



Annual Report

2008/09



PRESIDENT'S REPORT

NZCCSS could be described as the eyes, ears and mouth of the Christian social services.

We see and hear what is happening in government and what is happening in our member agencies. We then try to interpret and convey messages and ideas between the two. We try to help agencies understand and respond to government policy and we try to influence government decisions based on the experience of social services and their communities.

In doing this NZCCSS is constantly balancing pragmatism with the prophetic; compassion with social change. We have to be pragmatic and respond to things as they are, helping social services to make the biggest impact within the political, economic and policy environment that exists. At the same time we can never forget the biblical call for justice and a fair social and economic order.

All the social work in the world cannot make up for the damage caused by colonisation or the social attitudes that underpin family violence. All the budgeting advice we could deliver cannot change the realities of poverty. All the home help possible cannot build a safe warm house for an older person who has rented all their life. Social work, budgeting and home help are all vital; people would be worse off without them, but they will not bring about a fair, just and inter-dependent community.

Therefore, NZCCSS must also be an advocate and a persistent voice for the poor and vulnerable. Not only does this voice speak to government, it speaks to the community and its attitudes and it speaks to us as council members and social services providers to challenge all our thinking and ways of acting.

This balance is not always easy to achieve and in a year in which there has been a change of government and a world-wide recession it has been a challenge. NZCCSS has had to build new relationships and seek common ground while at the same time sustaining what can be unpopular messages about justice and social change. We have had to respond to a growing agenda of changed policy in a way that allows us to have a voice and supports our members and their communities. We have had to say “no we don't agree” in ways that keep dialogue going.

Through our work with the denominational churches who support our members, our dialogue with politicians and policy makers, our publications and research and our public statements, I believe NZCCSS has been of considerable influence to all our audiences. Thanks to the Executive Officer Trevor McGlinchey and the excellent staff of the Secretariat for making this work possible. Thank you also to all of you who are involved in social services as staff or participants for your direct or indirect contributions. As we keep working together the long process of “humanising humanity” will inch forward.

Ko tau rourou, ko taku rourou, ka or ate iwi

If you share what is in your basket and I share what is in mine, all the people will prosper.

Shaun Robinson
President

REPORT ON ACHIEVEMENTS

Strategic Plan

The five Strategic Goals set by Council provided the basis for Council's business plan during the 2208/09 Financial Year. Good progress was made against each of the overall strategic goals and activities.

Strategic Goals

Goal 1: *Promote our Mission through Political Engagement*

Strategic Activity	Achievements:
<p>An election advocacy platform be developed based on 5 or 6 key messages that are readily communicated and promoted.</p>	<p>Council developed and approved 5 key messages:</p> <ul style="list-style-type: none"> • Support families and communities in nurturing and protecting our children as taonga. • Provide older people with a range of choices for their homes, support and lifestyle. • Utilise our nation's prosperity responsibly to eliminate poverty. • Enable access to good affordable housing for everyone. • Support community based programmes to grow the spirit of Aroha Tētahi Ki Tētahi.
<p>Develop and implement a public awareness campaign to raise consciousness of the key message issues.</p>	<p>The Aroha Tētahi ki Tētahi – Let Us Look After Each Other call for more action on social justice issues was developed. This call for more action is focussed on an education programme providing promotional material on each of the Council's 5 key messages to our member Christian social service agencies and through our church networks. Brochures, posters and associated web-based support material was developed for each message with 2 of the 5 sets of resources delivered in the 2007/08 Financial year and the final three in the 2008/9 Financial year in the lead up to the Election.</p> <p>The redeveloped Website www.justiceandcompassion.org.nz continues to offer up to date information and resources and is maintaining a high profile.</p> <p>Council met with its church leaders in a Summit to develop socially just responses to the Global Financial Crisis and recession. This resulted in the 'Together we can...' paper being released and widely reported on and distributed.</p>
<p>Actively lobby all political parties on the key messages and platforms developed.</p>	<p>NZCCSS has been given responsibility for the organisation of the meetings between Church leaders and heads of State. Council developed a "Briefing to the Incoming Government" that gave an overview of social service and social justice issues from a NZCCSS perspective. The NZCCSS Secretariat was engaged with a group of other 'umbrella groups' to assist the Minister of Social Development develop her 2009/10 Budget bid and remains as part of this key advisory group. All NZCCSS policy and research is shared with all appropriate spokespeople in the political parties with Parliamentary representation.</p>

Goal 2: Te Tiriti o Waitangi

Strategic Activity	Achievements:
Develop and implement an internal Treaty audit of NZCCSS that:	<p>An internal Treaty of Waitangi Audit was completed. In February 2009 Council held a hui at Poupatate Marae, in the Rangatikei Valley where the results of this audit were considered. As a result of this hui a number of recommendations were made to Council. These have been discussed and the following recommendations ratified.</p> <p>In order to ensure Māori are appointed to Council :</p> <ul style="list-style-type: none"> • Council develops an ideal person specification and job description that identifies the skill sets and overall skill mix being sought for Council, and • That this be provided to denominations when they are considering appointing new Council members.
Identifies strategies that will ensure NZCCSS has Treaty based initiatives woven through its activities, and	<p>So that NZCCSS may be seen to be responding to its commitments and obligations to the Treaty its work must reflect issues for and be relevant to Māori.</p> <p>This will be achieved by the following:</p> <ul style="list-style-type: none"> • The Secretariat develops a set of work templates that provides for the deliberate consideration and reporting of issues for Māori, and • That Council considers reviewing policy group structure to ensure most effective engagement across the range of Christian social service provision, including Māori.
Identifies any gaps in skills knowledge and structure that will need to be addressed	<p>NZCCSS should have an operational base that demonstrates its commitment to and the value it places on Te Tiriti.</p> <p>This will be developed by:</p> <ul style="list-style-type: none"> • The KOPPS be reviewed and redeveloped utilising a Treaty of Waitangi ‘lens’. <p>The Council meeting practices should be reflective of a Māori world view. Including the following:</p> <ul style="list-style-type: none"> • The Council using deliberate practices of welcome, embrace and closure at its meetings, and the Council having an annual marae based hui.



Goal 3: *Engage with Society to Promote our Mission*

Strategic Activity	Achievements:
<p>Develop a communications strategy that ensures all research and policy positions are effectively communicated.</p>	<p>The communication strategy has had a multiple focus. During the first half of the year this was mostly the writing and publication of the Aroha Tētahi ki Tētahi work. However, a new style of combined newsletter has also been developed and well received. This newsletter, Kete Kupu, covers the range of NZCCSS work and is published bi-monthly. It has enjoyed a growing circulation with nearly 900 copies being distributed. The bi-weekly e-letter, Policy Watch, has also received strong favourable feedback and has been distributed to nearly 700 recipients. The web-site is kept up to date and the feedback from site visitors indicate that it is a valuable site for those interested in social justice issues.</p>
<p>Develop a communications strategy that provides for strategic placement of the research and policy positions so they gain maximum traction and results.</p>	<p>The Council's communication strategy has resulted in Council representatives being sought out for comment on social justice policy changes and emerging issues by media. Council regularly releases media statements, both through the secular and the Christian media. While the Christian media uptake is better than the mainstream media the Council's policy positions do receive reasonable coverage. This coverage is further enhanced through our internal publications and use of our website.</p>
<p>Undertake kaupapa based research that provides greater knowledge of social service issues and good practice. Ensure research is rigorous.</p>	<p>The Grassroots Voices research report (an exciting project focussing on the 'lived experience' of people who access Christian social services) was released early in 2009. This report provides an excellent evidence base to support Council policy positions and to assist within the analysis of emerging social service policy and implementation.</p> <p>During 2009 Council has researched the Christian social service response to the increasing demand for dementia services. This report was released in October 2009.</p>

Goal 4: *Interact Effectively with our Social Service Provider Base*

Strategic Activity	Achievements:
<p>Encourage member churches and agencies to identify with and feel valued by NZCCSS by regularly communicating with them.</p>	<p>Over this year we have been actively involved with our member church leaders. It has been through Church leader support and facilitation that the positive response from churches to the call for more action has been achieved. Church leaders have published a number of press releases supporting Aroha Tētahi ki Tētahi. They have promoted the call for more action on social justice issues to church gatherings and to conferences. NZCCSS and Church leaders have developed a strong relationship.</p> <p>The increasing circulation of our two main publications, Kete Kupu and Policy Watch, and the good ‘hit’ rate on our website indicate our methods of communication are well received by members.</p>
<p>Engage with church based social research units to share learning and to mutually support each others kaupapa.</p>	<p>The Council has hosted two meetings of Christian social service based researchers. The researchers have valued the opportunity to meet and a recent evaluation of the attendees indicates a desire to continue with these meetings at least twice a year. As a result of these meetings a greater degree of collaboration has developed with researchers sharing resources and ideas.</p>
<p>Undertake a membership survey to review how we best add value to our members, and to gain a greater understanding of their activities.</p>	<p>A telephone survey of all members has been completed. This has allowed Council to update its database and to better understand the size and scope of its member agencies and the services they deliver. A report on this work is available on our website.</p>



Goal 5: Respond Effectively to Emerging Policy Debate

Strategic Activity	Achievements:
As important policy debates emerge select those that are likely to have the greatest impact on the NZCCSS Mission and Values.	The Council continues to make submissions to parliamentary select committees on key issues. It makes media releases to promote more socially just responses and actively lobbies government ministers and opposition spokespeople on key issues.
Develop our responses to emerging policy so that NZCCSS can maximise its influence in the debate.	<p>NZCCSS maintains good linkages with government departments, especially the Ministry of Health and the Ministry of Social Development.</p> <p>The Council takes a lead role in ensuring Church leaders are kept well informed of current social service issues. This assists the Church leaders in their development of responses to these issues and positions them well for discussions with the nation's leaders.</p>
Consistently link back to our key messages and political engagement platforms. Ensure positions taken are readily defensible and factually based.	NZCCSS has developed an excellent reputation for the quality of its research. The publication of the first of the quarterly Vulnerability Reports occurred at the end of this financial year. These reports are proving to be a very effective tool in ensuring the Council can produce readily defensible policy positions based on the most up to date factual evidence.

Overall Strategic Benefit

Both the election of the National led government at the last election and the global financial crisis have provided challenges and opportunities. Council has responded well to these challenges by developing influential relationships with the new government.

The opportunity to use the increasing public awareness of the impacts of poverty has also provided Council with the opportunity to

extend its prophetic voice and for its messages to be heard more clearly. The implementation of its multi-faceted communication strategy has resulted in Council being seen as one of the main voices representing poor and vulnerable New Zealanders.

Operational Report

Financial

Council was fortunate during this Financial Year to gain MSD support to use funds (held on Council's behalf by one of its member agencies) for its general operating expenses. The release of these funds for this purpose along with and increased operating grant from MSD, the roll-over of our contract with the Ministry of Health and the continued support of our six foundation members the Anglican Care Network, Baptist Churches of New Zealand, Catholic Social Services, Presbyterian Support Services Inc and the Methodist and Salvation Army churches means that Council operated with a reasonable financial surplus for the 2008/09 Financial Year.

Valuable assistance was also provided by philanthropic organisations including Trust Waikato, JR McKenzie Trust and Thomas George Macarthy Trust. A number of smaller donations were also received from diocese, religious orders and individuals. Without this type of support our role as advocates for poor and vulnerable New Zealanders would be significantly more difficult.

Governance

The Council had a significant change in denominational representation during the 2008/09 year. In our November meeting our president Ross Kendrew resigned and Michael Greer was appointed as president. However, due to ill health Michael was unable to continue with his role as president, or as a Council member. In February 2009, Shaun Robinson was appointed as president.

Other members who resigned over the 2008/09 year were Catholic Social Services representative Eric Allan and Methodist representative David Hanna. New members welcomed to Council were Ian Donnelly (Catholic Social Services), John Murray and Brian Turner (Methodist Church).

Staff

The Secretariat has five permanent staff members who work a total of 4.2 full time equivalent positions. The roles of these staff members are:

- **Executive Officer**
Trevor McGlinchey
- **Finance and Office Administrator**
Bo Liu
- **Policy Advisors**
Paul Barber and Anne Kelly
- **Researcher/ Project Worker**
Dr Betsan Martin

Overall Operational Achievement

The Secretariat team, with the strong voluntary support of policy group members and denominational representatives on Council, has achieved the majority of its business goals for the 2008/09 Financial Year.

Economic Crisis

In light of the current economic crisis and international recession economic forecasters (and providers of social services) are predicting a high level of unemployment emerging over the next 12 months. This equates to many more New Zealanders living in poverty and experiencing the dreadful stress and life shocks of this state of existence. Social service providers will be inundated with ever increasing workloads.

Council members are responding well to the increased workload and a greater level of effort is being put into meeting the increased demand. Council will continue to advocate for all poor and vulnerable New Zealanders and will particularly focus on those with the greatest level of need.

Annual Accounts

For a full statement of our audited accounts, please contact our office by emailing admin@nzccss.org.nz, or phoning (04) 473 2627.

Statement Of Financial Performance For The Year Ended 30 June 2009

INCOME	FY 2009	FY 2008
Subscriptions	126,390	124,045
Contracts	203,772	124,289
Grants	141,846	100,500
Interest	30,426	35,143
Sale of Mailings & Donations	2,105	3,211
Fees for Other Services	5,714	275
	510,253	387,463
EXPENDITURE		
Staff Costs	327,477	309,597
Administration	61,303	60,783
Meetings & Projects	79,067	92,086
	467,847	462,466
Operating Surplus/(Deficit)	0	-75,003
Conference Surplus/(Deficit)	0	-12,216
NET SURPLUS/(DEFICIT)	42,406	-87,219

Statement Of Movements In Equity For The Year Ended 30 June 2009

ACCUMULATED FUNDS	FY 2009	FY 2008
Equity at start of the year	387,323	474,542
Net surplus/(deficit) for the period	42,405	-87,219
EQUITY AT END OF THE YEAR	429,728	387,323

Statement Of Financial Position As At 30 June 2009

ACCUMULATED FUNDS	FY 2009	FY 2008
	429,728	387,323
CURRENT ASSETS		
Bank & Cash	328,135	293,840
Accounts Receivable	6,107	5,417
GST Receivable	3,327	0
Short Term Deposits	100,000	200,404
Accrued Interest	8,045	7,856
TOTAL CURRENT ASSETS	445,614	507,517
NON-CURRENT ASSETS		
Fixed Assets	16,841	13,095
TOTAL ASSETS	462,455	520,612
CURRENT LIABILITIES		
Accounts Payable	6,497	14,158
PAYE + KS Payable	6,074	7,050
Income in Advance	0	96,846
GST Payable	0	1,589
Accruals	20,156	13,646
TOTAL CURRENT LIABILITIES	32,727	133,289
TOTAL NET ASSETS	429,728	387,323



