ANNUAL REPORT 2013 - 2014



Continuing a community of care

2014 has seen ongoing building expansion along with significant changes.

Firstly, allow me to acknowledge the huge contributions made by both our recently retired Chairperson Blair O'Brien and Manager Catherine McClintock. In the later part of last year they both indicated their wish to retire after eight years during which time, through their hard work and commitment, they were collectively responsible for the substantial building programme which enables us to now offer significantly expanded services. De Paul House's current reputation as a credible and effective provider of social services owes much to them and has been greatly enhanced by their contributions. Thank you.

We are pleased to welcome Jan Rutledge as our new Manager. Jan has been employed at de Paul House for over eight years, has a deep understanding of the services offered and, as a Board, we are very confident in her commitment and capability. As new Chairperson, I have had an involvement in De Paul House from time to time since the early 1990s and more recently have been a Board member over the last three years.

Recently, as a Board, we reviewed our Strategic Plan. We agreed that:

Our mission is "to give vulnerable families hope by empowering them to achieve a future sustained by security, dignity and independence".

While applying "Vincentian values of respect and dignity (which are) reflected in the culture of every part of the organization to create sustainable and caring communities".

We also agreed that our strategic goals include:

- ♦ Ensuring that our core services of emergency accommodation and family support are maintained and that the physical and spiritual needs of our families are met. To this end we are in the process of completing the accommodation and seismic upgrade which will add a further three units to our current nine emergency accommodation units from November 2014. This completes the building programme which began in October 2012 and included the opening of our new playgroup and learning centre in 2013. De Paul House is a family centre with services for all, from children to adults.
- ♦ Be financially sustainable. We remain very humbled and dependent on the ongoing generosity of our many supporters and donors, large and small.
- Build communities through our outreach programme. We currently remain directly connected with 141 families providing ongoing support where necessary.
- Providing our staff, volunteers and resident families with a safe and caring environment. We are hugely indebted to our 15 wonderful staff and 98 volunteers who collectively form the very fabric of de Paul House.

With our "community of care" De Paul House will continue to work for the needs of the most marginalized. We will provide effective, timely and relevant social services focusing on achievable outcomes, evaluation of programmes, and transparent reporting. A recent survey completed in June 2014 evidenced that 95% of families leaving De Paul House accommodation in the last 3.5 years have sustained their housing, if placed in Housing NZ properties. This statistic represents a period of stability and security in lives which have often seen neither.

I can confidently report that De Paul House remains in great heart.

Brendan Fitzgerald, Board Chairperson

A journey of change: De Paul House has actively supported 141 families in the last 12 months through either its emergency residential programme or with community support through its outreach service. Families present with housing as their primary issue however the complexity of the issues leading to homelessness requires multiple interventions and service options. De Paul House is proud to state that with our wrap around services provided, 798 families have achieved stability in their lives since our services commenced in 1986. Children have attended the same schools and the families have become part of the community. De Paul House is a positive place of change with a families journey represented as follows:

DESPAIR

Homeless - dysfunctional - fractured relationships - Pending Court matters
 Debt out of control - Health issues - Poor parenting and behavioural issues - Transient living
 - lack of stable schooling - no preschool education - language barriers

SUPPORT

•Social Work, counselling and advocacy available - plan for stable accommodation - emergency accommodation - confidence and trust building - engagement with de Paul House services - family plan and goals strategy prepared

GOAL SETTING

- 3 main goals set examples:
- •1) budgeting housing parenting
- •2) budgeting employment housing
- •3) counselling family relationships housing

HABIT CHANGING

- •Living within a budget and income available. Cooking healthy meals and decreasing takeaway meals
- Attending parenting courses and adopting positive parenting techniques
- •Children attending school regularly and taking adequate food preschool children attending the de Paul House playgroup

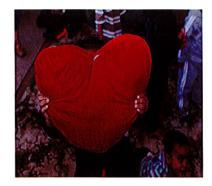
OUTCOMES

•A happier less stressed family who has their debt under management, live within their budget, have stable housing, children attending school and preschool regularly and integrating into their community.

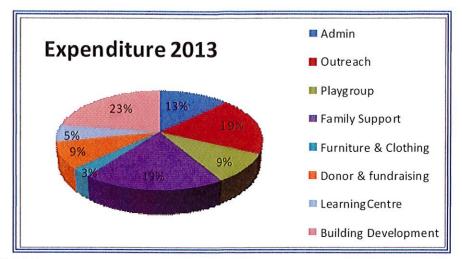
Three new units: De Paul House is very pleased to be completing an additional three new emergency accommodation units at the end of November 2014. This will increase our accommodation to 12 units with a maximum onsite population of 69. De Paul House acknowledges the generosity of the Auckland Catholic Diocese and the ASB Community Trust.

Thank you to our Volunteers: We could not operate without the support of our dedicated and hardworking volunteers. 98 registered volunteers deliver over 2997 hours per annum (57.50 hours per week) to sort donated goods and clothing, playgroup and learning centre support, fundraising and general cleaning/maintenance.

And community support: De Paul House also gratefully acknowledges the huge support we receive from our community with donations of goods, finances and time.

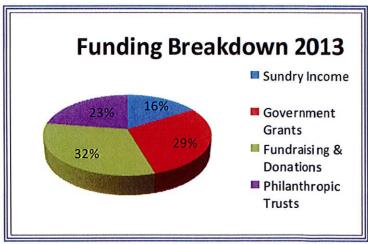


THE YEAR THAT WAS....



Cost Centre Summary 2013

•	2013	2012
Total Annual income	628,459	654,528
Admin Expenses Outreach Expenses Playgroup Expenses In-house Family Support Expenses Furniture & Clothing Expenses Donor & Fundraising Expenses Learning & Homework Centre Expenses	116,065 161,320 77,768 161,058 22,804 72,995 45,638	116,918 155,848 61,087 163,009 17,851 62,050 49,309
Total Annual Expenses	657,648	626,072
Net Operating Deficit	- 29,189	28,456
Contribution towards Capital Expenditure on Buildings owned by Auckland Diocese and used by De Paul House	187,677	29,358
Net Surplus (Deficit)	- 216,866	-902



Our current board members are:

Brendan Fitzgerald Chairman Judge Ian McHardy Deirdre Berry Lui Poe Gerard Burns Alan Blackie Kathleen Petrie QSM Elizabeth Bisquera (Minute Secretary)

THANK YOU FOR YOUR GENEROSITY DURING 2013-14

Auckland Communities Foundation Mike Pero Real Estate Ltd, Birkenhead (Dane and **Auckland Council** Fiona Brown) **ASB Community Trust** Ministry of Education Birkenhead Licensing Trust Ministry of Social Development **CR Stead Trust** NZ Lotteries Grants Board **Catholic Caring Foundation** NZ Post Catholic Diocese of Auckland NZ Guardian Trust Philanthropy Services **Community Organisations Grants** Sky City Auckland Community Trust **David Levene Foundation** Sir John Logan Campbell Residuary Estate **Dept of Internal Affairs** St Mary's Parish Holzer Family Charitable Trust St Vincent de Paul Societies **Hugh Green Foundation** Ted and Mollie Carr Endowment Trust The Church of Jesus Christ of Latter-Day Saints Jack & Marjorie Ferrier Trust Kiwanis Club of Takapuna **Tindall Foundation** Waitemata PHO Limited Lion Foundation The Warehouse Birkenhead **Schools:** Northcote Primary Carmel College St Mary's Primary School Rosmini College Beach Haven Primary St Peter's College Onepoto Primary Westlake Girls **Bayswater Primary** Northcote Intermediate **Corporate Volunteers:** IAG Insurance Bank of New Zealand **Auckland Council** ANZ Bank **Grant Thornton Chartered Accountants Ernst & Young** Dentsu Aegis Collaborations: **Budgeting Services Health Providers** Presbyterian Support, North Harbour Budget, North Plunket, NZ Dental Assn/Colgate/AUT

Akld Regional Dental Team, WONS (Cervical Screening), National Immunisation Centre, Diabetes NZ, Integrated Pasifika Healthcare, Te Puna Hauora, WDHB - Child, Youth and Womens' Service

Business Supporters

Bunnings Warehouse—Glenfield Bakers Delight—Greville Road Blockstart Graphic Design (Alphonse Prendergast) Shore Budget Service

Government

Child, Youth & Family, NZ Police, Housing NZ, Work & Income

Community Organisations

Salvation Army Glenfield, City Mission, St Vincent de Paul Northcote, North Shore Womens Centre, Adapt Family Solutions, Whanau Marama, Shine, Barnados, Strengthening Families, Kaipatiki Youth Development Trust, Seasons for Growth, The Grief Centre