



MA PANGO MA WHERE KA TUITUI TATOU
Raeburn House
CONNECTING PEOPLE – BUILDING COMMUNITIES

Annual Report

July 2014 - June 2015

North Shore Community Health Network

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• *Ma Pango Ma Whero Ka Tuitui Tatou* •

Connecting People - Building Communities

Acknowledgements

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David Levene Foundation | Christine Taylor Foundation | Becroft Foundation | Louisa & Patrick Emmett Murphy
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Auckland Council Local Boards

Kaipaitiki | Devonport/Takapuna | Hibiscus and Bays | Upper Harbour

To all those individuals and organisations too numerous to name who have supported Raeburn House during the year, **thank you**.

With special thanks also to our Honorary Solicitor Clive Bennett, our Accountant Judith Batt and our Auditor Hayes Knight



OUR VISION

Wellbeing: Healthy People -
Connected Communities in Tamaki Makaurau / Auckland

OUR MISSION

Connecting People -
Building the Wellbeing of Communities

OUR VALUES

Manaakitanga | Honouring Diversity | Innovation |
Intergrity | Communication

OUR STRATEGIC GOALS

Innovative Leadership

Raeburn House will provide visionary leadership to support development of communities

Community Engagement and Participation

Raeburn House will respond and align services to identified diverse communities' needs

Strategic Relationships

Raeburn House will develop and maintain positive relationships with key stakeholders

Social Enterprise

Raeburn House will research and develop social enterprise initiatives to ensure sustainability of the organisation

Ways to Wellbeing

Raeburn House will promote the use of "Ways to Wellbeing" as guiding principles within diverse communities

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Introduction - Raeburn House

Raeburn House is a leading community wellbeing/community development organisation in Auckland North. Raeburn House demonstrates that by working alongside people and communities the social fabric of communities is strengthened.

Research and literature findings indicate that when communities are well informed, have access to information, resources and support, and are engaged in identifying their own health needs and solutions - then the well-being of populations and the health outcomes in those communities is greatly improved (World Health Organisation).

Raeburn House offers six services which work across three core areas:

-  Community wellbeing
-  Mental wellbeing
-  Diversity and social cohesion



Raeburn House Team 2014-2015



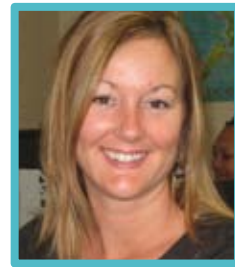
Chief Executive
Carol Ryan



**Migrant Services
Project Leader**
Sarb Lester



Operational Leader
Amberlee Wharton



**Programmes
Co-ordinator**
Kimberly Lamb



Accountant
Xiaoying Zhang



**Strengthening
Families Co-ordinator**
Sandra Hill



**Strengthening
Families Co-ordinator**
Julie Walker



**IT Support
Administrator**
Venkat Sai Gonugunta



Graphic Designer
Elson Ong



**Settlement Support
Advisor / Project
Co-ordinator**
Delaram Khezri



**Contractor: Director,
The Whiteboard
Project**
Sally Clarkson



**Contractor
& Marketing
Coordinator**
Maria Thorndyke

Volunteers

Adrienne Grace
Alice Huang
Ancy Aneesh Paul
Angela Kim
Beth Pool
Brigid Furness
Charlie Wong
Doris Lim
Emmy Mei
Felicia Lee
Irene Siew
Iwona Slawinska
James Chia
Jeannie Wang
Linda Lee
Maria Campeanu

Ming Qian
Miranda Yap
Mridul Chabba
Nancy See Molina
Nola Pavitt
Nipun Marjara
Peggy Lee
Regina Rhee
Ruby Alumasa
Shailender Kunamalla
Siew Luan Ong
Sally Ann Cain
Salome Gilbert
Soo Ham
Sue Kim
Zoe Lee

Facilitators

Gudrun Frerichs
Alene McCollam
Jo Larsen-Harris
Karen Venter
Sue Beresford
Carol Ryan
Sally Clarkson
Miriam Aoake
Maria Thorndyke
Mariana Torkington
Nicola Duncan
Tamati Ihaka
Dr Hillary Bennett
Gerry Lynch
Clinical Supervisor
Dr Ruth Jillings

Patrons

Dr Max Abbott
Cheryl Hamilton
Assoc. Prof. John Raeburn
Accountant
Judith Batt
Auditor
RSM Hayes Audit
Honorary Solicitor
Clive Bennett
Honorary Life Members
Glennys Adams
Jen Green
Cheryl Hamilton
Shirely Prouse
Student Placement
Godelieve Ngaruko

Board Members 2014-2015



Sue Beresford - Chairperson

Sue is a Registered Psychotherapist who has been working in both the mental health sector and private practice for the past 20 years. During this time, she has specialised in the areas of mental health diagnoses, dissociation and trauma. Her passion is working with people from teenagers through to older adults and facilitating their ability to reach some of their dreams. Sue has trained in a wide range of modalities including CBT, DBT, NLP, Psychodynamic, Trauma models, Gestalt and Multi-modal therapy. As well as providing counselling and therapy she provides supervision, training and consultation. Sue is also on the steering group Shared Vision North Harbour and the regional steering group of Shared Vision.

Maurice Murphy - Treasurer

Maurice has had an extensive career in the banking industry spanning New Zealand, Singapore and Australia the latter being in Private Banking. As Maurice has spent part of his career in Asia he has a particular interest in working with other cultures from this region. His interests include road cycling, reading and travel.



Hillary Bennett

Hillary is a registered psychologist and director of Leading Safety and of the Resiliency Centre. She works alongside organisations to develop healthy and safe workplaces, to improve the wellbeing of all employees.

Judy He

Judy came to New Zealand from Beijing China in 1997. As a retired senior engineer she came to New Zealand to be with her family as her daughter was working in Auckland. Judy has been working voluntarily for the Chinese community on the North Shore and Auckland for more than 10 years. Judy is currently the chairperson of the New Zealand Rights and Policy Concern Inc, coordinator of North Shore Chinese Community Network and board member of Age Concern North Shore. Judy has a passion for working with Migrants and older people.



Jannie Allen

Jannie Allen is employed as a career consultant with careers NZ. Her special interest is cross cultural communication and she has been working with migrants for the past 10 years. Prior to working in the careers field she taught secondary school art and was a social worker with Auckland Hospital extramural services. She graduated from the University of Auckland with a BA/LLB and has a Post Graduate Diploma in Teaching.

Kerryana Watkins

Kerryana Watkins is employed with Te Puna Hauora O Te Raki Paewhenua as a Community Service Worker. Over the last 12 years she has worked extensively in the field of Trauma and Violence and has a passion for Whānau ora.

Chairperson's Report



Sue Beresford
Chairperson

Change seems to be one of the most consistent aspects of community engagement and social enterprise over the past twelve months and will probably continue for some time to come. Change is the one aspect that has been a constant for Raeburn House this year. The most major change, which has been very positive, has been expanding and moving into the Norman King Building in Northcote. This move has evolved over a few years with the purpose of Raeburn House being situated in areas to meet the highest needs of the local community. We enjoyed welcoming and being welcomed by the Kaipatiki community at the opening ceremony and the many friends and stakeholders who attended. All the team look forward to ongoing collaboration within the area and the services we can offer people in the wider community.

Raeburn House has also had changes with some of our contractors and funders in line with overall changes within the wider health and community areas. We continue to value the ongoing support from our funders and stakeholders and the many others who support the important work we do. Without your ongoing support there would not be the positive changes for people as outlined in this report.

An important part of change and adaptation to change is having the best people possible who are committed to excellent service. The Board would like to thank our Chief Executive Carol Ryan for her ongoing dedication and effective management of the Raeburn House team. Carol's ability to manage the team and services is seen in the minimal staff turnover, the positive atmosphere of the team and their ability also to make changes as needed for the varied services Raeburn House provides. On behalf of the Board I would like to acknowledge all the team, including our wonderful volunteers, and we look forward to current and new ventures in the year to come.

As Board Chairperson I would also like to thank our Board members for their support and dedication to overseeing the functioning of Raeburn House. I am grateful to have worked with a professional and enthusiastic team. It is also with regret that we say goodbye to two of our long term Board members, Hillary Bennett and Jannie Allen and wish them well in future ventures.

Over the next year the team at Raeburn House will continue to engage with the needs of community and continue to meet the core values of providing efficient and effective services that will enhance the wellbeing of all in the community.

Sue Beresford
Chairperson

“An important part of change and adaptation to change is having the best people possible who are committed to excellent service”

Chief Executive's Report



Carol Ryan
Chief Executive

The belief in the potential of all people, families and communities is at the very heart of Raeburn House and drives all that we do. It gives me great pleasure to recognise and share the achievements made by our communities over the past year and to acknowledge and celebrate the wellbeing gains achieved for diverse populations across the Auckland region.

Raeburn House occupies the unique intersection between the health and social sectors, a crucial space for the achievement of wellbeing at an individual, family and community level. Indeed, it was the community itself that first identified the synergetic relationship between mental wellbeing and positive community development. Over 30 years ago, a group of visionary volunteers recognised the intrinsic link between resilient populations and resilient communities, and Raeburn House came into being with a community mandate to support and create opportunities for wellbeing at every level.

Paul Born, a leading thinker in international community development, summarises the implicit connection between individual and community wellbeing this way, *"When we feel we belong, we feel safe and fulfilled, and when we feel safe and fulfilled, we can dare to develop hope and common purpose"*

On June 12th of this year, Raeburn House was honoured to host a community event to celebrate what our communities can achieve when they dare to develop a common dream. The launch of the Norman King Community Hub, a vibrant, multi-agency community asset, represents the achievement of a collective vision, 7 years in the making. Raeburn House has been privileged to lead the development and has been enriched by the collaborative relationships that support and drove the process. I would especially like to acknowledge the invaluable support of Jill Nerheny (Kaipatiki Community Facilities Trust) Auckland Council – in particular Ian Fisher and Carole Blacklock), Kay McIntyre, Chairperson Kaipatiki Local Board and Local Board Members, Foundation North and importantly, the support of the people of Kaipatiki and the wider Auckland North community.

“ When we feel we belong, we feel safe and fulfilled, and when we feel safe and fulfilled, we can dare to develop hope and common purpose ”

It is this commitment to encourage leadership at all levels that generates measurable outcomes across communities. On an individual level Raeburn House supports people to take leadership of their own wellbeing gains, offering a range of high quality, community-based mental wellbeing courses, workshops and activities, accessible and welcoming of all. Earlier this year, Raeburn House was pleased to further increase the accessibility of our Building Resilience Programme through the implementation of a new referral system by which doctors and health care professionals can refer people to our programme at no cost to the participant. This is a real achievement for our communities and has been made possible by our collaborative partnership with the Waitemata District Health Board (Waitemata DHB) – we very much appreciate the Waitemata DHB's continued support and their shared commitment to the wellbeing of the Waitemata community.

Raeburn House is acutely aware of the challenges faced by our communities and in particular, the unique pressures experienced by our most vulnerable members. We remain steadfast in our commitment to the ongoing provision of responsive support to improve outcomes for all people, families and communities. Equally, we recognise the strengths in our communities and the inherent resilience that we all possess. Our communities hold a myriad of treasures, talents and assets that are capable of generating the solutions to any challenges our communities face.

As an asset-focused organisation, Raeburn House has continued to further imbed a Results Based Accountability (RBA) reporting framework across all service lines, allowing us to effectively articulate the real difference made by our services. Throughout the 2014/15 year, we have continued to meet the demand for RBA training across the community sector, developing an RBA Advance programme and delivering tailored RBA training directly to agencies and to Auckland Council Local Boards. Raeburn House especially acknowledges the contribution of Sally Clarkson, principle contractor and director of the White Board Project, Sally's deep and broad knowledge base, extensive experience at a regional and national level across the government and non-government sectors, along with her passion for inclusive communities has added real value to our RBA training programme and to our mentoring service delivered through the Ministry of Social Development's Community Investment Resource scheme.

Special thanks to Waitemata DHB Mental Health Services, Ministry of Social Development, Department of Internal Affairs, Auckland Council, the Auckland North Local Boards, ASB Community Trust, Lottery Community and many others, for their continued support. It is much appreciated.

The excellent outcomes achieved for our communities this year are a credit to the passion and talent of vibrant team, I especially acknowledge the extra mile given by each and every staff member who ensured that high quality service provision to the community continued during a time of significant transition and change. To our Kaumatua – John Marsden, Clinical Supervisor – Ruth Jillings, and Facilitators and Volunteers, it is a privilege to work with you and thank you for your support and commitment to the work of Raeburn House.

“Imagination is more important than knowledge. For knowledge is limited to all we now know and understand, while imagination embraces the entire world, and all there ever will be to know and understand”

This period of expansion and growth would not have been possible without the insightful governance of the Raeburn House Board. A special thank you to our Chairperson Sue Beresford for her stable and knowledgeable leadership and our board members Maurice Murphy, Jannie Allen, Hillary Bennett, Kerry-Ana Watkins and Judy He for their invaluable contributions. Earlier this year we sadly farewellled Judy He and now on the eve of the new Raeburn House appointments, we farewell Dr Hillary Bennett (Vice-Chair) and Jannie Allen (Secretary). We have been blessed to have their wisdom and guidance.

To see a world full of aroha, richness and wondrous possibilities, we can, together, create a platform for transformational change, innovation and ingenuity.



Carol Ryan
Chief Executive

Norman King Community Hub



On June 12, 2015 Raeburn House was delighted to host the grand opening of the Norman King Community Hub (NKCH). This exciting new community asset is a vibrant, multi-agency hub that supports the wellbeing of populations across the Auckland North region.

History:

Throughout 2005 and 2006, the Kaipatiki Community Coordinator, Jill Nerheny undertook an extensive grassroots consultation process with the wider Auckland North community sector, including many organisations and individuals who work with and for refugee and migrant communities. This process confirmed the need for a centrally located integrated community and migrant resource hub.

After many months of consultation, a project paper was generated and the information gained from discussions and communications were reported back to the Harbour Ward Refugee and Migrant Network for comments. The Kaipatiki Community Coordinator and the wider community informed the Birkenhead Northcote Community Board of the process and in 2006 presented to them the full aspirations of the Harbour Ward Refugee and Migrant Network. The presentation highlighted the need for a site where the focus was on new residents city wide, an integrated site where they could access information and support quickly and efficiently. The review identified the site as the Norman King Building in Northcote Town Centre.

In 2008, the North Shore City Council signed a lease agreement for one half of the first floor of the Norman King Building to be used by the North Shore Community as a Multi-Agency Community Hub. As one of the leading community development organisations in Auckland North, with a known reputation for inclusive community engagement practise, Raeburn House was invited to lead the development and coordinate fair and inclusive administration of the Hub.

The vision of a culturally inclusive, multi-agency community space to resource and support individuals, families and groups from every background became a reality and for the past seven years the Norman King Community Hub has been enthusiastically embraced by the Auckland North community, with a diverse range of services and activities taking place and over 50,000 people accessing its community resources over that time.

As the Hub's reputation for community inclusiveness grew, foot traffic and interest in use of the space for community activities, groups, and projects also increased and it soon became clear that in order to meet burgeoning community demand, the Norman King Community Hub needed to expand.

Originally designated a 200-m² space on level one of the Norman King Building, Stage 2 got underway in October 2014 when Auckland Council transferred the remaining half of level one from the business portfolio into the hands of community to expand and improve on the existing success of the Hub.

In preparation for the increased level of community participation that the completion of Stage 2 would bring, Raeburn House recently undertook a complete refurbishment of the building to create a clean and welcoming space for our communities to enjoy.

On June 12th, Raeburn House was joined by over 200 people to celebrate the official opening of the Norman King Community Hub. The newly renovated building offers office space, hot desk space, two seminar rooms and a bright and spacious café styled kitchen and dining area. Raeburn House thanks the Kaipatiki Local Board, Auckland Council, the Kaipatiki Community Facilities Trust and Foundation North for their continued commitment. We especially thank the Auckland North community for their unwavering support which ensured that the vision for the Norman King Community Hub progressed steadily from an ambitious idea to an exciting reality.



The opening of Norman King Community Hub



Community Development

Working together inclusively and collaboratively to generate solutions and opportunities for communities.



At Raeburn House, the wellbeing of people, families and communities is at the heart of all that we do. Our inclusive approach to community development is based on the principle that strong, vibrant communities are created by connected, resilient populations who not only possess the capacity to pursue their identified health gains, but also actively participate and contribute to the development of communities they value.

In 2013, Raeburn House adopted the Mental Health Foundation's 5 Ways to Wellbeing; all programmes are designed and delivered to contribute to enhanced community wellbeing under these five evidence-based action areas to improved individual and collective wellbeing.



- ✿ Connect
- ✿ Keep Learning
- ✿ Take Notice
- ✿ Keep Learning
- ✿ Give

In late 2014, Raeburn House engaged and consulted with members of the Kaipatiki community to identify practical ways to celebrate and promote the 5 Ways to Wellbeing at a community level. The collective response was clear: the local community welcomed an opportunity for a family-friendly event to celebrate the multicultural diversity of the region. In March 2015, in partnership Kaipatiki Community Facilities Trust and the Kaipatiki Local Board, Northcote Now – A Celebration of Diversity, Culture and the 5 Ways to Wellbeing, was delivered for the first time in the Northcote Town Centre. With a vibrant range of cultural performances, free entertainment for children and information stalls promoting community wellbeing,

Northcote Now was a locally driven success, receiving positive feedback and community requests for more.

Raeburn House is passionate about the creation of community conditions that facilitate health equalities across all socio-economic and cultural demographic groups. Our vision for Healthy People – Connected Communities in Tamaki Makaurau/Auckland, is closely aligned to the Ottawa Charter's five action areas:



- ✿ Building Healthy Public Policy
- ✿ Developing Personal Skills
- ✿ Strengthening Community Action
- ✿ Reorientation Health Services
- ✿ Creating Supportive Environments

Raeburn House's vision for healthy, inclusive communities is also underpinned by our commitment to the principles of the Treaty of Waitangi. Over the past year we have been delighted by the positive community response to our Treaty workshops delivered in partnership with our valued community partner, Tamati Ihaka from Whanau Marama Parenting.



Throughout 2014/15 Raeburn House has worked collaboratively with many community organisations and other government and non-government agencies, across the many sectors including the community, health, social service and educational sectors to achieve and progress our mission: Connecting People- Building the Wellbeing of Communities.

Highlights Include:

- ✿ The development, refurbishment and launch of the Norman King Community Hub
- ✿ Welcome to Auckland Workshops across North Shore and Waitakere
- ✿ Coordinating Shared Vision North Harbour – Promoting Mental Wellbeing in Our Community
- ✿ Results Based Accountability Workshops and Mentoring
- ✿ Capability Investment Resource (CIR) Mentoring
- ✿ Northcote Now – a community celebration of diversity and wellbeing
- ✿ Global Food and Friends
- ✿ The Community Volunteer Centre
- ✿ Cross-sectoral attendance at key community meetings and forums, including the Multi-Agency Strategic Team (MAST), Waitemata Stakeholders Network (WDHB), Work and Income meetings and Auckland Council and Local Board consultations
- ✿ Continued membership and involvement in ADAN (Auckland Diversity Alliance Network)



Resource & Information

Provides community and mental wellbeing information to support individuals, families and communities to achieve wellness.



Connecting with Communities

The Resource and Information service provides health and social service navigation to individuals, families and groups seeking support in their local community.

This solution-focussed service offers free and confidential advice and support to people experiencing life challenges and is committed to the provision of up-to-date information across multiple platforms.

Throughout the 2014/15 year, this service has continued to provide phone, email and in-person support to diverse populations across the Waitemata and wider Auckland region and has noted a significant increase in the number of people accessing our online Directory of Support Services.

“This exciting new innovation makes essential support information even more accessible”

Some of the most common issues people accessed Resource and Information service for include:

-  Mental Health Services Navigation
-  Depression and Anxiety
-  Self Esteem and Confidence
-  Social Isolation
-  Parenting
-  Emergency Housing
-  Relationship Issues
-  Low-cost Counselling

In February this year, we were delighted to launch a free Directory of Support Services App, this exciting new innovation makes essential support information even more accessible and was made possible by a team of three talented IT students who developed the App as a final project to complete their degrees, a big thank you to Moha Azari, Jason Knight and Tina Chisolm.



Community Feedback

“Thank you! Your service is so helpful and friendly”

“The directory is a fantastic resource for every community member”

“I appreciate the services Raeburn House provides and also know they are only a phone call away for assistance”



Building Resilience: Courses, Groups and Workshops

Community-based education with a focus on enhancing wellbeing and improving capability to affect positive change for individuals, families, and groups.



Kimberly Lamb
Programmes
Coordinator

Dr Ruth Jillings
Clinical Supervisor

The Building Resilience Service provides community-based opportunities for people from every socio-economic and cultural background to achieve improved wellbeing, develop their personal capacity and strengthen inner resilience. Each Building Resilience programme is developed in response to identified community needs, with a focus on quality, accessibility and measurable wellbeing outcomes for all participants.

Throughout the 2014/15 year, Raeburn House has continued to provide a diverse range of courses and workshops that are responsive to the wellbeing needs of the Waitemata population. In January 2015, with the support of the Waitemata District Health Board, we were pleased to implement a new referral system that allows doctors and health professionals to refer people experiencing mild to moderate mental health issues to our

Building Resilience programme at no cost to the participant.

Participation rates have continued to grow over the past year; some of the most popular topics include:

- ✿ Moving Past Depression & Anxiety (increased to 8 weeks in response to need)
- ✿ Managing Anger & Stress
- ✿ Building Self-Esteem & Confidence
- ✿ Mindfulness

The Building Resilience Programme continues to accept self-referrals from people that wish to enrol individually and also receives referrals from counsellors/therapists, statutory agencies and a range of healthcare professionals who recognise the valuable health gains that are achieved through participation in our programme.



Programme Coordinator, Kimberly Lamb, and our talented team of facilitators are committed to providing an inclusive, high quality service for all. We are very grateful to our wonderful facilitators, and to our Clinical Supervisor, Dr Ruth Jillings, whose professionalism and commitment to the vision of inclusive wellbeing contributes significantly to the success of the programme.

“Raeburn House is passionately committed to ensuring that our communities receive the very best opportunities for personal growth.”

Course & Workshops:

- | | | |
|---------------------------------------|--|----------------------|
| ✿ Arts Therapy | ✿ Managing Anger and Stress | ✿ Treaty of Waitangi |
| ✿ Assertiveness and Confidence | ✿ Communicating Effectively in Relationships | ✿ New Horizons |
| ✿ Managing Depression and Anxiety | ✿ Meditation | ✿ And much more..... |
| ✿ Building Self Esteem and Confidence | ✿ Mindfulness | |

Difference Made: Resilient Communities

Feedback

“I am coming away with a clearer understanding of why I behave the way I do and how to behave more appropriately when angry. I now feel more rational and wise instead of emotional. I have learned how to look at things more objectively”

- Participant of Managing Anger and Stress

“Love the facilitator. Every single one of my expectations was met. It was very helpful and I will use everything I learnt in my life. My days are better in all ways. It helped me realise that the help I needed was in my own hands”

- Participant of Managing Anger and Stress

“This course was an eye-opener... It exceeded my expectations and has opened the door to a whole new way of viewing the world”

- Participant of Mindfulness course

“It is helping me manage physical pain and is giving me that chance to rebuild my life”

- Participant of Mindfulness course

Success Story



Ashley was suffering from depression and low moods. She went to her doctor for help and was referred to Raeburn House to attend the Moving Past Depression and Anxiety course.

After the final session of the course, Ashley approached our facilitator and told her she had really enjoyed the course and although she had no idea what to expect, it exceeded her expectations. The great learning environment, practical information and advice she received has made a huge difference in her day to day life, with her mental well-being. She thought the other participants in the course were respectful, supportive and on the same path of discovery as she is. Her relationships with others are functioning better. She feels calmer and in control of her moods and feelings. Ashley also expressed that she is now smiling for the first time in a very long time.

93%  of participants reported that they gained the skills and tools to enhance their wellbeing

825  Participants

155  Course, Groups and Workshops

Building Resilience Training

Capacity and capability training for the not-for-profit, business, and community sectors.



Sally Clarkson
Director, The
Whiteboard Project



Carol Ryan
Chief Executive



Dr Ruth Jillings
Clinical Supervisor



Dr Hillary Bennett
Resiliency Centre Director

As well as providing Building Resilience courses, groups and workshops directly to members of the community, Raeburn House is pleased to deliver Resilience Training to the wider community sector and to government and non-government agencies across the Auckland region.

Our high quality range of professional development workshops have been developed in response to an identified need within the sector for relevant and topical training opportunities that support the development of a resilient social profit sector with a highly capable workforce.

In the 2014/15 year, Raeburn House was delighted to continue the roll out of an innovative series of workshops, packaged into two distinct yet complimentary toolkits: The Resilient Community Worker Toolkit, designed and delivered by psychologist Dr Ruth Jillings, and the Resilient Community Leader Toolkit, designed and delivered by psychologist Dr Hillary Bennett.

Participant feedback has been consistently positive, with participants rating each workshop as highly effective, relevant and applicable to their field of work.

Topics covered in the 2014/15 period include:

- Communicating with Others on Difficult Matters and in Difficult Situations
- Caring for and Keeping Myself Safe While Caring for Others
- Working with Diversity
- Facilitation Skills
- Dealing Fairly and Consistently with Others
- Engaging and Coaching Others

Alongside the provision of the Resilient Community Workers & Leaders Toolkits, Raeburn House has continued to meet the high level of demand for our popular Results Based Accountability series, including Asset Based Community Development, Collective Impact and RBA Mentoring. This year, in response to requests from agencies, Raeburn House added two new workshops to our capability and capacity training series: RBA Advanced and Accountability the RBA Way.

These dynamic workshops continue to resonate with organisations and agencies seeking effective tools to articulate the real difference made by their services at a community level and have been successfully delivered throughout the year by Raeburn House's Chief Executive, Carol Ryan, and Sally Clarkson, Director of the White Board Project.

Feedback

30 Workshops

282 Participants

“It was a really interesting and useful topic. The information was very clear and delivered in an easy going and fun manner”

“So effective beyond ‘just’ the workplace. I plan to implement these tools into every aspect of my life”

“I have heard about it for years, happy to start my journey of RBA. The humour and stories supported our learning”

“This workshop presented excellent theoretical concepts that can be easily be applied to a practical level for community development”

“Inspirational, very helpful in my own journey of working with others and encouraging us to stay on track, be positive and stick to the framework”

Strengthening Families

Strengthening Families
Whakapiripiri Nga Whānau

Strengthening Families is dedicated to helping whānau and families connect with the support services and agencies they need.



Julie Walker

Throughout 2014/15, the Raeburn House Strengthening Families Service has been privileged to work alongside local whānau/families to help them connect with the services and agencies that they need to achieve their identified goals.

The heart of Strengthening Families is about supporting whānau/families with life's difficult challenges. Strengthening Families is a collaborative process that works to identify solution-based pathways to achieve positive outcomes that are set by the families/whānau themselves. The ongoing aim is to shift the focus from crisis intervention, giving whānau/families the right support when they need it, before any difficult situations get worse.

Strengthening Families is a free and inclusive service that works with a diverse range of ethnicities across a broad range of cultural groups. One of Strengthening Families key strengths is that it is a voluntary, family/whānau led process, in which families feel valued and empowered during what can sometimes be difficult situations.

In July 2014, the Raeburn House Strengthening Families contract was expanded to include the whole of the North Shore and during this period referrals from the educational sector to the Strengthening Families process rose from 10% to 23%.



Sandra Hill

Families/whānau access the Strengthening Families service for a diverse range of reason, some of the key issues over the past year include:

- 🌸 Budgeting support
- 🌸 Improving communication between families and schools
- 🌸 One-on-one support/advice on parenting
- 🌸 Advise on accessing the correct support for children with hidden disabilities
- 🌸 Assistance in accessing social support
- 🌸 Connecting parents to support and counselling

Raeburn House appreciates and values the opportunity to work collaboratively with our community partners and with the many agencies and stakeholders involved in improving outcomes for our most vulnerable families/whānau.

Feedback

"Thanks for helping us when we were in so much need!"

"The meetings gave us a lot of help. Thank you"



2050
Phone Calls



2000
Emails

62
Enquiries

42
Family referrals

86
Strengthening Families Meetings

Community Volunteer Centre

Newcomers gain an increased sense of value and belonging in their new communities and achieve improved employment pathways through volunteering.



The Community Volunteer Centre (CVC) is a service of Raeburn House that strengthens communities through volunteering in the North Auckland area. This is achieved by connecting skilled migrant volunteers with community organisations and local businesses for mutual benefit. The CVC supports the Auckland Not-For-Profit and local corporate sectors, who benefit from the valuable contributions of skilled migrant volunteers and increased level of cultural diversity and inclusivity in the work place.

Migrants find volunteering enormously rewarding in many different ways. Using volunteering as a tool, newcomers gain an increased sense of value and belonging in their new communities and achieve improved employment pathways. Many migrants reported that they have significantly improved their personal skills, work experience, English language skills, social and professional networks and made diverse friends through volunteering.

The CVC would like to acknowledge two very special Coordinators, Joy Lee and Sue Kim, who made an outstanding contribution towards the success of the Migrant Mahi Aroha Project – a Marae Visit and Volunteering workshop for Korean migrants.



Marae Visit & Volunteering Workshop Feedback

Excellent Feedback: **88%**

97% likely to volunteer after attending the workshop.

100% improved their understanding of volunteering and Maori culture.

40 participants.

Produced volunteering brochures in Korean and English languages.

“I learnt many things, thank you for having me”

“Thank you for giving me volunteering opportunity”

“My employer would love to introduce this Maori culture experience to staff”

“Excellent day, thank you so much”

“Hangi food and the song was beautiful”

Difference Made: Diverse, Vibrant Communities

Feedback

“It was a wonderful experience for me to participate in your workshops. Thank you for your help in finding volunteer work that fits with my schedule”

- Chinese Volunteer

“Thanks so much for your prompt reply. We are looking forward to working together with you and the volunteers”

- Rest home

“I feel more confident now. It has helped me to improve my English”

- Korean Volunteer

“I really do appreciate your effort and time which you spent for me, I am really thankful for supporting me from the beginning”

- Malaysian Volunteer

“I really enjoy playing the piano, I am so grateful that I can play again. Thank you for helping me find volunteer work close to where I live”

- Kiwi Volunteer

“You are an absolute credit to your community - thank you very much”

- Community Wardens

“I really enjoyed helping at the event and meeting some old friends and new people”

- American Volunteer

Success Story



Jaya and her family emigrated from India three years ago to make New Zealand their home. Since their children have become more independent, Jaya, a former accountant, was ready to utilise her business accounting skills through part-time work. She had previously made many job applications, but unfortunately, her applications were unsuccessful. She felt she had been rejected because English is her second language and she didn't have relevant 'NZ work experience'.

Jaya heard about the Community Volunteer Centre through a friend. After a friendly volunteer consultation, she was assisted into meaningful voluntary work in a supporting accounts / administration role. After some months of volunteering, Jaya felt she had improved both her English conversational and business language skills and gained valuable 'NZ work experience'. She regained confidence to re-apply for work and recently reported that she had secured paid part-time work in her area of interest.

404 
Enquiries

243 
Volunteers

161 
Consultations

1,180
Emails 

25 
**Countries of
Origin**

453 
Phone calls

Welcome to Auckland Workshops



The 'Welcome to Auckland' programme was a series of seven capacity building workshops for migrants to better understand their local communities in Auckland's North Shore and Waitakere regions. The highly interactive workshops provided an overview of Aotearoa New Zealand history, a warm welcome to Auckland and an introduction to local community services available to migrants and their families.

Due to our 'empowering communities' ethos, these workshops were designed and developed with a strong community-led approach.

Settling in a new country can impact significantly on the wellbeing of an individual and their family. These tailor-made workshops helped migrants and their families to bridge the gaps in their understanding of their new community as they adapt to life in New Zealand.

Outcomes Achieved:

- ✿ Migrants met the Mayor and asked questions that were important to them.
- ✿ 80% substantially increased their understanding of Maori history and how this relates to the Treaty and current affairs.
- ✿ 90% learnt something new about their local community services and how to access these services to assist them to settle and participate in their new community.
- ✿ 100% achieved a greater understanding about Kiwi and Maori cultures. Migrants built a shared understanding of Auckland's ethnic diversity, enabling them to better engage with their multi-cultural neighbours and work colleagues.
- ✿ 100% felt more confident about settling in their new community, seeking further information and tapping into relevant services as needed.
- ✿ 30% of migrants expressed a genuine interest to volunteer in their local community.



Excellent Feedback: **90%**

29 Countries of Origin

108 Participants

405 Enquiries

"I didn't know some of these services existed. Thank you for sharing this information"

"Very high quality workshop and overall impressive"

"Awesome workshop for newcomers, I learnt so much. Very helpful for me and my family"

"Great, should have done this before. Thanks"

Global Food and Friends



Global Food and Friends is a friendship group that helps to bridge the gap between newcomers and people already living in the local community. Migrants and locals have the opportunity to share their knowledge and experiences, connect socially over a fun and varied programme, learn about each other's cultures and become better informed about services that can help them to settle in New Zealand.

This friendship group continued to evolve and grow this year in response to the needs of the changing diverse communities from across the Auckland North area. This service continues to make a positive difference to many migrants daily lives. Each migrant has personally grown and improved their individual, family and wider community wellbeing from attending this group in various ways. These include:

- ✿ Meeting new people and making new friends
- ✿ Enabling established migrants and locals to help newcomers in their new community
- ✿ Practising English language skills in a safe and friendly environment
- ✿ Introduction of local information and facilitating access to services to help them and their families to settle quickly and integrate into their new community
- ✿ Increasing confidence to try new things and talk to new people
- ✿ Learning something new about Kiwi and other cultures
- ✿ Learning how to keep their own culture and introduce new Kiwi culture at the same time

We would like to give a very special thanks to all of our amazing volunteers, who give their shared commitment of time, support and enthusiasm, to help bring this programme together.

Throughout the 2014/15 year, the Migrant Services team has been honoured to work alongside the changing diverse communities from across the Auckland North area. We highly value and thank each of our community partners for their continuous support and engagement over the year. Together, we look forward to meeting the needs of both migrants and the Community sector through our culturally responsive range of services, activities and programmes in the year ahead.



12 Sessions
240 Participants
155 Enquiries
28 Countries of Origin

Feedback

"I have made some good friends from this group, thank you"

- Korean

"It's so nice that we can talk and share about our life in NZ. I've learnt so much about the NZ culture ethnicity"

- Japanese

"I feel more confident to speak in English in front of other people now"

- Chinese

Community Business Hub

Provides an affordable range of high quality administrative services that support the infrastructure of community organisations.



Venkat Sai
IT System
Support

Elson Ong
Graphic
Designer

Xiaoying
Zhang
Accountant



Delaram Khezri
Business
Hub/Project
Coordinator

The Community Business Hub (CBH) provides an affordable range of professional business administration services, as well as capability mentoring to the not-for-profit and community sector. CBH services are designed to facilitate the strengthening of agencies internal systems, while also freeing up valuable time for organisations to focus on service delivery.

The 2014/15 year has been a dynamic period of growth for the Community Business Hub, with the achievement of many measurable outcomes for community agencies accessing the service.

This year the CBH has both maintained and expanded on the provision of a range of high quality services to the community and not-for-profit sector, including IT System Support, Database Development, Google Optimisation and Online Social Media Mentoring, Accounts Administration and Graphic Design. Alongside this suite of service delivery, Raeburn House has been please to provide mentoring services

tailored to the specific needs of individual agencies and organisations.

The Community Business Hub engages the skills of a team of dedicated professionals, including Accounts and Financial Management by Xiaoying Zhang, IT Systems Support and Database Development from Venkat Sai, Graphic Design by Elson Ong and Service Coordination by Delaram Khezri. The CBH has also benefited from the extensive knowledge base of Raeburn House's principle contractor, Sally Clarkson of the Whiteboard Project, who has delivered high quality capability mentoring directly to agencies and organisations across the Auckland region.

Raeburn House is delighted with the outcomes achieved by the Community Business Hub this year. Our clients hold a high level of confidence in the services provided, reporting that the CBH has helped to strengthen and enhance service delivery to the communities of interest they serve.

Feedback

16 Community
Sector
Clients

10 Mentoring
Organisations

"When I first came to that initial meeting I walked away thinking 'wow I have given them a huge task', however you have been so fantastic and professional and have never made me feel like anything we have asked is too much – so thank you"

- Community Business Hub
IT Client

"We have been very pleased with the accounts service provided for us and have found your staff very good to work with too"

- Community Business Hub
Accounts Client

"Thank you for all of the hard work that you all have put into designing our brochures and making any necessary changes as required. Elson is a creative designer and is talented in what he does. It has been a pleasure working with you all and we hope to work with you all sometime in the future"

- Community Business Hub
Graphic Design Client



RSM Hayes Audit
Audit • Assurance • Advisory

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF NORTH SHORE COMMUNITY HEALTH NETWORK INCORPORATED (TRADING AS RAEBURN HOUSE)

We have audited the financial statements of North Shore Community Health Network Incorporated (trading as Raeburn House) on pages 3 to 8 which comprise the statement of financial position as at 30 June 2015, and the statement of financial performance and statement of movements in equity for the year then ended, and a summary of significant accounting policies and other explanatory information.

This report is made solely to the Members as a body, in accordance with Rule 11(a) of the Constitution. Our audit has been undertaken so that we might state to Members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the society and the society's members as a body, for our work, for this report, or for the opinions we have formed.

Board's Responsibility for the Financial Statements

The board are responsible for the preparation and fair presentation of these financial statements in accordance with Financial Reporting Standards and applicable Statements of Standard Accounting Practice and for such internal control as the board determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with International Standards on Auditing (New Zealand).

Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.



RSM Hayes Audit
Audit • Assurance • Advisory

Other than in our capacity as auditor we have no relationship with, or interests in, North Shore Community Health Network Incorporated (trading as Raeburn House).

Opinion

In our opinion, the financial statements on pages 3 to 8 present fairly, in all material respects, the financial position of North Shore Community Health Network as at 30 June 2015, and its financial performance for the year then ended in accordance with in accordance with Financial Reporting Standards and applicable Statements of Standard Accounting Practice in New Zealand.

RSM Hayes Audit

RSM Hayes Audit

24 September 2015

Auckland

North Shore Community Health Network Inc.
(operating as Raeburn House)

Statement of Financial Position

As at 30 June 2015

	NOTES	2015 \$	2014 \$
Current Assets			
Cash and Investments		186,895	212,987
Investments - Accommodation Account		-	66,484
Receivables and prepayments		39,730	7,599
GST Receivable		4,657	-
		<u>231,282</u>	<u>287,070</u>
Current Liabilities			
Payables		60,691	24,294
GST Payable		-	3,202
Receipts in Advance	4	<u>24,213</u>	<u>55,387</u>
		84,904	82,883
Net Working Capital		146,378	204,187
Non-current assets			
Fixed Assets	2	86,378	14,663
Intangible Assets	3	<u>3,723</u>	<u>8,635</u>
		90,101	23,298
Net assets		<u>236,479</u>	<u>227,485</u>
Total Equity		<u>236,479</u>	<u>227,485</u>

Statement of Movements in Equity

For the year ended 30 June 2015

EQUITY		
Retained Earnings	227,485	226,232
Operating Surplus/(Deficit)	<u>8,994</u>	<u>1,253</u>
Total Equity	<u>236,479</u>	<u>227,485</u>


signed (Chairperson)

24/09/15
date

North Shore Community Health Network Inc.
(operating as Raeburn House)

Statement of Financial Performance

For the year ended 30 June 2015

	NOTES	2015 \$	2014 \$
Waitemata DHB		251,125	168,462
Auckland Council		126,041	162,233
MSD		125,382	254,162
DIA		13,975	-
Office of Ethnic Affairs		12,000	-
Grants and Donations		128,311	103,153
Total Contracts, Grants and Donations	4	656,834	688,010
Interest		12,395	12,230
Rental Income		6,442	12,642
NGO Strategic Development		32,550	23,134
Fees		16,714	15,299
Other Income		12,655	12,560
Total Income		737,590	763,875
Salaries		470,357	393,095
Staff Expenses		13,900	18,916
Professional Services		185,003	220,417
Audit Fee		4,500	4,000
Communications		19,731	58,113
Facilities		26,814	18,388
Rent		-	7,222
Depreciation	2	5,184	6,100
Loss on disposal of fixed assets	2	1,866	395
Amortisation	3	4,912	4,744
Event Costs		7,635	19,678
Other Expenses		9,694	11,554
Total Expenses		728,596	762,622
Net Surplus/(Deficit)		8,994	1,253

North Shore Community Health Network Inc. (operating as Raeburn House)

Notes to the Financial Statements

For the year ended 30 June 2015

1 STATEMENT OF ACCOUNTING POLICIES

Reporting Entity

North Shore Community Health Network Incorporated is a registered society under the Incorporated Societies Act 1908 and a registered charity under the Charities Act 2005 (registered on 3/3/08, registration number CC21496). The society has chosen to follow Generally Accepted Accounting Practice (GAAP) as defined by the Financial Reporting Standards and Statements of Standard Accounting Practice.

Measurement Base

The accounting principles recognised as appropriate for the measurement and reporting of earnings and financial position on a historical cost basis have been followed.

Specific Accounting Policies

The following specific accounting policies which materially affect the measurement of financial performance and the financial position have been applied:-

Differential Reporting

North Shore Community Health Network Inc. is a qualifying entity within the New Zealand Institute of Chartered Accountants differential reporting framework, as it meets the definition of a small entity and is not publicly accountable. The Board has prepared these financial statements, having regard to this reporting framework, omitting certain disclosures in accordance with the reporting exemptions available.

Income Recognition

Conditional grants and Government contracts received are recorded as revenue in the financial year the funds are expended. Any unspent funds at balance date are recorded as income in advance and recognised as a liability in the Statement of Financial Position. Unconditional grants and donations are recognised in the period in which they are received. Interest is accrued and recognised when earned.

Investments

All investments are in term deposits and are stated at cost plus accrued interest to 30 June 2015.

Accounts Receivable

Receivables are stated at expected realisable value.

Fixed Assets

Fixed assets are recorded at cost less depreciation using the straight line basis. Principal rates of depreciation are:

Computers & Printers	33%
Furniture & Equipment	10%

North Shore Community Health Network Inc.
(operating as Raeburn House)

Notes to the Financial Statements

For the year ended 30 June 2015

5 CAPITAL COMMITMENTS

There are no capital commitments at balance date (2014: Nil)

6 CONTINGENT LIABILITIES

There are no contingent liabilities at balance date (2014: Nil)

7 LEASE COMMITMENTS

The future non-cancellable operating lease commitments are:

1. The premises at 138 Shakespeare Road is leased from the Waitemata and Auckland District Health Board on a three year lease from 1 December 2014 to 30 November 2017 at an annual rent of \$1.

<u>The premises at 138 Shakespeare Road</u>	2015
	\$
Current	1
Non-current	2

2. The Norman King Building facility is leased from the Auckland Council on a five year lease from 1 January 2015 to 31 December 2019 with a further renewal term of five years to 31 December 2024 at an annual rent of \$1.

<u>Norman King Building Facility</u>	2015	2014
	\$	\$
Current	1	1
Non-current	4	4

8 GOING CONCERN


The ability to function as a going concern will be dependent on renewal of existing funding contracts, support by way of successful grant applications and ongoing revenue generating efforts by those involved with North Shore Community Health Network Inc. The governing body are confident of obtaining this ongoing support.

These financial statements have been prepared on a going concern basis and do not take account of adjustments for expenses, losses or write downs of asset values which may be required should North Shore Community Health Network Inc. not continue as a going concern.



www.raeburnhouse.co.nz

North Shore Community Health Network

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