



1 July
2014 -
30
June
2015

ANNUAL REPORT

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Annual Report 2014-2015

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Message from our Chairperson

Roger Ngahooro

Another year is coming to an end which presents me with an opportunity to korero / speak to you again. Firstly, it has been an absolute privilege to serve you as Chairman for the past four years. A lot has happened during that time and I am happy to announce that Southland Help is developing in leaps and bounds. This has seen Southland Help continue to develop our mission “to promote the safety and wellbeing of children, youth, women and men through, support, education, counselling and advocacy”.

I want to begin by thanking the outgoing Manager Susanna Lepoamo, and staff, for their continual hard work during 2015. Not many people would be aware of the sacrifices you all make in the interest of the organisation. The Volunteers are also the unseen heroes who quietly work behind the scenes to secure the future of the centre. This strikes a chord with me of the whakataukī / proverb

‘Waiho i te toka tū moana’.
a rock standing in the ocean

In the midst of central government changes to NGO funding and contract rules our organisation has grown. And I am extremely proud to announce that the purchase of new premises is now a reality. What started off as a an idea waiting to happen towards the end of 2013 germinated and grew so rapidly during 2014, that we are now ready to harvest the fruits of in 2016.

The process has been diligently driven by a very dedicated and motivated team of board members who with new Manager Sue Swinbourne will focus of all their interest in serving the Southland community. The implementation of a new Strategic Plan has and will be dependent on a collective effort of both governance and operations. I hope it is understood that Southland Help is not a one person show but a collective of like minds.

I have been extremely grateful for the new board members. I wish to thank Mr Geoff Mason, Mrs Sandy Dawson and Miss Holly Waddingham, for the way in which they have adapted to the ideas and vision of our strategic planning and for the competencies and expertise each has brought to the board. To Viv Grindlay, I also express my sincerest appreciation for firm financial discipline and effort. To Mark Bain of McCulloch and Partners, I also express my appreciation for the expertise that helps us to maintain a sound financial ledger and wider networks.

To all of supporters and affiliated organisations, I again express my sincerest appreciation for your confidence in us. Without you it would be impossible to continue the work we are doing. We look forward to strengthening our relationship with all of you in the coming year.

Having taken stock of where Southland Help is currently at, we look forward to meeting the challenges of the New Year with great enthusiasms. Our priorities will be to employ new staff as well as providing a constructive environment to ensure all contribute towards it.

With solid structure, a clearly defined mission and vision, competent staff, clear policies and procedures for operational performance Southland Help is definitely in an unprecedented growth stage that more than prepares us to meet the challenges that lay head.

In closing, I table my resignation from the board and thank you all for changing how I see the world and people.

I leave you the whakataukī.

Ko te me nui o te Ao

He tangata

He tangata

He tangata

The most important thing in the world

It is people

It is people

It is people

Nō reira, tēnā koutou, tēnā koutou, tēnā tātau, katoa.

Message from our Manager

Susana Lepoamo

This year has seen the accomplishment of vision and dreams for the centre, which have been a result of many hands laboring over the years. Since its humble yet generous beginnings, where women reached out to other women, to provide a safe space to talk about abuse experiences, there has been a ground swell of support from many other laborers at all levels of community. We are beginning to see much more fruit from their labours, and here is a brief synopsis of the key achievements that we are celebrating this year...

Rebranding

RAASC became Southland Help. We maintained the Rape and Abuse Support Southland Incorporated legal name, and still feature Rape and Abuse Support Centre under the Trade Name, but Southland Help is our new name - and we love it! With the support of Allan Derrick Design and funding from the Ministry of Social Development Community Investment Resource funding, we were able to rebrand the organisation to a name that is safer for service users and community members. The logo is a radical change in the previous design.



The beautiful woman transforms into a butterfly, with koru or unfurling fern frond symbolizing the idea of constant change and movement back to the point of origin, has been a great symbol. It has been symbolic of a woman's healing journey into something new, while also emphasizing the essence of a woman's heart and identity, and it has served its purpose well. It conveys message of hope for the new, and return to the constant, and they many pathways that Maori and Tauwi take - but sharing the woman to woman journey of taking care of each other and their children, when suffering is experienced.

The new colorful bird still represents the transformative experience of being set free and being able to fly, being able to dream again, being able to have vision and hope for a future that is different from the struggles faced in the now. The difference is that women no longer need to experience this alone, or with other women - that there are other options for support. As champions continue to encourage resourcing of communities to speak more about secret things hidden in dark places, there is increased recognition that the whanau - family are significant, pivotal wellsprings of love and support that also need support to support those who break silence and seek help. The helping hand represents the wrap around formal support that is required to support family-whanau members to recover from sexual violence, and the multiple colours acknowledges the sad reality that sexual violence can be experienced by anyone, from anywhere, at any age in society.

The response from clients was immediate. It was a much better name; they didn't feel so exposed, it covered them with dignity - and that was a very important message that we wanted to send out to those accessing our services.

We were again able to use the Wild Food Festival, sponsored by the Rotary Club of Invercargill, as a platform to launch the rebrand. We continue to be grateful for the ongoing support from the club, and club members who have continued to show generous support in various ways.

Alongside this, with support from Ministry of Social Development, we were also able to launch a new look website of the same name. www.southlandhelp.nz This was an upgrade from the previous website that had been kindly donated for many years, with much more information available to webpage visitors. We are thankful for Richard Mason, and Project 3, for the many hours put into developing the new webpage, to promote the service and assist people with making decisions about getting help from the service.

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Membership and community

Southland Help have maintained steady leadership from the Governance Board over the past year, and have recruited two new Board members: Geoff Mason and Sandy Dawson

Geoff came at a critical time; when with growth in service demand, and government funding response saw a need to expand the physical space. Over the last year we have appreciated the expertise of Geoff in helping to scope out potential new sites, and utilize his key networks and stakeholders to assist with the project. While all of this was going on, Mark Bain used his extensive networks to help us establish a partnership with YMCA Southland, to secure a temporary additional site for operated services from. The service effectively moved into a two site model, where the counsellors remained at 26 Nelson Street, and management and social services moved to 27 Liddel Street. There were hopes that we could consider purchase and development on this site, and generous community support for this, but the site faired unsuitable as a long term solution. Nevertheless, we were most grateful to YMCA Trustees and CEO Ivan Hodgetts for providing a short-term solution to the expanding growth of the centre. It is a fine example of the Southland community spirit, and how we are able to rally around each other and help out.

Funding Investment

Following a great deal of campaigning by Green MP, Jan Logie and her team, which the centre supported, we reaped benefits of new government funding. Ministry of Social Development provided crisis response funding to stabilise the specialist sexual violence sector, and we were able to recruit two staff to assist with delivering crisis response and crisis counselling. We have also been able to secure additional funding for the upcoming year to recruit two additional staff, and feel optimistic that given MSD community investment priorities of supporting vulnerable children, at risk youth and families-whanau who have experienced family violence or sexual violence.

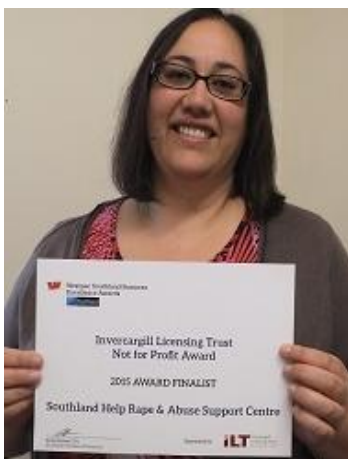
Accident Compensation Corporation rolled out their new Integrated Services for Sensitive Claims in November 2014, after two years of planning, consultation and anticipation. Southland Help successfully tendered to become a Supplier of the new services in July 2015, and we have been able to begin to recruit new members

Challenges

The biggest challenge over the past year has been accommodating the growth in services demand and staff resources. The house of the last 30 years has served the organisation well, but despite constant reshuffling including the manager working off-site in between the centre for 6 months, its time had come to an end - and we had to concede that we needed to upgrade in size and capacity. The staff has had to endure difficult space issues - and it had started to take its toll. If we had not relocated to Liddel Street site, it would have been too challenging. That gave us a reprieve, but was equally frustrating not being able to stay longer, until the end of the year.

Another challenge was the increased demand, and need for more counsellors, especially ACC counsellors in Southland in general. With more people seeking help in the community, the demand to maintain responsiveness increases, and becomes a challenge for the centre.

Looking forward



As we look forward to the upcoming year, and the realization of strategic goals close at hand - culminating in the building project and new premises, it is with a sense of gratitude and accomplishment that I announce my resignation from the Centre Manager role. I am grateful that I have had the opportunity to lead an organisation through considerable change, with support from significant leaders in the community, learning and growing along the way. I am grateful that I have walked this journey alongside staff and volunteers who have contributed with dedication and generosity, adapting to the many changes that we have faced to rebuild. I celebrate with them all the hard work and accomplishment over the past 4 years. This was celebrated in the achievement of becoming a finalist for the Westpac Business Excellence Awards in the Voluntary Sector in October 2015.

Board and staff were able to sit alongside other leading organisations in the Southland community, who were being acknowledged for their contributions and leadership - and despite being one of a few NGO services, and despite it being as far removed from the motivation to why we do this specialist work in the first place, I had to agree with Mark Bain and the Board, that it was nice to sit back and say - hey team, well done!

I would like to take the opportunity of particularly thanking the Board Chair, Roger Ngahooro. Roger and I have worked together well over this past 4 years, and I have appreciated his insight and support. He is off to new ventures as well, and so I will be pleased to work together again in some other capacity.

And so, while I will be assisting with the transition in another role and capacity, short term, I am delighted to introduce you to the new Manager - Sue Swinbourne. I am confident having worked alongside Sue for the past month that the centre is in secure and wise hands.

From Sue Swinbourne



I have recently taken up the position of Manager of the Centre. I have moved back to Invercargill after growing up here. I have had a long history of involvement with the community sector, both in my working and private life, from managing and administering organizations, to being on allocation funding committees and governance boards. I am passionate about the best outcome for the client. It is a privilege to be working for an organisation that has made such an impact in the community. I have a degree equivalent in Not for Profit management and a NZ Certificate in Management and look forward to working with the board and staff to lead this organisation into the future. An organisation is only as good as the client delivery it gives and I am grateful for the team who provide the service delivery to enable our

clients to make a difference in their lives. I also thank the past Manager Susana for the handover I have received and the dedication she has given to Southland Help.

Background to Southland Help

1981 Rape and Abuse Support Centre was established in 1981 as a telephone service staffed by co0lunteers working their own homes. Back then it was called the Womens' Supportline and they deal with a broad range of issues such as domestic violence, sexual abuse, health issues, and general information pertinent to women.

1984 Womens' Support Line joins the National Collective of Rape Crisis and other related groups in New Zealand. This entitled the organisation to receive a small annual grant.

1985 The agency became an Incorporated Society, and continued to work collaboratively with other agencies such as Invercargill Womens' Refuge and the Southland Women's Resource Centre, where the service began to offer face to face assistance.

1992 After much hard work and fundraising by the volunteer members, the house in Nelson Street is purchased.

2008 The name change to Rape and Abuse Support Centre Southland Inc. in support of the focus being on abuse and sexual violence, followed by the restructuring and move away from the collective structure to membership within the wider community under the Society Membership.

2009 - 2011 During this time RAASC moved from a Collective model to a Governance model, with an elected Board and an Operational Manager. The Centre was refurbished to make a more comfortable space for clients. There was a restructure to the Manager's position and a Chartered Accountant was contracted.

2012 There were also additional staff employed.

2013 - 2014 A number of collaborative fundraising events added to the finances and Centre's profile. There was an extension to the Centre with a covered deck.

2015 RAASC becomes Southland Help

34 years on Southland Help continues to provide essential services to survivors of rape and sexual abuse and their family and friends.

About our services

Strategy 2012-2015

Southland Help - RAASC (Rape and Abuse Support Centre Southland Inc) is a non discriminatory, non judgemental, confidential and free service, offering support, advocacy, counselling, information, advice and education to survivors of rape and sexual violence.

Our Vision Statement:

To contribute to elimination of rape and sexual abuse against women, children and men in society by: Offering support, advocacy, information and education in the Southland region; and providing quality services

Southland Help Strategic Objectives 2012-2015

- A. Build a sustainable organisation
- B. Develop productive collaborative relationships with key service providers and funders to deliver a range of services that are responsive to the needs of Southland Help's stakeholders
- C. Provide services that actively respond to the needs of a culturally diverse community
- D. Advance the building infrastructure to better service the needs of Southland Help

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Building sustainability

Southland Help has continued to offer strong frontline services where clients receive high quality practical support. Through individualised packages of care and robust risk management planning, the services team has been able to meet the most complex of client needs. Our services are always delivered in partnership with survivors and focus on key strength areas. Together clients and staff set goals that are holistic, attainable and measurable.

In 2014-2015 we continued to deliver the following services:

- Crisis/support phone line Monday to Friday 8:30am – 5pm
- Email support and information service
- Social work support, information and advocacy services at the centre, including a drop-in service Friday 8:30am – 5pm
- Individual counselling service from registered ACC Counsellors and a Child and Adolescent Psychotherapist by appointment
- Court advocacy support and education
- Comprehensive referral service to a variety of organisations in the community

- Resource library - including a variety of information resources on rape and sexual abuse for survivors and their family and friends.

Collaborative Relationships

Southland Help continued to maintain effective relationships with key stakeholders. Government funding contracts with Ministry of Social Development continued on a 3 year rotation, and the centre continued to meet the Standards of Approval assessed by Child, Youth and Family.

We successfully tendered for the ACC Integrated Services for Sensitive Claims, and became Suppliers for this service, with 4 providers. We are hoping to extend the providers delivering on this new improved pathway for our clients.

We continued to greatly benefit from participation in networks mentioned above, in the NGO sector, as well as local business.

Community Responsiveness

The innovation of Ministry of Social Developments Investing for Outcomes funding, allowed Southland Help to strengthen by upgrading its Client Management System - Database which will enable more effective streamlining of service delivery, and effective reporting and service gap identification. We were also able to upgrade the website to include the rebrand and more information for service users and other interested parties.

You are able to view the new look website on : www.southlandhelp.nz

Building Infrastructure

As the chairperson has indicated, the board and staff have worked very hard to find a solution to finding a building that will meet the needs of staff and clients, as we deal with the continual growing demand for our services. The staff and clients have had an unsettled year with moving premises twice so it will make a huge difference to be in a new permanent building in 2016.

The Real Story

Service Users talking about their experience

We want to honour the complexity and depth of the experiences of our clients that is not captured in these brief descriptions. We see these stories as a starting point for people who are not familiar with our work to help explain the work we do and the clients we support.

“To the wonderful staff at RAASC, especially Sharlene, Penny, Susana. You guys really deserve a pat on the back for the work you do.... Thank you so much for believing me and supporting me. With your help I was able to make a complaint to the police, make a video statement and now have a good result – my perpetrator is in jail. Thanks a million”.

“The family was referred to Southland Help because their teenage daughter, Lucy, had been sexually offended against by a family friend. At the time of the referral Lucy’s parents were having difficulty coming to terms with the abuse and managing their daughter’s explosive behaviour. Lucy was experiencing excessive self-blame, shame and anger. The abuse and its impacts had led her to be stood down from school, consume drugs and alcohol, participate in crime, and for her family relationships and

friendships to deteriorate. She had no trust in men or boys her own age. She lost enjoyment in her previous interests. After considerable involvement in counselling, Lucy started her healing process. Together with her parents and siblings, who also received support through Southland Help, the family found ways to communicate, to give each other breaks and ultimately to begin enjoying time together again. Lucy completed all of the requirements that came from her Youth Justice FGC and found inspiration in the community work that she did. She is now considering similar work as a career aspiration. Lucy reintegrated into school, completed the year without further major incident, and received an Excellence on a speech she delivered at school on the topic of abuse. Lucy reduced her drug and alcohol use and set plans and limitations for herself so she could enjoy safe partying with friends. Her faith and trust in people began to return and she entered a healthy ethical relationship with a boy. Lucy started enjoying sports and other activities which she had participated in before the abuse. Lucy's shame and self-blame lifted, and she found herself sticking up for others and looking out for people who looked sad or excluded".

Service Delivery Statistics

What we have been doing

Southland Help have offered free, professional services to survivors, their families and their support people again this year.

Number of client referrals	Total	%
New clients	260	-
New clients accessing counselling	140	54
ACC Counselling	59	23
Crisis Response Service	52	-
New clients under the age of 17	41	18
Female	219	84
Male	41	16
NZ Maori	57	21
Rural	72	27

We have noted the following trends:

- Referrals to the centre have steadily increased from 205 clients last year, to 260 referrals for services.
- Referrals for Maori have increased from 16% to 21% despite the departure of a Maori counsellor in the previous year
- Referrals for males have stayed at 16%, and still is predominantly children and youth.
- We continue to see clients presenting with complex experiences including many more clients who are mental health consumers and may present with Post Traumatic Stress Disorder (PTSD), eating disorders, Bi-Polar, suicidality, self-harming behaviour, drug or alcohol abuse, anxiety or depression. We also continue to have more complex family systems work, and an increased demand, despite maintaining the same funding for Family Centred Services from Ministry of Social Development.
- Young people are presenting with more complex safety issues, with regards to keeping themselves safe within the sphere of social media. Those who entrust their story to friends, are often vulnerable to social networks and media, and face the additional challenge of maintaining peer relationships, building new ones, and maintaining personal safety. The world of social media is a difficult arena to navigate, without the additional challenge of recovery from sexual violence.

Southland Help people

Who has been doing the work

Staff

- Susana Lepoamo - Centre Manager
- Rianda Gunter - Counsellor|Supervisor
- Sharleen Carran - Survivor Advocate
- Haley Clark - Social Worker
- Stephen Thompson - Contracted ACC Counsellor
- Rochelle Nebbs - Contracted Child and Adolescent Psychotherapist
- Mark Bain - Contracted Accountant, Partner McCullochs

Volunteer Governance Board Members

- Roger Ngahooro - Chair
- Viv Grindlay - Member
- Holly Waddingham - Member
- Geoff Mason - Member
- Sandy Dawson - Member
- Mark Bain/Kristal Smolenski - Financial Advisors

Volunteers

This year we have benefited from the volunteer commitments from the following amazing people:

- Anna Cody - Office Administrator
- Ian Ridley - Ground Maintenance
- Otago University Students - support during Rape Awareness Week
- Rick and Nicky Hambrook
- Fala Lepoamo

Sincere Thanks

We are always grateful to those who provide to the Centre in the way of donated time, service for projects or materials and goods for fundraising, which makes a significant contribution to the operation of the Centre. If you have helped the Centre in any way please consider this a personal thank you.

Financial Summary

Rape and Abuse Support Centre Southland Incorporated

Summary Statement of Financial Performance

For the Year Ended 30 June 2015

	2015	2014
	\$	\$
Operating Revenue		
Community Organisation Grant Scheme	7,000	6,000
NZ Lottery Grants Board	39,492	35,487
Ministry of Social Development	169,148	-
MSD - Child, Youth and Family	13,532	75,365
MSD - Family Centred Services	-	30,000
MSD - NGO	-	2,500
MSD - Capability Investment Resource	-	7,000
Community Trust of Southland	30,000	30,000
ILT Foundation	15,000	15,000
ILT Trust	908	5,000
ILT Matsura	1,870	-
Wild Food Festival	1,250	16,896
Patricia France Trust	7,000	5,500
Sundry Income	11,031	1,461
ACC: Titled Hire of Temporary Facilities	21,189	6,472
Frozen Funds	3,350	6,650
Raffle Money	82	-
Gross Surplus	320,852	243,131
Other Income		
Interest Received	4,002	903
Gross Surplus after Other Income	324,854	244,034
Less Expenses		
Accountancy Fees	16,274	15,974
Accident Compensation	504	877
Advertising	4,850	1,910
Audit Fees	2,354	2,274
Alarm Monitoring	751	371
Bank Charges	153	122
Computer Expenses	374	-
Depreciation	7,549	4,673
General Expenses	3,863	3,513
Insurance & Rates	3,934	3,773
Lease Charges	166	-
Power	4,479	3,677
Motor Vehicle Expenses	2,675	2,368
Printing & Stationery	2,718	2,977
Rent	615	-
Repairs & Maintenance	6,627	8,614
Counsellor	13,555	21,246
Subscriptions	1,774	539
Employee Supervision	3,996	855
Telecommunications	4,812	3,727
Training & Course Expenses	957	4,707
Travelling Expenses	2,740	2,463
Wages	210,256	153,958
Wild Food Festival Expenses	862	840
Workshop Expenses	230	-
Total Expenses	297,068	239,258
Net Surplus	27,786	4,776



Funding

Who has been funding the work?

Southland Help is very fortunate to have received the following financial support from these organisations:

- Accident Compensation Corporation (ACC)
- Community Organisation Grants Scheme (COGS)
- Community Trust of Southland
- Invercargill Licensing Foundation
- Invercargill Licensing Trust
- Ministry of Social Development
- Lottery Grants Board - Community
- Patricia France Charitable Trust
- Rotary Invercargill
- Creative NZ
- Individual donations

Organisation Details

Name of Organisation: Rape and Abuse Support Centre Southland Incorporated (RAASC)	Telephone: (03)2162079
Date of Establishment: Founded in 1981 - Incorporated in 1985	Facsimile: (03) 2162080
RAASC Registration Number: Incorporated Society: 293124 Charities Commission: CC38279	Website: www.southlandhelp.nz
Accountants: McCulloch & Partners	Postal Address: PO Box 7040, Invercargill 9844
Auditor: Crowe Horwath	Physical Address: 26 Nelson Street, Invercargill 9812
	IRD Number: 055-408-238
	Bank: ANZ