For over 40 years, Barnardos has been working to improve the lives of children in New Zealand. Through our work, we support, challenge and empower families, communities and society to make Aotearoa New Zealand the best place to be a child.

Throughout this report we use the word 'children' to include all of the children and young people we work with aged 0-18 years.

The design on the cover of this report represents the growth rings of a tree and the change and movement that occurs over a lifetime.

Ruia, taitea, kia tū taikā kā ānake
Strip away the bark and expose the heartwood
We know that our work with children, families and communities makes a difference. Last year, we directly supported more than 12,500 children and their families.

Through our work:

• More children are safe from physical and emotional harm
• More children are participating in learning
• More children are valued and respected in their homes and communities
Our work is wide-ranging and ambitious: we look out for children; we listen to children; we nurture and educate children. We know that children are best brought up in strong and resilient families and whānau. So we support and challenge adults in the lives of children to make our homes and communities safe and nurturing places for children. In this, our second Impact Report, we take a close look at our work and share the voices of the families we work with, to show what impact our work has in the lives of children.

LOOKING ACROSS ALL OF THE WORK WE DO, THIS IS WHAT WE SEE...

**Our services make a difference for children**
93% of families say we are making a difference for their children.

**We work in partnership with parents and whānau**
96% of adults tell us that we are supporting them to be better parents.

**We make a difference for some of New Zealand’s most vulnerable children**
We are helping to break cycles of violence and enabling whānau, families and children to choose safer and more positive ways of living.

**We are here for all children**
The breadth and variety of our work, along with our national presence, means we’re making a difference for children, families and whānau across diverse communities, ethnicities, ages and levels of need.

**We are easy to find and access**
We visit around 2,000 families in their own homes each year, work with more than 2,500 children in their own schools, and each day around 250 children call us to get free counselling via our 0800 What’s Up phone line.

**Connecting and belonging are at the heart of our success**
Connecting children, families and whānau to each other and their communities underpins all of the work we do.

**The difference we make adds up**
Improving the life of just one child can have significant benefits for all of us as citizens and tax payers.
How much we do

In 2013 Barnardos directly supported more than 12,500 children and their families. We supported thousands more children through our community development, outreach and helpline services.

Through our Child and Family Services:

• We provided direct social service support to more than 9,000 children and their families. More than 2,000 of these children were dealing with issues of family violence, abuse and neglect.

• We connected with around 3,000 families and whānau through our focused community outreach programmes — making it easier for people to find us and ask for help.

• Each day, around 250 children received counselling via our 0800 What’s Up helpline.

• We provided more than 30 different types of support services tailored to meet the needs of different communities, different ages of children and different levels of need within families and whānau.

Through our Early Childhood Education Services:

• Around 3,500 children received quality early childhood education through our home and centre-based services.

What we do

Manaakitanga (we nurture)
Whakamātauria (we educate)
Hononga tangata (we connect)

Barnardos is one of the largest providers of children’s services in New Zealand. Our work focuses on children aged 0-18. We deliver high quality social work, community development and early childhood education services throughout New Zealand.

We give children and families the level of support that is right for them.

Our services range from universal services that all children can benefit from, to intensive services for some of the most vulnerable children and young people in Aotearoa. This means that families can access our services and support at any stage of their journey.

Our Child and Family Services include a wide range of parenting programmes and community support services, individual social work services in homes and in schools, family violence prevention and direct intervention services, foster care and specialist group homes. Our 0800 What’s Up helpline provides professional counselling directly to children and young people. We also provide home and centre-based early childhood education.

Through all our services we are building resilience, reducing vulnerability, restoring wellbeing and connecting families and children to each other and their communities.
What we do

“For children in New Zealand, Barnardos acts as a fence at the top of the cliff, an ambulance at the bottom and a hand to reach down and grab them if they fall.” Mike Munnelly, General Manager Child and Family Services

**UNIVERSAL SERVICES**

- 0800 What's Up Helpline
- Community Hubs
- Roots of Empathy programme
- SKIP initiatives
- Early Childhood Education services

Our universal services focus on **BUILDING RESILIENCE**

**TARGETED SERVICES**

- Family Support
- Footsteps to Feeling Safe
- Supervised Contact
- Social Workers in Schools
- A wide range of parenting programmes
- HIPPY and Parents as First Teachers programmes
- Family violence prevention services

Our targeted services focus on **REDUCING VULNERABILITY**

**SPECIALIST SERVICES**

- Specialist Residences
- Group Homes
- Foster care and Home For Life
- Direct family violence interventions
- Counselling

Our specialist services focus on **RESTORING WELLBEING AFTER HARM HAS OCCURRED**

Across all our services we focus on:

**CONNECTING CHILDREN AND FAMILIES TO EACH OTHER AND THEIR COMMUNITIES**
SECTION I
What we do

UNIVERSAL SERVICES

"Some of the young parents we have seen are living chaotic lives, responding to whatever comes up with no thought of forward planning. We help build resilience through providing and linking parents to specific services; by being a welcoming place that they can always come to for a listening ear and some good advice; and by helping build connections so that parents know each other and are there to help each other out.”

Community Hub Project Leader

TARGETED SERVICES

“When we met Tania (aged 14) she had been back and forth between her parents and grandmother for the last two years. There had been a number of family violence incidents within the family. Tania has been involved in petty crime and had been removed from school and placed in an alternative activity system. We have been able to stabilise Tania’s care and make sure that her grandma has the support she needs to care for Tania. This includes making the right connections with CYF and Work and Income, as well as other community support agencies. We have also helped grandma set and keep appropriate boundaries for Tania. Tania has spoken up for the first time about some traumatic events in her life and is getting help to deal with this. We are keeping in close contact with this family. There is still a long way to go, but since our involvement, Tania has started to make better choices and is no longer engaging in criminal activity. She is also starting to contribute positively by participating in local youth advocacy events.”

Family Support Service Social Worker

SPECIALIST SERVICES

“When Dylan came into our care (aged 16) he had been rejected by his family and he was disconnected from his own culture. He was displaying a range of inappropriate behaviours and had little understanding of how this impacted on others. Dylan was depressed, practicing self-harm and had no sense of belonging. Our first priority was to make Dylan feel safe. We also put clear boundaries around his behaviour. We helped him to build connections and relationships with peers, with people from his own culture, with his key mentors, and with a range of professional agencies to help address his behavioural issues and the trauma in his life. Over six months, Dylan began to blossom. Dylan is now developing insight and empathy into how his behaviour affects others. He has a clear set of goals, is positive about his future, is passionate about his music, drama and sporting interests, and he has done really well in his studies and vocational experience.”

Residential Services Social Worker
Our services make a difference for children

Every day, people tell us about the positive impact Barnardos is having in their lives. The consistent message from families through our annual Child and Family Services client satisfaction survey is that we make a very real difference for their children.

The fact that two thirds of families say their children are safer because of our support is a great result. This shows us that we are keeping children safe across the full range of the social services we provide. It is not only our intensive services that are helping to keep children safe — our universal and early intervention services are also helping to prevent harm from occurring to children in the first place.

93% of families say Barnardos is making a difference for their children

When we ask families what sort of difference Barnardos is making for their children, this is what they tell us...

- **67%** say “My children are more likely to be safe.”
- **78%** say “My children are more likely to feel nurtured and cared for.”
- **79%** say “My children are more likely to feel confident and better about themselves.”
- **80%** say “My children are more likely to get what they need from me and others.”
- **83%** say “My children are learning new things.”
More children are safe, learning, valued and respected

Our survey results suggest that because of the social services Barnardos provided in 2013:

- over 6,000* children are more likely to be physically and emotionally safe
- over 7,400* children are learning new things
- over 7,200* children are more likely to be getting what they need from the adults in their lives.

In addition, around 3,500 children participated in learning through our early childhood education services.

“My children are more likely to be safe from a stressed mum. My social worker has helped me to feel less of a failure as a mother in regards to one of my children’s extra needs. She acknowledges the strain it causes and that helps me to cope knowing that someone understands how I feel. I feel listened to with her which means a lot.”

“Through my kids’ programme they understand they are not to blame why mum and dad fight. They know it is ok to talk to people about what is happening in their lives.”

“The help that I am receiving has made a massive difference in our lives. My daughter has changed so much that she is looking forward to her day-to-day life.”

“The difference in my child from the start of the course to the end of the course is huge. I now have an articulate boy who is much more open with communicating about his feelings and what goes on… He feels safer.”

* THESE FIGURES ARE A CONSERVATIVE ESTIMATE AS THEY DO NOT INCLUDE ANY OF THE CHILDREN IN OUR EARLY CHILDHOOD EDUCATION SERVICES, ANY OF THE THOUSANDS OF CHILDREN WHO CALL 0800 WHAT’S UP EACH YEAR, NOR ANY OF THE CHILDREN WE SUPPORT THROUGH OUR COMMUNITY OUTREACH WORK.
We work in partnership with parents and whānau

We work hard to ensure that whenever possible, children are brought up in strong and resilient families and whānau.

In 2013, Barnardos directly supported more than 3,200* parents to better meet the needs of their children.

We know that it is parents and whānau who make the biggest difference in the lives of their own children. The majority of parents we work with come from families where they did not experience good parenting themselves. They are often single parents and are dealing with issues of poverty, isolation, violence, substance abuse and/or health concerns.

Trust matters

We are trusted and well liked by the families we work with.

98% say we treat them well
97% feel listened to
97% feel respected
97% feel that Barnardos respects their culture
94% are satisfied or very satisfied with our service overall
85% say that we ask them for their ideas and opinions

Each family is unique and it’s our job to provide the right support to meet their individual needs. This means building trust and a genuine partnership with individual children and families, which takes time and skill. Manaakitanga (expressing love and respect toward people, engaging with their mana, caring for people holistically) is one of the core Barnardos principles. It’s vital to supporting sustained positive change within families.

And families tell us that we’re doing just that:

“ My baby and I have been treated wonderfully. I am asked about my personal health and wellbeing, as well as my baby. It is fantastic to know you’re not just another number.”

“ My worker supports me making plans and using my own ideas which makes me feel like I sustain control of my life… really appreciate it.”

“ I’m happy with the service I and my children have received. This team never gives up on you.”

* The service is like no other service I have received.
  Acknowledging me as a father. Believing in me helped me to become a dad.*

* Look, when I was young, both my mum and I had been through Barnardos support, and the support I’ve seen back then in 1989 is the same strong support we get and feel today with the service we get from Barnardos. So please don’t change anything AND THAT’S BEING HONEST.*

* THIS FIGURE IS A CONSERVATIVE ESTIMATE AS IT DOES NOT INCLUDE ANY PARENTS FROM OUR EARLY CHILDHOOD EDUCATION SERVICES, NOR ANY OF THE PARENTS WE SUPPORT THROUGH OUR COMMUNITY OUTREACH WORK.
Our support for parents makes a difference for children

"Barnardos is helping me find tools to be a better mother. Giving me positive feedback. I know without a doubt that they are looking out for my kids’ best interest and safety."

"I understand that I have to make changes to allow our child to be himself, but it can be a very difficult path. Providing a sounding board and having non-judgmental advice has been invaluable."

96% of adults tell us that we are supporting them as parents
When we ask adults how Barnardos is supporting them, this is what they tell us…

- "You're supporting me to understand more about my children and what they need": 95%
- "You're supporting me to change the way I act with my children": 87%
- "You're supporting me to get what I need to make changes in my life": 89%
Trust matters

A Barnardos Social Worker says…

“I worked with a mum and her child who were isolated, with no support and dealing with mental health issues and substance abuse. Mum was dealing with things from her past which affected how she saw herself as a parent. It took a while to build trust with this mum. I would negotiate the situation each time I saw her. It was about working where the child and mum were at – at their pace. It was about making sure that mum set her own goals and took responsibility for meeting them. It was about me showing genuine concern and respect and being consistent and reliable. By taking time I was able to build enough trust for mum to share everything with me and really know that I would work with her and her child – for their best interests. Over time this mum achieved goals that made life for her and her child safer, more predictable and happier. This mum has become more confident and she and her child are no longer isolated. They are connected to positive community support and this family doesn’t need our service any more.”
SECTION II
The impact we have

Challenging people to change is an important part of the work we do

We are committed to creating long-term positive change for all children. The principles of kaiko – kiritanga (empowerment) and aroha (unconditional love) guide us in our work with all families. Living these principles means that we do not shy away from challenging, unhealthy or unsafe attitudes and behaviours.

We take time to support children, families and whānau to value and respect themselves and others and to take responsibility for making changes. We help them to grow their resilience and learn positive ways of managing their own lives.

“A vulnerable caller to our 0800 What’s Up helpline wrote to tell us how our counsellors challenged her to make the changes that helped her toward safety…”

Our 0800 What’s Up helpline is just one example of how our universal services play an important part in helping to support vulnerable children:

- 14% of the counselling calls to 0800 What’s Up are dealing with very serious issues including child abuse, violence, homelessness, mental health issues, suicide, harassment, self-harm, drugs and alcohol.
- A further 15% of counselling calls are from young people seeking support around bullying – for many young people, this is a serious issue that, without support, can lead to significant mental health issues.
- On average there are two calls per week to 0800 What’s Up where the young person who is calling is in serious and imminent danger. There are times when this service literally saves lives. Our counsellors take immediate action to keep these children safe and to link them to the appropriate emergency services.

“Thank you to every single person involved in What’s Up… I can honestly say I am not sure if I would be alive right now if it was not for What’s Up. Thank you for having a huge influence on me and my decisions for the future. I now understand that all of you genuinely care about your callers and their safety.

Throughout my time calling What’s Up you have made decisions that I have been unhappy with and I have clearly stated I wasn’t comfortable with. Now I understand you did everything to keep me safe and alive. I thank you for everything you did to keep me here. At the time I may not have liked it but now I truly appreciate it.

I am sorry for the times I caused What’s Up to worry. I am sorry for the times I called after I had been drinking. I am sorry for the times I called and hung up on people just because I was trying to get through to a certain person. I am sorry for being rude at times, I am sorry for taking my anger out on What’s Up. I am sorry for crying a lot. I am sorry for all the times I wouldn’t cooperate.

I don’t know what the future brings for me and I still think about suicide a lot but thanks to What’s Up I believe a happy future is possible and I have learnt to take one day at a time no matter how hard everything gets. Thank you for choosing What’s Up to work at. Thank you for working weekends and holidays…”
We make a difference for some of New Zealand’s most vulnerable children

A significant proportion of the work we do is with vulnerable children and their families and whānau – those who are hard to reach and who are struggling with complex, multigenerational issues. Our work is helping these families to break cycles of violence and abuse and to choose safer and more positive ways of living.
### Service

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<tr>
<th>FAMILY SUPPORT SERVICES</th>
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<td>50% of the families (representing around 1,400 children) using our Family Support Services come to us for help with issues of family violence, abuse and neglect.</td>
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<th>GROUP HOMES</th>
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<td>Our Group Homes provide intensive and specialist support to more than 40 young people who have suffered significant abuse and have a history of displaying harmful behaviour towards other children.</td>
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<th>FOOTSTEPS TO FEELING SAFE</th>
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<td>We provide direct, targeted support for more than 160 children who have witnessed or experienced family violence through our Footsteps to Feeling Safe programme.</td>
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<th>CHILDREN’S SUPERVISED CONTACT SERVICES</th>
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<td>44% of children using our Children’s Supervised Contact Services (more than 200 children) have either witnessed abuse or violence or been victims of abuse and violence themselves.</td>
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<th>FOSTER CARE SERVICES</th>
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<td>We care for more than 70 children and young people in our Foster Care Services. We provide a safe, nurturing and positive environment for children and young people who, for a variety of reasons, need to be cared for by someone other than their parents.</td>
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<th>EARLY INTERVENTION SERVICES</th>
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<td>In the process of working with children, families and whānau in our early intervention services (parenting programmes and work with children in schools), hundreds more children and families ask for help around issues of violence and abuse.</td>
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### Outcome

| REDUCING VULNERABILITY: Seven out of ten families leave this service having achieved their goals. |
| These families are taking practical, meaningful steps to keep their children safe and to create positive, nurturing family environments. |

| RESTORING WELLBEING AFTER HARM: 86% of these young people say we are making a difference for them – they feel safer, they are learning new things, getting what they need from others, feeling more confident and cared for. |
| For many of these young people, the home we provide is their first experience of living in a safe, caring environment. |

| REDUCING VULNERABILITY: 98% of children leave our Footsteps programme with a safety plan. |
| BUILDING RESILIENCE: 79% leave having built a stronger relationship with their primary caregiver. These children are more likely to be safe because they can speak up about abuse and violence and they know what to do if there is fighting at home. |

| BUILDING CONNECTIONS: Our work means that these children can maintain connections with all of their family and a sense of belonging and identity, while also staying safe. |

| RESTORING WELLBEING AFTER HARM: 94% of children meet the outcomes in their agreed care plan. |
| BUILDING RESILIENCE: 100% of children in our care aged over three are enrolled in Early Childhood Education or are attending school. We are helping to keep these children safe and also making sure they are getting what they need to reach their full potential. |

| BUILDING RESILIENCE: We work with these families to make sure that children are physically and emotionally safe. We help them to understand their own family dynamics, recognise unhealthy behaviours and patterns, and get the help they need to make lasting changes. |
We are here for all children

The breadth and variety of our work, along with our national presence, means we’re making a difference for children, families and whānau across diverse communities, ethnicities, ages and levels of need.

We directly support around 12,500 children and their families each year. And we support thousands more children through our community outreach work and our 0800 What’s Up helpline.

Our staff work from 70 sites around the country from which we serve hundreds of communities.

We provide more than 30 different types of service tailored to meet the needs of different communities, different ages of children and different levels of need within families.

On average, across our services:
71% of people we see identify as Pākehā
27% identify as Māori
7% identify as Pasifika
3% identify as Asian
6% identify as being of another ethnicity

"Whenever we talk about our cultures they understand us and listen to us."

"Everyone is different and Barnardos accepts anyone and everyone willing to help themselves or their family."
Meeting the needs of Māori children

We’re proud of our ongoing work to ensure that our services are meeting the needs of Māori. This includes:

• challenging ourselves to live the principles of manaakitanga, wairuatanga, whanaungatanga, kaitiakitanga, kaikōkiritanga and aroha
• undertaking Te Huarahi Atawhai (organisation-wide cultural training)
• supporting Māori staff through our annual Māori staff hui and cultural supervision
• developing a tikanga resource to support all staff to act in ways that are culturally responsive
• establishing a strong and focused Te Rōpū Tikanga -ā-Rua (Bicultural Reference Group)
• working on Māori models of practice and deepening our understanding of Māori world views
• exploring and consolidating collaborative relationships with iwi organisations and Māori social service providers to make a difference for families.

Our early childhood education services promote whanaungatanga and manaakitanga for all children through our strong focus on building relationships with children, parents and whānau. We work alongside the teachers and educators in our services to enhance tikanga-ā-rua/bicultural practices and to provide support for Māori children to achieve success as Māori. We’re seeing results from all this work.

Within our Child and Family Services:

This is what families have told us about how we are respectful of their culture:

"They asked me my culture and what my boundaries are. Which I respect because they ask me things that relate to me."

"My decision to teach my baby both English and Māori has been well supported and extra info has been provided..."

"Well you come in and ask to take shoes off you ask how we are and it’s amazing."

"My caregiver understands that sometimes having two cultures can be a little hard at times but always is there to listen. Thank you."

The ratings that Māori clients give us are almost always the same or better than the ratings from all other clients.
Sometimes, it’s the little things that matter

The focus of our work is providing high quality services in complex situations. At the same time, we know that for some children, small, one-off actions can make a really big difference. Through the Sarah Lilli and Putea Manaaki funds that we administer, Barnardos gives children and families that little bit of extra care and support when they need it most.

Paying for a mother to sit her **driver’s test** means that she can now drive her children to pre-school and the doctor.

A **bike** means a teenage boy is getting to school and having a level of independence while he is living with his mother who was on home detention.

Paying for copies of **birth certificates** for three young children means that they can now be enrolled in early learning.

Buying a **fridge** and locating a secondhand table for a single dad means this family is now able to have regular, consistent family meals together.

Paying for a family to have their **home fumigated** means it is now much easier to manage the children’s asthma and skin infections. The children are healthier and less likely to be kept home from school and kindergarten.

For children dealing with family violence, grief and dislocation we are able pay for experiences that are helping to build their resilience – like going to **camp**, **playing sport** and following their own interests in **art**, **music** and **design**.

Paying for **swimming lessons** over the school holidays for a young boy with significant behavioural problems gave him structure and routine, a positive reason to stay at home instead of running away, and meant that each day he and his mum spent time together as they took the bus to the lessons.

Being able to join the **Scouts** gave a vulnerable young boy the opportunity to gain confidence, make friends, be part of a positive peer group, and experience positive male role models.
We are easy to find and access

We’re a community-focused organisation providing services that are accessible and trusted.

Most of our work doesn’t happen in offices – it happens out in the community. We go to where children live, learn and play and make it easy for them and their families and whānau to find us and ask for our support.

We visit around 2,000 families in their own homes each year.
We work with more than 2,500 children in their own schools.
Each day around 250 children receive counselling via our 0800 What’s Up helpline. 0800 What’s Up is open 365 days a year and calls are free – even from mobile phones.
More than 3,000 families connect with us through our focused community outreach work.

We have a strong focus on making sure we connect with dads – reaching out to thousands of fathers, celebrating the vital role dads play, and supporting dads to build lasting relationships with their children.

Hundreds of families and whānau find us through community fun days, fairs and informal information-sharing events.

We work in different ways in different communities – connecting with families and whānau through prisons, hospitals, churches, marae, business places, playgroups, vegetable co-ops, community gardens and many other community sites.

At any one time around 2,900 children are engaged in early childhood education though our home and centre-based networks. 50% of our early learning centres are in decile 1–3 areas.
Te Korowai Project

Using our unique blend of services to make a bigger difference for children

Barnardos has a strong history of working across the traditional boundaries of education and social work. Parents as First Teachers, Social Workers in Schools, the home-based HIPPY education support programme, and Roots of Empathy are all examples of programmes we deliver through our Child and Family Services which are designed to help improve educational outcomes for children and also build the resilience of whole families. In a number of different locations around New Zealand, our social workers have strong relationships with early childhood teachers and they work together to ensure that families can easily access whatever support they need.

In early 2012 we began to challenge ourselves to think about what we could do to make a bigger difference for vulnerable children in South Auckland by building on the combined strengths of our teachers and social workers. Our South Auckland early childhood centres are in areas of high deprivation, with many families struggling with issues of poverty and isolation. Most of the families at these centres are Māori or Pasifika.

We started simply by locating a social worker in three of our early learning centres. Over the last 18 months this has grown to become Te Korowai Project. The image of the korowai guides us – the idea of working together to weave a warm and protective cloak for each child. We are using our early learning centres as neutral, universal access points where families and whānau can find the support and connections they want without the stigmatisation that families often shy away from.

Te Korowai Project is firmly grounded in Barnardos’ commitment to community. It is about children, whānau, teachers, social workers and neighbourhoods working together to create a safe and connected community where we can all grow, learn and play together.

We are starting to see some great results from Te Korowai Project:

- We are making it easier for families to ask for help. As trust and relationships grow, we are starting to hear more about what families really want and need.
- We are helping families to access services across health, education and social services – and get the help that is right for them.
- Teachers are able to focus on teaching and learning and at the same time know that families are getting the support they need from our social workers.
- We are supporting consistency between what happens at home and in our early learning centres. We are learning from families about what we can do better and we are also supporting families with parenting, school readiness, healthy eating and routines.
- We are helping to build a stronger community – we are encouraging families and neighbours to know each other and support each other.

This project is just beginning. But by doing it together and listening closely to the voices of local families and whānau we are continuing to learn more about how to work across boundaries in ways that make a sustained difference for children.
SECTION ii
The impact we have

Connecting and belonging are at the heart of our success

No one ever stands alone. Our focus on connection and belonging for children, and on purposeful collaboration with other community organisations, is a vital part of our commitment to achieving better outcomes for children. The principles of wairuatanga and whanaungatanga support us to acknowledge the wholeness of life and to recognise the strength that comes from unity.

Connecting children and families to their communities

Connecting is about much more than linking families to services – it’s about connecting people to people. When families are part of strong and positive informal support networks including friends, whānau and the wider community, they often no longer need support from agencies like Barnardos.

“ A mum made contact with us asking for some support around parenting issues. In conversation we discovered that this family had become very isolated over the last three years as they cared for a child with a chronic illness. We connected the mum into a parenting programme, but we are also working hard to support this family to re-establish connections with other people – friends, neighbours and family. Programmes and information are great – but genuine relationships and positive connections are also vital to build the resilience of this mum and her children.” Social Worker

“ I offered two Cambodian families the opportunity to have a visit together so that they could meet one another. These two parents are now good friends who go to coffee groups, have playdates as families and go on outings together. The parents are very happy as the children are getting more exposure to their first language and they have discovered something important that they have in common – they were born in villages only 45 minutes from each other.” PAFT Educator

“ Establishing a free GP clinic for young parents gave them access to healthcare and a much better understanding of how to keep themselves and their children healthy. And by making it a drop-in clinic at our community hub we helped create connections. While parents were waiting to see the GP they had time to spend with each other – having a cup of tea, swapping stories, advice and worries. The children played together and our project worker was there to provide information and support. Making connections with other parents in a place that was warm and welcoming was really important. Every parent who attended the clinic rated the service ‘very satisfactory’ on the feedback form.” Community Hub Project Leader
Connecting children and families to each other

Restoring and strengthening relationships within families – between children, parents and whānau – is at the heart of everything we do. It is fundamental to children’s wellbeing to be seen and heard and to develop a strong sense of who they are and where they belong.

A Barnardos Social Worker says…

“It can be powerful to watch parents see the world through their child’s eyes for the first time. Complex issues of violence and abuse take generations to build up within whānau and will often take generations to resolve. However, I know that we are making a difference when I can see a family coming together, engaging with each other, starting to see things from new point of view. They start seeing their own patterns. They really get that they belong to each other and that it is their responsibility to start holding each other to account. This takes time – lots of listening and challenging. It is about making space for children to speak up and about being honest about the part that everyone is playing. It is about connecting to the past and sensing that things can be different in the future.”

This is what families tell us about the difference it can make to have a stronger sense of belonging and connection:

“ I am talking about things more… Mum and Dad are listening more. I have gone up in my reading group. I have friends at school. I am happier to try things.”

“ I am learning how to play in different ways with my children. I used to think I was playing but I was just watching them and telling them off when they did something wrong. Now I get in and be with them.”

“ They take their time and we discuss family and areas I came from up the Whanganui River and I get to talk about my family and how I feel.”

“ I have always loved my mokopuna, but now I am starting to like them.”
SECTION ii
The impact we have

Connecting with other organisations

Collaboration with other organisations is key to our success. Barnardos is part of more than 30 collaborative forums across Aotearoa. Working together makes it easier for families to find and access the services they need and makes the best use of the resources we have.

Here are just a few examples of the collaborative work we are part of:

Collaboration in Canterbury

Barnardos is the host employer for Te Rautaki Tu–kino Whānau Otautahi Canterbury Family Violence Collaboration, and a major contributor to the work of Right Service Right Time. These collaborative community initiatives are focused on achieving sector-wide improvements for families and children in the areas of family violence and family services. The Canterbury Family Violence Collaboration has over 40 agencies as partners and has already achieved significant gains in the areas of prevention, crisis response, youth, staff learning and development, and housing. Recent successes include the ongoing ‘Canterbury Can Stand Up Against Violence’ campaign promoted through billboard, bus-back, radio advertising and community events. Building on this campaign, the Crisis Response Work Stream will distribute more than 1,000 family violence and health packs to rebuild workers as they are inducted into Fletcher this July. The areas of Staff Learning and Development and Youth have also been particularly successful. “I am so proud of how far the Collaboration has come since its inception in 2012. Families in Canterbury who are dealing with family violence issues can now expect to enter a sector that is cooperating well to achieve the best outcomes for them.” – Barnardos Operations Manager

Peace Out East Gisborne

The Peace Out East project is a joint collaboration of services in Gisborne being led by Barnardos, Family Works and Taïra-whiti Abuse Intervention Network (TAIN). It aims to reduce the area’s high family violence rates. It works within the Whānau Ora framework to empower whānau as a whole, rather than individual whānau members. The goal is to ensure that whānau are living healthy lifestyles, participating fully in society and Te Ao Māori, and are nurturing, cohesive and economically secure.

Vulnerable Children’s Team Whangarei

Children’s Teams are a core part of Government’s Children’s Action Plan. The Whangarei Children’s Team was designed by a group of representatives from Barnardos, iwi, Government, Whānau Ora collectives, and the wider NGO sector. The model integrates the best elements of current practice and builds on them by working in a coordinated manner, putting the child at the centre of decision-making, and providing structure and accountability around the way everyone works together. The focus on identifying and meeting all of a specific child’s needs, and achieving positive outcomes for them and their family, can ultimately prevent the need for Child, Youth and Family (CYF) intervention. “The Children’s Team will be around for the long haul doing whatever it takes, for as long as it takes, to make a difference for very vulnerable children.” – Barnardos Service Manager Whangarei

“Previously, the approach for these families had been mostly based around crisis response. People don’t tend to seek help for family violence through the traditional channels, so the entry point usually comes when a crisis happens. We do, of course, address the crisis by ensuring the family’s safety and minimising risks, but we go beyond that to walk alongside them so they can move toward long-term freedom from violence. We’re looking at how to live well – moving from crisis to stability and ultimately to wellness. I think the plans will give these whānau the best chance to do that. It’s about creating a culture of care in Te Taïra-whiti for whānau and the community.” Barnardos Project Leader
The difference we make in the life of just one child can have significant benefits for all of us as citizens and tax payers. This is just one example of the work we have done over the last year. It is typical of much of the social work that we do across our Child and Family Services.

Harrison’s story

Harrison is a six-year-old boy who was referred to Barnardos by his teacher. Harrison was acting out, violent in his interactions with peers and running away from school and home. Our social worker talked with Harrison and recognised how angry and lonely he was. Harrison was cross with his dad, who had recently been sent to prison, and had little respect for his mum. Our social worker supported Harrison’s teacher to put in place systems to help Harrison deal with his anger in appropriate ways, and to ensure that his positive behaviour was noticed and rewarded.

At the same time our social worker made contact with Harrison’s mum. Mum was raising four young children on her own. She was very nervous about asking for help or having anyone involved in her family as she did not want to be judged or told what to do. Our social worker spent time building trust with mum. She helped mum to set some routines within the household. With mum’s permission, she made connections with other agencies so that persistent health concerns for the children, as well as ongoing problems with housing and income support, could be dealt with. Our social worker also began gently challenging mum to recognise the impact that her own behaviour was having on her children. Mum began to take just a few minutes every day to spend positive time with Harrison and worked hard at modelling calm, non-aggressive behaviours herself.

Our social worker continued to regularly work with Harrison at school to make sure that there was lots of consistency between boundaries at school and at home. She helped him practise positive ways of behaving and finding ways to ask for more of what he needed from his mum. After four months of support from Barnardos, this family started to call themselves a team and to look out for ways they could do things together and support each other. Harrison’s teacher noticed a big difference. Harrison was far less disruptive which helped the whole class. He was also happier, calmer and he arrived at school more ready to learn. He started to make friends and have fun with other children. Our social worker is now spending less time with Harrison and his family – but her regular presence at his school means that they can easily ask for help if they need it.
SAFER
Harrison is safer. He is less likely to hurt others or be hurt himself. He is less likely to choose violence as he is learning other ways to get what he needs. Harrison is less likely to end up in prison like his dad.

Each day a person spends in prison costs around $250.

LESS VULNERABLE
Harrison and his brothers and sisters are less likely to need Child, Youth and Family intervention. The family is calmer and all of the children are getting more regular and consistent care and attention.

Each night a child spends in foster care costs around $100.

MORE RESILIENT
This family is happier and more resilient. They are having more fun together and are better able to build strong and supportive relationships with each other. They are less likely to need help in the future. But if they do need support, mum knows how to get help before things get out of hand.

Research shows that early intervention costs much less than, and is more effective than, crisis support.

LEARNING
Harrison is more positively engaged in learning. His teacher and his peers are starting to like him. With new routines in place, Harrison has fewer days when he is late or absent from school. Having friends, staying at school, and getting some qualifications will significantly improve Harrison’s chances of finding and keeping a job and avoiding poverty when he is older.

This may save thousands of dollars in income support and housing assistance costs. And right now Harrison’s school no longer needs to consider employing a teacher aide – saving around $200 per week.

ON CONNECTED
Harrison’s mana is being protected. His mum is learning how to set appropriate boundaries for his behaviour in ways that respect his feelings and his experiences. His mum is more open to listening to him and his ideas. He is learning that his contribution to his family and his community matters and is valued by others.

The value of Harrison’s positive contributions to his own family and the wider community over his lifetime is priceless.

HEALTHIER
Harrison and his brothers and sisters are getting more of what they need to stay healthy. From little things like having breakfast every day, to big things like getting access to healthcare to treat and prevent chronic skin infections and asthma.

Each night a child spends in hospital for asthma treatment costs around $1,200.

For a cost of around $2,500 (for this child), Barnardos has potentially saved the community tens of thousands of dollars in future education, health, social services and justice costs. And we have made a significant difference in the life of one child and his wider family.
Conclusion

When we look across all of our services, we’re proud of the very real difference that we are making for children, families, whānau and communities.

We’re proud of the passion and commitment of our staff. We also know that hard work and good intentions alone are not enough. We recognise that there is more that we can do too.

IN ORDER TO KNOW MORE ABOUT THE DIFFERENCE WE MAKE FOR CHILDREN WE WANT TO CONTINUE TO:

- improve our ability to ask families, children and communities for their ideas and respond innovatively and flexibly to what we hear
- implement systems that support better, deeper information gathering and reporting that is strongly linked to outcomes for children
- ensure that all of our services are culturally responsive for Māori and Pasifika children
- increase children’s voices in decision-making within our own organisation and within their families and communities.
THE NAMES AND SOME DETAILS IN THE CASE STUDIES IN THIS REPORT HAVE BEEN CHANGED TO PROTECT PRIVACY.

THE FIGURES IN THIS REPORT COME FROM THE DATA WE HAVE COLLECTED FOR THE 2012-13 YEAR AND FROM THE CHILD AND FAMILY SERVICES CLIENT SATISFACTION SURVEY UNDERTAKEN IN NOVEMBER 2013. ALL % ARE CALCULATED ON THE NUMBER OF RESPONDENTS TO EACH QUESTION. ALL OF THIS DATA HAS BEEN GATHERED USING A PAPER-BASED SYSTEM. GIVEN THE OPPORTUNITY FOR DATA ERRORS TO OCCUR, WE HAVE ROUNDED ALL FIGURES AND TAKEN CARE TO ERR ON THE SIDE OF UNDER-REPORTING THE WORK WE DO.

CLIENT COMMENTS COME FROM FEEDBACK ON THE 2013 CLIENT SATISFACTION SURVEY AND FROM SERVICE-SPECIFIC EVALUATION FORMS COMPLETED IN 2013.

WHĀIA TE ITI KAHRANGI, MENA KI TE TŪOHŪ KOE ME HE MAUNGA TEITEI

PURSUE THAT WHICH IS PRECIOUS, SHOULD YOU HAVE TO BOW DOWN, LET IT BE TO A LOFTY MOUNTAIN