



Annual Report

2021–2022

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Te Kaupapa | Our Mission:

To provide quality interventions, to support, empower and advocate for people so they are able to reach their full potential.

Legal name of entity: Kindred Family Services

Entity Type and Legal Basis: Registered Charity

Registration Number: CC11175

Accounts prepared by: Pippa Baker, Link Accounting

Accounts audited by: William Buck Auditors

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Chairperson's Report

This past year seems like a new beginning, with the tsunami of Covid-related issues and the accompanying jockeying to navigate the social and political climate being a real challenge for our team.

The clients we are seeing still have ongoing needs and I commend our team for staying the distance. Certainly, working through a disaster like this tests us both personally and professionally in many ways, and I can see it has fostered a tighter team, albeit out of necessity, as well as personal growth.

It is of credit to all that we have got through Covid in such good shape.

We have managed to access more office and consulting space which is already being put to good use.

The previous year's discussions around the structure of the organisation are now bearing fruit.

As well as a structural review of how we deliver services the board has had a comprehensive review of policies and procedures, (an annual review, but this year was more intense as we were utilising external professional help).

So, as we welcome new board members this does give a solid framework of how we run and where individual and collective responsibilities lie.

With the roles in the organisation being more clearly defined we should all feel more comfortable in our 'bubble'. But this should not stand in the way of close collaboration amongst us, to be able to support those who may be struggling, identify any gaps or inconsistencies that occur in the workplace and take personal pride and responsibility as part of the team.

The feeling on the board is that our near future is a consolidation phase, where we smooth out 's services and make these them sustainable. Then, we can strategize for the longer term.

Kindred Family Services is currently better staffed and housed than has been the case for a while, which is a testament that people are very aware of the organisation and are keen to work with us.

Realistically in our current, changeable, socio-political climate we strive to maintain flexibility to adapt where needed, to be able satisfy the stakeholders as well as be true our vision.

Finally, the new look of the board. There have been several changes over recent times, but I am impressed by the functioning of the board. The board has morphed into being more governance focused than operational, with clearer boundaries as to what is expected from all. We desire to continue to have a presence around the place, so look forward to catching up next month.

We have said goodbye to long-serving Janet McLeod, Waratah Taogaga, Robyn Wards, Carla Sutton, and Paul Evans. We thank them for providing valuable service and insights during their time with us and we wish them well in the future.

In the same breath we welcome Karen Rolleston, Emma Farry and Karen Murphy onto the board and are delighted they have joined us. Thank you all for your perseverance and professionalism over a difficult few years.

Kind Regards



**Dr Harry Hillebrand,
Chairperson**

Executive Director's Report

This time last year, I was writing our annual report at the beginning of another level four lockdown. Who knew at the time this would go on for many months, and that vaccination mandates would divide friends, colleagues, and communities? Police officers from the front line would be reallocated to patrol our Auckland borders and our children's worlds would shrink as schools closed and extramural activities would be cancelled for months.

Our team and community were pushed to the limits of embodying kindness and compassion. Empathy conflicted with personal sovereignty. Our values conflicted internally and externally across the motu. Our social and physical environments had drastically changed, and each government update brought more information to digest and implement. For those of us working as essential workers for nearly two years in this environment, fatigue was starting to kick in.

But, from the most uncomfortable spaces, comes the greatest growth. Through this challenging time the strength and manaaki of the people in Kindred Family Services shone; team members responded to the crisis within our community and adapted by meeting people in parks, or back yards on camp chairs; becoming birth partners for isolated expectant mums; and collaborating with other agencies to provide essential needs in our Covid response.

Our team's ability to move quickly and nimbly towards a collaborative Covid response ensured that whānau throughout our community were supported. We listened to our community's specific challenges and responded with Project Connect and Covid essential packs that were unique to our community's needs.

Through this time, we also celebrate the blossoming and eventual uncoupling of the Kai Collective Te Awaroa from Kindred Family Services. Our Memorandum of Understanding partners who had worked so hard to bring the Kai Collective Te Awaroa to existence during 2020, worked with Cissy Rock & her team at Community Think on extensive community consultation, from which the South Kaipara Food Plan was born.

It was clear the needs of the community would be best met by creating an entity whose sole focus was addressing the complex and challenging issues around food security. We are proud of the role we played in working with others in our community in such a crisis response, and equally the uncoupling of that service to flourish into an entity of its own right, with its own Kaupapa to support our community to build longer sustained food security for all.



Ana Christmas, Executive Director

Another treasure to celebrate was the development of our first Kindred Family Services Courage and Commitment Award. Presented to a brave and resilient year 13 Kaipara College student who had overcome immense challenges, it was an honour to observe such a courageous spirit through such a challenging year.

As we entered our summer months, we looked to pause, breath consolidate after a period of responding to Covid. We took learnings from our merge review, focused on our people, restructured our team, and began prototyping new systems. We reviewed our counselling services, mindfully built our team culture, and recruited to build capacity under a growing need for our services.

We have said farewell to some incredible people who have contributed to Kindred and our community with full hearts and talented minds. We hold their service in high esteem and gratitude. In the next breath we have welcomed more wonderful people to our Kindred whānau and enjoyed the new energy, skills, world view and heart they also bring to our kaupapa.

*Hauora mai runga
Hauora mai raro
Hauora mai roto
Hauora mai waho
Hauora te pūtake o tēnei kaupapa
kia pūrangiaho mātou, i te wānanga
me te kōrero
Tēnei te tīti ake i te pou hauora ki te
pūtake o tēnei wānanga
Tuturu o whiti whakamaua, kia tīna,
tīna, haumie, hui e taiki e*

- Kiritahanga Hona & Tuihana Ohia

We turn towards the horizon, orientated by the stars of what may be possible, to enable deeper restoration in the work that we do. Listening to the needs arising for young people in our schools, and among increases in people experiencing anxiety, isolation, grief and fear we looked to rebuild and enhance parts of our services that could best respond to support and empower people. This included taking the Pride Pledge to be better allies for our rainbow communities.

I am honoured to lead a group of people who are passionate about our kaupapa, who strive every day to uphold the mana of their colleagues and their community. They wake each day with gratitude to do this mahi on this land of Ngāti Whātua, their generous hearts filled with kindness and care for the people we have the privilege of serving.



Ana Christmas, Executive Director

*Health is above
Health is below
Health is within
Health is around us
Health is the course of learning
We all come together to understand,
consider & talk
The strength of health underpins
and sets the foundation for our
consideration, permanently guiding
us, together.*

Who Are We?

Entity Structure

Kindred Family Services was formed on 1 July 2020 by the formal merger of Kia Tīmata Āno Trust and Helensville Women and Family Centre. Two trustees take on the roles of Chairperson and Deputy Chairperson. Our financial reporting and management are contracted to Pippa Baker of Link Accounting, and Rochelle Gillespie provides secretarial duties to the board.

Dr Harry Hillebrand, Chair
Karen Rolleston, Deputy Chair
Carla Sutton, Trustee
Emma Farry, Trustee
Paul Evans, Trustee
Janet McLeod, Trustee (left Dec 2021)

As of 30 June 2022 we have 14 staff led by our Executive Director Ana Christmas, with our frontline client-facing staff and contracted counsellors supported by Clinical Manager, Kim Wills.

Our staff work across two main sites including the main Kindred Family Services centre in the prominent old post office building in central Helensville, and the Kia Tīmata Āno Women's Refuge Safe House. We serve a large and diverse area of North West Rodney, from Taupaki in the south, to Glorit in the north, and all the communities and townships in between including Kaukapapa, South Head, Helensville, Waimauku, Muriwai, Riverhead, Kumeu, and Huapai.



This performance report has been approved by the Trustees for and on behalf of Kindred Family Services:

Dr Harry Hillebrand, Chair

Karen Rolleston, Deputy Chair

Date: 07/10/2022

Our Funding

Main Sources of Entity's Cash and Resources

A multi-year contract with the Ministry of Social Development and Oranga Tamariki is our main source of income. We are also fortunate to receive grants from philanthropic funders including:

- Foundation North
- Lion Foundation
- Auckland Foundation (Grassroots Giving)
- COGS
- Ministry for Women
- NZ Lottery
- Catholic Caring Foundation
- ANZ New Zealand Staff Foundation
- SkyCity Community Trust
- Pub Chariy Ltd

Main Methods Used by Entity to Raise Funds

We dedicate time in building whanaungatanga with our contract providers, Oranga Tamariki and Ministry for Social Development, and with our philanthropic funders.

This year we also launched our Kindred Spirits regular giving campaign, aimed at increasing our donor base from private individuals and businesses within our local community.

Entity's Reliance on Volunteers and Donated Goods or Services

Our governing body is made up of five volunteer Trustees. We also receive by donation clothing, bedding, and household appliances to be distributed to our families in refuge and in the community.

Volunteers also play a big role in the success of our community events, helping to run stalls and activities at our Children's Day event and as event marshalls at our Turning The Tide Fundraising Walk. While we were unable to run these events this year due to COVID restrictions, we look forward to being able to resume our events calendar in the coming year.

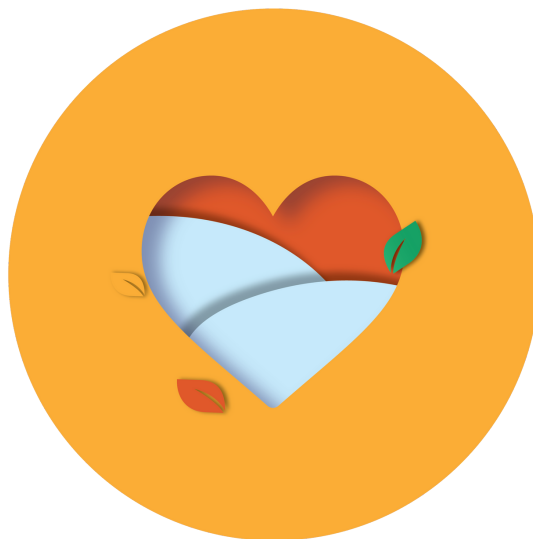


Service Performance

What did we do?

Our services work on a trajectory from crisis to safety and resilience towards a thriving community. This past year, our resources and focus turned toward responding quickly to the COVID 19 pandemic. The reallocation of the police force during this time saw fewer new family violence referrals come to us, however, increases were seen across all areas of our counselling service, particularly with respect to the number of children and young people needing support.

Below are the numbers of clients seen in relation to our main source of funds, the multi-year contracts with Ministry of Social Development and Oranga Tamariki.



Description and Quantification of the Entity's Outputs	2021-2022	Budget (OT, MSD Contract)
Number of new clients referred to women's refuge and family harm team	190	n/a*
Number of new clients referred to family support service	54	40
Number of new referrals received for counselling service	264	65
Referrals to Pathfinders programme	14	25
Strengthening Families referrals	5	27
Abuse Prevention Programmes for children/youth	43	36
COVID Community Response (COVID Essential Packs, Wahine, pepi, hygiene & activity packs, project connect devices, COVID Christmas Packs & Kai Collective Packs).	1421	n/a

Service Performance

Family Harm & Women's Refuge

Over the course of the year, our family harm advocates adapted the way they worked through extended lockdowns in Tāmaki Makaurau by meeting clients in parks, at the beach, under trees, and in people's back yards (with camp chairs in tow). In this way, they worked hard to connect meaningfully with clients despite the challenges.

For many families, the pressures of COVID made a bad situation worse, amplifying financial, social, and emotional stressors, while restricting choice of movement, and the ability to leave an abusive relationship. We supported women and children who were escaping, emotional and financial control, extreme mental, physical, and sexual violence, stalking, and captivity. We supported men who were struggling to make positive choices for themselves and their families within the backdrop of an overburdened and hugely delayed court system.

Women and children arriving at our safe house were able to find safety, peace and rest, sometimes for the first time in their lives. With our Safe House Kaiawhina walking alongside them in their journey, they were given the space to heal, the tools to rebuild, and the strategies to maintain their own wellness and that of their children. The pressures of COVID contributed to the length of stay in some cases, with opportunities for safe, independent, and affordable housing being harder to find in a post-COVID environment.

Within the community, our advocates responded to instances of family harm with compassion and kindness, progressing clients through a pathway of safety and healing, toward independence, and resilience.

Strengthening Families

We under delivered on our contract with Oranga Tamariki for this service, receiving only 5 referrals toward our target of 27. This was due to the restrictions on the school and health sector where we gain most of our referrals. Instead, we repurposed this role to support our COVID response. Our Strengthening Families Co-ordinator played an important role in leading this response, which allowed us to reach our community through extended lock-downs.

Whānau Resilience

Whānau Resilience is a service that grew out of an awareness for the need to provide therapeutic spaces in which couples can come together in their journey away from family harm. We now have a dedicated Whānau Resilience Psychologist supporting couples who are ready and willing to do this important work.

This service emerged from the close collaboration of four family harm agencies, namely Family Action, Man Alive, Respect (Formally North-Harbour Living Without Violence), and Kindred Family Services. Each of these agencies is able to refer couples into this service, and we are grateful to have this option in the Kindred Family Services kete.

“Thank you to the Advocates and ladies at the safe house. I wouldn't have got through this without your help. You are an amazing team. I am forever grateful and blessed to have crossed paths. Xx”

-Client, Kia Tīmata Āno Women's Refuge Safe House

Service Performance

Counselling

We offer up to six subsidised counselling sessions for women, children and families. We are contracted by Oranga Tamariki to supply counselling for 65 vulnerable women with children, but we deliver far more than that. In the past year we received 264 referrals with many of these clients presenting with a history of family violence and trauma and/or high levels of anxiety, depression and suicidal ideation and intent.

Our contracted counsellors specialise in a range of areas including play therapy, grief, trauma, sexual abuse and addictions. Many have their own private practices but kindly commit several hours with us each week in service of our clients. Counselling interventions encourage healing, enhance resilience, and build on a person's strengths. They are client led, with self-directed goals forming the focus of the intervention.

We would like to highlight the success that our counselling service has had with local rangatahi and tamariki. Goal setting was an important part of this service, and over the past 12 months, these brave and wonderful young people achieved 190 of the 274 goals they had set for themselves. This is a result we are very proud of and wish to build on moving forward.

"Being able to talk about my feelings in a supportive and non-judgemental environment has helped me to process the extreme emotions that I have been through on this roller coaster ride. It has enabled me to push through a really difficult time in my life."

-Client, Counselling Service

Pathfinders Children's Groups

While lockdowns restricted our ability to deliver group programs in schools, we were able to put 14 children through Pathfinders. This in-school group program draws on whānau whakapakari values to deliver a fluid, child centred workshop experience that facilitates healing, connection, and strengthening. Schools are invited to nominate students who they feel will most benefit from this service, and the program content is co-created in collaboration with the school, and with the parents of the children who participate.

COVID Christmas

This year our Christmas Hamper Drive was also adapted in response to the COVID environment. While Kindred Family Services would normally distribute gifts donated by community members, we instead asked our community for a financial donation, which was then used to purchase gift vouchers from local businesses. This had the benefit of supporting our local businesses, while providing families with the opportunity to select their own Christmas gifts.

Our community rallied behind this cause, raising an impressive \$6073 through online donations. These were pulled together with additional resources, including 25 Christmas Hampers made by Kumeu Rotary, and 45 Christmas Boxes organised through Helensville Police.

In total, 158 families received a Christmas Pack, including 206 adults, and 266 tamariki and rangatahi. The recipients are clients of Kindred Family Services, Outwest Youth, Parent Aid Northwest and Te Ha Oranga. Other families were nominated by local schools.



1156

Hours of counselling



965

Mintues of tea, cofee,
and kōrero at our drop-
in centre



763

Nights spent in safety



190

Goals achieved by
rangatahi and tamariki



13

Women & children
housed in our safe house



451

COVID Response Packs
delivered to families



496

People received a COVID
Christmas Pack



55

Project Connect digital
connectivity devices

Service Performance

Kai Collective Te Awaroa

For the first part of the 2022 financial year (July 21 to October 21), Kindred Family Services continued to play a vital role in the operation of the Kai Collective Te Awaroa foodbank, and in the three months ending in September 21, we delivered 759 kai packs to over 140 families.

However, discussions were had with staff, clients, and our community partners, and it was decided that the Kai Collective should be placed with the community. This took effect in late 2021, with the official de-coupling of the Kai Collective from the Kindred Family Services Trust.

This has allowed Kindred Family Services to approach the issue of food insecurity from a place that aligns more closely with the specific aims of the trust, namely, to support the healing and positive development of individuals, families, and communities so that food security is no longer an endemic crisis in this region. We continue to access Kai packs from the Kai Collective to support whanau through these challenging times.

Kindred Family Services is extremely proud of the achievements of the Kai Collective, which represents a rapid and highly successful community response to the challenges and uncertainties of COVID. The journey was an expression of community collaboration with the eight MOU partners and resulted in an incredibly timely and effective response for our community. The creation of South Kaipara Good Food is now able to focus solely on the issue of food security.

Covid Response

The challenges faced by our community as a result of the pandemic intensified as we experienced multiple lock-downs and greater numbers of positive cases.

With the Kai Collective now operating independently of Kindred, we were able to re-allocate our resources towards meeting the emerging needs of our community as the crisis evolved.

As a first step, Kindred Family Services reached out to our community partners, including Out West youth, Te Ha Oranga, Parent Aid and our local schools, to identify the most urgent presenting issues facing local families, and to ensure that nobody would fall through the cracks of our COVID response. Through these discussions, several high priority issues were identified, including the negative impacts of isolation for both families and individuals, intensifying financial hardship, concerns over health and welfare whilst experiencing the COVID virus, and the difficulties associated with working from home whilst caring for young children.

In order to address these concerns, Kindred Family Services put in place the following initiatives, each of which was funded by the Ministry of Social Development.



Gemma, Family Support Team Lead

Service Performance

Project Connect: Through project connect we offered digital connectivity items, including phones, tablets, and chrome books, to families in our community who were facing extreme isolation and financial pressure. This enabled these families to stay connected with support workers, counsellors, medical & mental health supports, and wider family and friendship circles through this difficult time.

Wāhine Packs: Many families were struggling just to meet basic needs, with women being particularly impacted. To ease this burden, Kindred Family Services created 'Wahine Packs' that included re-usable women's hygiene items, such as period panties. The re-usable nature of these products represents a transformational approach to financial gender inequality, which aligns closely with the goals and values of Kindred Family Services.

Bridging The Gap: This was also a solution aimed at easing the financial burden of families experiencing extreme financial hardship. Here, we created an emergency fund for the purpose of supplying basic food goods to families who were needing food before the Kai packs were available on a Tuesday, particularly in the case of immediate isolation due to COVID within the whānau.

Pepi Packs: Fun activities and 'time wasters' for young children. These packs aimed to give parents in lockdown & isolation at home with young children some respite, and make working from home and other tasks less of a challenge.

"Lots of excitement even just opening a parcel. We've enjoyed drawing (and eating crayons oops) Looking forward to playing with the play dough over the weekend. Thank you so much for making us feel cared for."

-Recipient of Pepi Pack

COVID Response Packs: These packs were designed to support families with COVID as they entered isolation. The pack included such things as Panadol, lozenges, tissues, immunity boosters, face masks and wipes, and we also made oximeters available to families as needed. Our COVID response packs were rapidly deployed in the early stages of the virus entering New Zealand, and were offered as an interim solution until the District Health Board and Te Ha Oranga's own response kicked in.

Taken together, the above interventions represent another rapid and effective response to an uncertain and evolving COVID crisis, and one that has deepened whanaungatanga between Kindred Family Services and our community partners.



Katie, Strengthening Families Coordinator

Our People

"I am proud of the way I was able to think outside the box to keep connection with clients during a challenging time. Meeting clients in open air environments with deck chairs, take away coffee and activity packs for tamariki to lessen the stresses in the home through connection, quality time, and practical ideas."

Family Harm Team Leader

"I feel the Kindred team culture is that we all are here because we genuinely love the mahi we do, with Kindred it's not just a job, and that enables us to do the mahi we do to our best ability."

Receptionist



"I am grateful for the opportunity to learn more and impart Te Ao Maori Frameworks and views around the abuse intervention and prevention for Maori.... Stoked that Kindred encourages this platform."

Refuge Kaiawhina

"I am incredibly appreciative of the time and foresight that Management has put into building strong safe processes, and authentic values, through clear leadership. I believe this important part of the mahi is the foundation beneath why I can work in a holistic compassionate way with clients."

Family Harm Team Leader

"The culture at Kindred feels like there is room for individualism to be shared among the team, decision-making and when coming up with creative solutions. The organisation is interested and encourages us to work from our strengths and ask for support with areas that are not within my strengths."

Centre Team Leader

Client Stories

Cory's* Story

When Cory and her daughter first entered our Kia Tīmata Āno Safe House, she was escaping a relationship marked by escalating violence, abuse, and control. She reports that she had no money and no place to go, and was experiencing high anxiety, depression, suicidal thoughts, and utter exhaustion.

"Going into refuge gave me a chance to just stop and rest. I slept. We found peace and quiet. My son was so relaxed and happy there"

Cory states that she had been trying to engage with community mental health services for months but hadn't had any luck. With Kindred's support she was finally assessed and given specialist mental health support.

"All of a sudden I had a psychologist and a counsellor, my medication was reviewed, and for the first time in years I had a plan"

Cory was unsure of how to get legal help and didn't know how it all worked. Her ex-partner was threatening to take her daughter, and she was scared. Kindred were able to explain to Cory how the court process works, and connected her with a lawyer who specialises in the area of family harm. Together they filed for a protection order and parenting order, and Cory now has the legal framework in place to keep herself and her daughter safe.

Cory now reports that she is safe, happy, and is no longer scared of her ex-partner. She is living independently with confidence and is providing a healthy and happy life for her daughter.

*Not their real name

"I am so happy. I am not scared of him anymore... I'm discovering ME again. It's been so long since I have felt this strong."

-Recipient of Pepi Pack

Jamie's* Story

Jamie* is a 14 year old rangatahi who was struggling with symptoms of depression and anxiety, as well as feeling unsupported in their transgender identity. Jamie's anxiety was at the point where they felt unable to face traveling to school, which is a 1.5 hour bus ride into the city. This contributed to increased conflict within the family home.

Jamie entered our counselling service and was seen by a youth specialist. As well as providing tools and strategies for Jamie to develop resilience and coping mechanisms, our counsellor identified gaps in the pastoral care and whānau environment in relation to Jamie's transgender identity. With permission from Jamie, Kindred Family Services were also able to provide education and resources to the school and to the parents, so that they could better support Jamie's gender diverse needs.

As a result of these interventions, Jamie reports being more positive and well adjusted in school, and feels more supported at home. Jamie's parents report feeling more confident as parents, and more capable of supporting their rangatahi moving forward.

Chelcie's Story

When Chelcie arrived at our family centre seeking support for herself and her family, she described herself as being "at rock bottom". She had lost her job as a result of the pandemic, and was struggling to cope with financial stress. Chelcie was experiencing overwhelming anxiety, and the situation was affecting her relationship with her husband. She reported engaging in 'unhelpful' coping strategies and had made a decision to seek help before things spun further out of control.

Following an initial assessment, Chelcie developed a number of self-directed goals, including to re-enter the workforce, develop her budgeting skills, improve her relationship, and improve her overall wellbeing. She received regular home visits from our family support worker, who became known to her children as "the kai fairies", as they would always turn up with a kai pack (collaboration with South Kaipara Good Food - SKGF).

Chelcie was referred to our counselling service, and it was here that she identified a new career path, and a road map to a better future. However, the cost of the training she would need was an insurmountable barrier at the time. Seeing how much value this new direction would bring to Chelcie and her family, Kindred Family Services led a community wide fundraising effort, and Chelcie was able to successfully complete her training. A special thanks to our friends, donors, and the Angel Fund for their contributions.

Chelcie is now employed and enjoying her new career. Her finances are stable, and her family is no longer at risk of losing their home. Chelcie reports that she no longer suffers from crippling anxiety, and is positive and hopeful about her future, and the future of her family.

"Thank You for your support in such a difficult time. We will forever be grateful of your kindness."

-Chelcie

Kayla's* Story

Kayla* is a 10y old child referred to us by a local primary school over concerns of truancy, aggression, and anxiety. Kayla was refusing to come to school, and was becoming increasingly aggressive and distant from her whānau and peers.

Kayla had six sessions with a counsellor who specialises in children and youth, and this became a safe space for her to explore her anxieties both at school and in the home.

Based on these insights, our family support team engaged with Kayla's parents, and explored techniques for addressing Kayla's anxieties following an attachment parenting model. Positive physical touch, such as hugging, rocking, and even play fighting were included in this strategy. For Kayla, playfighting with dad was particularly effective, and has improved the relationship between father and daughter.

As a result of these interventions, Kayla's parents report that she is verbalizing her frustration in a much more healthy way, is more affectionate and positive in the home, and that she is more adjusted in school.

*Not their real name



Thank you

to all our many donors, supporters and funders.

Ki te Kotahi te kākaho, ka whati, ki te kapuia, e kore e whati
 When reeds stand alone they are vulnerable, but together they are unbreakable.

– Kiingi Tahiao

