

# ANNUAL REPORT 2020/2021



DE PAUL HOUSE

HOUSING AND  
FAMILY SUPPORT





BOARD MEMBERS (L-R): Gerard Burns, Ian McHardy, David Redmore, Brendan Fitzgerald (Chairperson), Deirdre Berry, Alan Blackie, Kathleen Petrie. Insert: Lui Poe, Rachel O'Connor.

# CHAIRPERSON'S REPORT

I am pleased to report that De Paul House (DPH) has emerged well from the challenges that 2020 placed on families, staff, and management. COVID-19 witnessed the large scale use of motels to provide emergency housing for those without access to adequate housing, highlighting the desperate needs in the sector we serve. Emergency housing now refers to the provision of motel accommodation while our services are deemed transitional housing.

As a Board and senior Management, our constant focus is not only on adapting to current challenges but also future proofing. **Our strategic considerations demonstrate our ability to build on transitional housing competency and capacity towards the provision of long term, sustainable housing with further supportive services.**

## Strategic considerations:

- Successful accreditation with Community Housing Regulatory Authority (CHRA) approval will allow DPH to provide a pathway toward sustainable, affordable and secure housing (social housing). This will complement our transitional housing and wrap around support services which have run since 1986.
- In the immediate environment the Government is strongly committed to transitional housing, offering housing pathways to those most vulnerable in our community, particularly those living in motels unsupported by adequate services.

- This leads to DPH continuing to expand at pace. We are preparing for the probability of almost doubling our transitional housing capacity in 2021 growing from 34 properties to 62 properties by year end.
- This includes a partnership with the Catholic Diocese of Auckland who are redeveloping a property for DPH to lease and manage. This will provide quality, self contained housing for 10 families ranging from 5 bedroom to 1 bedroom units. This project is due for completion by October 2021.

DPH has many “balls in the air”. We remain committed to further embedding Te Tiriti o Waitangi into our culture, vision and service. Jan Rutledge, our General Manager and the DPH staff and volunteers continue to work hard throughout an unprecedented year of global pandemic and escalating housing demand. The increasing vulnerability of the families we serve to, not just housing but health, economic and general wellbeing challenges has seen the need for DPH services continue to grow.

Lastly, no Board report is complete without acknowledging financial considerations. Prudent fiscal management has enabled a build up of necessary operational reserves in addition to financially enabling current expansion.

**Brendan Fitzgerald, Chairperson**



# GENERAL MANAGER'S REPORT

As I write this report, the single event which continues to overshadow all others is the global pandemic, COVID-19. For our families it has further highlighted their desperate lack of options for affordable, safe and sustainable housing. De Paul House during this time was a safe haven for over 100 families with the majority now rehoused successfully in the community.

We have been amazed at the resilience and determination of our families. It is always worth noting that at any one time up to 60% of our residential population are children. **At present, we have 52 parents and 91 children including 1 newborn, living under our roof.**

The importance of having local services was further emphasized during this difficult year. Our staff worked through all COVID-19 levels and community partners such as Kiwi Harvest and many generous individuals continued to drop fresh fruit, vegetables and food to our door. This relieved so much of the anxiety felt by families.

Support from local parishes and community continued unabated. We acknowledge the foresight and work of those who preceded us. Our commitment to social justice is from our founders, the St Vincent de Paul Society and Daughters of Charity and countless individual volunteers who have made us what we are today.

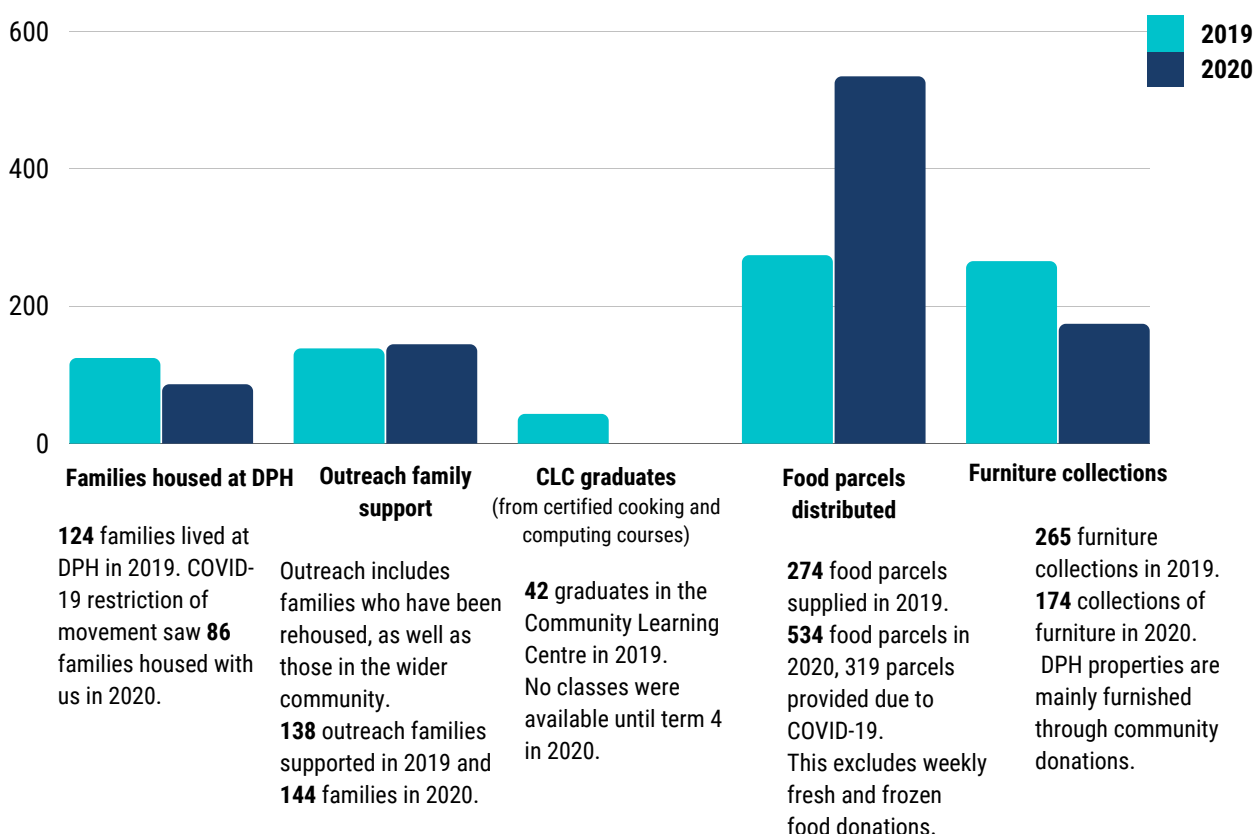
**4117 individuals have been rehoused since 1986. 1657 adults and 2460 children.**

Our services continue to grow, not just with the provision of more housing but also with the addition of new programmes: sustaining tenancies, rent readiness and Te Ataarangi classes – have added to the richness of our services and the wellbeing of our staff and families.

**We are all in this together – Tātou tātou e! Tēnā koutou, fa'afetai, mālō 'aupito, vinaka, salamat, meitaki, fakaue, kam bati n rabwa – Thank you.**

**Jan Rutledge, General Manager**

## SERVICE PERFORMANCE IN 2020



# TEAM REPORTS

## ADMINISTRATION AND OPERATIONS

It has undoubtedly been an unsettling year with the effects of COVID-19 rippling across Aotearoa and felt by many New Zealanders. I pride myself in managing and working alongside a fantastic team who wear different hats and ensure De Paul House's wheels are turning each day, even through COVID-19 levels.

**Our role is to readily assist both our Tenancy and Family Support team, by filling in the necessary gaps to maintain successful outcomes for our families.**

At reception, our team provide a warm, secure, and welcoming haven for vulnerable families who phone or walk in every day, seeking our services for guidance and support.

During the first level 4 lockdown, we equipped our staff with mobile phones and laptops to enable daily contact with client families and team bubbles with ease. This was well received by all, in particular our families, as it helped to alleviate the feelings of isolation, anxiety and fear.

We have upgraded our fundraising systems to keep our valuable donors up to date with DPH movements and provide donation receipts in a timely manner.

Our accounting system was also upgraded to Xero and has made book-keeping and reporting more efficient.

Major changes were made to our website, which was necessary in keeping our community informed about our history, what we do and have to offer and how they can help. It also became a better platform for key events and another avenue for vulnerable families to contact us on.

Despite the ever-changing restrictions and delays, we successfully held our annual events to recognize and celebrate the hard work that goes into DPH, such as our Annual Volunteers luncheon, Board dinner and Staff Christmas party.

As a team, we are confident in supporting all DPH staff and improving internal processes for greater success in this current stage of growth. We are excited to see DPH go from strength to strength, to empower those most vulnerable in our community through our services.

**Naomi Malolo, Operations Manager**

*Pictured centre front.*





## FAMILY AND SUSTAINING TENANCIES SUPPORT

In the last 18 months, our team have quickly learned the virtual facets of social work to sustain support for our residential and outreach families. Ongoing COVID-19 restrictions in levels 3 to 4 mean client meetings are done over the phone, goods and paperwork are delivered without physical contact and at our Onewa site, shared spaces are rotated by roster to keep families in their own bubbles.

Our team sees the effects of poverty daily. There is an increasing number of families that present with physical illness, or are experiencing and have diagnosed mental health difficulties. It is not uncommon for some to show both. This is often a direct result of the unhealthy, unstable, and overcrowded conditions they are living in. We have seen many families faced with homelessness after a relationship breakdown with their partner or close family networks, and are no longer able to afford private rent on their own.

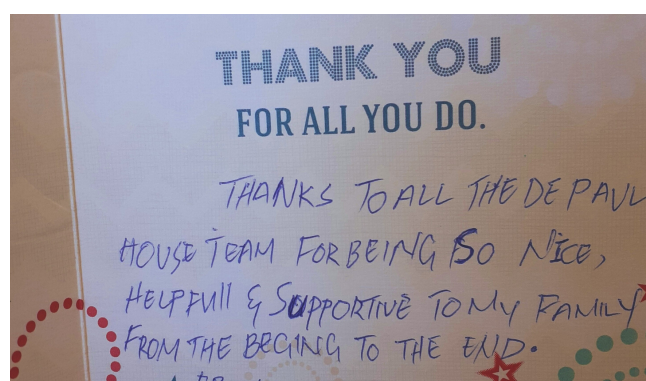
**In 2020, we received 692 enquiries for housing and support. We have had 463 enquiries and counting, since January this year, showing the overwhelming struggles and demand for long term housing and healthy accommodation.**

Most of these enquiries are from families living in emergency motel accommodations without any other option for safe housing, after they have been told they had to leave the motel.

With the growth of DPH, we welcomed Deb to the team in 2020. This is a new role at DPH that focuses on sustaining tenancies, aimed to support people before the need for transitional housing arises. We know it is always best to keep people housed where at all possible. This is a challenging position, that continues to show the complexity of the many issues in our communities which can lead to homelessness in Aotearoa.

We look forward to seeing what more we can do in these extraordinary times.

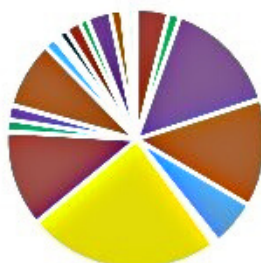
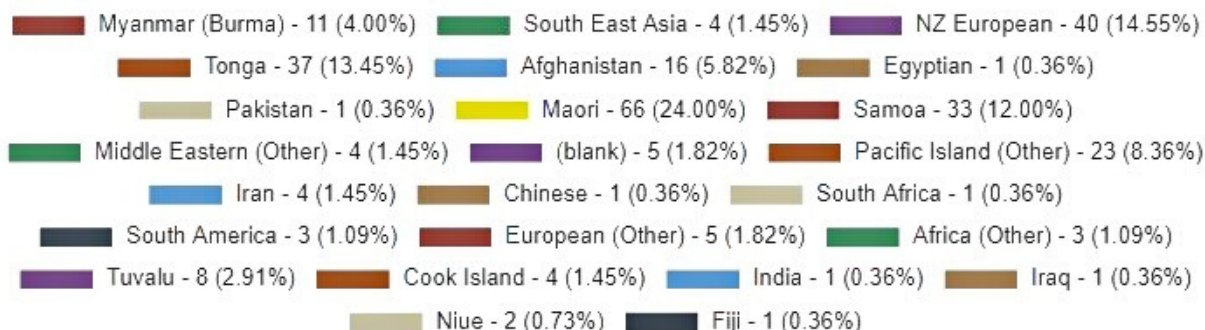
**Paula Barker, Clinical Team Leader**



***"Thanks to all the De Paul House team for being so nice, helpful and supportive to my family from the beginning to the end."***

*A note of thanks from a dad in June 2020. Along with his wife and 2 children, they lived at DPH for 9 months. He suffers with severe anxiety, but slowly gained a new confidence during their stay. Their children regularly attended Kids Club, and mum is a now a local entrepreneur, selling home baked treats and cakes online.*

### The diversity of Aotearoa encapsulated in those seeking support.



# FAMILY TESTIMONIALS

**"You can't look back - you just have to put the past behind you, and find something better in your future."** Jodi Picoult

I was invited to chat with Lola\* about her recent achievements during a surprise visit to her social worker. The following conversation took place on the 9th of June 2021.

## **So, how's life been since you left De Paul House?**

Since I left here, I went to university. I'm currently on mid semester break, but the 4 papers that I was doing last semester I've passed.

## **What inspired you to study?**

Last year, in one of our regular catch ups (with my social worker). At the time something had happened within my family's circumstances, and I was feeling like I was at a crossroads. I had done the best I could for that situation, and it still did not come out how I wanted it to be. I just knew that I was in a space where I did not know what I was doing anymore, because most of what I was doing was going towards [trying to fix] that issue. It was time for me to begin a new chapter. So, when I had nothing going for me, I was asked if I had ever thought about study and what I wanted to do... The vision started from then. My social worker told me she'd give these guys a call, but then the next time I saw her I told her, "We've applied! The ball is rolling now and there ain't no stopping us." And here we are, first semester is done, just got 4 more papers to go. I did that.

## **What are you studying?**

I'm going for a Bachelor's degree in Electrical Engineering. But at the moment, I'm currently doing a Certificate in Science & Technology. So next year I begin the degree. The lecturers have told me I'm off to a good start and they see potential. That's encouraging. Very encouraging... The learning is fun for me so that makes it easier. There is a bigger vision actually. I want to move my family back onto land that our family has hold of and hopefully with my electrical engineering I'm able to provide electricity, whether that be hydro electricity, some form of renewable energy... I wish they (my parents) were here today. But we did it, we're doing it, and it's not finished.

## **Tell me a bit about your background.**

Ah, I don't like talking about it. I grew up around violence, alcohol, and drugs. Even when I started doing those things as an adult, I didn't see a problem with it because I thought, "it's normal, it's okay, I'm not hurting anyone," like self-inflicted. Not seeing, now that my children are older, the effects that it had on them. But we're good now.

## **How's it been living in your own place?**

Since I'd been at De Paul House I've connected more with my cousin. A couple of months ago, she was going through a really bad stage of depression. She came over to the house and we ended up talking for six hours that day. I made sure she was okay. I gave her things that I knew I did not need but it could help her and her family. I had given her some sheets off my weekly planner list with daily goals. That has helped her a lot.

## **How has De Paul House helped you?**

De Paul House was a huge support in helping me keep me and my baby safe. We were able to formulate routines and start making all the good decisions that we need to live a good life. There were programmes here during the week that we could engage in. So having that space where I could learn, that helped too with going back to that routine of studying... **It's not easy to stay alone and be strong about the huge change and what I had to leave behind (referring to some family members she's had to cut ties with).** There was a lot of self-discipline where I had to protect my boundaries for where I needed to be... **It would've been easier to quit, but it wouldn't have been as fulfilling.**

When asked if I could share her good news, Lola replied, "Sure! If it helps someone else. I'm all for people empowering people."

*\*Not her real name.*



*Interviewed by 'Isa Siufanga, Operations*



# FAMILY TESTIMONIALS CONTINUED



***"Housing is absolutely essential to human flourishing. Without stable shelter, it all falls apart."*** Matthew Desmond

When a family member had moved from their shared rental house, Niya's\* parents and grandad became homeless. Her mother's health was slowly waning from depression and her grandad suffers with dementia. Niya made the decision to take them in and immediately took on the role of full-time caregiver. Together with Niya's two children, aged 10 and 13, all 4 generations were now living in an old 2-bedroom Kāinga Ora unit. There were not enough beds and blankets for everyone, so we provided them with a set of bunk beds, gave them linen and blankets and began the process of advocacy for a suitable and healthier home.

However, like most cases this was easier said than done. We were informed that a transfer of house would be unlikely due to the size of the family, and they would have to seek a private rental instead. Moreover, communication with the family proved extremely challenging as Niya's children were the only ones who understood and spoke English.

Over the transition period both children enrolled into new schools. **Niya, having faced the stigma of poverty throughout her adult life, did not want her children to experience the same.** So, through the J R McKenzie Youth Education Fund, we were able to

supply both children with new uniforms and stationery. Niya remained anxious that a transfer could potentially mean moving to a different part of the city where her children would have to start a new school all over again. Then after nine months of fundamentally hard work, the collaborative efforts from both the family and government agencies, and the amazing support of 2 volunteer interpreters, Niya and her family received the news they'd been hoping for.

The brand new 5-bedroom home is just a 20-minute drive to the children's school. Niya's grandad has his own bedroom and accessible ensuite bathroom to cater for his needs. Not long after they settled in, Niya's mother's demeanor and appearance changed. She's created a green haven for herself, buying and planting plants, trees, and growing herbs too. The family have also opened their spacious lounge room to host small events for their community.

Niya is currently taking an English class at the Auckland University of Technology to help her gain employment. Her social worker notes, "I think moving, and everyone having their own space, and mental health problems started to disperse... she has the confidence that her parents and grandad are now settled and being looked after. So she is now expanding herself, and broadening her English because she wants a job, but she felt she could not do that before because she was doing the job of looking after her whole family."

*\*Not her real name.*

**Niya and her family are one of the first households to benefit from the sustaining tenancies support at De Paul House. Since the new role began in June 2020, 29 families have been assisted successfully. The support includes full access to all De Paul House services.**

# TEAM REPORTS CONTINUED



## TENANCY (TRANSITIONAL HOUSING)

**Our focus is to provide a safe and healthy living environment for all tenants during their transitional stay at De Paul House.**

To help soften and soothe some of those bumps they are experiencing, we, along with the support of our outstanding volunteer teams, set up our properties according to each family's needs. This includes furniture, appliances, and bedding. In some cases, this also involves relocating tenants during their residency, if or when there is a risk to their safety

and wellbeing due to personal circumstances and changes.

Last year was a challenging year for our team.

After the first COVID-19 lockdown announcement all maintenance work, furniture pick-ups and house inspections were at a halt, and our attention turned to food packing and distribution. As COVID-19 levels dropped, we adapted to the new approaches of wearing masks, gloves, and social distancing. Thanks to Caritas Pro Vitae Gradu Charitable Trust, in COVID-19 levels 3 and under, renovation projects of 2 units on our Onewa site took place, and was opened for occupancy by October 2020.

Earlier this year we farewelled Mike, who served our community at DPH for 13 years. We have since recruited 2 new staff into our team and welcomed Christine to DPH. Christine is the tenancy manager for our social housing division. Her extensive career in property management and tenancy law has proved instrumental to our small yet devoted team, as DPH continues to expand to support and house more homeless families in Tāmaki Makaurau.

### Sesalina Setu, Tenancy Manager (Transitional Housing)

*Photo: The exterior of a new 11 unit building complex opened for transitional housing in August this year.*

## COMMUNITY LEARNING CENTRE

Our centre was closed for most of 2020, but by term 4 our learners were quick and ready to engage in our classes once again. The diverse number of attendees makes our centre a multicultural hub. **For some adults, this is the only place where they engage with those of their ethnicity, as many are isolated from their own communities.** This in turn has helped boost participants' confidence and commitment to their learning, which is incredibly rewarding and a testament to the need and success of our kaupapa (programmes).

Classes taught in the last year include budgeting, digital learning (computing), cooking, sewing and English language and literacy. We continue our



*Our Ready To Rent session at Warkworth in May this year. The programme is a collaborative teaching effort between Katherine (Money Mates), DPH social housing tenancy manager, Christine and myself.*



partnership with organizations such as Salvation Army Glenfield (Money Mates), Wise Catering (Belong Aotearoa), 20/20 Trust and English Language Partners NZ. In 2021, the Ministry of Social Development (MSD) has funded a Ready To Rent programme for in-house and MSD clients as well as community members to learn and understand their rights and responsibilities as tenants. Since April this year, 11 participants in Auckland and 6 in Warkworth have completed the 6-hour course. Our goal is for everyone, particularly those on the housing waitlist, to identify the possibilities and options they may have for renting successfully in Aotearoa.

It is always a privilege not only to witness our whānau complete these classes but also graduate from our certified programmes. This includes cooking and computing, and for a large number it is

their first-time receiving such recognition. Some cooking graduates are now paid for their catering services around the city. A few of the computing graduates occasionally return to assist tutors with new enrolments, and others are currently studying at university. The access to a chromebook allows families to stay connected with one another through COVID-19 lockdowns. Throughout the digital class, students are asked to prepare a presentation of their whakapapa (genealogy) for graduation day. It is humbling and inspiring to hear them share their life stories, because it is during these presentations you truly realize the students' determination, not just in class, but in life itself.

**Ngā mihi nā,  
Moana Chalmers, Community Learning  
Centre Coordinator**

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## PLAYGROUP (EARLY CHILDHOOD CENTRE)



2020 was indeed a strange year for us, but despite the new challenges we continued to thrive. Altogether 50 residential children attended Playgroup throughout the year.

This year we have seen a significant shift of numbers with 35 enrolments in term 1 and 2. This has kept us and all our volunteers especially busy. At present, we have 20 children regularly attending, and with 11 various ethnicities, we truly are a multicultural centre.

**There are some children who have never experienced an early childhood education, and often arrive feeling unsettled. We aim to help them feel safe and secure to become happy, confident learners.**

Plunket and the Ministry of Education Early Intervention Unit also support us with services to nurture and empower children experiencing developmental and behavioural challenges.

A highlight this year includes a visit from the Ministry of Education and certification of our Centre for the next three years. They also gave us a special grant that paid for a new shade cloth over our sandpit area.

We thank the staff and Board for all their support, and a special thanks to all our wonderful volunteers who faithfully turn up every week to help us.

**Ngā mihi,  
Jo, June & Marion, Playgroup Teachers**





## COMMUNITY AND VOLUNTEER REPORT

De Paul House has always had long and loyal support from volunteers. In 2020 we had over 70 volunteers regularly working in many ways.

Volunteers arrive weekly to sort donated clothing, shoes, linen, food, household goods and furniture. This allows us to provide for families with practical support through the 'banks' of donated goods. This is especially helpful when they move out to set up their home.

Volunteers support Playgroup, offering loving care to the children and supporting the staff. One of the volunteers has volunteered at Playgroup for nearly 30 years.

In the Community Learning Centre, volunteers have worked with the English language tutor, helping migrant and refugee women improve their conversational English, and in the computer class. They have also shared their knowledge at the sewing classes.

Senior students from local secondary schools, Carmel and Rosmini Colleges, mentor children in the Kids Club run after school. They are great role models to the children. It is very encouraging to see these teenagers willingly give up their time to help others. They also organise fundraisers and food drives through their schools.

142 volunteer hours were given by corporate teams who came to De Paul House as part of their companies social responsibility programme. These teams are invaluable as they do many hours of physical work, cleaning, and gardening around our premises. They also become great supporters for our Christmas appeal.

De Paul House is fortunate to have many supporters in the local community and parishes who respond to requests for help, donating food, finances, bedding and items to meet the needs of families.

In 2020, despite COVID-19 lockdowns, over 1842 volunteer hours were given to help De Paul House.

**Lesley Farmer, Community & Volunteer Liaison**

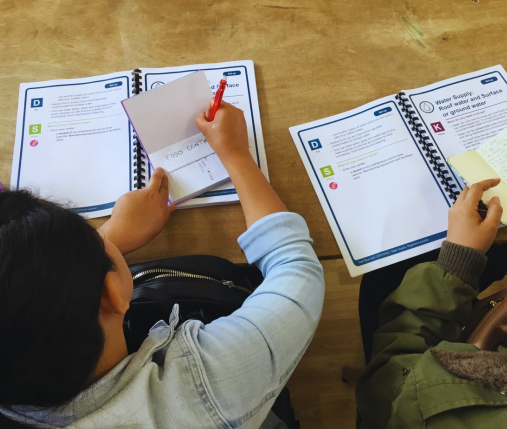
*Pictured second from far right.*

***"Volunteers don't get paid because they are worthless, but because they are priceless."***

Elizabeth Andrew









# FINANCIAL SUMMARY

## Statement of Financial Performance

**De Paul House**

**For the year ended 31 December 2020**

	2020	2019
<b>Revenue</b>		
Donations, fundraising and other similar revenue	381,181	281,139
Revenue from provision of goods or services	2,217,296	1,770,966
Interest, dividends and other investment revenue	51,312	33,301
Other revenue	2,174	3,480
<b>Total Revenue</b>	<b>2,651,963</b>	<b>2,088,886</b>
<b>Expenses</b>		
Fundraising expenses	16,139	9,326
Volunteer and employee related costs	1,038,511	962,739
Costs related to providing goods or services	1,030,888	707,241
Other expenses	67,874	69,037
Building costs	–	24,637
<b>Total Expenses</b>	<b>2,153,412</b>	<b>1,772,980</b>
<b>Surplus (Deficit) for the Year</b>	<b>498,551</b>	<b>315,906</b>



# Statement of Financial Position

## De Paul House

For the year ended 31 December 2020

	2020	2019
<b>Assets</b>		
<b>Current Assets</b>		
Bank accounts and cash	1,834,118	1,364,108
Debtors and prepayments	28,502	20,338
<b>Total Current Assets</b>	<b>1,862,620</b>	<b>1,384,446</b>
<b>Non-Current Assets</b>		
Property, Plant and Equipment	126,629	132,822
<b>Total Non-Current Assets</b>	<b>126,629</b>	<b>132,822</b>
<b>Total Assets</b>	<b>1,989,249</b>	<b>1,517,268</b>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Creditors and accrued expenses	39,855	50,323
Employee costs payable	78,122	57,129
Unused donations and grants with conditions	111,133	148,228
<b>Total Current Liabilities</b>	<b>229,110</b>	<b>255,680</b>
<b>Non-Current Liabilities</b>		
<b>Total Non-Current Liabilities</b>	<b>-</b>	<b>-</b>
<b>Total Liabilities</b>	<b>229,110</b>	<b>255,680</b>
<b>Total Assets less Total Liabilities (Net Assets)</b>	<b>1,760,139</b>	<b>1,261,588</b>
<b>Accumulated Funds</b>		
Accumulated surpluses or (deficits)	1,110,139	611,588
Reserves	650,000	650,000
<b>Total Accumulated Funds</b>	<b>1,760,139</b>	<b>1,261,588</b>

**Full audited accounts available at [www.charities.govt.nz](http://www.charities.govt.nz)**

# THANK YOU

*"Overcoming poverty is not a gesture of charity. It is an act of justice. It is the protection of a fundamental human right, the right to dignity and a decent life."*

Nelson Mandela



Catholic Diocese of Auckland  
Te Taumata o te Hahi Katorika



Caritas Pro Vitae Gradu  
CHARITABLE TRUST



Lottery Grants Board  
Te Puna Tahua  
LOTTO FUNDS FOR YOUR COMMUNITY



MINISTRY OF SOCIAL  
DEVELOPMENT  
TE MANATŪ WHAKAHIATO ORA



Te Tūāpapa Kura Kāinga  
Ministry of Housing and Urban Development



ORANGA  
TAMARIKI  
Ministry for Children



THE LION  
FOUNDATION



*"Community is the foundation to success."*

Kristen Jones

## BUSINESS & SPONSORS

AIA  
Armstrong Murray  
Casual Foodie  
Duttons Stormwater  
Flowers On Onewa  
High Life  
Synergy Flooring  
Z Northcote

## COLLABORATIONS

20/20 Community Trust (Spark)  
Auckland Community Housing  
Providers' Network (ACHP)  
Auckland Community Law Centre  
Auckland Zoo  
Bare Necessities  
Bays Community Housing Trust  
Belong Aotearoa (Wise Catering)  
Boric Food Market  
Community Fruit Harvest

Cook's Night Off  
English Language Partners NZ  
Fantail & Turtle  
Fuel Design  
Good Bitches Baking  
Illo Books  
Just Because  
Kāipatiki Community Facilities Trust  
Kāipatiki Youth Development Trust  
Kiwi Harvest  
Littlemore  
North Harbour Budget Services  
North Shore Budget Services  
North Shore Women's Centre  
NZ Police  
Plunket  
Rotary Kāipatiki  
Sanitarium  
Sheridan Hanes Australasia  
Shine Women's Refuges  
Te Puna Hauora  
The Fono  
The Kiwanis Club of Takapuna  
The Salvation Army, Glenfield  
The Society of St Vincent De Paul  
United Way (Catalytic Foundation)

Vinnies Shops - North Shore  
Volunteering Auckland  
Woodside Café  
Xero

## INTERDENOMINATIONAL

Equippers Church  
Inspire Church  
Maria Assumpta Parish, Beachhaven  
NZ Dominican Sisters Trust Board  
St Aidans  
St John The Baptist Anglican Church  
The Church of Jesus Christ of Latter-Day Saints  
St Joseph's Parish, Takapuna  
St Mark Coptic Orthodox Church  
St Mary's Parish, Northcote

## SCHOOLS

Carmel College  
Rosmini College  
St Cuthbert's College  
St Leo's Catholic School  
St Mary's Primary School  
St Peter's College  
Westminster Christian School







## **De Paul House - Housing and Family support**

92-96 Onewa Road, Northcote Point

PO Box 36312, Northcote 0748

 09 480 5959

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 [www.depaulhouse.org.nz](http://www.depaulhouse.org.nz)

 [www.facebook.com/depaulhousenz](https://www.facebook.com/depaulhousenz)

