

# 2008



## ANNUAL REPORT



# 2009

Relationship Services  
Whakawhanaungatanga  
*helping you find your own answers*





## FROM THE CEO AND PRESIDENT

*It's not just our wallets that have been put under pressure in the past 12 months. The economic recession has also put our personal relationships under stress.*

The Relationship Services survey 'Dealing with Disagreements', conducted in 2008, found that 'money and financial security' was the most common cause of recurring disagreements in personal relationships. The current recession has again proven this to be correct.

Over the past year Relationship Services has experienced an increase in the number of couples and families seeking support to deal with their relationship issues. While counselling doesn't solve financial problems, it does help people find ways to handle the impact of those problems on their relationships.

Relationship Services has been providing comprehensive counselling and education services for individuals, couples and families for almost 60 years. We are proud of the work we do in supporting our vision of 'every person in Aotearoa/New Zealand relating in respectful ways that builds healthy, strong and just communities'.

Relationship Services' support of relationships includes helpful 'how to' advice on our website ([www.relate.org.nz](http://www.relate.org.nz)). Over 4,500 people visit our website each month to read the articles providing common-sense advice on how to maintain healthy relationships.

Over the past year 28,000 people sought counselling or attended education programmes run by our experienced counsellors and educators. Our regular client surveys show that over 99% of clients using our services found them helpful or very helpful.

This year we have continued to strengthen our involvement at both national and local government and community levels. Our staff are part of their local community and know its needs. Through our participation in local community networks we work hard to meet those needs. Nationally, we continue our collaborative involvements with the Taskforce for Action on Violence within Families and the Family Services National Advisory Committee, as well other committees where we can make an effective contribution. We value all opportunities for active involvement with Government to ensure that healthy relationships are achievable for all New Zealanders.

Championing service excellence is core to our work. We continue to support counsellors and educators with monthly supervision, as well as bi-cultural and domestic violence group supervision. Our counsellors and educators maintain their professional development through a comprehensive training programme.

Relationship Services continues to work hard to meet its commitment to Māori. Across the country we are seeing increased engagement with local iwi organisations to ensure that Māori are provided with valued and effective services.

The strength of Relationship Services comes from the people who make up the organisation. We are fortunate to have staff that provide a locally responsive service; administrators, counsellors, educators, contractors, Clinical Leaders and Area Managers committed to our work are key to Relationship Services' excellent reputation and work. The Board, National Leadership Team and National Office staff provide support and leadership to the organisation. We are grateful to all of these people who every day demonstrate their commitment to Relationship Services' vision.

**JANET HOLMES**  
*President*

**JEFF SANDERS**  
*Chief Executive*

## THE WORK OF RELATIONSHIP SERVICES...

*As New Zealand's largest counselling agency, Relationship Services has 185 counsellors and educators providing a wide range of counselling and relationship services in over 70 communities, large and small, throughout the country.*

### SUPPORTING COUPLE RELATIONSHIPS

From couples wanting to improve their relationship, to helping couples end a relationship 'well', we provided couple counselling to 16,600 people over the past year.

Relationship Services is known for its expertise in working with couples. This is a particular focus of our internal staff training, ensuring we stay at the leading edge of couple counselling.

During the past year we have developed a self-directed learning course which counsellors can work through in their initial weeks with the support of their Clinical Leader, rather than waiting for a formal course to be held.

Relationship Services is also committed to raising the standard of couple counselling throughout the sector. In August 2008 we brought Rebecca Jorgenson from the United States to run three two-day public workshops on 'Emotionally Focused Therapy', an attachment-based approach to working with couples. These were very well received by the 95 Relationship Services staff and 160 other counsellors who attended.

### ADDRESSING FAMILY VIOLENCE

In the two years since the 'It's Not Ok' campaign was launched, Relationship Services has seen a significant increase in the number of people asking for help to address issues around their behaviour and the way they relate to others.

Relationship Services offers a comprehensive range of family violence services working with both those affected by violence, and those who need to change their behaviour. We ensure that all counsellors, not just those delivering specialist family violence programmes, are trained to recognise and work appropriately with family violence issues.

### FOCUSING ON FAMILY WORK

Relationship Services supported thousands of families over the past year. In many cases this was achieved by working with parents to improve their parenting skills, enabling them to make positive changes to the way their family functions.

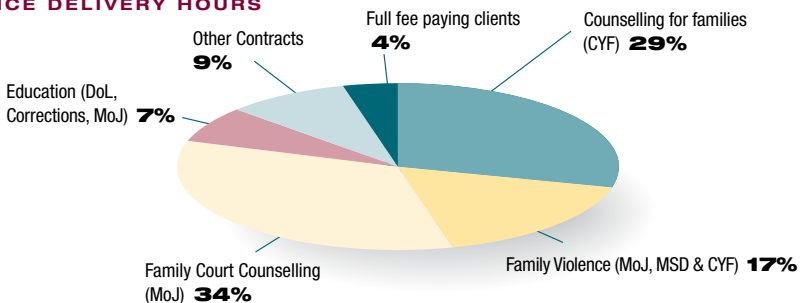
Over recent years we have increasingly worked with the larger family/whanau group, addressing complex issues and helping them make significant, lasting changes. Such work is intensive, and often requires collaboration with a number of other agencies.

In response to both the success of this approach, and the community need for it, Relationship Services has extended and developed our family services over the past year. We now provide child and family therapy services in our Auckland, Hamilton, Tauranga, New Plymouth, Wellington, Christchurch and Dunedin offices, and these teams support family services in other offices in their area.

### OUR WORK

In the 2008-09 year we worked with 28,240 people, and carried out 77,000 hours of counselling and education programmes.

#### SERVICE DELIVERY HOURS





## **WORKING WITH MĀORI**

Relationship Services is committed to being a responsive and responsible Treaty partner. During the past year we were pleased to start working with a number of iwi in innovative ways, supporting them to build capacity, and provide quality services that they are currently unable to deliver.

We continue to support our Māori staff by holding regular hui, providing an opportunity for networking and training. Ten of our Māori staff attended a 'Working with Whānau' hui to develop their skills, and the organisation's practice, in working appropriately with whānau groups.

Relationship Services staff have regular cultural supervision, and there are Māori/bicultural components in all staff training programmes. We believe that providing our staff with the skills to work well with Māori clients' increases their awareness of cultural differences, and improves their ability to work with clients from other cultures.

## **LEARNING NEW SKILLS**

Group courses and programmes are an excellent way of learning new skills in a supportive environment.

Relationship Services runs:

- 'Relating Well in New Zealand' to help new migrants settle successfully (for the Department of Labour)
- 'Parenting through Separation' to assist separated parents to focus on the needs of their children (for the Ministry of Justice)
- A parenting programme for prisoners (for the Corrections Department)

Relationship enhancing courses such as 'Dads Relate' are run in a number of areas according to local demand. We have also developed courses to meet specific needs such as 'When the Wheels Fall Off', a programme run in Taranaki secondary schools to reduce abusive behaviour, and 'Positive Pathways' in Tauranga, an intensive programme for young adolescent boys (11-14 years) and their families.

## **DEVELOPING OUR INFRASTRUCTURE**

The past year has seen Relationship Services make the first significant upgrade to our Information and Communication Technology systems for many years. Although not yet fully implemented, we are already seeing the benefits of offices being on a single network, and more computers available for counsellors to use.

Along with improvements to the technology, we have run training courses for our administrators. The administrator is a key person in all our offices, welcoming clients who are often feeling stressed, and keeping the whole office running smoothly.

## **FINANCIAL RESULTS 2008-2009**

It is pleasing that a surplus of \$143,692 was achieved for the year. Relationship Services' annual turnover is now \$9,885,976 which means the surplus is only 1.5% of our total income. Relationship Services ensures that funding received for services is used to provide services for those who need them.

The financial position at 30th June 2009 is sound, with liquid assets covering four months of operational costs. Our Reserve Fund now stands at \$991,527. Donations and grants received of \$456,221 were an important part of our income. We are extremely thankful to our donors for joining with Relationship Services to assist so many in the community.

*Summary Financial Statements are printed on the back of this Report*

## THANK YOU TO OUR SUPPORTERS

Relationship Services is grateful to those organisations that have partnered with us to make a difference in the community. These grants and donations have enabled us to work with many more people who would otherwise be unable to afford professional support.

Grants have also been provided to assist Relationship Services in developing and providing training for staff. This ensures that we continue to offer a high quality professional service to clients.

We acknowledge that the past year has been a very difficult one for grant making organisations as many have faced a significant drop in funds available for distribution, at the same time as community groups faced an increase in the demand for their services.

Relationship Services continues to be indebted to the sponsorship given by Telecom through its Community Connection programme, which this year made a vital contribution to our Information and Communication Technology upgrade project.

Relationship Services, and our clients, thank each of these organisations for their support over the past year:

Community Organisation Grants Scheme (COGS)  
Eastern and Central Community Trust  
George Brown Trust  
Hamilton City Council Community Well-Being Fund  
Hutt City Council Community Development Fund  
Hutt Mana Charitable Trust  
LW Nelson Trust  
New Zealand Lottery Grants Board  
Telecom New Zealand Ltd  
The Lion Foundation  
The Southern Trust  
TSB Community Trust  
West Coast Community Trust

### Friends of Relationship Services

Marriage Guidance Taranaki Trust  
Margaret Mitchell Wilson Christon Trust, Oamaru



### PATRON

His Excellency,  
The Hon Sir Anand Satyanand, GNZM, QSO  
*Governor-General of New Zealand*

### BOARD OF GOVERNANCE

Janet Holmes, *President*  
Hamiora Bowkett  
Suzanne Carter  
Maree Edwards  
Shenagh Gleisner  
Bob Manthei  
Jill Nuthall  
Ani Pitman

### MANAGEMENT TEAM

Jeff Sanders, *Chief Executive*  
Cary Hayward, *National Practice Manager*  
Bernie Holden, *National Operations Manager*  
Cecilia Kim, *National Finance Manager*  
Wayne Sims, *National Manager Information Services*  
Sue Small, *National Operations Manager*  
Rihi Te Nana, *National Manager Māori Development*  
Jo-Ann Vivian, *National Practice Manager*

### DIRECTORY

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Whakawhanaungatanga  
Registered Office  
Level 6, 69-71 Boulcott St  
PO Box 2729, Wellington 6140  
Telephone: 04 472 8798  
Email: [reception@relationships.org.nz](mailto:reception@relationships.org.nz)

### [www.relate.org.nz](http://www.relate.org.nz)

Bankers: Westpac  
Auditors: PKF Martin Jarvie

*Our thanks to the families and staff, the Ministry of Social Development, and Taranaki Daily News who assisted with photos.*

## SUMMARY FINANCIAL STATEMENTS for the year ended 30 June 2009

### STATEMENT OF FINANCIAL PERFORMANCE for the year ended 30 June 2009

	<i>This Year</i>	<i>Last Year</i>
<b>OPERATING INCOME</b>		
Child Youth and Family	3,281,143	2,888,327
Regional Income	6,363,595	5,255,579
Interest Received	110,397	154,150
Miscellaneous Income	130,841	87,564
<b>Total Operating Income</b>	<b>9,885,976</b>	<b>8,385,620</b>
<b>LESS EXPENDITURE</b>		
Central Administration Expenditure	709,888	634,178
Regional Expenditure	9,178,966	8,077,836
<b>Total Expenditure</b>	<b>9,888,854</b>	<b>8,712,014</b>
<b>NET OPERATING SURPLUS (DEFICIT)</b>	<b>(2,878)</b>	<b>(326,394)</b>
Special Purpose Grants and Donations	456,221	577,646
Special Purpose Grants Expenditure	(228,552)	(235,757)
<b>SURPLUS (DEFICIT) FOR THE YEAR BEFORE TRANSFERS</b>	<b>224,791</b>	<b>15,495</b>
from/ (to) RSW Development Reserve	(81,099)	(66,502)
<b>SURPLUS (DEFICIT) FOR THE YEAR</b>	<b>143,692</b>	<b>(51,007)</b>

### STATEMENT OF MOVEMENT IN EQUITY for the year ended 30 June 2009

	<i>This Year</i>	<i>Last Year</i>
Accumulated Funds and Reserves at the beginning of the year	1,929,937	1,914,442
Net (deficit)/ surplus for the year	143,692	(51,007)
(Decrease)/ Increase in RSW Development Reserve	81,099	66,502
Total Recognised Revenues and Expenses for the year	224,791	15,495
Accumulated Funds and Reserves at the end of the year	<b>2,154,728</b>	<b>1,929,937</b>

### STATEMENT OF FINANCIAL POSITION as at 30 June 2009

	<i>This Year</i>	<i>Last Year</i>
<b>CURRENT ASSETS</b>		
Bank Accounts	1,597,946	1,796,274
Petty Cash	3,220	3,120
Accounts Receivable	859,722	485,461
Assets Held for Sale	26,556	0
Work in Progress	653,411	431,103
Prepaid Expenses	47,119	22,564
<b>Total Current Assets</b>	<b>3,187,974</b>	<b>2,738,522</b>
<b>FIXED ASSETS</b>	<b>669,568</b>	<b>733,606</b>
<b>Total Assets</b>	<b>3,857,542</b>	<b>3,472,128</b>
Less:		
<b>CURRENT LIABILITIES</b>		
Accounts Payable	314,133	250,728
Marriage Guidance Taranaki Trust	281,000	281,000
Income in Advance	277,577	346,424
Goods and Services Tax	125,680	56,891
Employee Entitlements	704,424	607,148
<b>Total Liabilities</b>	<b>1,702,814</b>	<b>1,542,191</b>
<b>NET ASSETS</b>	<b>2,154,728</b>	<b>1,929,937</b>
Represented by:		
<b>ACCUMULATED FUNDS</b>		
Balance, Beginning of the year	599,573	650,580
Surplus/(Deficit) for the year	143,692	(51,007)
	743,265	599,573
<b>RESERVES</b>	<b>1,411,463</b>	<b>1,330,364</b>
<b>Total Accumulated Funds and Reserves</b>	<b>2,154,728</b>	<b>1,929,937</b>

### STATEMENT OF CASH FLOWS for the year ended 30 June 2009

	<i>This Year</i>	<i>Last Year</i>
Net cash flows from operating activities	(124,177)	877,550
Net cash used in investing activities	(74,051)	(187,292)
Net increase /(decrease) in cash held	(198,228)	690,258
Opening cash balance	1,799,394	1,109,136
<b>Closing cash balance</b>	<b>1,601,166</b>	<b>1,799,394</b>

### NOTES TO SUMMARY FINANCIAL STATEMENTS

- The specific disclosures included in the summary statements have been extracted from the full financial statements authorised by Relationship Services Board on 28 September 2009. The summary financial statements cannot be expected to provide as complete an understanding as provided by the full financial statements, consisting of Statement of the Financial Performance, Statement of Movement in Equity, Statement of Cash Flows, and Notes to the Financial Statements and Audit Report.
- A copy of the full set of financial statements is available by contacting Relationship Services, or on our website, [www.relate.org.nz](http://www.relate.org.nz)