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“Mo tatou katoa me nga reanga e whai ake nei”
(For all of us and for the generations to follows)

VISION STATEMENT

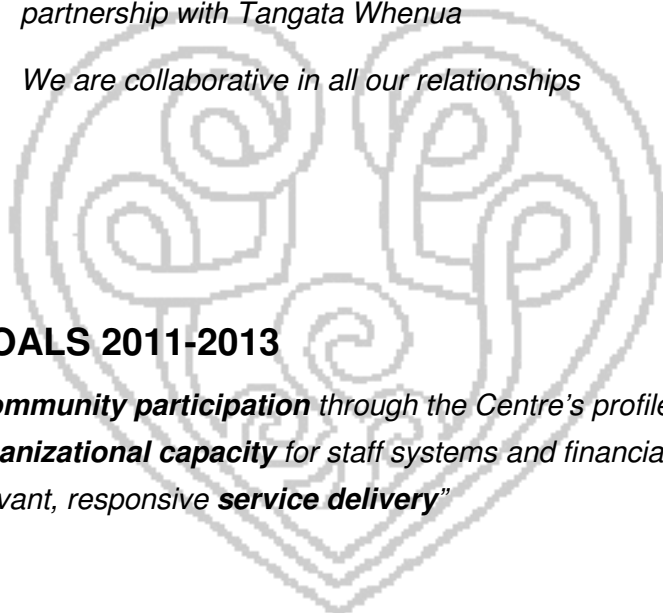
Our community working together to raise healthy families/whanau.

MISSION STATEMENT

The Motueka Family Service Centre exists to support and empower families/whanau

VALUES

- DIVERSITY:** *We value and celebrate diversity*
- PARTNERSHIP:** *We are committed to a Treaty of Waitangi based partnership with Tangata Whenua*
- COLLABORATION:** *We are collaborative in all our relationships*



STRATEGIC GOALS 2011-2013

- (1) *“Generate **community participation** through the Centre’s profile, reputation and partnerships”*
- (2) *“Achieve **organizational capacity** for staff systems and financial viability”*
- (3) *“Provide relevant, responsive **service delivery**”*

LIST OF TRUSTEES 2010-2011

Peter Norman (Chairperson)	Community Representative
Barry Dowler	Uniting Church
Julie Marshall-Tideman	Tasman District Council Representative
Gayle Parker	Community Representative
Rima Piggott	Early Childhood Representative
Barbara Bowen	Te Awhina Marae Representative (until 15/02/11)
Sue Savile	Principals Association Representative
	Minute Secretary

CHAIRPERSONS REPORT

Although 2010 – 2011 has been a year of changes and challenges, The Motueka Family Service Centre has continued to build on its commitment to support and empower families/whanau in Motueka and Districts.

The year began in July with eight trustees representing; Te Awhina Marae, Tasman District Council, Motueka Community Board, Principal's Association, early childhood sector, churches and the community. However, Tara Forde (Community Board) and Rima Piggott (Te Awhina Marae) resigned during the year and new appointees have not yet been found. The board thanks both Tara and Rima for their contributions. The Board is also seeking representation from the local health sector. I would like to make special mention of the invaluable contribution Muriel Moran has made to the Family Service Centre over many years. Muriel resigned as chairperson in 2010 and the board has missed her knowledge and expertise.

In June 2011 the Board formally adopted a Strategic Plan for 2011-2013. The plan includes the development of governance policies that will clarify the roles and responsibilities of governance and management and strengthen the manager's accountability to the Board. The formatting of a Trust Workplan will help ensure objectives, as set out in the Strategic Plan, are met. A revision of Trust Governance Policies is underway and a Business Plan commensurate with trust strategies is to be drawn up annually.

The year saw Get Cooking develop into a home based programme. The Centre was awarded a Ministry of Education contract to run The Incredible Years Parenting Programme which was very successful. Over the last twelve months there has been an increase in the number of people accessing Budget Advice and Family Support Services. These increases, along with a number of other factors, have further increased pressure on MFSC capacity.

The Motu Weka Neighbourhood Centre may be moving in the next 18-24 months and the Board has agreed to engage a Project Manager to draw up a concept plan that will help alleviate some of the current space constraints.

Although Banklink now supports financial management, the workload for The Family Service Centre management has continued to increase. Increased demand for some services, additional services, cuts in funding, changes to funding criteria, a raft of compliance issues, and a move to results based accountability have all contributed to this increase.

The continued uncertainty around the level of government funding may require the exploration of other potential sources of funding. However, the Board did unanimously recommend that The Motueka Family Service Centre not apply for funding from gaming machine proceeds. Therefore, innovative and creative initiatives may be required if quality service provision is to be maintained in an environment where the need for support is increasing.

A special thank you goes out to the manager and staff who work so diligently at delivering services which assist families/whanau to make life changing choices and move in beneficial directions. I would also like to thank the manager for guidance and, for the support of my fellow trustees.



Peter Norman
Chairperson

MOTUEKA FAMILY SERVICE CENTRE ANNUAL REPORT 1 JULY 2010 – 30 JUNE 2011

CENTRE REPORT

Community Relationships

The Motueka Family Service Centre (MFSC) strives to work collaboratively within the community in order to be effective in its' work. Centre workers liaise regularly with many organisations in the community and this year has seen further development of our connections with others. We participated in establishing the Motueka Work and Income office as a Community Link Centre during the year. Three MFSC staff are taking turns to be present one afternoon a week to provide a face to face contact for people and to assist access to our services. The Community Link is proving useful for liaison with other agencies and Work and Income staff.

Centre Facilities

The Centre is available as a community facility and is used by a range of services and people, some on a regular basis, some intermittently. The availability of space for reception, staff, clients and meetings is an ongoing issue for the Centre. We have started a planning process in anticipation of expanding our facilities within the next two years. We completed an upgrade of the outdoor play area to provide a safer and smarter play area for pre schoolers.

Community Initiatives

Gift and food distribution

Most of the Centre's services were involved with the Salvation Army to distribute food parcels and toys to families prior to Xmas. We co-ordinated food distribution from donated harvest festival food provided by a local church.

Domestic Violence services

The MFSC submitted a funding application to the Ministry of Social Development Family Centred Services Fund. A grant has been made for the development of an interagency response to family violence for Motueka, in order to submit an application for services from 2012. We are looking forward to working with others to enhance this area of service in the community.

Staffing

As happens each year, new HIPPY tutors were engaged for a period of two years and others completed their term of employment. Anna Mitchell continued as a Budget Advisor for a further 12 months, following receipt of a second grant through the Community Response Fund.

Peter Arnott joined Budget Advice as a volunteer, commencing June 2011. Melitta Richards commenced a social work student placement with the Family Support Service in March.

Professional Development

A range of professional development is undertaken across all services on an ongoing basis, based on the needs of services, and individual goals.

Organisational Development

- We have begun an update of the promotional material for the services at the Centre with a focus on brochures and business cards as a starting point.
- Results Based Accountability: We are developing a results based accountability (RBA) framework for the organisation, starting with gathering data for RBA reporting for the Family Support service. We intend to further develop the RBA framework for Family Support and Budget Advice this year. With FACS support, the Manager attended a one day RBA workshop in Wellington and we have participated in local training opportunities.
- Our plans to set up a database for client information during this financial year were put on hold following an unsuccessful application to Lotteries for funds for this project. We will explore options for the requirements of such a database and how it can be established. This is a priority for the organisation however we currently have limited capacity and funds on hand.

SERVICE REPORTS

HIPPY

HIPPY Motueka continues to strive to reach parents who would most benefit from the programme. During the year we enrolled 41 families (the target is 40), a similar level to previous years. Training for the HIPPY tutors has included an overview of Womens' Support Link, budgeting, healthy eating for your family, and information around the notification process to ensure the safety of children within our service. One of the tutors was able to attend the Child Matters study day held in Motueka and pass on this information to the other tutors. This year my involvement with the Get Cooking programme has allowed me to provide an added wrap around service for some families and an opportunity to build a more solid relationship with the families we are working with. Working more closely with the Motueka Family Service Centre Family Support team is providing better outcomes for families, as is linking them with other needed services. I believe we have built some strong links within this community and are working closely with Work and Income to offer HIPPY to more families. We responded to an interest in having HIPPY available in Tapawera, but there were not enough families interested to make it worthwhile.

Group Meetings

There has been great attendance at the meetings, fluctuating at times depending on weather, wellness and other community commitments. Topics have been tailored to connecting parents together so as to encourage relationships that will build beyond the HIPPY programme.

National monitoring, training and support

We participate in national training for tutors, coordinator hui and have two visits per year from HIPPY to monitor and support the coordinator. Feedback from the monitoring visits is positive and the Motueka service is held in high regard.

Anna Hart
HIPPY Coordinator

HIPPY GRADUATION 2010



Acorn Parenting Education & Support Groups

Acorn review

During the year we reviewed the purpose and focus of Acorn, consulting with clients and community agencies including Plunket, midwives, and kindergartens. The feedback gained was that Acorn was valued for providing support and education to a group in the community who otherwise would not be linking with other parents or receiving the support that they gained. As a result of the review, it was decided to adjust the programme at the beginning of 2011. Wednesday remains as a programme of topic focused sessions for parents of pre-schoolers. Monday is now a more support focused group with flexibility to address whatever is currently happening for families, with activities based around food and play. Both groups remain open to whoever wishes to attend. The focus of the coming year is to encourage more parents to Acorn, especially first time parents and those with new babies and/or children under three.

Mary Shaw and Phillipa Adams
Group Coordinators



Figure 1 Interaction with Children



Figure 2 Group Activity

Quotes from Parents:

"Safe place for my child to play with others"

"Great to learn about civil defence kits, love languages & CPR"

Kind and supportive group"

Counselling

There has been a steady demand during the year, with 41 referrals made to a range of counsellors. Of note this year was the availability of counsellors in Motueka who provide counselling for families and individual work with children. This is a new option and matches the demand for such services: 16 out of the 36 referrals were for families and children. The Practice Leader has needed to spend a greater amount of time assisting families to access funding for counselling, generally through the PHO or Work and Income.

We provided free counseling through two student counsellors on placement at MFSC.

Family Support Services (Social Work Advocacy and Support)

Referrals

The number of referrals has increased during the year, with an increase noted in referrals from a range of community organization and also Child Youth and Family.

Source of referral	Referrals 2009 - 2010	Referrals 2010 - 2011
Self	41	49
Education (Schools, RTLB)	25	20
Health sector (GPs, CAMHS, Plunket, midwives etc)	18	13
Community organisations (Work & Income, Women's Support Link, Police, MFSC, etc)	10	22
Child Youth and Family	8	13
Totals	102	117

"One-off" contacts; short term intervention

There are individuals and families whose contact with the Centre, generally through the Practice Leader, results in a one off only contact where information and links with others (where necessary) are provided. This work has increased over the last year.

Trends/Issues

The Family Support Service has worked with fewer families over the last 12 months in order to provide an appropriate level of service to the families who enter the service. There has been an increase in the complexity of family situations and we have noted:

- the frequency of contact and length of time working with families has increased
- more liaison with other family members and agencies involved with the family
- use and involvement of Strengthening Families process is increasing
- there has been an increase in the number of applications by family/whanau workers for funding assistance
- increase in referrals from CYFS and police

There has been an increase in referrals at Motueka High School to the point that one worker spends most of her hours working there. Good relationships have been built and our presence is appreciated by students, parents and teachers. Ali Comins co-facilitated a "Seasons for Growth" course at the high school, for students who were experiencing grief as a result of death and/or parental separation. Ali also gave a presentation at a parents evening at Motueka High School.

Kay Beaumont,
Practice Leader

Budget Advice

Overview

The Budget Advice service received a second grant for 12 months from the Ministry of Social Development Community Response Fund (CRF), which has allowed the continuation of a five day a week service now covered by four workers. June 2011 saw the recruitment of Peter Arnott as another volunteer to assist with the high demand. In this year we saw 126 new clients, a significant increase to the service. The ongoing funding of the service is a concern to us as the demand continues to rise.

From late 2010 Work and Income changed their policy and required clients to attend one-on-one budget advice in relation to special needs grants. This placed the service under significant pressure and we were overstretched. Budget Advice is now providing monthly seminar at Work and Income, with optional one-on-one Budget Advice after to these clients.

Motueka residents are facing significant challenges and advisors report more and more that clients who are in work cannot make ends meet. Where people felt that they could “work themselves out of debt”, this is no longer an effective strategy, due to increasing cost of living and low wages.

The service has provided Budget Advice education sessions within the MFSC and to others in the community. The implementation of the Get Cooking programme is closely linked with the Budget Advice Service to assist in providing healthy meals on a tight budget.

Sjors Brouwer
Budget Advice Coordinator

Incredible Years

We were successful in becoming a contracted provider for the Incredible Years Parenting Programme (IYP) in Motueka and were funded to run one course from March to July 2011. We were pleased with how the course went and 17 of the 19 parents enrolled completed the 14 week course. A number of the families who participated were clients of the Family Support service and the IYP complemented the goals of their family plans. The Incredible Years courses are in high demand and we have a waiting list for the next course but no identified funding at this stage. The Ministry of Education cannot offer any further contracts until at least July 2012 and we are seeking alternative funding in order to provide an ongoing delivery of this valuable programme.

Family Planning and Sexual Health Services

This service is provided as a clinic two days per week at the Centre plus a weekly clinic in the student support facility at Motueka High School. The demand for the service remains strong and we exceeded the number of contacts we were funded for. We provided educational sessions for high school students as part of their health camp, along with regular education sessions for Plunket new mother's groups. We have built our relationships with GPs in Motueka and we appreciate their support of the service and of the nurses with supervision and mentoring.

Professional development was a focus of the year, with the support of an external clinical nurse supervisor, regular training sessions with two local GPs, attendance at the national Family Planning Conference, training on the “HEADSS” assessment tool for teenagers and the commencement of distance learning study via Otago University

Lisa Smale
Registered Nurse

Wellbeing Programme

Four Wellbeing Programmes were delivered over a six week period, with one to one support, coaching and guidance alongside group sessions. The programmes were run in partnership with Whenua Iti Outdoors and Abel Tasman Education Trust for students on some of their courses. The Wellbeing programme worked with the students to address alcohol and drug use, nutrition, exercise, weight loss, smoking cessation, sexual health and other matters within the framework of motivation and change and within a learning environment.

The Wellbeing service will develop further from 1 July 2011 to provide a free Wellbeing “course” for clients who are receiving services within the MFSC, as part of a holistic service supporting people to make positive changes in their lives.

Tracey Harrison
Wellbeing Coordinator

Mum4Mum Whaea ki te Whaea

The community breastfeeding support service, Mum4Mum Whaea Kite Whaea, was continued during this year thanks to a grant from COGS and funds from our Trust. There have been 93 individual contacts with breastfeeding mums in either home visits, phone calls, text messages or emails. The service is run by a co-ordinator and five Mum4Mum volunteers who meet each month on-going education and overseeing the individual work each one is doing. One volunteer mum attended the national La Leche League conference.

Mum4Mum is building a close working relationship with two local midwives who have referred a number of families. Referrals have also come from MFSC staff, Plunket and Public Health Nurses although most referrals are by direct contact from families. We have attended ante natal classes, worked alongside Nourish,(a breastfeeding group in Motueka), and worked closely with Nelson Bays Primary Health.

We were delighted with the local response to World Breastfeeding Week in August, sharing breastfeeding information to approximately forty people in town on the Tuesday and attracting thirty five mothers to the annual "Latch-On" event in Motueka on the Friday. We have been granted funds to continue this service into the next financial year.

Phillipa Adams

Mum4Mum Whaea Kite Whaea Co-ordinator

Get Cooking

The Get Cooking service was developed over the last year to provide a home based service for client families of the MFSC, rather than a group course. The new service is a "course" of four cooking sessions, based on the needs and circumstances of a family. The advantages of the home based service are for clients who can't or won't fit into a group; it addresses socio-economic and education factors; can personalise/be flexible in how it is delivered; removes barriers of childcare/ time of courses; MFSC workers can see what is in kitchen and what things are needed. The Get Cooking is part of a holistic approach for MFSC clients – there is ongoing contact and Get Cooking is one aspect of positive change for these families. We now have six staff who are trained as Get Cooking tutors and are matched with families for this service.

We were successful in gaining a new agreement with the Nelson Bays PHO for Get Cooking from 1 July 2011, which will provide eight families with a home based course and one course to be run for those who are able to attend and who don't need such an intensive service.

Other services

We continue to provide assessments under contract for the Independent Youth Benefit and in addition this year, the Unsupported Child Allowance.

Liz McPherson

Manager

30 June 2011



STAFF AS AT 30 JUNE 2011

Manager

Liz McPherson

Centre Administrator

Sheryl Takiari

Budget Advice

Sjors Brouwer

Anna Mitchell

Peter Johnson

Peter Arnott

Co-ordinator

Advisor

Advisor (volunteer)

Advisor (volunteer)

Family Support Service

Kay Beaumont

Mary Shaw

Ali Comins

Blyda Mackey

Amanda Browning

Fiona Simons

Melitta Richards

Practice Leader

Family/Whanau Support Worker

Family/Whanau Support Worker

Family/Whanau Support Worker

Counselling student

Counselling student

Social Work student

ACORN

Mary Shaw

Phillipa Adams

Tracey Murray

Heidi Willers

Co-ordinator

Co-ordinator

Reliever

Reliever

HIPPY

Anna Hart

Josie Jackson

Stephanie Neal

Louise Betts

Co-ordinator

Tutor

Tutor

Tutor

Family Planning & Sexual Health

Lisa Smale

Nurse

Wellbeing Programme

Tracey Harrison

Co-ordinator

Whaea ki te Whaea Mum4Mum

Phillipa Adams

Jenny Lomas

Claire O'Connor

Carolyn Payne

Kate Wood

Hayley Wilson

Administrator

Support Worker (volunteer)

Support Worker (volunteer)

Support Worker (volunteer)

Support Worker (volunteer)

Support Worker (volunteer)

ACKNOWLEDGEMENTS

The Trustees acknowledge the following people and agencies who have contributed to the work undertaken on behalf of the Trust over the year.

- The people and families who seek services from the Motueka Family Service Centre. Thank you for letting us in to your lives.
- The Motueka community for the range of information, advice and support given to the Motueka Family Service Centre and for the great work done to support the community.
- Motueka Uniting Parish Church, Motueka Church of Christ, Fifeshire Foundation, St Thomas Church Motueka, Salvation Army, Camp Snowden Trust and St Vincent de Paul for their generous and ongoing support for families in need.
- St Thomas's Church for morning teas for the Incredible Years Parent Programme.
- COGS for their grant for Mum4Mum.
- Fresh Choice and Riverside for their grant for client funds.
- Hotel Motueka for the use of their van for Acorn outings.
- Community Post for envelopes for the mail out of Acorn programmes and HIPPY enrolments.
- The Contract Managers and Funding Advisors within the Nelson Marlborough District Health Board, Nelson Bays PHO and Family and Community Services – Trish Kennedy, Claire McKenzie, Simone Newsham and Jane Kinsey – for their support in contract development.
- The time, skills and dedication given by the volunteer staff and students.
- The staff of the centre for their commitment and dedication to meet the needs of the community.
- The Chair acknowledges the trustees of the Motueka and Districts Pre-school and Whanau Trust for their ongoing interest, involvement and guidance in the services provided by the staff of the centre.

Financial Reports

The Trustee's Annual Financial Reports to 30 June 2011 were audited by xxxx and approved at the AGM on 18 October 2011.

A copy of these reports are available by contacting the Motueka Family Service Centre, phone 03 528 0234.