’s Budget 2018 taking measures to reduce child poverty and boost household resilience; and
- Safe and healthy housing for all children as a cross-party Election commitment, as a member of Every Child Counts.

In our advocacy to law-makers, we shared what children told us about what a ‘safe home’ means to them:

“Living in a place where you don’t feel scared like someone is going to hurt you all the time”

“When dad is funny and not scary”
“Being at home when there is no fighting”



Grow understanding and connection between tamariki, whānau and the community through innovative tools and programmes

We build robust support networks to help individuals who feel isolated in their community. We do this through partnerships with government agencies and other organisations. Responding to local needs and individual challenges is about building resilience and fostering a healthy environment.

DURING 2017:

378

families were reached through our Te Korowai Mokopuna project

98%

of clients say they were happy with Child and Family Services

“He taonga te mokopuna, kia whangaia, kia tipu, kia rea”

A child is a treasure, to be nurtured, to grow, to flourish.



Light at the end of the tunnel

After Tina’s ex-partner got out of prison she was scared to leave the house.

She was living in constant fear for her child in a damp home that was badly infested with fleas and rats. For Tina and her new partner who are both hearing impaired, life seemed like a dark tunnel with no hope at the end until they were referred to Te Korowai Mokopuna.

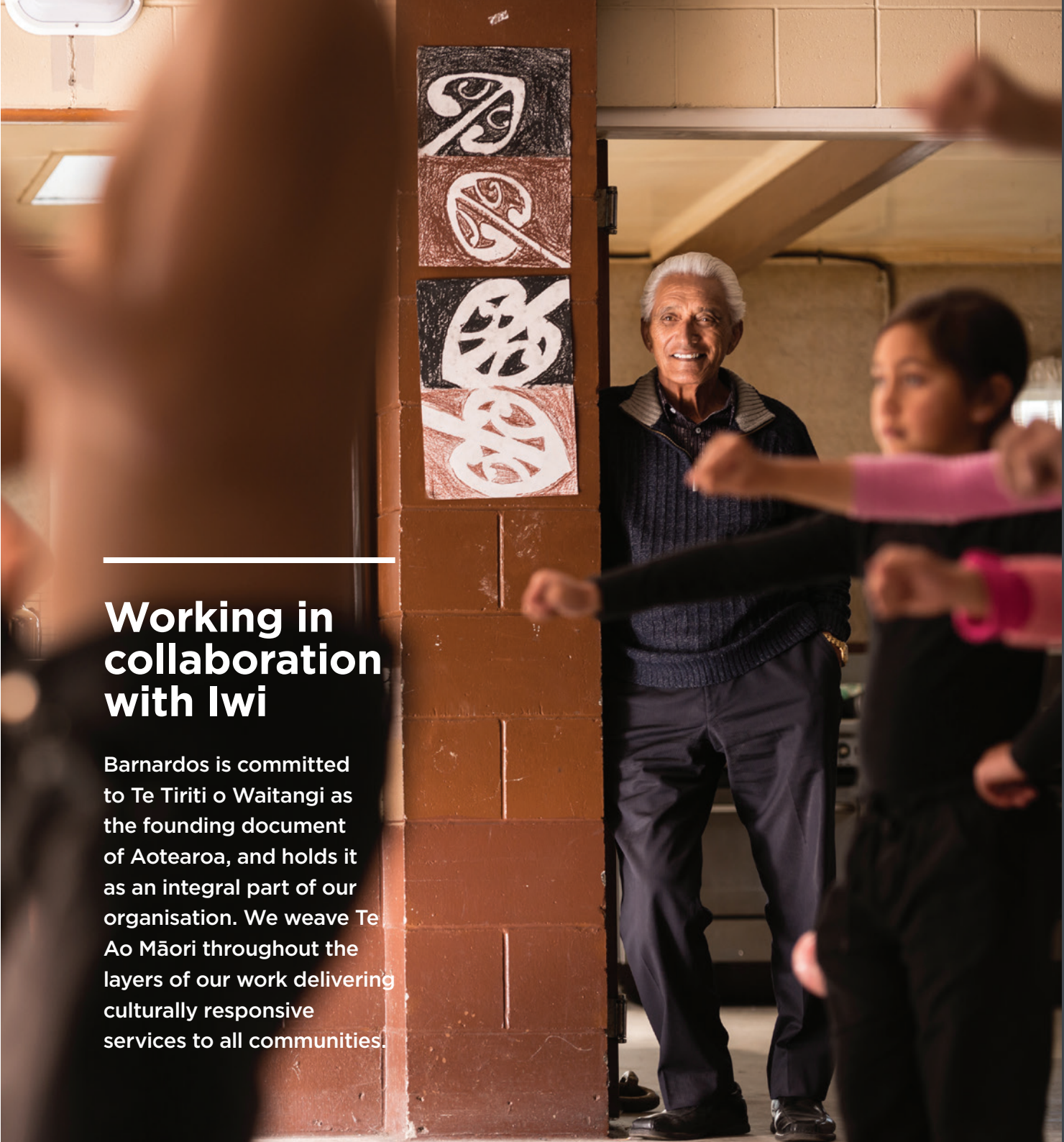
With the help from a sign language interpreter, we uncovered all the issues Tina’s family was struggling with. We helped them to fix their Work and Income payments to enable better financial support. We worked with Housing NZ to organise pest control and install deaf fire and smoke alarms. We helped Tina’s family access medical care and organised counselling.

To keep the family safe we arranged a Protection Order and brought in a guide dog.

Thanks to this unique combination of support services Tina is no longer living in fear and her family now has a safe and healthier home.

Working in collaboration with Iwi

Barnardos is committed to Te Tiriti o Waitangi as the founding document of Aotearoa, and holds it as an integral part of our organisation. We weave Te Ao Māori throughout the layers of our work delivering culturally responsive services to all communities.



Inspiring our tamariki

Tamariki struggling with self-identity can find it hard to reach their full potential. As part of our social workers in schools programme in Southland, Barnardos asked Jerome, a young Māori practitioner of taonga puoro (ancient Māori musical instruments) to share his knowledge and passion with the students in one of the Southland middle schools.

Jerome’s performance inspired them. One Year 6 teacher wrote,

”My students and I found the show fantastic! The students who are the hardest to engage were spellbound by his performance. Now, we are exploring the concept of whakapapa, learning where we’ve come from and where we belong. My students are building an understanding of others and celebrating who we are.

Thank you to Barnardos for making this experience possible.”

OUR SUPPORTERS

Ā Mātou Kaitautoko

We are grateful to have a strong community of loyal supporters.

Thank you to these kind and generous trusts, organisations and individuals for making Kiwi kids futures shine brighter!

Grants and Donations

BayTrust

Blue Waters Community Trust

Community Organisation Grants

Scheme: Auckland City; Hutt Valley; Manukau; Manawatu/Horowhenua; North Taranaki; South Taranaki; Tairāwhiti; Waikato West; Waitakere City; Whanganui; Whitireia

Community Trust of Southland

Community Waikato

David Ellison Charitable Trust

Estate of Percy Thomas Lackey

Estate of Robert Boyd Young

Eastern & Central Charitable Trust

Farina Thompson Charitable Trust

Fonterra Grass Roots Fund

Foundation North

Four Winds Foundation

Gallagher Charitable Trust

Grassroots Trust

Hawkes Bay Foundation

Hutt Mana Charitable Trust

ILT Foundation

Infinity Foundation

Jennifer Smith Family Trust

Jones Foundation

Joyce Fisher Charitable Trust

Lady Alport Barker Charitable Trust

Lion Foundation

Lois McFarlane Charitable Trust

Lottery Grants Board

Lottery Earthquake Fund

LW Nelson Charitable Trust

Mainland Foundation

Marlborough District Council

Maurice Carter Charitable Trust

NZ Charitable Trust

Pegasus Sports Foundation

Pelorus Trust

Pub Charity

Rata Foundation

Redwood Trust

Sky City Hamilton

The Southern Trust

Todd Foundation

Trust Waikato

W Duncan Bickley Trust

Whangarei District Council

Wilks Charitable Trust

Corporate Sponsors

Milford Asset Management and staff

OfficeMax

Z Energy

Other Acknowledgements

ANZ

Save The Children New Zealand

SUMMARY FINANCIAL RESULTS

Whakarāpopototanga Tauaki Pūtea

SUMMARY FINANCIAL RESULTS - Whakarāpopototanga Tauaki Pūtea

Statement of Comprehensive Revenue and Expense For the year ended 30 June 2017

	Note	2017 \$'000	2016 \$'000
Revenue			
Revenue from Non Exchange Transactions			
Ministry of Education		16,712	17,718
Childcare Subsidies		86	108
Ministry of Social Development		11,932	12,365
Funds Raised by Barnardos		5,812	5,932
Other Grants & Income		2,327	1,766
Revenue from Exchange Transactions			
Parent Fees		2,402	2,256
Other Income		360	355
Interest from Investments		389	485
Total Revenue		40,020	40,985
Expenses			
Employees		28,265	29,240
Administration		3,636	3,257
Occupancy		2,193	2,267
Fundraising		515	977
Service Delivery		2,820	3,127
Depreciation & Amortisation		1,804	1,923
Total Operating Expenses		39,233	40,791
Impairment		(99)	(384)
Grants for Capital Purposes (Non Exchange)	3	951	512
Net Surplus		1,639	322
Total Comprehensive Revenue & Expense		1,639	322

Statement of Changes in Equity
For the year ended 30 June 2017

	2017	2016
	\$'000	\$'000
Opening Accumulated Funds	20,251	19,929
Net Surplus for the year	1,639	322
Total Comprehensive Surplus	1,639	322
Closing Accumulated Funds	21,890	20,251

Summary Statement of Cash Flows
For the year ended 30 June 2017

	2017	2016
	\$'000	\$'000
Net cash flows from operating activities	4,114	2,292
Net cash flows applied to investing activities	(3,715)	(4,149)
Net increase in cash and cash equivalents	399	(1,857)
Opening cash brought forward	2,713	4,570
Net increase in cash and cash equivalents	399	(1,857)
Closing cash and cash equivalents carried forward	3,112	2,713

Summary Statement of Financial Position
as at 30 June 2017

	2017	2016
	\$'000	\$'000
Total Non Current Assets	13,416	13,264
Total Current Assets	13,692	11,654
Total Assets	27,108	24,918
Total Equity	21,890	20,251
Total Non Current Liabilities	64	64
Total Current Liabilities	5,154	4,603
Total Liabilities	5,218	4,667
Total Equity and Liabilities	27,108	24,918

Notes to the Financial Statements
For the year ended 30 June 2017

1. Reporting Entity

The financial statements of Barnardos New Zealand (Barnardos) for the year ended 30 June 2017 were authorised for issue in accordance with a resolution by the Board on 7 September 2017.

Barnardos provides social service support for children and families. Its registered office is at 181 Vivian Street, Wellington, New Zealand. Barnardos is a Society Incorporated under the Charitable Trusts Act 1957 and incorporated in New Zealand. Barnardos is a registered Charity under the Charities Act 2005 in New Zealand where it is domiciled.

2. Summary Financial Statements

The summary financial statements have been extracted from the full financial statements of Barnardos. The summary financial statements comply with PBE FRS 43: Summary Financial Statements. The summary financial statements cannot be expected to provide as complete an understanding of the financial performance and financial position of Barnardos as the full financial statements. No information extracted from the full financial statements has been restated or reclassified.

The functional and presentation currency for these financial statements is New Zealand Dollars rounded to the nearest thousands of dollars.

A set of the full financial statements, prepared in accordance with Tier 1 Public Benefit Entity Standards, can be obtained by contacting the Chief Financial

Officer, on (04) 801-1775, or writing to the Chief Financial Officer, Barnardos New Zealand, PO Box 6434, Wellington 6141.

The full financial statements which were authorised for issue by the Board on 7 September 2017 have been audited by EY who issued an unqualified opinion with no explanatory paragraphs dated 7 September 2017.

3. Capital Grants

Barnardos received grants to fund capital of \$951,000 which have been recognised in the net surplus in the 30 June 2017 financial year (2016: \$512,000).

4. Contingent Liabilities

Barnardos had no contingent liabilities at 30 June 2017 (2016: \$Nil).

5. Contingent Assets

There are no contingent assets as at 30 June 2017 (2016: \$Nil).

6. Events Subsequent to Balance Date

Nothing of a material nature occurred subsequent to balance date that requires specific disclosure (2016: Nil).



Chartered Accountants

Independent Auditor's Report

To the members of Barnardos New Zealand Incorporated("Barnardos")

The summary financial statements on pages 31 to 34, which comprise the summary statement of financial position as at 30 June 2017, the summary statement of comprehensive revenue and expense, summary statement of changes in equity and summary statement of cash flows for the year then ended, and related notes, are derived from the audited financial statements of Barnardos for the year ended 30 June 2017. We expressed an unmodified audit opinion on those financial statements in our report dated 7 September 2017. Those financial statements, and the summary financial statements, do not reflect the effects of events that occurred subsequent to the date of our report on those financial statements.

The summary financial statements do not contain all the disclosures required for full financial statements under generally accepted accounting practice in New Zealand. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of Barnardos.

This report is made solely to Barnardos members, as a body, in accordance with our engagement agreement. Our engagement has been undertaken so that we might state to Barnardos members those matters we are required to state to them in our report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than Barnardos and Barnardos members as a body, for our work, for this report, or for the opinions we have formed.

Board Members' Responsibilities

The Board Members are responsible for the preparation of summary financial statements in accordance with FRS-43: Summary Financial Statements.

Auditor's Responsibilities

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810, "Engagements to Report on Summary Financial Statements."

Other than in our capacity as auditor we have no relationship with, or interest in, Barnardos.

Partners and employees of our firm may deal with Barnardos on normal terms within the ordinary course of trading activities of the business of Barnardos.

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of Barnardos for the year ended 30 June 2017 are consistent, in all material respects, with those financial statements, in accordance with FRS-43.

Ernst & Young

7 September 2017
Wellington

Government Equity Funding Subsidies

For the year ended 30 June 2017

Centre/Network	Low Socio Economic	Special Needs	Language	Isolation	Total
	\$	\$	\$	\$	\$
Auckland Central South	4,304	3,927	-	-	8,231
Cannons Creek	14,402	5,608	-	-	20,011
Clendon East	50,776	24,601	-	-	75,376
Cromwell	-	-	-	3,026	3,026
Georgetown	11,287	5,642	-	-	16,929
Greymouth	-	-	-	252	252
Hastings	41,841	16,297	-	-	58,138
Hornby Pasifika	-	-	1,427	-	1,427
Huia	8,324	7,532	-	-	15,856
Kaikoura	-	-	-	3,026	3,026
Manawatu East	14,738	13,335	-	-	28,074
Mangere East	45,580	17,757	-	-	63,336
Manurewa	27,685	10,784	-	-	38,469
Otara	62,959	30,429	-	-	93,387
Porirua	22,329	8,696	-	-	31,025
Roslyn	8,587	7,770	-	-	16,357
Southland 2	9,724	8,796	-	-	18,520
Tahi	8,926	8,077	-	-	17,004
Te Puna Oraka	17,553	8,753	-	-	26,306
Te Raki	3,947	3,569	-	-	7,516
Turua	5,841	5,284	-	-	11,125
Upper South	-	-	-	1,295	1,295
Wainuioma	15,584	7,789	-	-	23,374
Waitakere	6,513	5,891	-	-	12,405
Total	380,900	200,538	1,427	7,600	590,465

Equity funding was used in the following ways:

- To provide curriculum resources and play equipment, so that we can support the achievement of learning outcomes for our tamariki.

- For teacher and educator professional learning and development, so that we continue to provide high quality early childhood education for our tamariki.
- To attract teachers and visiting teachers, particularly in areas of isolation or where networks are based across a wide geographic area.

Our use of this funding enables Barnardos to deliver to the unique demands and needs of each community and do more for our tamariki.

To protect client privacy, names have been changed and models used.

The photos used on pages 25, 26, 27, 38 and 39 were provided by NZ Story. All credit for these images goes to Chris Williams and Paul Sutherland.

A woman with brown hair, wearing a purple and white plaid shirt and dark pants, is kneeling in a field of tall grass and shrubs. She is holding a small black pot containing a young plant. A young child with blonde hair, wearing a light blue hoodie and pink gloves, is also kneeling and holding the pot. They are both looking at the plant. The background is a lush green field with tall grass and shrubs. The lighting is bright and warm, suggesting a sunny day. The text "Their future is in our hands" is overlaid on the right side of the image.

**Their future is
in our hands**



Barnardos
**DO MORE
FOR KIWI
KIDS**



Kia eke ai te hunga taitamariki
ki ngā rangi tūhāhā



barnardos.org.nz