

ACROSS
TE KOTAHITANGA O TE WAIRUA



ADDRESS

294a Church Street
Palmerston North



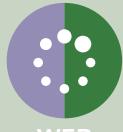
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Annual Report **2020**

“ Putting Children First - Helping families build positive futures ”

CHAIRPERSON'S REPORT



We are in a time of great change and challenge for ACROSS Te Kotahitanga o te Wairua and this is likely to be ongoing for the near future, particularly with COVID-19 in our midst. I am extremely pleased to advise that as a Board and staff we have successfully navigated the array of changes throughout the year. We have continued to provide our outstanding services and programmes to meet the needs of our clients, families, community and funders.

It has been a pleasure as Chair to lead ACROSS's Governance with highly capable Board Members and are fortunate to be within a network that offers such opportunities. Our governance has also experienced changes with the resignations of Paul Darbyshire, John Mills and our minutes' secretary Ingrid Vlieg. We also welcomed new Board Members recently with Heather Dilks and Anthony Lobb. We thank Paul and John for their contributions to our Board and we warmly welcome Heather and Anthony.

After 14 years with ACROSS Graeme Munford resigned in September 2019 leaving our organization in December 2019. ACROSS held a formal farewell which was well attended by the community and ACROSS members. Graeme has been instrumental in working with the Board and Staff to establish an organization that is credible, sustainable and well positioned for the future. We thank Graeme for these outstanding efforts.

The Board of ACROSS went through a robust recruitment process over 3 months to find our new Director. This search led us to appoint Susan Turner who has over 25 years as a Chief Executive in the health and social sectors in leading high performance organisations. Susan commenced with ACROSS in January 2020 and we warmly welcome Susan to this role. During this same time there were a number of key staff resignations in our Social Work and Counselling Teams which Susan has successfully reestablished during the first six months of this calendar year.

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It has been a pleasure as Chair to lead ACROSS's Governance with highly capable Board Members and are fortunate to be within a network that offers such opportunities.

ACROSS has successfully retained the same funding levels as in previous years, with increases in one major contract, Oranga Tamariki by 7.5%, to address the pay parity issues of Social Workers. We are also working on increasing our revenue by expanding into new service areas in the 20/21 financial year.

The Abuse in Care Royal Commission of Inquiry, established in 2018, is now commencing the process of hearing from Faith Based Organisations, which includes ACROSS. We have joined in partnership with other Anglican Services throughout New Zealand to present our evidence before the Commission. ACROSS has established a team to undertake this work and it is likely that this evidence will be heard in March 2021.

ACROSS is supporting the establishment of the City Mission in Palmerston North to tackle significant social issues facing our community such as poverty and homelessness. The Board is hoping that through the City Mission we provide a way Churches within Palmerston North can work together in having a voice on social justice issues that matter to our community.

The COVID-19 Pandemic has impacted the way in which ACROSS delivers services and programs to our clients and families. We have had to move from face to face contact to a virtual contact, which we did with great success. We maintained our ongoing service provision during Level 4 Lockdown and now possess the agility to move between levels at short notice. These circumstances have shown us how we can work differently for the collective good of our communities, and that we are able to continue with resilience.

When I look back on this year, with all the challenges and changes, I am reminded of the quote "every success story is the tale of constant adaption, revision and change." This has been our journey this year. We have and are pursuing success, while at the same time weaving through changes by being agile and adaptable.

I thank my Board Members, Graeme Munford, Susan Turner and staff for working tirelessly to navigate these winds of change and at the same achieve success.

Mary Sutton
Chairperson

DIRECTOR'S REPORT



I commenced in the role of Director at ACROSS Te Kotahitanga o te Wairua (ACROSS) in January 2020. It has certainly been a year like no other in my career. Within months of being in the role which would, normally be a 'honeymoon period' in any new role, COVID 19 struck our community. In the midst of this, as an essential service, we had a special and unique role to keep operating with agility and provide services virtually to our clients and the wider community. I am extremely proud of our efforts as we maintained the same level of services with passion and care.

Our performance against our contracted targets with our Funders clearly shows the enormous work undertaken during the year by our staff despite the COVID 19 challenges. This level of performance is remarkable, especially given that ACROSS only has a small team to achieve such a result through their hard work and dedication. We have had to rebuild our social work team due to staff leaving after being with ACROSS for many years. It was a challenge to replace these staff during COVID 19 but we were extremely fortunate to have secured highly skilled staff. I would like to thank our team for their fantastic efforts and results during such a time of change.

ACROSS was successful in retaining its current service contracts in the financial year but we now face immediate challenges in responding

to the COVID 19 environment, fiscal pressures on Funders, and the increasing demand of our services by vulnerable children, youth and their whanau.

Fortunately, ACROSS had embarked on a new journey, pre COVID 19, to become more agile in our approach to service delivery and our information technology infrastructure. So when COVID 19 emerged, ACROSS was in a place of readiness to at least absorb these impacts. In the latter half of this financial year, we commenced the development of a new service

ongoing as the Commission proceeds with their Inquiry. ACROSS has put a team together to manage these information requests. Faith Based Institutions will be heard by the Commission around February 2021. While there has been a lot of work to provide the Commission with our information, we consider it is essential for the sector to learn and improve to ensure children and youth are safe when they have been placed in care. We also consider it is vital that where harm has occurred that there is justice for survivors. ACROSS is therefore, an active participant within this Inquiry.

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delivery approach centered on the client and their whanau, tools to measure our effectiveness and an information system to support these approaches. We are working towards a more flexible, agile and responsive service to our clients and their whanau in such a way that builds on our current services but also extends our reach into our communities.

The Royal Commission of Inquiry into Abuse in Care has been significant for ACROSS this year. In response to the Commission's information requests, we have had to review nearly 4000 files relating to children and youth and Foster Parents. It has been a mammoth task and is still

It is the year to remember – starting a new role, COVID 19, gearing up an organization to be responsive for this challenge, and it's ongoing 'fit for purpose' and relevancy to our communities; sustaining high performance and at the same time responding to detailed information requests from the Commission. For ACROSS these were massive challenges we faced down and we were successful. This success is directly attributable to a Board who are superb at Governance and Staff who are so dedicated to our work.

So I wish to thank Mary Sutton as Chair and the Board; and Staff for the way in which I have been supported to lead this organization through these challenges. It has been a pleasure and I now look forward to this next 12 months, where I consider we are well positioned to grow in the range of services we provide, and demonstrate our unique value as a Faith Based Institution to the wider community.

Susan Turner

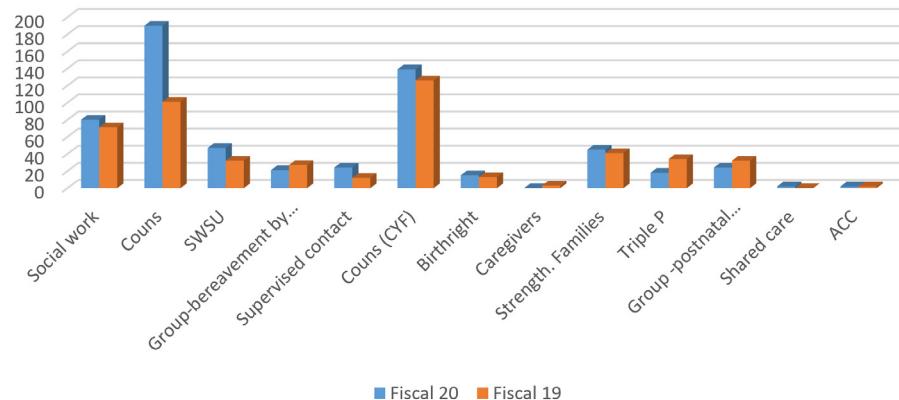
Director

SERVICE PERFORMANCE

ACROSS Te Kotahitanga o te Wairua provided services to over 607 children, youth and whanau; and individuals that comprised 6,293 hours of support and interventions.

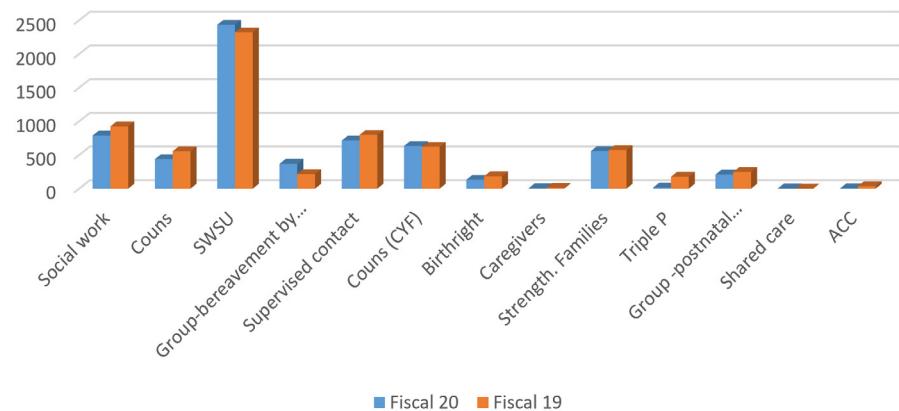
Client numbers grew in this financial year by 23% when compared to the previous financial year with substantial increases in our social work and counselling services.

Client Numbers by Service



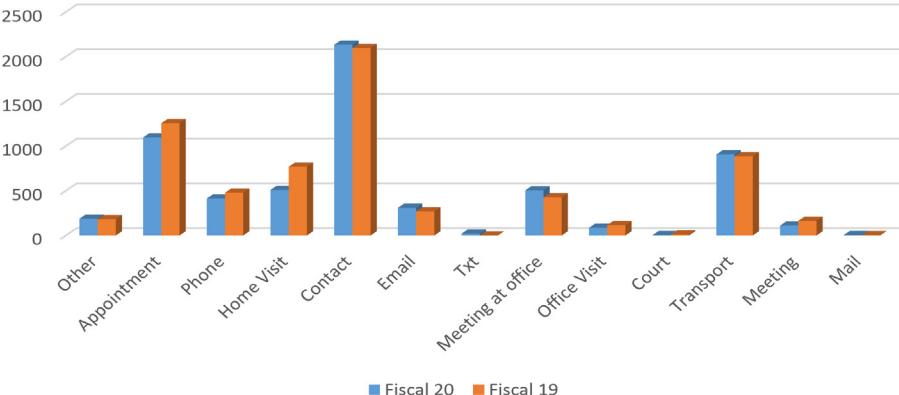
It would have been expected that with this substantial increase in client numbers that the support and intervention hours would have comparatively increased. There was a 5% reduction in hours of intervention from this current financial year compared to the previous financial year.

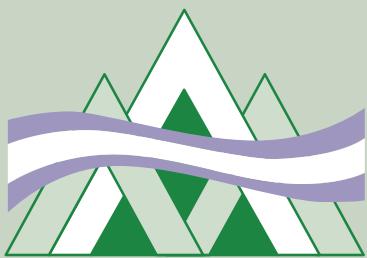
Hours by Service



As our contact type data indicates, COVID 19 has significantly impacted the way in which we have provided our services, with substantial reductions in the number of face to face contacts. Home visits were 34% and office visits were 25% fewer in Fiscal 20. Between March to May 2020, ACROSS provided only virtual contact services.

Hours by Service Contact Type





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ACROSS was able to scale our services from the typical face to face to virtual contacts, however, our information system was not able to be adapted sufficiently to collect this data due to the rapid pace of the COVID 19 Lockdown.

ACROSS is currently adapting our system to collect this data to meet these future needs. We will be able to collect this data in the future. There is further development under way for an outcomes framework and measurements system where ACROSS will be able to demonstrate the effectiveness and impact of the support and intervention provided by our services.

Our current approach seeks to have clients determine their goals and aspirations throughout their care with ACROSS. In nearly 100% of these plans, clients are either achieving their goals or reviewing their goals as an outcome of their work with us. ACROSS has achieved all of the outcome and outputs measures of the Funding Contracts entered into with the Mid Central DHB, Oranga Tamariki, Lotteries Commission and other Philanthropic Funders. The proposed outcomes and framework will also include a range of outcomes and outputs that our funders require. We are looking forward to being able to provide a more comprehensive outline of performance in terms of impact, outcomes, and outputs in the annual report in 2021.



SOCIAL WORK

ACROSS provides social work services through referrals from the community and Oranga Tamariki. During the significant staff changes, Yvonne Arnold worked extremely hard as the sole Social Worker to ensure the needs of whanau continued to be met. We thank you Yvonne for your dedication and your aroha to the families you were working with as well. Yvonne was joined by Moana Candy in November

2019 as a Whanau Support Worker. In March 2020, Mel Roff joined as a Social Worker. Julie Holden joined in June 2020 as the Senior Social Worker.

In addition to the social work services, ACROSS provided Foster Care services to meet respite care needs. This service has been difficult to maintain due to the minimal supply of Foster Care parents. ACROSS are developing options to continue this service in the new year of 2021.

In spite of all of these circumstances, this team provided Social Work services to 82 whanau compared to 59 last financial year which is an increase of 38%.

The significant highlights in this service and team were the:

- Reestablishment of the team with highly skilled and qualified Social Workers in highly competitive employment market;
- Continuation in our service delivery to children, youth and whanau at risk within the community through staff changes and COVID 19. The team is extremely proud of these achievements;
- Increased capacity to achieve more effective community connections to build relationships across the sector.

Julie Holden, Yvonne Arnold and Mel Roff, all hold Bachelor in Social Work and are registered with the New Zealand Social Work Registration Board. They are also members of Aotearoa Social Work Association.



ACROSS is contracted by Birthright to undertake the management of the service on their behalf. This service focuses on single parent whānau who experience a range of problems in terms of health, education and social issues for the individual, child and whanau at risk. These issues may include mental health, addiction, trauma, abuse, care and protection, and parenting concerns.

ACROSS employs a Whanau Support Worker to meet the requirements of whanau and this person is Moana Candy. Moana works 0.4 Full Time Equivalent Birthright and the remaining 0.6 Full Time Equivalent with the Social Work Team. In the Birthright role, Moana works with 15 clients and their whanau.

Moana has a Diploma in Counselling and is working on additional papers within Applied Mental Health to further her development.

Strengthening Families works to identify the stepping stones of a pathway forward for whanau. It is a service that brings providers such as schools, NGO's, and Government agencies together to wrap around services to meet the needs of

whanau. This service reduces duplication and the complexity for whanau in dealing with multiple agencies. ACROSS is the lead agency in the region and we undertake the coordination, facilitation and training for all service providers to ensure a quality service is provided to whanau.

Wyllis Russell manages this service at ACROSS and in this financial year she worked with over 42 whanau. Wyllis

has seen significant changes with whanau when the right support and services provided by agencies are better coordinated.

Wyllis is a Social Worker and holds a Bachelor in Social Work. She is registered with the Social Work Registration Board, a member and a Board Member of Aotearoa Social Work Association. Wyllis is also a Board Member of Te Roopu Whakaruruahu in Palmerston North.



ACROSS provides supervised contact of parents with their children in a safe and controlled environment by a monitored supervisor. ACROSS provides this service on behalf of the Family Court, and Oranga Tamariki.

The highlights for the team has been exceeding our performance targets with Oranga Tamariki, increasing

our services to the Family Court and being able to scale the service to a virtual setting during COVID 19. The team are passionate about the contact service as they consider it is an opportunity for the child to know their identity and maintain connections with their family. They seek to ensure the contact experience between parent and child is a rewarding and joyful experience in such difficult circumstances.

Karen Christian leads the supervised contact team and has been employed with ACROSS for over 11 years. Karen has a strong desire to support whanau in the community

by providing a safe way for continued contact between parent and child.

There are two other staff in the team, Kathy Feekes and Yvonne Pincott. Kathy has an education background as a Teacher Aide with substantial experience in working with children. Yvonne similarly has an education background with a Diploma in Education and a Diploma in Early Childhood Education. She also holds specialist qualifications as a PAFT Educator, Triple P and SPACE Facilitator.



ACROSS has the MidCentral DHB contract for coordinating Level 3 of the Triple P Positive Parenting Programme in the MidCentral area. ACROSS trains and supports a network of Triple P Practitioners in other agencies to deliver Triple P as part of their work with parents.

Over the last year we have delivered 379 Triple P interventions. 205 of these have been done by ACROSS (mainly by the Coordinator with a few done by previous Triple P trained ACROSS Social Workers) and 174 by the Network.

The highlights of the Triple P is to see the impact and transformation that parents achieve. Examples of this impact includes:

- “Triple P has been a major game changer. Getting close (to my child) has made me enjoy their little faces. I'm learning to appreciate them for who they are.” (This family were experiencing significant sibling fighting and disobedience)
- “It has reminded me that I do have the skills, I just needed to stop and think about it.” (This parent was experiencing very low self-esteem and children were being defiant)

The Triple P Coordinator, Prue Savill attended the Triple P 2020 conference in Brisbane. Triple P presented research they did around what percentage of parents Triple P needs to be delivered to, in order to reduce the population statistics on child abuse, poverty, family

violence, parent depression etc. They have proven that delivering quality programmes to 20% of your population starts the shift.

ACROSS intends to offer the new Triple P Anxiety programme called “Fearless”, a quality, evidence based anxiety programme to parents of children who are experiencing high levels of anxiety.

Triple P is managed by Prue Savill who is the Triple P Coordinator and Practitioner. Prue is a qualified Primary School Teacher with over 10 years' experience and has further experience similarly over 10 years as a Special Education Advisor in the Ministry of Education. She is also an accredited and trained Triple P Practitioner where she commenced this journey 5 years ago through her church prior to joining ACROSS.



COUNSELLING SERVICES

Counselling provides an opportunity for people to talk about what is important to them and get support that will make a positive difference in their lives.

We provide counselling for individuals (children, teens, adults) and also do some work with families and couples. We work with a full range of issues, referring out occasionally when this is appropriate. In this financial year our team worked with over 192 clients. In addition, we have some specialised areas of work, as below.

Specialist Areas

Bereaved by Suicide: Individual counselling provided to adults and children affected by suicide loss/grief.

Peri-natal issues: Individual counselling provided to women with distress and mental health issues during the period of pregnancy and after, as well as a group.

Refugee-background clients: We have established a relationship with Red Cross to work with their clients, and have recently received some funding for interpreters (a barrier to non-English speakers accessing counselling). We are all attending training on working with Islamic communities.

ACC: We provide specialist ACC assessments and therapy for the sensitive claims (ISSC) contract.

Groups

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Te Kotahitanga O Te Wairua
Bereaved by suicide support group

Bereaved by Suicide – fortnightly evening meeting which goes all year round.

This group provides an opportunity for people bereaved by suicide to get support alongside others who may have a similar experience. The group supports people to find ways of understanding what has happened – working through, and learning to live with their grief.

ACROSS
Te Kotahitanga O Te Wairua
Postnatal depression support group

Post-Natal Depression – two 10-week programmes are offered each year. This programme is for women who have had babies within the past 12 months and identify themselves as struggling. The group provides a safe and supportive environment in which the group members develop their coping skills, their resources, and their mothering identities.

A particular highlight during the year was returning to face-to-face contact with clients after the COVID 19 lockdown period. Initially our experience was that some clients declined to have input but changed their minds when lockdown persisted. ACROSS counselling staff coped well with the challenge of providing therapy for clients via Zoom and telephone.

Counselling referrals have continued to come in to the agency at a rate beyond our capacity to meet, which has been challenging, however it reflects the relationships we have

built in the community and their knowledge of the work we do at ACROSS.

Fiona Kennedy and Rose Allan were pleased to have been invited to do a presentation of our Post Natal Depression group work at a recent PADA (Perinatal Anxiety & Depression Aotearoa) seminar.

Rose Allan (along with Prue Savill – Triple P) has also taken opportunities to present an overview of the services available at ACROSS at the DHB (District Health Board) Education centre to Mental Health staff there.

Ri Weal has been pleased to pick up her relationship with Red Cross (established at her previous workplace) and restart work with refugee-background clients, especially knowing it is extra-difficult for such people to access counselling services.

Our future plans as a counselling team are to:

- create reflective space to plan for growth in areas such as addressing the high rates of suicide and how we can be more responsive to increasingly complex mental health presentations within primary care.
- develop the capacity to offer student placements at the agency.
- to attract younger people through digital technology and to consider further ways in which this same technology could be incorporated into all group work.
- grow our counselling services to refugee communities through the use of interpreters.

ACROSS has a team of three comprising counselling and psychology.

Rosemary Allan (Rose) is the Senior Counsellor and has a MCouns (Hons) and is a member of MNZAC. Rose has a strong belief that people are amazing in their capacity to overcome the problems that they are experiencing. Rose feels privileged to

COUNSELLING SERVICES CONTINUED

be a part of, and be witness to, the changes that people make in their lives.

Rose is particularly proud and privileged to continue the individual and group work with families bereaved by suicide. This is a difficult, painful and taboo topic for many, but a sad reality in our society. Rose is grateful that at ACROSS we can prioritize these families and their healing. It is also satisfying to see the results of her work with the PND group where new mothers are able to manage perinatal distress, and see their way forward to enjoying their life and relationships again.

Ri Weal is a Counsellor and has a BCouns and is a member of MNZAC (Provisional). Ri works Monday to Wednesday at ACROSS.

Ri loves helping people to make sense of what is happening in their lives, and develop skills and understanding about what they want for their future. Seeing people leave feeling more resourced to cope with their circumstances, and more stable, settled in themselves is an ongoing motivator in her work.

Fiona Kennedy is a Clinical Psychologist and has MA (Hons) Dip Clin Psych. Fiona is registered and is a member of MNZCCP. Fiona works Thursday and Fridays at ACROSS. Fiona has been a clinical psychologist in Palmerston North, working mainly in mental health and medical teams and then at the Massey Psychology Clinic. Her involvement with ACROSS began in 2016 through her voluntary work where she helped Rose establish the PND group. This led to permanent part time employment at ACROSS. Fiona values working within ACROSS towards a kaupapa which prioritises social justice, and helping people and families towards happiness and dignity, by offering the opportunity for counselling and therapy which can enrich their lives.



ROYAL COMMISSION PROJECT TEAM

ACROSS is a core participant in the New Zealand Royal Commission of Inquiry into Abuse in Care. The Anglican Church are assisting affiliated organisations such as ACROSS and are subsidising the legal costs to present the Church's response to the Commission. ACROSS is extremely grateful to the church for this support. A team was established within ACROSS to undertake this extensive work and this team comprising Jane Renwick and Abigail McRae.

The Commission requested that all Faith Based organisations in mid-2020 to review all files to identify cases of alleged child abuse. The ACROSS team reviewed near 4000 files. If there were cases found, then ACROSS had to provide all supporting documentation regarding those allegations to the Anglican Church law firm Wynn Williams. Following this initial review for the Commission, a further thorough examination of files has been undertaken to consider evidence and assist in determining the extent of harm that could have occurred. The next stage of the project is to provide the ongoing information to the Commission through Wynn Williams and to develop a redress process for any potential survivors that may have experienced harm while in ACROSS' care. The ACROSS Board have determined that if there are any such cases then survivors must be accorded justice.

Jane Renwick is the Project Manager and she holds a Masters in Applied Social Science. Jane has significant expertise in policy and the social sector. She has a depth of experience and expertise on such matters as abuse. Abigail McRae is the project administrator and supports Jane in the implementation of this project.

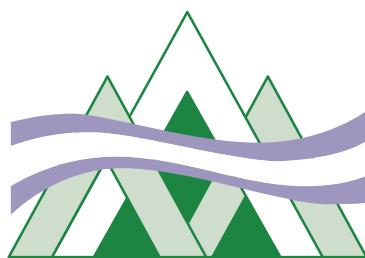
SUPPORT TEAM

ACROSS has two support team members in administration and finance.

Jennifer McAninch is our Administrator and her role is to manage the administration support function within ACROSS. Jennifer has a BA in German with Teacher Certification.

Kirsteen McRae is our Finance Manager and she manages all of the financial administration, reporting and holds the secretarial role to the Boards Finance Committee. Kirsteen has significant experience with over 25 years in office management and finance.

Both Jennifer and Kirsteen provide significant support to the Board, Director and the wider team and they both possess the "can do attitude" that is so crucial in a small NGO.



ACROSS
TE KOTAHITANGA O TE WAIRUA

STATEMENT OF FINANCIAL PERFORMANCE

For the year ended 30 June 2020

	Actual This Year \$	Actual Last Year \$
Revenue		
Donations, fundraising and other similar revenue	184,295	178,791
Revenue from providing goods or services	747,425	721,643
Interest, dividends and other investment revenue	62,369	67,218
Other revenue	4,272	14,690
Total Revenue	998,361	982,342
Expenses		
Expenses related to public fundraising		
Volunteer and employee related costs	653,565	677,956
Costs related to providing goods or services	236,299	235,181
Other expenses	115,133	55,679
Total Expenses	1,004,997	968,816
Surplus/(Deficit) for the year	(6,636)	13,526

STATEMENT OF FINANCIAL POSITION

As at 30 June 2020

	Actual This Year \$	Actual Last Year \$
Assets		
Current Assets		
Bank accounts and cash	766,519	743,906
Debtors and prepayments	50,271	43,884
Inventory		
Other current assets		
Total Current assets	816,790	787,790
Non-Current Assets		
Property, plant and equipment	51,515	62,294
Investments	80,000	80,000
Other non-current assets	163,568	163,568
Total Non-Current Assets	295,083	305,862
Total Assets	1,111,873	1,093,652
Liabilities		
Current Liabilities		
Bank overdraft		
Creditors and accrued expenses	75,604	46,061
Employee costs payable	38,220	36,543
Unused donations and grants with conditions	55,229	61,593
Other current liabilities		
Total Current Liabilities	169,053	144,197
Non Current-Liabilities		
Loans		
Other non-current liabilities		
Total Non-Current Liabilities		
Total Liabilities	169,053	144,197
Total Assets less Total Liabilities (Net Assets)	942,820	949,455
Accumulated Funds		
Capital contributed by owners or members	794,660	794,660
Accumulated surpluses of (deficits)	148,160	154,795
Reserves		
Total Accumulated Funds	942,820	949,455

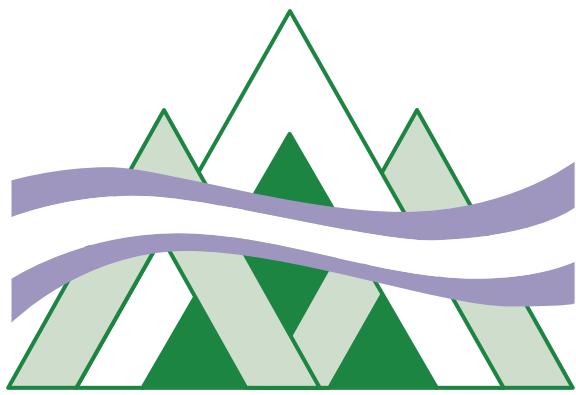


ACKNOWLEDGEMENTS

We wish to thank all those who have supported our work in various ways over the last year, including;

ACROSS SUPPORTERS TRUST
PALMERSTON NORTH CATHOLIC DIOCESE
TINDALL FOUNDATION/ANGLICAN CARE NETWORK
MIDCENTRAL DISTRICT HEALTH BOARD
MINISTRY OF EDUCATION
NZ LOTTERY GRANTS BOARD
PALMERSTON NORTH CITY COUNCIL
MINISTRY OF SOCIAL DEVELOPMENT/ ORANGA TAMARIKI
DEPARTMENT OF INTERNAL AFFAIRS - COGS
MILVERTON TRUST
ANGLICAN PARISH OF ST PETER'S ANGLICAN
ANGLICAN PARISH OF ST MATTHEW'S
ANGLICAN PARISH OF ALL SAINTS
SOCIETY OF MARY
PALMERSTON NORTH COMMUNITY SERVICES COUNCIL
PAGE TRUST
TG MACARTHY TRUST





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