



ANNUAL REPORT

2015 - 2016

North Shore Community House Network

65 Pearn Crescent, Northcote, Auckland 0627
| PO Box 36 336, Northcote, Auckland 0748 |
| Phone (09) 441 8989 | Facsimile (09) 441 8988 |
| Email info@raeburnhouse.org.nz |
| www.raeburnhouse.org.nz |

MA PANGO MA WHERE KA TUITUI TATOU

Raeburn House

CONNECTING PEOPLE – BUILDING COMMUNITIES

“Ma Pango Ma Whero Ka Tuitui Tatou”

Connecting People - Building Communities

Acknowledgements

Raeburn House would like to express its gratitude to the following organisations for their generous support:



David Levene Foundation | Becroft Foundation | Tindall Foundation | John Ilott Charitable Trust

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 RSM Hayes



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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 | Integrity
| 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

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 2015 - 2016

Staff

Chief Executive

Carol Ryan

Operational Leader

Amberlee Wharton

Migrant Services Project Leader

Sarb Lester

Programme Co-ordinator

Kimberly Lamb

Accountant

Xiaoying Zhang

Strengthening Families Co-ordinator

Julie Walker

Hub Administrator/Support Navigator

Brigid Furness

IT Systems Co-ordinator

Venkat Gonugunta

Graphic Designer

Elson Ong

Intern

Lois Wacangan

Contractors:

Principle contractor: Sally Clarkson - Director,
The Whiteboard Project

Marketing Coordinator: Maria Thorndyke

Facilitators

Jean McElhaney

Karen Venter

Sue Beresford

Carol Ryan

Sally Clarkson

Limor Fybish

Julie Walker

Mariana Torkington

Nicola Duncan

Tamati Ihaka

Volunteers

Adrienne Grace

Alice Huang

Ancy Aneesh Paul

Angela Kim

Beth Pool

Charlie Wong

Doris Lim

Emmy Mei

Erin McIlhagga

Eunjung Kim

Felicia Lee

Fiona Zhao

Irene Siew

Iwona Slawinska

James Chia

Jason Qui

Jeannie Wang

Jin Sil Seo

Joy Zheng

Julia Hu

Linda Lee

Mandy Huo

Maria Campeanu

Melanie Worsley

Ming Qian

Miranda Yap

Nancy See Molina

Nichola Williams

Qihan Tian

Riah-Am Chaney

Ruby Alumasa

Shweta Bodiwala

Salome Gilbert

Soo Ham

Sue Kim

Valerie Armbruster

Zoe Li

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



Board Members 2015 - 2016



Sue Beresford - Chairperson

Sue is a registered psychotherapist who has worked in the mental health field for over 20 years. Her experience includes working within WDHB and ADHB services as well as an NGO on the north shore. She has a passion for the wellbeing of adolescents and adults. Now working full time in private practice, Sue is privileged to see the positive changes people make when confronting the challenges that occur in life.



Maurice Murphy - Treasurer

Maurice has had an extensive career in the banking industry spanning New Zealand, Singapore and Australia. He is currently employed in a position with the Co-operative Bank. Having spent part of his career in Asia he has a particular interest in working with other cultures and also embraces diversity within the wider community. His interests include road cycling, reading travel and caravanning. He and his wife Jan have 3 adult children with 2 in New Zealand and one in the USA. They have 6 grand children



Kerryana Watkins

Kerryana Watkins is employed with Delamore Services and over the last 12 years she has worked extensively in the field of Trauma and Violence. She has a passion for Whānau ora, and recently graduated in Mental Health & Addictions.



Helen McCracken

Helen has recently retired from a career mostly in the public health sector. She has worked as a trainer, a researcher and a health promotion specialist for a variety of organisations including the Health Promotion Forum of NZ, Injury Prevention Aotearoa, Safe Kids NZ and the Ministry of Health. In retirement she maintains an active interest in lifelong learning and in promoting the well being of communities.



Winnie Ye

Winnie Ye is a qualified Chartered Accountant. She is the business owner of Prime Accountancy Limited which is an Approved Practice Entity by the New Zealand Institute of Chartered Accountants. Winnie has experience working for one of the 'big four' accounting firms. She has also worked as a tax specialist with a leading New Zealand insurance company.

Winnie came from China and has been living in Auckland since 2002. She has a good understanding of Chinese and New Zealand culture.



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.

Chairperson's Report

In August this year TheMHS held its annual conference in Auckland. As it is an Australasian conference, it is only held in New Zealand every 5-6 years and provided a great opportunity for consumers, providers and funders to attend. The theme of the conference was "People : authenticity starts in the heart". I was fortunate to be able to attend some of the sessions including the presentation by Raeburn House team members Carol, Sarb, Julie and Brigid. Their presentation focussed on having an inclusive approach to wellbeing in the community. At the heart of Raeburn House is compassion for individuals, family and community groups with a focus on inclusion and support for all ethnicities. It is easy for these to be set as goals, visions and policies, however none of this is of any value unless it is carried out by the actions of the organisation. Raeburn House is constantly reflective to ensure the focus remains on these goals through compassion, inclusion and authenticity.



*Sue Beresford
Chairperson*

As another year is nearing the end, I am privileged to be part of the Raeburn House group and the excellent work they do. Raeburn House, like other community organisations has ongoing challenges relating to the many changes that occur within the requirements of community and mental health. However our team, efficiently led by Carol Ryan, has again shown a high level of dedication and commitment to every aspect of the work done by the organisation. The results are shown by the positive changes that have occurred for the people who have received support in many different ways from Raeburn House. Parallel to this is commitment to being inclusive within the wider community and other organisations. Many of the staff are engaging with other organisations and agencies and Carol Ryan continues to maintain ongoing relationships with key stakeholders and other organisations. For all of the above, I would like to thank Carol and the staff for the continued great work that they do.

A prime factor in maintaining the work Raeburn House does, is ensuring there is sufficient funding for the operational side of the organisation. The changes and challenges in this area are ongoing and probably will be for some time. We are fortunate to have the support of our funders and are very appreciative of the funding and donations that we receive from other areas. The need for community services and mental health support is growing in the region and Raeburn House seeks every opportunity we can to help reduce the negative impact of life events on people by re-evaluating and adapting our services to increase community and individual wellbeing. Our qualified and experienced staff have ongoing professional development so that they maintain the highest level of quality of service they can.

Finally, I would like to thank my fellow Board members for their ongoing commitment and support for the continued development of Raeburn House. This year we welcomed some new Board members who have brought diversity, enthusiasm, compassion and experience to the work we do of governance. Along with the Raeburn House CEO and team, we continue to feel positive about the possibilities for the future including closer relationships with organisations and groups that are involved in the Waitemata area. Innovation is a high priority and it is always good to remember to continue to consolidate what has been and continues to work well. In the year ahead Raeburn House will remain committed to an inclusive approach to wellbeing while maintaining awareness of the most important aspect of the work we do – healthy communities and healthy people.

A handwritten signature in dark ink, appearing to read 'Sue Beresford', written over a light-colored, slightly textured background.

*Sue Beresford
Chairperson*

Chief Executive's Report

Tena Koutou Katoa

It is with a full heart that I reflect on the past year's work. We have been blessed – to work with people and communities, to partner with community agencies and funders and to make a positive difference in this small niche of the world. The most exciting part is seeing 'the real difference made' through the spectrum – from mental wellbeing to social inclusion to community development initiatives.

I think of the great artists, architects, engineers, thinkers (and more) and how when they start out on a major project they don't necessarily know where their art, their writings, their designs will finish but know the drive to express, play, design and bring the intangible into the tangible. This is applicable to all peoples and communities – however often due to hardship, and social challenges such as lack of affordable housing, unemployment, the possibilities can seem less tangible – and this is where agencies such as Raeburn House can create spaces for connecting, sharing and hosting exploratory dialogue.

Raeburn House plays a significant role in supporting our communities to reach and sustain positive wellbeing outcomes despite the many big challenges that we face. First, by looking at the extent to which we engage authentically with others on a human level, then by exploring how community wellbeing can be achieved through innovative, expansive thinking and authentic practice.

Do we, as people and as organisations, see the vulnerable? Every time we turn our eyes away from those who are different from ourselves we contribute to their invisibility. We need to be able to see people to make a difference in their lives. Yet before people reach our services they're often invisible.

An inclusive approach to mental wellbeing starts with viewing the whole person in their local context. It is about authentically honouring individuals while still being able to step back and view the whole picture, without looking through rose-tinted glasses, because input is needed from all people, and sectors, to achieve wellness across populations. From community and not-for-profit organisations, mental health services and agencies to grassroots initiatives, ethnic and cultural groups, local and central government, businesses, and more.

Authenticity is more than just looking into our own hearts and having the courage to be true to what we see there, it is also having the courage to share that with the world, our local communities, and especially with the people in our communities. That's how we can connect authentically with those we're here to serve, both as people and as organisations.

To see a world full of aroha, richness and possibilities, the Board and the Team have co-created with our community and statutory partners a platform (both within and without) for transformational change, innovation and ingenuity. From 'Deepening Community Conversations' breakfasts to the fiscal balancing of the books to the development and opening of the Norman King Community Hub, to promoting the 5 Ways to Wellbeing and celebrating the successes of our communities.

Pivotal to organisations such as Raeburn House are the funders who are key partners in ensuring the needs of communities are identified and met. Thank you to Waitemata DHB, Auckland Council, Local Boards especially Kaipatiki Local Board, Ministry of Social Development, Foundation North and all of those who partner with us to invest in the



*Carol Ryan
Chief Executive*

Chief Executive's Report....

wellbeing of our communities. (For full list of funders see inside the full Annual Report's cover page).

To the team at Raeburn House I would like to express my thanks, you have been stunning in your demonstrated commitment to best practice and always, always putting people and communities at the centre in our work. From Amberlee Wharton, Sarb Lester, Kimberly Lamb, Xiaoying Zhang, Julie Walker, Brigid Furness, Venkat Gonugunta, and Elson Ong. To Sally Clarkson (Director - The Whiteboard Project), whose contribution and commitment to Raeburn House has been inspiring – thank you. To each of the skilled and talented facilitators who deliver our groups and workshops, your contribution is deeply appreciated. To all our wonderful volunteers - you have added to the richness of our work. Special thanks to our Kaumatua John Marsden. I would especially like to acknowledge the enduring knowledge, wisdom and support by our Clinical Supervisor Ruth Jillings – you are an important part of the backbone of this organisation.

Special thanks to our wonderful Chairperson and Board members, who are the guardians of Raeburn House, who have been dedicated to best practice and provided much sought after inspiration in leading the organisation. To all, too numerous to name, who have given their support, time and energy so generously, bringing an abundance of aroha, knowledge skills and expertise to the organisation throughout 2015 / 2016 – thank you.

And so it is with a very full heart that I look towards the coming year with excitement and anticipation for what we can achieve together with the colour, culture and brilliance sitting in the heart of our communities.

Nga Mihi Nui



Carol Ryan
Chief Executive

Summary of Service Delivery

Resource & Information

People, families and groups from every cultural and socio-economic background have access to high quality health and social support navigation and are informed, resourced, and connected at a community level to achieve positive mental health and community wellbeing.

Health and social support navigation is provided in-person, over the phone, online and via email.

3,853 support pathways provided to individuals, families and groups

90,926 website clicks

Directory of Support Services, including Migrant & Refugee Directory

Freely accessible across multiple platforms: hardcopy, online and as a smart phone/table APP

Directory Distribution

 **Online**
51,955

 **Hard Copies**
399

 **App Views**
4,497

Community Feedback:

99% of clients found the service helpful

“ This is the most helpful and friendly service I have used. Thank you! ”

Building Resilience Programme

The Building Resilience Programme delivers accessible, high quality groups and courses in a safe and inclusive community setting. Underpinning all service delivery is a focus on improving mental wellbeing and strengthening the inner resilience of diverse populations across the Waitemata region.

Participants can access the programme at no cost with a doctor's referral, and self-referrals are also accepted. All courses are led by qualified and professionally trained facilitators who are regularly supervised by the Raeburn House Clinical Supervisor.

28 Mental wellbeing groups and courses

392 Participants

Participant Feedback:

97% reported enhanced wellbeing

96% reported positive difference in their daily lives

“ I am truly grateful to have my spark and glow back – Raeburn House has given me hope. ”

Community Sector Training Workshops

Includes a range of quality workshops to support the professional development of community workers while strengthening the capability of the community sector, including, Results Based Accountability and Treaty of Waitangi workshops:

 **Workshops**
10

 **Participants**
133

 **Satisfaction**
99%

Participant Feedback:

“ We now have the support/help to make a difference, this has been very helpful for my own journey of working with others, I am encouraged to stay on track, stick to the framework and be positive ”

Summary of Service Delivery

Community Development

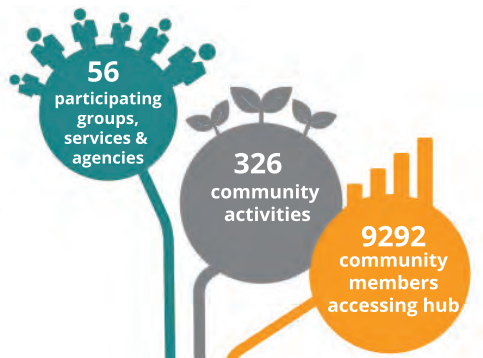
The focus of this service is on the creation and sustainability of community conditions that facilitate health and social equalities across all socio-economic and ethnic demographics. Community development is viewed as a shared process in which all people and sectors (health, social, education, business) have valuable contributions to make in achieving successful outcomes for all.

127 active participation and contribution to strategic initiatives, community networks and meetings, steering groups and stakeholder engagement across the Auckland Region.

79 orientations and cross-sectorial relationship development meetings

Norman King Community Hub

A vibrant, multi-agency community asset that supports and validates diversity.



Diversity & Social Cohesion

This range of initiatives and services contributes towards the development of communities that are inclusive of migrants and supportive of cultural diversity. In addition, the community sector is strengthened and resourced by the contributions of skilled migrant volunteers and most importantly migrants in the Auckland North region feel valued, included and confident to engage in their new community.

Community Volunteer Center

188 volunteers **30+** host agencies

Global Food and Friends

17 sessions **261** participants

Migrant and Refugee Directory

11 Categories
115 entries

Community Feedback:

“I really enjoy my volunteering and have met so many people through this.”

“It is so nice that we can talk and share, I've learnt so much about New Zealand culture”

Key Projects

This year, Raeburn House's was invited to lead two key projects with external partners in recognition of Raeburn House's expertise in the areas of diversity and social cohesion:

- * Waitemata District Health Board Volunteer Programme Project
- * Kaipatiki Migrant Business Project

Summary of Service Delivery

Community Business Hub

The community and not-for-profit sectors have access to high quality professional services, including administrative, accounting and IT support to meet their specific needs. Participating agencies gain improved efficiencies, increased sustainability and the ability to focus of service delivery during a time of high need in the community sector.



Accounting & Administration
IT Support
Website Design and Management
Graphic Design
Capability Mentoring

Client's Feedback:

“Raeburn House acts as a key support for the various Community Houses and services throughout Kaipatiki. Their greatest resource is their staff who are forever helpful, welcoming, interested in assisting us and our stakeholders and their vision to support their community is clear in everything that they do.”

“We now have the support/help to make a difference”

Strengthening Families

A family-led service that provides a coordinated response to issues affecting family/whanau wellbeing. Organisations work together to develop a plan of action that best suites the family/whanau. This service shifts the focus from crisis intervention and is dedicated to coordinating support for families/whanau when they need it.

146

family/whanau meetings



100+

participating agencies and services

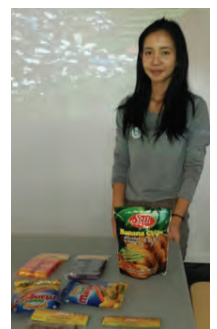
65

families/whanau participated in the Strengthening Families process

Family/Whanau Feedback

“Thanks so much for helping me and my family”

“The people listened to us and were very helpful”



Financial Report

North Shore Community Health Network Incorporated trading as Raeburn House

Performance Report

For the year ended
30 June 2016

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Financial Report

North Shore Community Health Network Incorporated trading as Raeburn House

Entity Information

"Who are we?", "Why do we exist?"

For the year ended
30 June 2016

Legal Name of Entity:	North Shore Community Health Network Incorporated
Other Name of Entity (if any):	Raeburn House
Type of Entity and Legal Basis (if any):	Incorporated Society & Charity
Registration Number:	CC21496

Entity's Purpose or Mission:

Raeburn House is a social profit community organisation with an integrated focus on wellbeing. Raeburn House provides responsive and accessible community-based services across three core areas:

- Mental Wellbeing
- Community Wellbeing
- Diversity and Social Cohesion

The Raeburn House constitution and philosophy are underpinned by the two key principles of empowerment and self-determination, inherent in these principles is the belief that all people from every socio-economic, age, gender and ethnic demographic are respected and valued.

Raeburn House exists to strengthen the resilience of diverse populations and to support individuals, families/whanau and communities to identify and achieve their full potential.

Vision: Wellbeing: Healthy People – Connected Inclusive Communities in Tamaki Makaurau/Auckland

Mission: Connecting People – Building the Wellbeing of Diverse Communities

Raeburn House services are designed for all people to achieve their full wellbeing potential at a community level, with wellbeing being viewed as a state of social, physical, mental, emotional, cultural and spiritual health that is influenced by social, cultural, economic, personal and political factors. Raeburn House operates on the premise that for full wellbeing to be achieved all of these factors need to be addressed. Raeburn House's mandate is to empower individuals, families and communities to influence the factors that determine their wellbeing outcomes.

All Raeburn House service delivery lines and programmes of action are underpinned by the principles of the Treaty of Waitangi, are aligned to the Ottawa Charter of Health Promotion, and are designed and delivered to contribute to enhanced wellbeing under the five evidence-based action areas to improve individual and collective wellbeing in everyday life (Give, Connect, Be Active, Keep Learning and Take Notice).

Entity Structure:

Raeburn House (North Shore Community Health Network Inc, AK 231480) is an incorporated society approved as charitable by the department of Internal Affairs, and has a current financial membership comprised of organisations and individuals.

Raeburn House is governed by a Voluntary Board of annually elected members, including a Chairperson, Secretary and Treasurer who oversee policy development, financial accountability, and supervision of Management. Meetings of the Board are held bi-monthly with a minimum of four members of the Board forming a quorum. General Meetings takes place annually in September, consisting of a minimum of 15 persons present who are qualified to vote.

Raeburn House has a number of Resource Persons for external expertise plus the services of the Auditor and Honorary Solicitor. A report by the Chairperson of the society's operations and duly audited statement of accounts for the past year are presented at the Annual General Meeting. An Annual Report, including an audited statement of accounts, is furnished yearly and made publicly available.

Raeburn House supports the principles and practices of Equal Employment Opportunities (EEO). Raeburn House staffing currently comprises of 8 paid personnel, including a Chief Executive and 7 staff members (6 FTE). Raeburn House contracts the services of qualified facilitators and trainers to deliver the Building Resilience Programme, which is overseen by the Raeburn House Clinical Supervisor (registered psychologist). Raeburn House also contracts qualified personnel to deliver specific Training and Project Coordination as needs arise.

Raeburn House involves supervised volunteers, student placements and interns in the operations of the organisation. Raeburn House operates under a strict Code of Ethics, and has incorporated the Health and Safety at Work Act 2015 into all service delivery lines. All staff, contractors and volunteers (including the Board) are Police Vetted, and operate under a signed Confidentiality Agreement to protect the privacy of clients.

Financial Report

North Shore Community Health Network Incorporated trading as Raeburn House

Entity Information

"Who are we?", "Why do we exist?"

For the year ended
30 June 2016

Main Sources of the Entity's Cash and Resources:

Raeburn House is a registered charity that receives income from a variety of sources including, philanthropic grants, central and local government contracts, membership fees, donations, fundraising events and activities, and a small percentage through sales of resources and services.

The break down of revenue is as follows:

Central Government 28%

Local Government 55%

Philanthropy 10%

Sales of resources and services 7%

Main Methods Used by the Entity to Raise Funds:

Raeburn House applies a range of methods to generate funds for the operations of the organisation including, applying for grants from funding bodies whose purposes align to the objectives of the organisation, contracting to local and national government agencies to provide services, and undertaking fundraising events and activities. A small percentage of funding is received through donations, membership fees and the sale of resources.

Entity's Reliance on Volunteers and Donated Goods or Services:

Raeburn House relies on a Voluntary Board for all aspects of the organisation's governance.

Raeburn House involves supervised volunteers in the operations of the organisation to increase the effectiveness of Raeburn House and to allow for wider community participation.

Raeburn House's day-to-day operations are not reliant on volunteers but the organisation's outputs are greatly enhanced by volunteer contributions. Raeburn House involves a minimum of 5 volunteers in the organisation at any given time.

Raeburn House is not reliant on donated goods and services; however, donated goods and services that enhance the objectives of the organisation will be considered and/or accepted on a case-by-case basis.

Contact details

Physical Address:	Level 1, 65 Pearn Crescent, Northcote, Auckland 0627
Postal Address:	PO Box 36336, Northcote, Auckland 0748
Phone/Fax:	09-4418989/09-4418988
Email/Website:	info@raeburnhouse.org.nz/www.raeburnhouse.org.nz
	www.facebook.com/raeburnhouse

Financial Report

North Shore Community Health Network Incorporated trading as Raeburn House

Statement of Service Performance

"What did we do?", When did we do it?"

For the year ended
30 June 2016

Description of the Entity's Outcomes:

Raeburn House's focus on strengthening the mental wellbeing and resilience of individuals, families and communities generates a raft of positive outcomes, including:

- Improved health and wellbeing for diverse populations
- Improved levels of social inclusion and cohesion
- Greater social equality and access to resources and support
- Safe, culturally inclusive, connected communities
- Strengthened, supported and resourced community sector
- Reduced levels of family violence, criminal offending, unemployment and suicide

	Actual	Targets	Actual
	This Year	This Year	Last Year
Description and Quantification (to the extent practicable) of the Entity's Outputs:			
Building Resilience Programme:			
Mental Wellbeing Groups and Courses			
Number of groups/courses	28	20	24
Number of participants	392	300	267
Satisfied with groups/courses	96%	95%	96%
Training Workshops:			
Community Sector Training including Treaty of Waitangi and Results Based Accountability:			
Number of groups/courses	10	8	26
Number of participants	133	120	322
Satisfied with groups/courses	99%	95%	98%
Health and Social Support Navigation:			
Number of support pathways provided to individuals and families	3853	3000	3339
Number accessing online Directory of Support Services	51,955	30,000	37,037
Number of other website clicks	90,926	70,000	108,776
Community Development			
Active participation and contribution to strategic initiatives, community networks and meetings, expos, steering groups and stakeholder engagement across Auckland region	127	100	131
Orientations and cross-sectorial relationship development	79	40	57
Working with Families:			
Number of families resourced and supported	289	120	149
The Norman King Community Hub			
Supporting and Validating Diversity			
Number of participating groups, services agencies	56	35	n/a
Number of community activities	326	280	n/a
Number of community members accessing Hub	9,292	5,000	n/a
Diversity and Social Inclusion Initiatives:			
Number of volunteers placed in community agencies	188	100	102
Number of ethnicities	34	25	28

Additional Output Measures:

Raeburn House has an active social media presence with 722 Facebook page likes. We also promote community events and opportunities widely through our email networks to 1709 email subscribers.

Additional Information:

Raeburn House applies a Results Based Accountability evaluation framework across all service delivery lines, reporting on quantitative and qualitative measures as well as the difference made (human experience behind the data). This framework provides Raeburn House with essential data to inform the development and provision of high quality community programmes, engagement and activities.

*please note: statistics for the Norman King Community Hub are not applicable for the 2014/15 year as Raeburn House's occupation of the building took place in April 2015. Statistics from the 2015/16 year onwards will be furnished on an ongoing basis.

Community feedback includes:

"My days are better in all ways"

"Thank you! Your services are so helpful and friendly."

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

"Very high quality workshop and overall impressive."

"I am truly grateful to have my spark and glow back – Raeburn House has given me hope."

Financial Report

North Shore Community Health Network Incorporated trading as Raeburn House

Statement of Financial Performance

"How was it funded?" and "What did it cost?"

For the year ended

30 June 2016

	Note	Actual This Year \$	Budget This Year \$	Actual Last Year \$
Revenue				
Donations, fundraising and other similar revenue	1	1,819	1,000	637
Fees, subscriptions and other revenue from members	1	-	3,000	71
Revenue from providing goods or services	1	612,904	675,310	724,487
Interest, dividends and other investment revenue	1	7,702	9,283	12,395
Total Revenue		622,425	688,593	737,590
Expenses				
Volunteer and employee related costs	2	398,367	433,005	484,256
Costs related to providing goods or services	2	159,214	237,582	232,378
Other expenses	2	16,304	14,768	11,962
Total Expenses		573,885	685,355	728,596
Surplus/(Deficit) for the Year		48,540	3,238	8,994

Financial Report

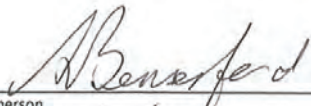
North Shore Community Health Network Incorporated trading as Raeburn House


Statement of Financial Position

"What the entity owns?" and "What the entity owes?"

As at
30 June 2016

Note	Actual This Year \$	Budget This Year \$	Actual Last Year \$
Assets			
Current Assets			
Bank accounts and cash	3 71,969	191,679	56,121
Investments	3 210,000		135,000
Debtors and prepayments	3 21,396		44,387
Total Current Assets	303,365	191,679	235,508
Non-Current Assets			
Property, plant and equipment	4 84,470	75,333	90,100
Total Non-Current Assets	84,470	75,333	90,100
Total Assets	387,835	267,012	325,608
Liabilities			
Current Liabilities			
Creditors and accrued expenses	3 41,957	23,457	21,860
Employee costs payable	3 41,191		43,056
Unused donations and grants with conditions	3 19,668	3,838	24,213
Total Current Liabilities	102,816	27,295	89,129
Total Liabilities	102,816	27,295	89,129
Total Assets less Total Liabilities (Net Assets)	285,019	239,717	236,479
Accumulated Funds			
Capital contributed by owners or members	-		-
Accumulated surpluses or (deficits)	5 285,019	239,717	236,479
Reserves	-		-
Total Accumulated Funds	285,019	239,717	236,479


Chairperson
1/9/16
Date


Executive Officer
1/9/16
Date

Financial Report

North Shore Community Health Network Incorporated trading as Raeburn House

Statement of Cash Flows

"How the entity has received and used cash"

For the year ended
30 June 2016

	Actual This Year \$	Budget This Year \$	Actual Last Year \$
Cash Flows from Operating Activities			
Cash was received from:			
Donations, fundraising and other similar receipts	1,819	1,000	637
Fees, subscriptions and other receipts from members	-	3,000	71
Receipts from providing goods or services	626,280	694,664	659,565
Interest, dividends and other investment receipts	8,114	9,283	14,011
Net GST	12,489		(7,858)
Cash was applied to:			
Payments to suppliers and employees	547,181	703,163	678,245
Net Cash Flows from Operating Activities	101,521	4,784	(11,819)
Cash flows from Investing and Financing Activities			
Cash was received from:			
Investments-term deposit			97,045
Cash was applied to:			
Payments to acquire property, plant and equipment	10,673		78,764
Investments-term deposit	75,000		
Net Cash Flows from Investing and Financing Activities	(85,673)	-	18,281
Net Increase / (Decrease) in Cash	15,848	4,784	6,462
Opening Cash	56,121	186,895	49,659
Closing Cash	71,969	191,679	56,121
This is represented by:			
Bank Accounts and Cash	71,969	191,679	56,121

Financial Report

North Shore Community Health Network Incorporated trading as Raeburn House

Statement of Accounting Policies

"How did we do our accounting?"

For the year ended
30 June 2016

Basis of Preparation

North Shore Community Health Network Incorporated trading as Raeburn House has elected to apply PBE SFR-A (NFP) Public Benefit Entity Simple Format Reporting - Accrual (Not-For-Profit) on the basis that it does not have public accountability and has total annual expenses of equal to or less than \$2,000,000. All transactions in the Performance Report are reported using the accrual basis of accounting. The Performance Report is prepared under the assumption that the entity will continue to operate in the foreseeable future.

Goods and Services Tax (GST)

All amounts are recorded exclusive of GST, except for Debtors and Creditors which are stated inclusive of GST.

Income Tax

North Shore Community Health Network Incorporated trading as Raeburn House is wholly exempt from New Zealand income tax having fully complied with all statutory conditions for these exemptions.

Bank Accounts and Cash

Bank accounts and cash in the Statement of Cash Flows comprise petty cash, cheque or savings accounts, and deposits held at call with banks.

Investments

All term deposits are recorded as investments.

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.

Fixed Assets

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

Computers (including software)	33%
Furniture & Equipment	10%
Leasehold Improvements	10%

Changes in Accounting Policies

There have been no changes in accounting policies during the financial year (last year - nil)

Financial Report

North Shore Community Health Network Incorporated trading as Raeburn House

Notes to the Performance Report

For the year ended
30 June 2016

Note 1 : Analysis of Revenue

Revenue Item	Analysis	This Year \$	Last Year \$
Donations and other similar revenue	Donations/koha from the public	1,819	637
	Total	1,819	637
Revenue Item	Analysis	This Year \$	Last Year \$
Fees, subscriptions and other revenue from	Fees and subscriptions from members	-	71
	Total	-	71
Revenue Item	Analysis	This Year \$	Last Year \$
Revenue from providing goods or services	Revenue from grants or contracts for service with central government (MSD)	105,382	125,382
	Revenue from grants or contracts for service with central government (DIA)	66,201	91,975
	Revenue from grants or contracts for service with local government (Auckland Council, Local Boards)	152,273	142,416
	Revenue from grants or contracts for service with local government (WDHB)	190,896	251,125
	Foundation North	55,000	28,499
	Becroft Foundation	1,000	4,800
	Tindall Foundation	2,000	6,000
	David Levene Foundation	5,000	6,000
	John Ilott Trust	1,150	-
	Revenue from sales (Directory, Rent and Venue hireage)	18,024	10,814
	Revenue from sales (NGO mentoring)	2,484	32,550
	Revenue from sales (Fee, Admin support and Miscellaneous)	13,494	24,926
	Total	612,904	724,487
Revenue Item	Analysis	This Year \$	Last Year \$
Interest, dividends and other investment revenue	Interest	7,702	12,395
	Total	7,702	12,395

Financial Report

North Shore Community Health Network Incorporated trading as Raeburn House

Notes to the Performance Report

For the year ended
30 June 2016

Note 2 : Analysis of Expenses

Expense Item	Analysis	This Year	Last Year
Volunteer and employee related costs	Salaries and Wages	\$ 381,242	\$ 466,443
	Staff and volunteer Expenses	17,125	17,813
Total		398,367	484,256

Expense Item	Analysis	This Year	Last Year
Costs related to providing goods or services	Direct costs relating to service delivery	\$ 112,509	\$ 185,216
	Administration and overhead costs	46,705	47,162
Total		159,214	232,378

Expense Item	Analysis	This Year	Last Year
Other expenses	Depreciation	\$ 16,304	\$ 10,096
	Loss on sale of disposal of assets		1,866
Total		16,304	11,962

Financial Report

North Shore Community Health Network Incorporated trading as Raeburn House

Notes to the Performance Report

For the year ended
30 June 2016

Note 3 : Analysis of Assets and Liabilities

Asset Item	Analysis	This Year \$	Last Year \$
Bank accounts and cash	Cheque account balance	4,234	5,975
	Savings account balance	67,345	49,517
	Petty Cash	390	629
	Total	71,969	56,121
Asset Item	Analysis	This Year \$	Last Year \$
Investments	Term Deposit	210,000	135,000
	Total	210,000	135,000
Asset Item	Analysis	This Year \$	Last Year \$
Debtors and prepayments	Accounts receivable	21,396	39,730
	GST Receivable		4,657
	Total	21,396	44,387
Liability Item	Analysis	This Year \$	Last Year \$
Creditors and accrued expenses	Trade and other payables	11,760	8,021
	Credit card	2,028	4,227
	Accrued expenses	20,337	9,612
	GST Payable	7,832	
	Total	41,957	21,860
Liability Item	Analysis	This Year \$	Last Year \$
Employee costs payable	Wages and salaries earned but not yet paid	7,411	2,966
	Holiday pay accrual	32,801	22,975
	Sick Leave accrual	979	17,115
	Total	41,191	43,056
Liability Item	Analysis	This Year \$	Last Year \$
Unused donations and grants with conditions	Receipts in Advance	4,350	-
	Receipts in Advance-MSD (LMG)	3,838	3,838
	Receipts in Advance-Auckland Council	6,480	16,375
	Receipts in Advance-Tindall		2,000
	Receipts in Advance-DIA (SI)	5,000	2,000
	Total	19,668	24,213

Financial Report

North Shore Community Health Network Incorporated trading as Raeburn House

Notes to the Performance Report

For the year ended
30 June 2016

Note 4 : Property, Plant and Equipment

This Year					
Asset Class	Opening Carrying Amount	Purchases	Sales / Disposals	Current Year Depreciation and Impairment	Closing Carrying Amount
Land	-			-	-
Leasehold Improvements	58,937			6,428	52,509
Motor Vehicles	-				-
Furniture and Equipment	22,137			2,446	19,691
Office equipment	-				-
Computers (including software)	9,027	10,673		7,430	12,270
Machinery	-				-
Heritage assets	-				-
Total	90,101	10,673	-	16,304	84,470

Last Year					
Asset Class	Opening Carrying Amount	Purchases	Sales / Disposals	Current Year Depreciation and Impairment	Closing Carrying Amount
Land				-	-
Leasehold Improvements	3,797	56,413		1,273	58,937
Motor Vehicles					-
Furniture and Equipment	6,593	18,862	1,763	1,555	22,137
Office equipment					-
Computers (including software)	12,909	3,489	103	7,268	9,027
Machinery					-
Heritage assets					-
Total	23,299	78,764	1,866	10,096	90,101

Financial Report

North Shore Community Health Network Incorporated trading as Raeburn House

Notes to the Performance Report

For the year ended
30 June 2016

Note 5: Accumulated Funds

This Year				
Description	Capital Contributed by Owners or Members	Accumulated Surpluses or Deficits	Reserves	Total
Opening Balance	-	236,479	-	236,479
Surplus/(Deficit)		48,540		48,540
Closing Balance	-	285,019	-	285,019

Last Year				
Description	Capital Contributed by Owners or Members	Accumulated Surpluses or Deficits	Reserves	Total
Opening Balance	-	227,485	-	227,485
Surplus/(Deficit)		8,994		8,994
Closing Balance	-	236,479	-	236,479

Financial Report

North Shore Community Health Network Incorporated trading as Raeburn House

Notes to the Performance Report

For the year ended
30 June 2016

Note 6 : Commitments and Contingencies

Commitment	Explanation and Timing	At balance date This Year	At balance date Last Year
		\$	\$
Commitments to lease or rent assets	The premises at 138 Shakespeare Road is leased from the Waitemata District Health Board on a three year lease from 1 December 2014 to 30 November 2017	1	1
	The premises at 65 Pearn Crescent is leased from 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	1	1

Contingent Liabilities and Guarantees

There are no contingent liabilities or guarantees as at balance date (Last Year - nil)

Notes 7: Related Party Transactions

Note 7: Related Party Transactions		This Year	Last Year
		\$	\$
Description of Related Party Relationship	Description of the Transaction (whether in cash or amount in kind)	Value of Transactions	Value of Transactions
Sue Beresford, Raeburn House Board Chairperson	Facilitation (The payments are made at the same hourly rates as the other facilitators.)	2,125	9,095
Sue Beresford, Raeburn House Board Chairperson	Honorarium	4,192	4,176

Notes 8: Events After the Balance Date

Note 8: Events After the Balance Date

Events After the Balance Date:

There were no events that have occurred after the balance date that would have a material impact on the Performance Report. (Last



Independent Auditor's Report

To the Members of North Shore Community Health Network Incorporated trading as Raeburn House

RSM Hayes Audit

PO Box 9588
Newmarket, Auckland T149
Level 1, 1 Broadway
Newmarket, Auckland 1023

T +64 (9) 367 1656
www.rsmnz.co.nz

We have audited the accompanying performance report of North Shore Community Health Network trading as Raeburn House on pages 2 to 14 which comprises the entity information, the statement of service performance, the statement of financial performance and statement of cash flows for the year ended 30 June 2016, the statement of financial position as at 30 June 2016, and the statement of accounting policies and other explanatory information.

The Responsibility of the Board Members for the Performance Report

The Board members are responsible on behalf of the entity for:

- (a) Identifying outcomes and outputs, and quantifying the outputs to the extent practicable, that are relevant, reliable, comparable and understandable, to report in the statement of service performance;
- (b) the preparation and fair presentation of the performance report which comprises:
 - the entity information;
 - the statement of service performance, and
 - the statement of financial performance, statement of financial position, statement of cash flows, statement of accounting policies and notes to the performance report in accordance with Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit) issued in New Zealand by the New Zealand Accounting Standards Board, and
- (c) for such internal control as the Board members determine are necessary to enable the preparation of the performance report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the performance report based on our audit. We conducted our audit of the statement of financial performance, statement of financial position, statement of cash flows, statement of accounting policies and notes to the performance report in accordance with International Standards on Auditing (New Zealand) (ISAs (NZ)), and the audit of the entity information and statement of service performance in accordance with the International Standard on Assurance Engagements (New Zealand) ISAE (NZ) 3000 (Revised). Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the performance report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the performance report, including performing procedures to obtain evidence about and evaluating whether the reported outcomes and outputs and quantification of the outputs to the extent practicable, are relevant, reliable, comparable and understandable. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the performance report, 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 performance report 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 made by management, as well as evaluating the overall presentation of the performance report.

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RSM Hayes Audit is a member of the RSM network and trades as RSM. RSM is the trading name used by the members of the RSM network. Each member of the RSM network is an independent accounting and consulting firm which practices in its own right. The RSM network is not itself a separate legal entity in any jurisdiction.

Financial Report



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

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.

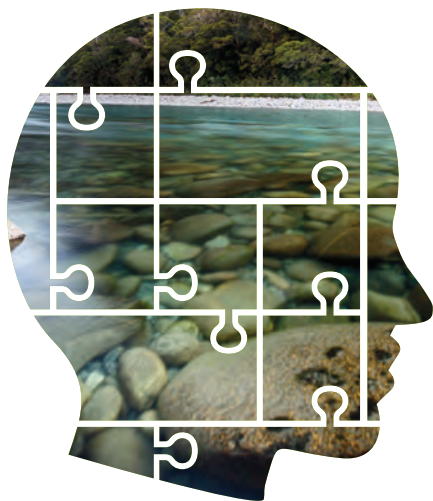
Opinion

In our opinion:

- (a) the reported outcomes and outputs, and quantification of the outputs to the extent practicable, in the statement of service performance are suitable;
- (b) the performance report on pages 2 to 14 presents fairly, in all material respects:
 - the entity information for the year ended 30 June 2016;
 - the service performance for the year ended 30 June 2016, and
 - the financial position of North Shore Community Health Network trading as Raeburn House as at 30 June 2016 in accordance with Public Benefit Entity Simple Format Reporting – Accrual (Not-For-Profit).

RSM

2 September 2016



MA PANGO MA WHERE KA TUITUI TATOU

Raeburn House

CONNECTING PEOPLE – BUILDING COMMUNITIES

65 Pearn Crescent, Northcote 0627

PO Box 36 336, Northcote, Auckland 0748

Phone: (09) 441 8989

Email: info@raeburnhouse.org.nz

