



DE PAUL HOUSE

*Housing and family support*

# ANNUAL REPORT 2022



*Having somewhere to go is Home,  
Having someone to love is Family,  
Having both is a Blessing.*





COVER PHOTO BY LYNN CLAYTON



The background of the page is a collage of three photographs. The leftmost photo shows a child in a pink dress with a rainbow bow in their hair. The middle photo, which is the largest and has a blue overlay, shows two children playing with bubbles in a playground. The rightmost photo shows a woman holding a baby in a white onesie. The word 'CONTENTS' is written in large, bold, yellow capital letters across the middle of the page.

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# CHAIRPERSON'S REPORT

**2022 was a continuum of the previous year.....hugely challenging for all at De Paul House including our families and our dedicated staff and volunteers, who so ably serve them.**

Despite challenges, it is encouraging to report significant growth in capacity, transitional housing units increasing from 21 to 45 along with our existing inventory of 11 social housing units. We are grateful to both the Ministry of Housing and Urban Development, Kāinga Ora and the Catholic Diocese of Auckland who made this possible.

De Paul House continues to provide an excellent model on how central government and community-based organisations should work together to achieve much improved beneficial outcomes for our many families. A more integrated approach between state and community providers can only be a good thing.

Our model allows for effective intervention that provides appropriate ongoing family support, a safe place for them to recuperate, programmes to

build life skills and develop fresh aspirations. To achieve a new future is, however, dependent on access to a suitable social housing which is proving particularly difficult for our larger families as availability remains scarce.

A feature remains the personal interest provided in family needs aligned to competent and appropriate support.

As the Board and senior management sets about the task of resetting the strategic plan later in 2022 for the next three years, there is much to consider. Some factors include:

- Social housing availability. Existing housing known as redirects ceased being supported by the Government from 1 October 2021 in preference for new builds. This closed the door to the income related rent support subsidy necessary for De Paul House to enter commercial leases with owners of existing housing. Without this subsidy our families can not afford these rentals. This in turn means that

demand for Kāinga Ora housing increases. The effect of this is that to feature as a social housing provider requires access to land and considerable capital.

- Ongoing prudent financial management necessary to ensure future viability.
- Compliance requirements with various Government entities such as Ministry of Social Development, Ministry of Housing and Urban Development (Community Housing Regulatory Authority), Charities Commission, Kāinga Ora are arduous. Different entities appear to compete in evolving complexity. Simplification and coordination could resolve much of this for key staff.

Finally, no report would be complete without acknowledging our reliance and great appreciation of all our stakeholders that make De Paul House possible. Our staff, volunteers, many donors large and small, government and the Catholic Diocese of Auckland, a huge thank you.

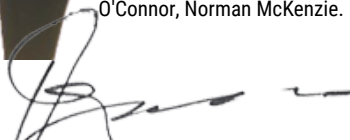


## BOARD MEMBERS (L-R):

Gerard Burns, Ian McHardy, David Redmore, Brendan Fitzgerald (Chairperson), Deirdre Berry, Alan Blackie, Kathleen Petrie.

**Insert:** Lui Poe, Rachel O'Connor, Norman McKenzie.



  
**BRENDAN FITZGERALD**  
Chairperson



# GENERAL MANAGER'S REPORT

***He tīmatanga noa te whare.  
Housing is just the beginning.***

With much attention recently in the media, and an increasing public awareness and concern for the many whānau and individuals who remain in housing jeopardy, I would like to emphasize the difference between emergency, transitional and social housing models and where De Paul House fits.

**Emergency** housing is currently provided by applying to Work and Income and consists of a motel stay which must be renegotiated weekly. As the media rightly reports, motels are not suitable for housing families and the lack of appropriate support services leaves residents in limbo.

**Transitional** housing offers accommodation on a 12-week basis but also support services, which can differ according to providers experience and ability to deliver. Transitional housing has increased significantly over the last few years. New providers have moved into this sector drawn by increased funding from government. This has produced a sector with a wide range of delivery models and few common narratives.

De Paul House has provided transitional housing for nearly 40 years and over this time we have developed support services which focus primarily on accessing permanent housing but also on ensuring that family wellbeing is supported.

These services are explained fully in the remainder of this report, but include social work and tenancy support, "after hours" staff who respond to fire evacuation and emergency callouts, a community learning centre, early childhood centre and food,

furniture, household goods, bedding, and clothing stores. It is essential to note, that De Paul House must find funding for all its learning programmes and relies on an extensive volunteer contribution to assist with the "stores". We do this because we know it works, as evidenced by our latest annual survey (2021):



HOW WAS YOUR  
EXPERIENCE AT  
DE PAUL HOUSE?

**75%**  
RATED VERY  
SATISFIED

**90%**

RATED VERY SATISFIED  
/SATISFIED

HOW DO YOU RATE  
THE QUALITY OF  
ACCOMMODATION  
AT DE PAUL HOUSE?

FAMILIES FELT  
MORE CONFIDENT  
THAN WHEN THEY  
CAME TO US.

**88%**



# GENERAL MANAGER'S REPORT CONTINUED

**Social** housing is provided by community groups, and provides sustainable, good quality rentals at a subsidized rental, similar to that paid by tenants in Kāinga Ora housing. De Paul House opened its first social housing in October 2021, as a direct response to the difficulties encountered by our larger families who require more than three bedrooms. These families spend too long in both emergency and transitional housing.

Housing is both the platform which all whānau need, but also just the beginning. Once families have achieved housing, they can establish children in school, make friends, feel safe and part of a community. They can flourish and “chase their dreams”. De Paul House continues all support for the duration of the families' need, this can often continue well beyond contracted terms as defined by government and beyond the provision of just housing. We acknowledge the need for all families to make a home, we can help!

Lastly, thank you to our dedicated and very competent staff who continue to deliver quality services and great outcomes for our whānau.

**JAN RUTLEDGE (QSM)**

General Manager



**SINCE 1986**

**1271**

**FAMILIES HAVE  
BEEN HOUSED AT  
DE PAUL HOUSE.**



**1793**

**ADULTS**



**2668**

**CHILDREN**

**4461**  
**INDIVIDUALS**





# FAMILY SUPPORT

Between August 2021 and May 2022, once again the Family Support team had to work in rostered team “bubbles”. The challenges included client meetings and interviews for transitional housing taking place over the phone, goods and paperwork were delivered without physical contact and shared spaces, mostly laundries, were kept to a roster system to protect families living with us. Sadly, we also had three staff members resign within this time. It has been a challenge to recruit high caliber staff members. We are delighted to welcome Moana, Sonya, Hine, Estela, and Andrea to our family support team. They have a wealth of knowledge and experience which will benefit De Paul House.

Trends over the last year include a big increase in family harm referrals and mental health problems often both presenting together. This can be very challenging for our team to manage. Another trend we have seen is the number of young parents 18-20 years applying for transitional housing due to family/relationship breakdowns. These young parents need a lot more support due to their age and life

experience.

The cost of private rentals and discrimination from landlords continue to stop our families accessing the private rental market. The only alternative is social housing.

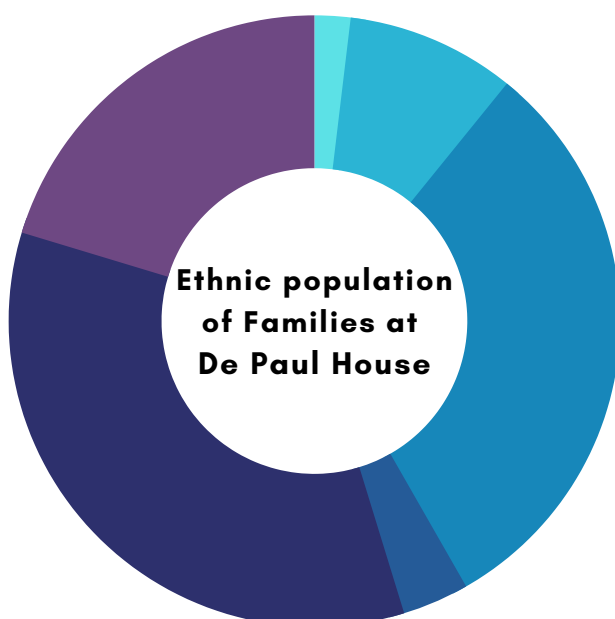
In 2021, we received 646 enquiries for housing. At the beginning of August 2021, we had received 423 enquiries which shows the continuing demand for our services. Many of our referrals are received from Work and Income offices, for families living in inappropriate motels that are not safe for families and especially children. This brings a lot more complexity and issues attached to entrenched poverty for our families and our social workers.

We look forward to the next year and achieving safe, sustainable housing for those families who come to us for help.



## PAULA BARKER

Clinical Team Leader



<span style="color: #00AEEF;">●</span> Africa	1.9%
<span style="color: #008080;">●</span> Asia	8.9%
<span style="color: #0070C0;">●</span> Māori	30.9%
<span style="color: #0056B3;">●</span> Middle East	3.5%
<span style="color: #2E2E72;">●</span> Pacific	34.4%
<span style="color: #7030A0;">●</span> Pākehā	20.3%



# SUSTAINING TENANCIES

With Sustaining Tenancies entering its third year in July 2022, a second team member has been employed halfway through 2021, as it was evident there was an increased demand for support from families living in unsustainable and/or unsuitable private rentals or social housing.

There has been a notable increase in requests for support from those living in private rentals due to the dramatic increase in weekly private rental costs which has overflowed and impacted on the increased number of social housing applications. Demand continues to outweigh supply.

The Sustaining Tenancies team support a variety of household compositions including adults with children, sole parent families, single pensioners, and single persons.

Requests for supports vary, but the common trends for both private and social housing tenancies include (but are not limited to):

- properties not compliant with Healthy Homes regulation standards
- cold, damp, mouldy living conditions
- property no longer suitable for the tenants needs due to a change in circumstances
- increase in family members living in overcrowded rentals
- change or decline in health/mobility impacting on day-to-day functioning, social functioning and overall wellbeing

Sustaining Tenancies referrals continue to flow in from various avenues including self-referrals, community word of mouth, external agencies/organisations (both Government and non-Government), District Health Boards; with an increase in referrals from Aged Concern in the last 12 months.



**HINE FANEVA**  
Sustaining Tenancies  
Social Worker



**DEBBIE TWIGLEY**  
Sustaining  
Tenancies Senior  
Social Worker

Despite the Sustaining Tenancies contract commencing shortly after the onset of a worldwide pandemic, which further impacted on families during already challenging times, the Sustaining Tenancies team have exceeded their contracted targets annually since commencing July 2020 and anticipate this to continue due to the complexities and circumstances many of our families continue to face.

*"I am very very happy, my son is very happy. The lady (social worker) who looks after us is so lovely and very helpful. I feel like a weight has lifted off my shoulder... I am starting my process of healing, I know this is the beginning of healing..."*



**DEBBIE TWIGLEY**  
Sustaining Tenancies  
Senior Social Worker

# TRANSITIONAL HOUSING

***"Go out into the world today and love the people you meet.  
Let your presence light new light in the hearts of people."***

*Mother Teresa*



The Transitional Tenancy team continued to adjust to the COVID restrictions between July 2021 to April 2022. Overall, rethinking how we can work to deliver a service to families while keeping all parties safe. Initially, resident inductions into De Paul House housing were challenging. We adapted by doing these from car-to-car or via phone.

During July to October 2021, the Transitional Tenancy team managed to setup and fully furnish 11 brand new two-bedroom units, and ten units ranging from one to five bedrooms. This was a huge achievement as we faced major supply chain delays for the furniture, kitchen and bedroom fit out goods. These units were fully furnished with funding from Ministry of Housing and Urban Development, Grant funders and individual donors, who were all very generous.

This increased our total accommodation to 45 transitional units and has put significant pressure on the tenancy team, who have worked tirelessly to ensure each unit is presented in a welcoming, well-maintained manner. We incurred substantial cost increases in cleaning, to ensure high standard of hygiene.

Our after-hours support staff provide nightly phone check-ins for the first seven days of their tenancy. This service is invaluable for the general safety and wellbeing of families living in large, shared sites such as Akoranga Drive and Lake Road, and has been greatly appreciated by these residents.

We continue to utilize volunteers and have had casual staff to assist the Tenancy team, especially with the heavy lifting when refurnishing units and ground maintenance. We thank them for their hard work and support.

Capturing the emotions of families moving into De Paul House accommodation is extremely rewarding for my team, as we all work together to provide a warm and inviting house for families to live in, whilst waiting for an affordable and secure house. We work closely alongside the social work team to help families reestablish in a new home.

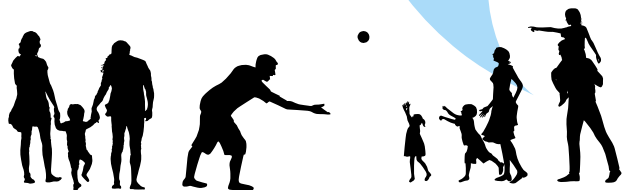
*Comments from families moving in:*

***"You have no idea what it's like to live in motels over the last three years with my four children."***

***"Look at my children, they are so happy to have space to play hide and seek."***

***"I never lived on my own before, I can't believe I have a place for my baby and me."***

***"Thank you so much, we are so grateful."***



I greatly appreciate the dedicated Tenancy team members and thank them for their commitment to the welfare of the residents.

**SESALINA SETU**

Transitional Housing Tenancy Team Manager



# SERVICE PERFORMANCE IN 2021

**109**  
FAMILIES  
HOUSED AT  
DE PAUL HOUSE

86 IN 2020

**448**  
FOOD PARCELS  
DISTRIBUTED

534 IN 2020

**146**  
FAMILIES RECEIVED  
OUTREACH  
SUPPORT

144 IN 2020

**122**  
FURNITURE  
COLLECTIONS

174 IN 2020







## FAMILY TESTIMONIAL

Matt\* has multiple severe health conditions, which forced him to resign from his full-time job. Unable to sustain their private rental, and with his daughter in his care, it was recommended Matt apply for transitional housing.

Matt's daughter has autism. Due to this, and his decline with ongoing health issues, Matt had become completely isolated from his friends, family, and ex work colleagues. Matt says moving to De Paul House "is a step forward" to securing a permanent and sustainable home for them. After four months at De Paul House, they were able to obtain permanent housing with the incredible support and advocacy of their social worker.

Moving to De Paul House was a pivotal moment for this small whānau as they were relieved from the financial stress of unaffordable rental payments and got the support they needed.

Matt's daughter is now employed and working part-time. They also have in-home support to assist with cooking and cleaning to ensure a healthy living environment for them both.

*Thank you De Paul House. We are settling in well, [we] are very happy... Thank you.*

*I am so grateful to finally have space for me and my children. Now my kids can freely move around and the kids play outside. I am thankful for the house...it's a different environment.*

*"Having our social worker helping us through this time has been the best we can hope for."*

\*Not their real name.

*My home is so nice and cozy. It feels homely! I cannot thank you enough.*



# SOCIAL HOUSING

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On the 1st October 2021, 11 homes in Warkworth were transferred from transitional housing to social housing.

The difference between these two housing divisions within De Paul House is that transitional housing is on a month-by-month basis for a limited period of time, typically 12 weeks. Whereas, social housing is long term, and is governed by the Residential Tenancy Act. Tenants in our social housing pay the same rent as Kāinga Ora tenants.

De Paul House in Warkworth currently provides 11 families from the Kiribati Islands with a warm dry and healthy home, a sense of belonging and a sense of security. Knowing that they now have a stable sustainable tenancy rather than month-by-month, has reduced stress and uncertainty for this Pasifika community.

These families migrated to New Zealand and most of them work in horticulture. Many of these families had previously been living in poor accommodation, lacking insulation and basic amenities before they moved into De Paul House transitional accommodation and now into our social housing.

When the families were advised that they would now be under social housing, they were appreciative and overwhelmed so much so some were brought to tears.

De Paul House has faced some challenges in the last year with regards to obtaining more new build housing that would be suitable for our larger families requiring social housing.



With that said, De Paul House has been looking at other opportunities outside our normal processes to obtain further housing so watch this space!

De Paul House, along with The Salvation Army continue the successful *Ready to Rent* programme for Ministry of Social Development clients as well as De Paul House clients. The programme runs over three half-days approximately three to four times a year.

The clients are families that are either in emergency or transitional housing, and are currently on the Kāinga Ora waiting list for social housing. As at 30 June 2022, 26,664 applicants were on the waiting list.

This programme gives families another option to look at being private renters (rather than waiting on the social house register), and what to expect when dealing with a property management company and/or a private landlord.

There are two parts to the *Ready to Rent* programme. The first talks about 'Tenancy', starting from viewing a property and what to look for, right through to ending a tenancy. The second is about 'Budgeting' and involves interaction with the participants so they learn about wants and needs, how interest works, and doing an actual budget that suits their family and circumstances.

## CHRISTINE STEVENS

Social Housing Manager

# ADMINISTRATION AND OPERATIONS

***He aha te mea nui o te ao? he tāngata, he tāngata, he tāngata. What is the most important thing in the world? It is people, it is people, it is people.***

Reflecting on 2021, one thing that stood out was the fantastic teamwork, passion, and drive De Paul House staff members displayed in a bid to maintain successful outcomes and continue to empower the vulnerable families experiencing homelessness and poverty.

The impact of COVID restrictions, and the health challenges impacting both staff and the families, meant De Paul House had to adjust to the rapid changes quickly, to ensure we could continue to provide families with quality services.

We saw staff adapt to using digital communication apps such as Zoom and Teams, and the ability to work productively from home to generate the same volume and quality of work as in the office. During this time, we held our inaugural Annual General Meeting, opened to the community and those interested in our services. We successfully interviewed, recruited, and completed inductions for five new employees using just communication apps!

Our social media and website continue to be key pathways to connecting with families in need, the local community, network

with community organisations, and donors. We have grown our followers, and ensured clear communication of key events, thank supporters for the many donations of practical goods and raise awareness of any short fall in our banks of goods.

The most pressing issue that our residents face is the lack of affordable, healthy, and sustainable rentals, especially social housing. De Paul House became a community housing provider in November 2020, and we introduced a new property management software named Palace. We have successfully digitalized tenant information and communication, property information and financials for both transitional and community housing.

The accountability and reporting on Government contracts are complex and take considerable amount of time. Funding from philanthropic funders is becoming more difficult

to access. De Paul House is very fortunate to have the support from many individuals, families, community service organisations and businesses, who often respond when we put the call out to highlight a particular need.

Despite our volunteers being unable to work over most of the lockdowns, they eventually were able to work in "bubbles" to ensure we could continue to provide the practical necessities for families. We celebrated and thanked our valuable volunteers by holding an amazing luncheon and a mid-winter Christmas dinner for our Board.

My team consists of future focused thinkers, creative designers, De Paul House advocates and community connectors. They provide the welcoming reception and ensure internal processes are efficient and effective. I pride myself in working alongside my team and I am excited to see De Paul House evolve, embrace changes and progress, so we can serve the many families, both in the local community or living in our residences.

**NAOMI MALOLO**  
Operations Manager





# COMMUNITY AND VOLUNTEER SUPPORT

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***"Everybody can be great. Because anybody can serve. You don't have to have a college degree to serve...You only need a heart full of grace. A soul generated by love."***

***Martin Luther King, Jr.***



Volunteers have always played a valuable role at De Paul House. It was volunteers from the local St Mary's parish St Vincent de Paul society who first mooted the idea of using the empty St Dominic's school buildings. Initially they suggested a retreat centre but the Bishop of Auckland, Honourable Dennis Brown felt there was a need for emergency accommodation on the North Shore.

These volunteers then raised the money, donated their time to transform old classrooms and the convent into self-contained accommodation. The Daughters of Charity then moved in to manage and establish De Paul House.

Today, over 60 volunteers regularly turn up to assist with sorting donated goods, work in the early childhood centre and assist in the Learning Centre.

We have wonderful supporters who respond to call outs for donations for the furniture, household goods, clothing and bedding and food banks.



Many of our volunteers have loyally turned up every week for 10-30 years. Yes, 30 years! We also have school age children who contact us from local schools wanting to do a project to support the families. They are encouraged to do some baking for the children's lunch boxes or work in the school holidays washing our cars and cleaning!

Alice has been coming every week since she was 12, and helps in the food bank, cleaning, or any daily task we need help with. They are outstanding young people with a heart for service.

The past year with its long lockdowns, meant no volunteers were on site. We thank them all for staying committed, and returning to assist De Paul House when we finally opened to the volunteers.

Volunteers do many hours each year. This work means we can offer practical support to families with goods from our 'banks' of donated goods which have all been sorted by the volunteers.

We applaud our volunteers and are immensely grateful for their hard work and dedication. They are wonderful ambassadors for De Paul House as they raise awareness with friends and family of the work we do to support the most vulnerable families in our society.

**LESLEY FARMER**

Community and Volunteer Liaison

# HAERE RĀ



# DE PAUL HOUSE TEAM



# FINANCIAL SUMMARY

## Statement of Financial Performance

### De Paul House

For the year ended 31 December 2021

<b>Revenue</b>	<b>2021</b>	<b>2020</b>
<b>Revenue from Non Exchange Transactions</b>		
Contract for Service Revenue	2,467,094	1,818,169
Grants Revenue	201,861	389,438
Donations and Fundraising	417,060	385,480
<b>Total Revenue from Non Exchange Transactions</b>	<b>3,086,015</b>	<b>2,593,087</b>
<b>Revenue from Exchange Transactions</b>		
Revenue from Providing Goods and Services	330	7,563
Interest Income	67,527	51,312
<b>Total Revenue from Exchange Transactions</b>	<b>67,857</b>	<b>58,875</b>
<b>Total Income</b>	<b>3,135,872</b>	<b>2,651,963</b>
<b>Expenses</b>		
Expenses Related to Providing Goods and Services	1,369,362	1,030,888
Expenses Related to Public Fundraising	6,140	16,139
Employee and Volunteer Related Expenses	1,271,486	1,038,511
Other expenses	69,576	67,874
<b>Total Expenses</b>	<b>2,716,564</b>	<b>2,153,412</b>
<b>Surplus (Deficit) for the Year</b>	<b>437,308</b>	<b>498,551</b>

# Statement of Financial Position

## De Paul House

### For the year ended 31 December 2021

	2021	2020
<b>Assets</b>		
<b>Current Assets</b>		
Bank Accounts	2,109,109	1,834,118
Debtors and Prepayments	94,887	28,502
<b>Total Current Assets</b>	<b>2,203,996</b>	<b>1,862,620</b>
<b>Non-Current Assets</b>		
Property, Plant and Equipment	206,261	126,629
<b>Total Non-Current Assets</b>	<b>206,261</b>	<b>126,629</b>
<b>Total Assets</b>	<b>2,410,257</b>	<b>1,989,249</b>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Creditors and Accrued Expenses	58,282	39,855
Employee Costs Payable	116,639	78,122
Unused Grants with Conditions	37,889	111,133
<b>Total Current Liabilities</b>	<b>212,810</b>	<b>229,110</b>
<b>Total Liabilities</b>	<b>212,810</b>	<b>229,110</b>
<b>Net Assets</b>	<b>2,197,447</b>	<b>1,760,139</b>
<b>Accumulated Funds</b>		
Accumulated surpluses	1,447,447	1,110,139
Reserves	750,000	650,000
<b>Total Accumulated Funds</b>	<b>2,197,447</b>	<b>1,760,139</b>

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



# FUNDERS AND SUPPORTERS

**THANK YOU** De Paul House values our funders and supporters, as we would not be able to awahi the whānau with the necessary support to walk their housing journey.

**Barney and Patsy McCahill  
Charitable Trust**



Caritas Pro Vitae Gradu  
CHARITABLE TRUST



## BUSINESS AND SPONSORS

AA Insurance  
Armstrong Murray  
Duttons Stormwater  
FCB Aotearoa  
Flowers On Onewa  
JBWere  
Xero  
Z Northcote

## COMMUNITY

Auckland Community Housing  
Providers' Network (ACHP)  
Auckland Quilters Guide  
Bays Community Housing Trust  
Belong Aotearoa (Wise Catering)  
Bunnings Glenfield  
Community Fruit Harvest  
English Language Partners NZ  
Fantail & Turtle  
Good Bitches Baking  
Inner Wheel  
Just Because

## Kāipātiki Community Facilities Trust

Kiwi Harvest  
Lions Club of Hillcrest  
Littlemore  
Northbridge Retirement Village  
North Shore Golf Club  
North Shore Wood Turners  
North Shore Women's Centre  
NZ Police  
Plunket  
Remuera Lions Club  
Rotary Birkenhead  
Rotary Milford  
Sheridan Hanes Australasia  
Te Puna Hauora  
The Clegg Trust  
The Fono  
The Kiwanis Club of Takapuna  
The Salvation Army, Glenfield  
The Warehouse  
Vinnies Shops - North Shore  
Volunteering Auckland  
William Sanders Retirement Village

## INTERDENOMINATIONAL

Inspire Church, Albany  
Maria Assumpta Parish, Beachaven  
Onewa Christian Community  
The Church of Jesus Christ of Latter-Day Saints  
St Frances de Sales and All Saints  
St Joseph's Parish, Takapuna  
St Mark Coptic Orthodox Church  
St Mary's Parish, Northcote  
Takapuna Methodist

## SCHOOLS

Albany Senior High School  
Carmel College  
Rosmini College  
St Cuthbert's College  
St Joseph's Primary School  
St Mary's Primary School  
Takapuna Grammar  
Vauxhall School  
Westlake Girls High School  
Westminster Christian School



## **HOUSING AND FAMILY SUPPORT**

**Physical Address:** 92-96 Onewa Road, Northcote Point

**PO Box** 36312, Northcote 0748

**Phone:** 09 480 5959

**Email:** [admin@depaulhouse.org.nz](mailto:admin@depaulhouse.org.nz)

Electronic copies of this report are available on our **Website:** [www.depaulhouse.org.nz](http://www.depaulhouse.org.nz)

**Facebook/Instagram/LinkedIn:** @depaulhousenz



