

Auckland Sexual Abuse HELP Foundation
Annual Report 2019 – 2020



helpauckland.org.nz

Table of Contents

From HELP's Chairperson	1
Our Purpose	2
Crisis Support Services	3
Justice Services – Court Support	4
Therapy Services	5
Dear Em	6
Preschool Prevention Programme: We Can Keep Safe	8
Financial Reports	10
Thanks	13
Trust Board Members	13

From HELP's Chairperson

Tēnā koutou katoa

I am proud to be able to introduce the 2019-2020 Annual Report for the Auckland Sexual Abuse HELP Foundation.

It was pleasing to be engaged with the government this year as it embarks on its vital plan to end sexual violence and family violence. The Joint Venture Business Unit has started co-ordinating strategy and funding bids across ten governmental departments and other bodies. We saw increased investment in crisis support services with more developments expected on that front.

With the increased funding, HELP's hard working crisis team were able to move to new premises. A special thank you to Crisis Services Manager Sylvia Yandall for all her excellent work facilitating the move.

This year saw the arrival of the COVID-19 pandemic. Our Crisis Team was designated an essential service so kept working. This was mostly from the office, though with reduced staff as some vulnerable people needed to remain home. There was initially a somewhat reduced demand for our service, but this gradually increased over lockdown. Afterwards there was a heightened need. Our Therapy Team adapted to remote working from home at levels 3 and 4, and the office at level 2. Survivors attended for online therapy at higher rates without the difficulties of travel for those who are traumatised, have responsibility for children or are on low incomes. Some clients progressed well. For others it helped to support them through, but they were not able to make headway in addressing traumatisation. Many of the young people we see in schools were not able to engage remotely due to lack of privacy at home.

We also completed a partial migration of our IT and communication systems to the cloud. This project was unfortunately interrupted and significantly delayed by the first lockdown although that experience showed how much the change was needed.

ProCare kindly agreed to provide funds allowing us to take our social media platform Dear Em live into schools, although this was also significantly disrupted by COVID. It was good to see Dear Em online being enlivened during the first lockdown as young people came together to support each other.

The HELP trustees are very grateful to the managers and staff who worked so hard to keep our services operating during a challenging year.

Ngā mihi nui
Nicola Craig
Chair of Trustees

To work towards a society where relationships are based on co-operation and respect.

Purpose 1

to support and empower women and children in their healing from the effects of sexual abuse.

Purpose 2

to work towards the prevention of sexual abuse/assault.



Crisis Support Services

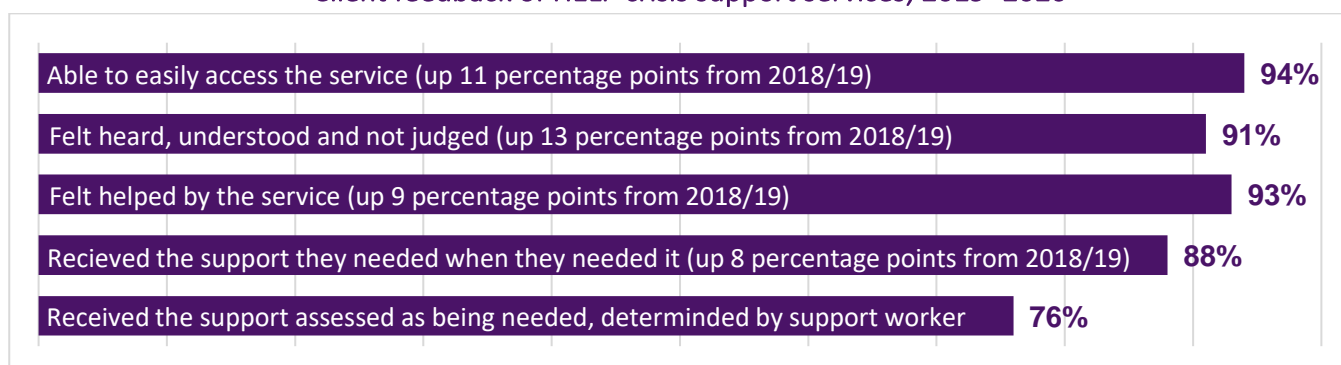


Providing support and assistance at the times that survivors need it most is the core of our Crisis Service. Our 24/7 telephone HELpline is delivered by specialist trauma counsellors to support those impacted by sexual violence in acute need due to a recent assault or experiencing the chronic long-term impacts of abuse. We work alongside Police and providers of forensic medical exams and promote the well-being of the survivor through support, advocacy, providing information, and doing what is needed to assist the survivor to get as physically and emotionally safe as possible, so the process of traumatisation stops.

As an essential service, our Crisis Service worked through lockdown, providing live support through Police interviews and video support for medical exams. However, the numbers above show the impact of the lockdowns on received reports. Strict hygiene requirements meant that none of our staff got sick.

Increased MSD funding has meant we can expand the service to better meet need, but first we needed to move the service to larger premises to accommodate them. The Crisis Service working across multiple sites also meant an upgrade to cloud-based computer systems and internet-based telephone systems. COVID-19 delayed the move and the installation, but we were in by the end of the year and ready for the next lockdown.

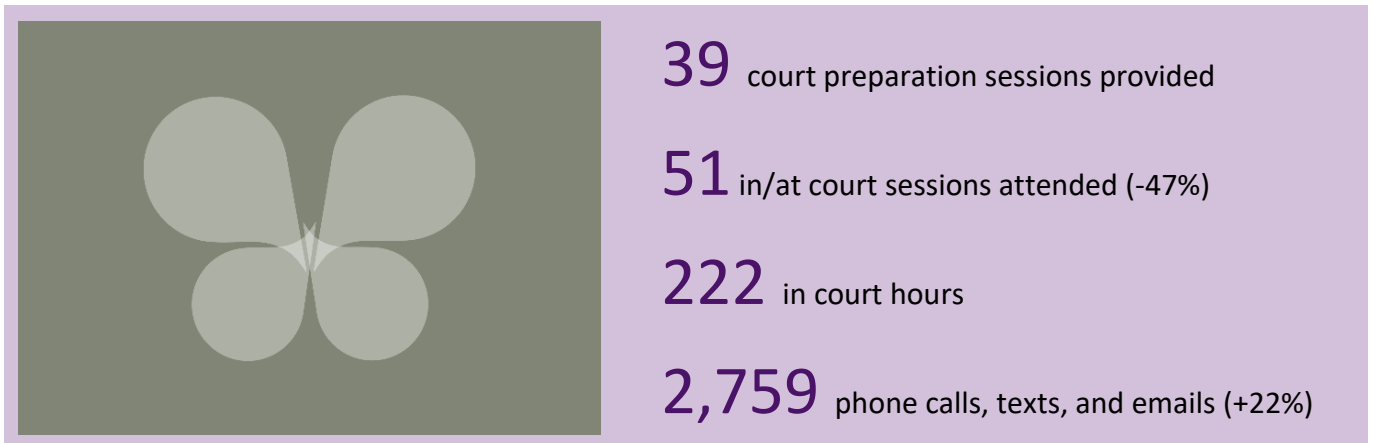
Client feedback of HELP crisis support services, 2019–2020



You guys are the magic wand in some ways. I know you can't fix it easily and there are never easy answers when I call, but I often do feel stronger after talking to one of you. It's different than talking to my parents and boyfriend about what's going because they have their own reactions, but I know when I call you, you all just listen and help me process what I need to. I feel a lot calmer and better after talking to you. Thank you for always taking my calls.

Very grateful HELP could be present at her L3 during the Covid-19 level 4 lockdown ... Incredibly supportive ... It is amazing what you do and how you help others I couldn't do this without your support

Justice Services – Court Support

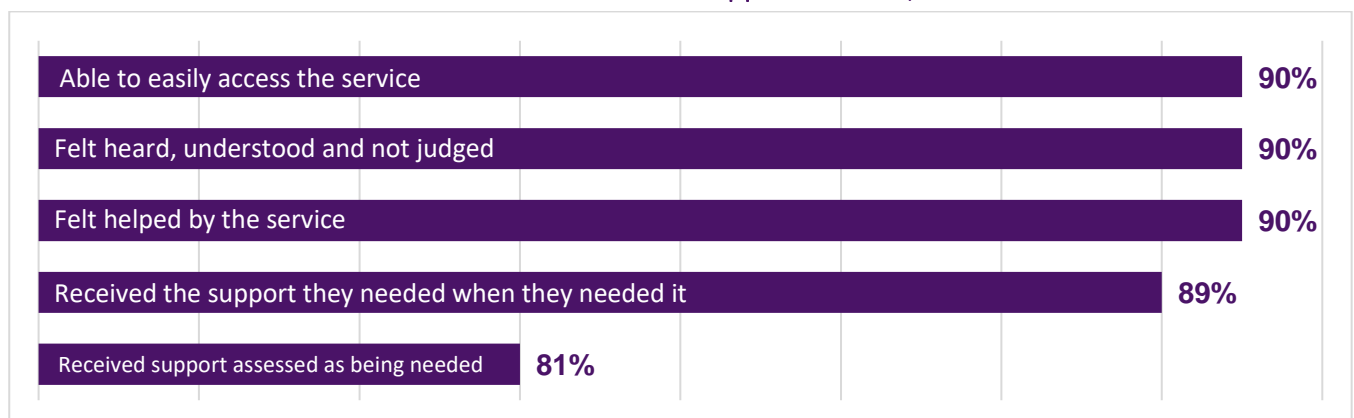


Our specialist Court Support Counsellor supports survivors of sexual violence who are going through the criminal justice system as the trial process is frequently retraumatizing and demoralizing for survivors. Our client-centred service components include trauma care; emotional support; psychosocial education of coping skills and techniques to manage anxiety and distress; holistic support by facilitating connections with appropriate supports; insight of Courts operations and systems; and support for family and whānau. Our counsellor offers preparation sessions, assists clients to write Victim Impact Statements, attends evidence viewing, and supports clients at the trial. Overall, these services help to reduce the emotional and psychological impacts experienced by survivors as their case goes through the criminal justice system.

HELP is wanting to expand our Court Service to support more survivors through this retraumatizing process, especially in court sessions; the Counsellor was unable to attend 16% of requested in/at court support sessions due to staff shortages.

COVID-19 had a big impact on our Court Service as trials did not go ahead through lockdown. This created significant stress for those who were back to waiting, and uncertainty about when they would need to face the alleged offender in court.

Client feedback of HELP court support services, 2019–2020



[Client] wanted to call and say thank you for everything we have done for her. Today is one year since she went to Court and she wanted to mark it by calling us and thanking us. She said she had amazing support from [HELP]

Therapy Services



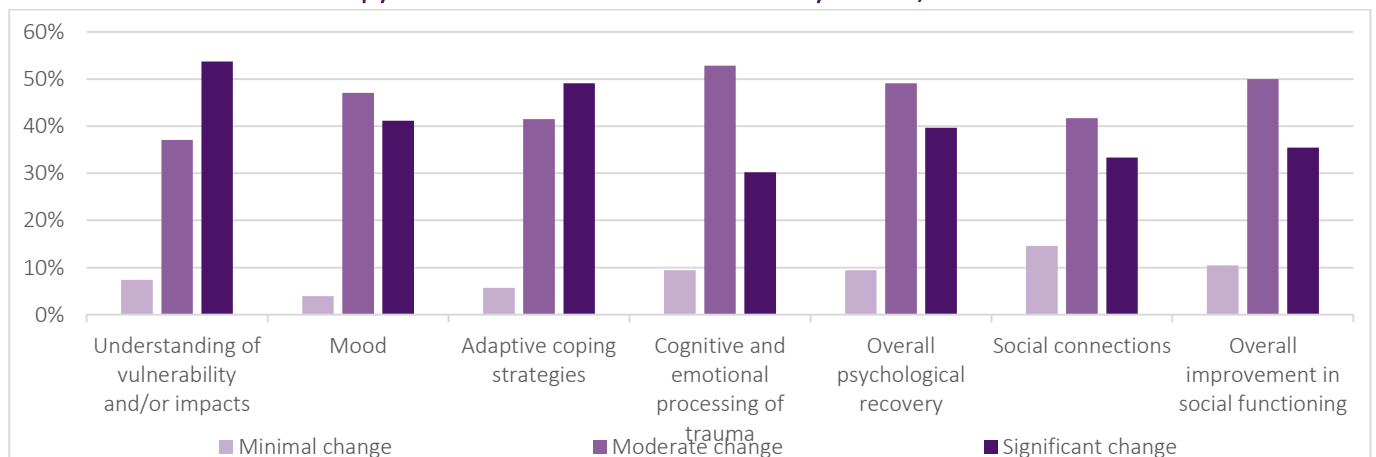
145 clients came to **2211** sessions with **our team**
147 clients came to **3257** sessions with **our affiliates**

HELP provides client-centred counselling and psychotherapy to survivors and their close family and friends. The Youth team works primarily in local high schools providing service where young people need it while the Adult and Child and Family teams work from our Mt Eden site. Most of the adults we work with present with high and complex needs so we also provide a Dialectical Behaviour Therapy programme which supports improved emotion regulation.

COVID-19 sent our staff home, but they continued to provide service through video conferencing and telephone calls. In fact, our adult attendance rates went up as some people had more time and were freed from travel hassles. However, this was not the case for young people, many of whom no longer had the privacy of school to engage with us. We continued to support caregivers through the period, though did not provide services directly to children. It is a tribute to our committed staff that they continued to provide this service, managing to provide confidentiality from their homes among family with other needs. The long-term impact of this on service delivery is that many clients found video-conference a better option if they were mildly ill or traffic challenged, so we are continuing to offer this service from our office base.

We surveyed a sample of clients throughout the year and found that 89% of responding clients had moderate to significant improvement in their psychological recovery from impacts of abuse (up 15 percentage points from 2018/19) and 85% of responding clients reported moderate to significant improvement in social functioning (up 13 percentage points from 2018/19). Overall, 79% of responding clients achieved 80 to 100 percent of their therapy goals (up one percentage point from 2018/19).

Therapy service outcomes as self-rated by clients, 2019 – 2020



The service we were offered was invaluable. Without the support of those from HELP I don't think we would have made it through this horrific ordeal. The moments of despair and anxiety stalled me through the required process and without therapy I wouldn't have been able to step through it as necessary to ensure the safety of my daughter.
(Child and Family Team client)

She helped me open my eyes on what I'm worth and who I am as a person
(Youth Team client)

em.

Dear Em aims to reduce the impacts of sexual violence on teen girls and contribute to undermining the cultural discourse surrounding sexual violence through an online project and in-school workshops that focus on three core concepts:



To provide and nurture empathy, Dear Em shares real stories of young, inspiring women overcoming tough times and achieving amazing things. Em promotes self-love and normalising ways of coping with challenging life experiences through this real talk.



Dear Em empowers young people by teaching positive ways to cope with stress and adversity, to be resilient every day. Em shares information about how we can look after ourselves, with topics ranging from dealing with emotions to healthy sexual relationships, so that girls feel confident in having their voice heard, to challenge social norms and navigate sexual pressure.



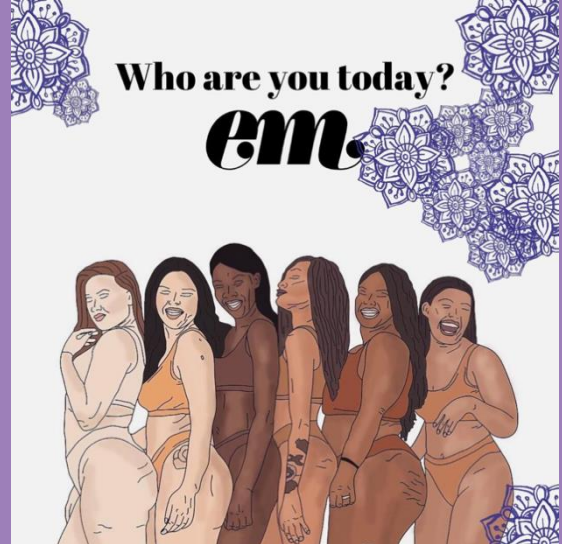
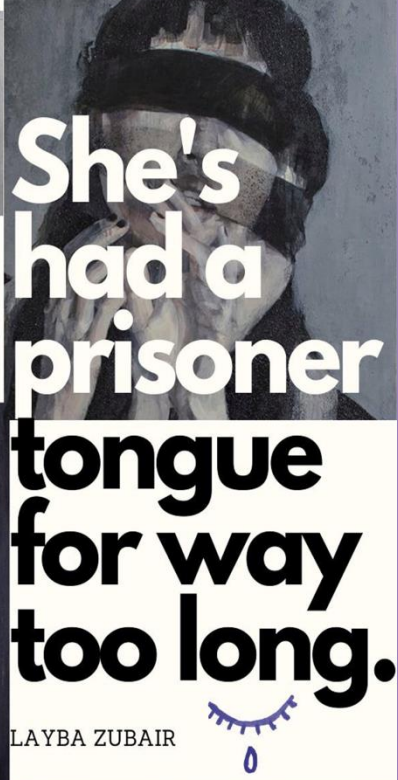
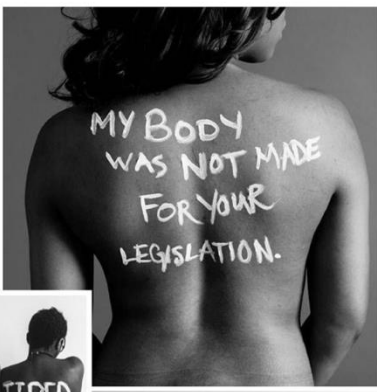
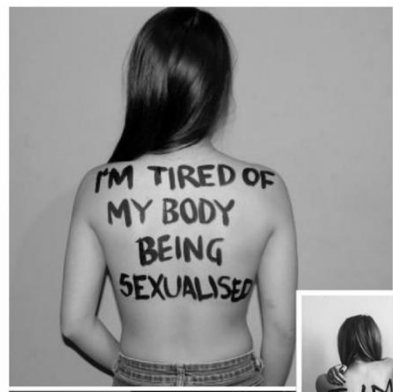
Em aims to help young people embrace as we build a community to support young women, particularly through educating about sexual abuse, how common it is and what services are around to help.

The Dear Em website, www.dearem.nz, paired with our social media presence offers an online community for young women with content that promotes these three values. This platform offers accessible information about sexual harm and how to contact HELP for support.



I am a survivor of sexual abuse myself and I think that it's really awesome that [Dear Em] are out here openly talking about it and simply raising awareness about sexual abuse.

COVID-19 had quite an effect on Dear Em – in the first lockdown the young people who drive Dear Em were amazing, upping their contributions as they recognised that many of their peers needed more support. The loss was that we had just begun our in-schools programme before the first lockdown and it was not possible to get back into schools before the end of June.



Self-Care Tip

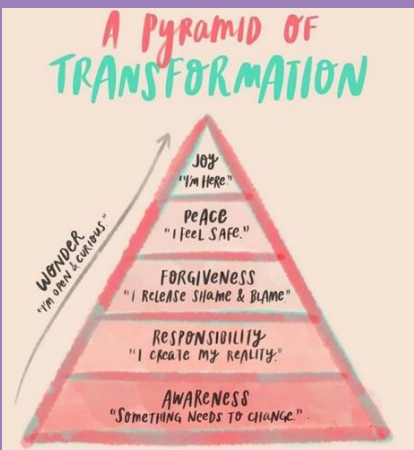
Positive self-talk inspiration

@myselflovesupply

Instead of..	..Try
"I failed and I embarrassed myself"	"I'm proud I even tried, that took courage"
"There is no way I can make this work"	"I can do this and I will try my best"
"I made a mistake"	"I can learn from this"

Tips to help build safe relationships and reconnect to those you love

1. Respect others and expect respect in return
2. Say what you mean, mean what you say
3. Tell them what you need
4. Don't say sorry too much



If all girls were taught how to love each other fiercely instead of how to compete with each other and hate our bodies, what a different and beautiful world we would live in.

-Nikita Gill

Preschool Prevention Programme: We Can Keep Safe

44 learning centres (+10%)	1197 children (+28%)	150 staff (+50%)	203 caregivers (+27%)
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We Can Keep Safe is a safety education programme for children (3–5 year olds), their parents/caregivers and early learning centre staff about keeping safe from sexual abuse. The programme consists of five interactive sessions: body awareness; touches and feelings; telling; keeping safe; and Toby’s story. Through songs, stories, drama and puppetry, children learn the names of their body parts, about yes and no feelings when we are touched, the concept that they are the bosses of their own bodies, how to tell and keep telling adults if something happens that they don’t like, and the difference between secrets and surprises. Their favourite parts of the course tend to be the touching rules and the concept that they are the bosses of their own bodies.

An information session for parents/caregivers and staff is also provided to learn how to talk with their children about this, how to foster the child’s safety skills, how to recognise the signs of someone who is inappropriately interested in children, and how to respond if a child is sexually abused. Learning centre staff also learn games and activities which can keep the skills alive in the preschool environment.

COVID-19 also had a significant impact on We Can Keep Safe as education centres closed during lockdown. Herculean efforts at rescheduling meant that most of those programmes which were booked in at the time of the first lockdown, did get the programme in its entirety.



Feedback about the programme is consistently great – we know the children love it as they ask for puppet Toby to come back and see them, and their parents consistently report significant behaviour change which shows that they have learnt the touching rules, correct names for body parts, how to tell a safe adult if they don't like something and how to say “stop that, I don't like it”.

I think it is a useful way to start a dialogue within the family about safety and give the parent some easy / clear ways of explaining rules and boundaries.

I think it's essential for children this age. The younger we start, the better

A worthwhile programme to help keep conversations relaxed between adult and child & encourage them to talk to parents when feelings arise

It great that he can now use clear language to these ideas. Loved the songs, very interactive. Loved the song, interactive nature which really captured the kids. Relaxed and humorous nature for heavy issues. Great simple approach.

Overall I believe that the programme was good. Jude explained everything in a way that children will understand, stay interested, interact and the newsletters at the end of the sessions were also very good, explaining to family what child learned.

Fantastic programme very well run well received, should be in every pre-school in NZ. Thank you

It's a brilliant programme – I hope it continues for many years to come

It's great that sessions are spread out into 5. As this has given greater opportunity to recap and reinforce learnings from previous sessions and deepen childrens learning and understanding of keeping themselves safe.

We Can Keep Safe supports parents to feel more comfortable to discuss personal safety with their children (9.6/10) as parents feel that they have the skills to keep their child safe (9.2/10). The average parent rating of the overall usefulness of the We Can Keep Safe programme was 9.3/10.



Financial Reports

Statement of comprehensive revenue and expense

For the year ended 30 June 2020

	2020	2019
	\$	\$
Revenue		
Revenue from providing services	674,269	618,669
Government contracts	2,713,096	1,668,488
Government grants	82,584	35,918
Non government grants	363,433	277,342
Other income	107,373	86,540
Interest income	23,499	8,422
Total revenue	3,964,253	2,695,379
Expenditure		
Employee expenses	(1,979,151)	(1,778,556)
Contractor expenses	(546,718)	(478,907)
Administrative expenses	(377,596)	(183,235)
Other expenses	(84,071)	(43,472)
Total expenditure	(2,987,536)	(2,484,170)
Surplus for the year	976,717	211,209
Other comprehensive revenue and expense	-	-
Total comprehensive revenue and expense	976,717	211,209

Statement of financial position

As at 30 June 2020

	2019	2018
	\$	\$
Assets		
Cash and cash equivalents	794,823	529,171
Investments	1,151,830	251,830
Accounts receivables and prepayments	72,169	80,950
Total current assets	2,018,822	861,951
Investments	-	200,000
Property, plant and equipment	133,784	29,201
Total non-current assets	133,784	229,201
Total assets	2,152,606	1,091,152
Liabilities		
Accounts payable and accruals	231,781	211,244
Employee benefits	151,710	112,078
Other liabilities	-	-
Deferred revenue	186,621	162,053
Total current liabilities	570,112	485,376
Total liabilities	570,112	485,376
Net assets	1,582,494	605,777
Trust Funds		
Accumulated funds	1,582,494	605,777
	1,582,494	605,777

Statement of changes in trust funds

For the year ended 30 June 2020

	Accumulated funds \$	Total trust funds \$
Balance at 1 July 2018	394,568	394,568
Surplus for the year	211,209	211,209
Other comprehensive revenue and expense	-	-
Balance at 30 June 2019	605,777	605,777
Balance at 1 July 2019	605,777	605,777
Surplus for the year	976,717	976,717
Other comprehensive revenue and expense	-	-
Balance at 30 June 2020	1,582,494	1,582,494

Statement of cash flows

For the year ended 30 June 2020

	2020 \$	2019 \$
Receipts from Services Provided, Government Contracts, Grants and Other Sources	3,989,461	2,792,911
Interest received	23,499	8,422
Payments to suppliers, employees and others	(2,934,446)	(2,351,285)
Other	(947)	(3,738)
Net cash flows from operating activities	1,079,461	446,310
Investments in term deposits	(700,000)	(451,830)
Payments for property, plant & equipment	(113,809)	(13,200)
Net cash flows from investing activities	(813,809)	(465,030)
Net cash flows from financing activities	-	-
Net increase/(decrease) in cash held	265,652	(18,721)
Cash at the beginning of the year	529,171	547,891
Cash at the end of the year	794,823	529,171

Thanks

Thanks to all of those who gave so generously to our appeals or on a monthly basis. We are also very grateful to the philanthropic trusts and government funders who provided financial assistance throughout this year so we could keep doing what we do best.

Foundation North	Public Trust – Procure Grant	Potter Trust - Freemasons
The Lion Foundation	Blue Waters Community Trust	Akarana Community Trust Ltd
Blue Sky Community Trust Ltd	Dragon Community Trust	Four Winds Foundation
GTB – Hostel of the Holy Name	John Ilott Trust	Kerr-Taylor Foundation
Milestone Foundation	Pelorus Trust	Perpetual Guardian Trust
NZ Lotteries	Pub Charity Limited	Sutherland Trust
The North and South Trust	The Trusts Community Foundation	Trillian Trust

Trust Board Members

Nicola Craig – Chairperson

After completing a Bachelor of Arts and LLB (Hons) at Auckland University, Nicola worked in the litigation department of a large central Auckland law firm, specialising in employment law. She has also represented members of the New Zealand Nurses Organisation in employment and health law forums, and advised on constitutional, structural and other issues. Nicola is currently a Member of the Employment Relations Authority, where she is involved in deciding employment cases.

Geraldine Whiteford – Secretary

Geraldine Whiteford worked for many years at the Human Rights Commission becoming the manager of the discrimination complaints team. She left the Commission to study law and graduated with her law degree at age 53. Geraldine specialises in family law and civil and employment litigation. She has a keen interest in human rights, particularly gender equity, and is a committee member of the Human Rights Foundation. Geraldine is honoured to be a member of the Board of an organisation that promotes and lives a vision of a feminist, peaceful and collaborative world.

Marnie Webber – Treasurer

Marnie comes from a diverse Executive background and holds the position as CFO of New Zealand for a large global corporate. Possessing extensive experience in stakeholder management, influencing and negotiating and driving organisational change. A skillset for developing strategy, alongside consolidation and rationalisation projects. Marnie has an affinity with and a passion for charitable work, having previously held office as the CFO of one of New Zealand's largest charities.

Kelly-Ann Harvey

BCom/BA, Dip Advertising, MCE (candidate). Our Deputy Chair is the GM Digital and Marketing for one of NZ's oldest law firms. She has nearly 30 years experience in marketing, investment and business improvement. She has also been an elected representative, Planning Commissioner and fundraiser. She is Chair of our Income Generation Committee and is also on the board of Community Law South Auckland.

Carol Stott

Carol worked for many years as a social worker, mostly in children's health, but also in family violence and mental health. With experience as a policy manager for CYF, Carol returned to the health sector 20 years ago and worked at ADHB as a service manager of community child health services and as a planning and funding manager responsible for child, youth and women's health. Carol has now left ADHB and relocated to Waiheke Island, but she still undertakes work in the health and social services sectors on a contractual basis.

Kathryn McPhillips

Kathryn joined HELP as Clinical Manager in 1997, following a time doing crisis work at HELP as a student in the early 1980s, before embarking on clinical work in Mental Health Services and a research role at the University of Auckland. Highlights of her work at HELP include the establishment of the national organisation TOAH-NNEST, development of a model for the practice of restorative justice (Project Restore), and development of a family reconciliation programme with SAFE. She has contributed several research papers to the Task Force for Action on Sexual Violence and has developed guidelines for crisis support services and restorative justice with sexual violence, which are used nationally.

Sylvia Yandall

With a background in the corporate world and experience in psychology, sociology and counselling, Sylvia is responsible for overseeing our Crisis and Justice services. She supports our staff working in these areas, develops community relationships and establishes connections with other Auckland agencies to ensure our most vulnerable groups are kept safe and healthy. She also furthers the work of the team by liaising with migrant and refugee communities to ensure they have the support they need.

Genevieve Green

Gigi has recently joined the Board as a trustee. She has over twenty years' experience in the financial services industry and is currently Head of Internal Audit at Tower Limited. Gigi also volunteered as a member of the St Johns Caring Caller Programme for the last ten years and is extremely passionate about using her analytical skills and knowledge of risk to support organisations devoted to caring for our most vulnerable.

Tamara Waugh

With extensive lived experience in sexual violence, Tamara's passion for the work that HELP does, is endless. Finding her own pathway to healing she established The Happiness Experiment. Joining the mental health sector four years ago, in systemic advocacy at Changing Minds and on working groups with Health Quality & Safety Commission, leading a national lived experience leaders initiative under the Like Minds, Like Mine banner with The Health Promotion Agency and one of 10 New Zealanders chosen for the Yale transformational leadership program in 2019. Tamara is currently developing a group coaching program for a digital space and works on various mental health sector contracts.

HELP 
Support for Schools and Communities

helpauckland.org.nz