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## ANNUAL REPORT

## Contents

### *Annual Report 2015/2016*

Message from our Chairperson.....	2
Message from our Manager.....	2
Background to Southland Help .....	4
About our services.....	5
Some client stories.....	6
Service Delivery Statistics.....	6
Southland Help people.....	7
Funding and Sincere Thanks.....	8
Annual Financial Statements and Funding.....	9
Organisation Details .....	11

## Message from our Chairperson

*Sandy Dawson*

Kia Ora and welcome

it's hard to believe another year has come and gone, and it's been my privilege to serve you in the role of chair of Southland Help.

We are very fortunate in having passionate people on both the staff and board who believe in delivering a quality service, based on the safety and well-being of all children, young people, woman, men through advocacy, education, counselling, information, advice and support.

This year has been one of change, as we saw ourselves move from our previous site in Nelson St to our new home on Tweed street. This has given our organisation the opportunity to have all aspects of our service working out of the one site.

I would like to sincerely thank all our funders who has made it possible for us to continue to provide our service to the community.

I wish to give thanks to all our staff for their dedication and motivation who has made this all possible. I wish to express my sincere thanks to the Board of Trustees Holly Waddington, Geoff Mason, and the recent resignations of Viv Grindlay and Geoff Dembo whose energy and support throughout this year has been so much appreciated. My thanks also go to Mark Bain of McCulloch and Partners for their financial expertise in assisting us to manage our financial obligations.

Lastly it is with regret that due to increasing work related commitments, I am no longer in a position to continue in my role of Chair, so therefore with sadness I tender my resignation, but I am delighted to say that I will be remaining on the Board of Trustees and to offer my support to the new Chair.

Ka Kite Ano

Sandy

## Message from our Manager

*Sue Swinbourne*

This year has been one of change such as moving premises, new and additional staff and better purpose built space to meet our clients needs. The move from 26 Nelson Street to 225 Tweed Street was the culmination of a great deal of planning and work from the Board and staff.

A number of funders and business' helped make the new premises possible. There were also a number of people who helped with fundraisers to realise the dream.

I was fortunate that the previous Manager Susana Lepoamo moved into the Practice Manager's role so that we could work together to split the Manager's role into two positions, one of Manager and Practice Manager. This has really been of benefit to the Centre with the Practice Manager being responsible for

the supervision and client service delivery and the Manager being responsible for the operational side of the organisation

## Membership and community

Southland Help have maintained steady leadership from the Governance Board over the past year. Geoff Dembo joined the board and made a significant contribution to the Centre with supporting the Centre in the area of IT. Roger Ngahoro resigned as Chair as he moved to the North Island and Sandy Dawson became the Chair.

Southland Help is involved in a number of networks such as Safe in the City, Southland Respect, Southland Inter-agency forum, SHAGG, TOAHH NEST. I am the steering lead for the family stream for Safe in the City. Invercargill city received Safe City status in 2015 and Safe in the City is about networking together to make Invercargill and Southland safe for everyone.

## Funding Investment

With the additional funding from MSD received last year, it meant that the Centre could recruit the extra staff needed to meet the demand previously identified. Although the MSD was only rolled over for a year



because of the changes to MSD. The government has signaled a funding priority around sexual violence.

The ACC supplier contract is continuing to “bed” in with new providers coming on stream. Our clients benefit from the different pathways they receive counselling from as both ACC and MSD offer different support systems.

## Challenges

The biggest challenge over the past year has been bringing a whole new team on board. Susana moved on into ACC Counselling although still works from our building and Rianda moved up to the North Island for family reasons. Both employees made a major contribution to the organization and left a legacy behind that we can build on. A Social Worker and a Counsellor moved down from the North Island to join our team along with another social worker from Christchurch. Adriene Pitman from CYFs took over the role of Practice Manager. We have another part time Counsellor who does play therapy for children.

With the move to the new building was a resource consent condition placed on us that meant we needed to get our carpark upgraded along with the street crossing. We were grateful to Southern Trust that gave us a significant grant towards the cost of the upgrade and work will start on that in September. We are continually grateful to the business’ that support the work we do.

We have been proactive in bringing on more ACC Counsellors to meet the demand for ACC counseling. At the moment we have more capacity than clients, but this will change.

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, it will be a year of continuing to build our organization, networking with the community to bring the best service to our clients and the community. We live in a climate of constant change in regards to funding and client circumstances and as an organization we need to be adaptable to meet the needs of our clients and community.

Our staff engage in self development so that they can be professional and specialized in their area of expertise.

I would like to take the opportunity of particularly thanking the Board Chair, Roger Ngahooro and more recently Sandy Dawson. Sandy and I have met regularly to ensure that the vision and mission of the Centre is carried out.

It is a privilege to lead an organization that has such an impact in the community and take the opportunity to thank the staff (Adriene, Viki, Emily and Victoria) and Board that I work with.

## Background to Southland Help

**1981** Rape and Abuse Support Centre was established in 1981 as a telephone service staffed by volunteers 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.

**2011** Constitutional changes allowing work with males

**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.

**2016** Moved to 225 Tweed Street and opened with a Dawn Blessing.

35 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 2015-2018*

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 2015-2018**

- 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

### **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. With the new premises we developed a play therapy room that Counsellors trained in this area can counsell young children.

5

#### **In 2015-2016 we continued to deliver the following services:**

- Email support and information service
- Social work support, Counselling, information and advocacy services at the centre, including a drop-in service Monday to Friday 8:30am – 5pm
- Individual counselling service from registered ACC Counsellors
- 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
- Education Programmes – including how women can keep themselves safe
- Coffee Morning for survivors

### **Collaborative Relationships**

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

We are a supplier for ACC Integrated Services for Sensitive Claims, with 6 providers. We have taken on new providers to meet the demand for ACC services.

## The Real Story

### *Service Users talking about their experience*

Reflections of a young woman (16) when asked how counselling has helped her?

... It's one day of the week where I can just get away from everything and just sit and talk. It's been good to talk to someone. When I say what I'm thinking about, it gives me more of an understanding of how I actually feel. This makes it easier to cope with things and to work them out.

Reflections from a Mum

"I am so grateful to have found this service and an amazing counsellor who has not only respected and valued my views and way of life but has taught me to see these as strengths. She has helped me immensely with how I view and react to situations and taught me some amazing techniques that I am able to use in my day to day life to help re-evaluate situations and emotions. This service is not just going to benefit me, but my beautiful children as well and for that I will be forever thankful".

## 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	14-15	15-16		
New clients	260	201	-59	
New clients accessing counselling	140	127	-13	
ACC Counselling	59	87	+28	
Crisis Response Service	52	33	-19	
New clients under the age of 17	41	47	-6	
Female	219	177	42	
Male	41	24	17	
NZ Maori	57	40	17	
Rural	72	40	32	

**We have noted the following trends:**

- Referrals to the centre have decreased from 260 clients last year, to 201 referrals for service.
- Referrals for Maori have decreased by 17.
- Referrals for males have decreased by 17.
- The decrease in stats more reflects the changes that we had with the Centre shifting premises twice. We were not able to have a full complement of staff until near the end of the financial

year. During this time we worked closely with other agencies to refer on to other agencies so the client's needs were met.

- There has been an increase in clients accessing ACC Counselling and this reflects the need for the more longer term counselling that survivor's of sexual abuse need. We have taken on more ACC providers.
- With our new premises we have been able to put a dedicated play room into place and have a qualified counsellor in this area. This means that we are able to see young children.
- 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

- Sue Swinbourne – Centre Manager
- Susana Lepoamo – Practice Manager (Jul - Apr)
- Adriene Pitman – Practice Manager (May -
- Rianda Gunter - Counsellor|Supervisor (Jul – May
- Viki Abercrombie – Counsellor (Apr
- Debbie Anderson – Counsellor (Feb
- Sharleen Carran - Survivor Advocate (Jul – Jan)
- Victoria Law – Social worker – (Feb
- Emily O'Neill – Social worker - (Mar
- 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 (Jul – Dec)
- Viv Grindlay – Member



- Holly Waddingham - Member
- Geoff Mason – Member
- Geoff Dembo – Member
- Sandy Dawson – Member/Chair (Jan -
- Mark Bain/Kristal Smolenski - Financial Advisors

## Volunteers

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

- Vicky Kidd
- Sue Buckley

## 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

## Statement of Financial Performance

For the Year Ended 30 June 2016

### Southland Help Rape & Abuse Support Centre

#### Statement of Financial Performance

For the Year Ended 30 June 2016

	Note	Actual 2016 \$	Actual 2015 \$
<b>Revenue</b>			
<b>Donations, fundraising and other similar revenue</b>			
Southland Real Estate		8,568	-
Community Organisation Grant Scheme		-	7,000
NZ Lottery Grants Board		20,109	39,492
Community Trust of Southland		30,000	30,000
ILT Foundation		12,525	15,000
ILT Trust		9,092	908
Mataura Licencing Trust		-	1,870
Wild Food Festival		-	1,250
Patricia France Trust		7,000	7,000
Donations Received		90	-
Sundry Income		2,697	11,031
Frozen Funds		-	3,350
Raffle Money		-	82
		<b>90,081</b>	<b>116,983</b>
<b>Revenue from providing goods or services</b>			
Ministry of Social Development		355,777	169,148
MSD - Child, Youth and Family		-	13,532
ACC: Titled Hire of Temporary Facilities		38,131	21,189
		<b>393,908</b>	<b>203,869</b>
<b>Interest, dividends and other investment revenue</b>			
Interest Received		5,727	4,002
<b>Other revenue</b>			
Capital Gain on Disposal of Fixed Assets		30,604	-
Profit on Sale of Fixed Assets		19,871	-
		<b>50,475</b>	<b>-</b>
<b>Funding for New Property</b>			
Community Trust of Southland		50,000	-
ILT - Foundation		25,000	-
ILT - Trust		25,000	-
Rotary Club		4,000	-
		<b>104,000</b>	<b>-</b>
<b>Total Revenue</b>		<b>644,191</b>	<b>324,854</b>
<b>Less Expenses</b>			
<b>Expenses related to public fundraising</b>			
Wild Food Festival Expenses		-	862
Workshop Expenses		-	230
		<b>-</b>	<b>1,092</b>

The attached notes form an integral part of these financial statements. These statements have been audited.



Southland Help Rape & Abuse Support Centre

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## 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
- Southern Trust
- Individual donations

## Organisation Details

<b>Legal Name of Organisation:</b> Rape and Abuse Support Centre Southland Incorporated	<b>Telephone:</b> (03)2184357
<b>Known As:</b> Southland Help Rape and Abuse Support Centre	<b>Website:</b> <a href="http://www.southlandhelp.nz">www.southlandhelp.nz</a>
<b>Date of Establishment:</b> Founded in 1981 - Incorporated in 1985	<b>Postal Address:</b> P O Box 7040, Invercargill 9844
<b>RAASC Registration Number:</b> Incorporated Society: 293124 Charities Commission: CC38279	<b>Physical Address:</b> 225 Tweed St, Invercargill 9812
<b>Accountants:</b> McCulloch & Partners	<b>IRD Number:</b> 055-408-238
<b>Auditor:</b> Crowe Horwath	<b>Bank:</b> ANZ