



Barnardos
Aotearoa

2024

Annual Report

Pūrongo ā-tāu

Financial Statements and
Statement of Service Performance

Kia eke ai te hunga taitamariki ki ngā rangi tūhāhā

Our moemoeā
**An Aotearoa
New Zealand**
where every child
shines bright

Ngā tamariki



Kia eke ai te hunga taitamariki ki ngā rangi tūhāhā

Table of contents

**Message from our Board Chair
and Chief Executive Officer** 04

**Barnardos Aotearoa by
the numbers** 07

National lens 10

- Why we exist 10
- What we intend to achieve 11
- Nationally supported,
locally delivered 12

Statement of Service Performance 16

- Being relevant 16
 - Child and Family Services 17
 - Barnardos Early Learning 18
- Being sustainable 19
 - Cash reserves 19
 - Emissions 19
- Contributing to the sector 20



Highlights 22

Looking into the future 24

The Barnardos Foundation 27

Thank you 28

Summary Financial Statements 32

Message from our Board Chair and Chief Executive Officer



“Nāu te rourou, nāku te rourou ka ora ai te iwi”

With your food basket and my food basket the people will thrive

Kia ora tātou

It is an absolute privilege to be part of the Barnardos Aotearoa whānau and lead the only charitable children’s non-government organisation in Aotearoa delivering social services, early learning services and systemic advocacy. As Barnardos Aotearoa

celebrates 55 years of impactful presence in Aotearoa, we are proud to be part of an organisation that has served more than half a million tamariki, rangatahi and whānau, and has grown into a national organisation that delivers over 25 different services across the motu. This is an incredible achievement.

This year again, as you will read in this report, teams from Barnardos Aotearoa across the motu have shown resourcefulness in the face of economic challenges, adapting to the complex needs of whānau and continuing our flexible approach and innovative responses.

The introductory whakataukī (“With your food basket and my food basket, the people will thrive”) perfectly encapsulates our principles: our mahi is only possible through collaboration. Our 700+ dedicated kaimahi (staff), committed Board, supportive communities, generous donors and partners all play a crucial role in our success. Thank you to everyone involved.

As we celebrate our mahi over the past year in this report, we also reflect on what is still to be done. We look forward to the future, where Barnardos Aotearoa can make the most significant impact. We are particularly excited about our current engagement with the Māngere community, understanding how we can best respond to their needs; the redevelopment of our Turua Early Learning Centre; the growing number of integrated Barnardos Aotearoa solutions; and the establishment of our Best Practice and Innovations team, which will provide world-leading research. I invite you to explore our ‘Looking into the future’ section to understand our strategic goals and directions.

As our financial overview shows, Barnardos Aotearoa faces significant challenges and a constrained funding environment across both Child and Family Services and Barnardos Early Learning. While we remain committed to delivering positive, long-term outcomes for children, young people and families, the funding challenge is real.

“What could be more important than ensuring every New Zealand child gets to thrive?”

Following good practice, and due to good management and governance over time, we have modest and prudent cash reserves which have been generated through fundraising, small surpluses from our early learning services in previous years and modest asset sales. This reserve can support us until we can become fully funded for the services we deliver. It is important to stress that all service-related Government funding has been spent on service delivery and has not contributed to reserves.

Our Government contract revenue has not fully covered delivery costs for our Child and Family Services for some time and has been subsidised through fundraising and other Barnardos Aotearoa activities.

To enable us to continue to deliver for children there is a real and immediate need for fairer and more sustainable funding from Government, which we will continue to constructively call for, alongside growing our own Barnardos Aotearoa social enterprise and further enhancing our fundraising efforts.

Our long-term vision for Barnardos Aotearoa is to work towards a future where some of our services are no longer needed. Until then, Barnardos Aotearoa will continue to make a lasting difference in the lives of tamariki, rangatahi and whānau.

If you want to be part of our kotahitanga, we'd love to hear from you.

What could be more important than ensuring every New Zealand child gets to thrive?

Ngā mihi,



John Allen,
Board Chair



Matt Reid,
Chief Executive Officer





years

of putting tamariki,
rangatahi and
whānau **first**.

Barnardos Aotearoa by the numbers

31,600

tamariki, rangatahi, and caregivers supported across Barnardos Early Learning and Child and Family Services.*

**This figure does not count the people supported through 0800 What's Up.*

12,724

phone calls and chats answered through 0800 What's Up helpline.



5,359

referrals to our Family Breakdown Assessment (FBA) Service.

96%

of whānau reported being satisfied or very satisfied with the service they received from Barnardos Child and Family Services.

2,148

tamariki enrolled in our Barnardos Early Learning Services.

650

tamariki were offered fee exemptions in our Barnardos Early Learning Centres to support attendance when families need us most.



55 years

of putting tamariki, rangatahi and whānau in Aotearoa first.



500,000+

tamariki, rangatahi and whānau served to date.
(this is an estimate).



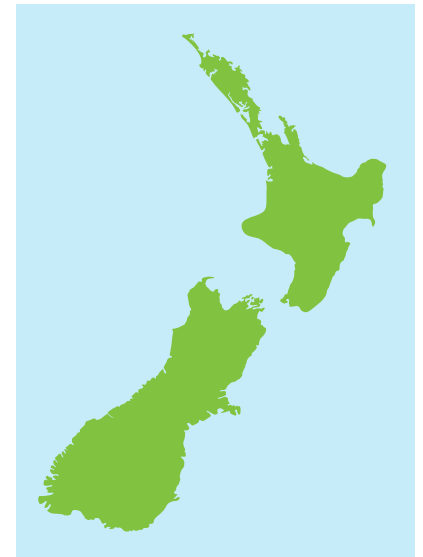
700+

staff members across the motu.



25

different services across numerous locations in Aotearoa.



22

Barnardos Early Learning centres across Aotearoa.



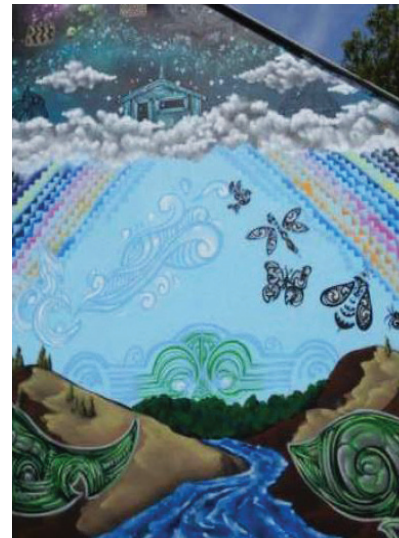
12

Home Based networks across Aotearoa.



5

Group Homes and Te Poutama Ārahi Rangatahi providing safe environments for tamariki and rangatahi.



5

Barnardos Early Learning Centres providing Te Korowai Mokopuna integrated service with early learning and social intervention under one roof.



National lens



Why we exist

Thriving tamariki, whānau and communities are at the heart of Barnardos Aotearoa. At the core of our work lie some fundamental beliefs, including the strength and resilience of tamariki, rangatahi and their whānau, even when faced with some profound challenges; the importance of relationships, including with iwi, in aiding change; the need for partnerships and collaboration; and the absolute necessity of driving change that prevents harm and delivers long-term sustainable impact for children and young people.

Barnardos Aotearoa is committed to working to reduce poverty, family harm, child abuse, neglect, addiction, and mental health and wellbeing issues. Providing opportunities for tamariki to have the best of starts in their early years is an important part of our mahi at Barnardos. We are a national organisation providing local services across Aotearoa, from intensive family support to early learning services, and from universal to targeted provision. We are there throughout a child's journey, from pre-birth to early adulthood. We've been doing this mahi for more than 55 years and we will carry on for as long as we are needed, aiming to be in the strongest possible position to continue to do so in the years and decades to come.

What we intend to achieve

Our services — from prevention through early help to targeted support and intensive intervention and care — all play a part in achieving our vision of an Aotearoa where every child shines bright. We want to maximise the impact of our early learning and child and family services, and our advocacy in making a difference for children and families; supporting an approach that demonstrates our tangata Tiriiti/tangata whenua approach, strong whānau, creating safe childhoods and building positive futures.

Te Puāwaitanga, our Strategy 2021-24, is built on four distinct pou – all committed to building and maintaining a strong Barnardos Aotearoa able to do good now and into the future:

1.

Barnardos will be sustainable

2.

Barnardos will be relevant, delivering and developing services which make a difference

3.

Barnardos will remain committed to working with and for Māori to play our part in eliminating the inequities faced by Māori

4.

Barnardos will contribute to our sector, sharing knowledge and advocating for change

Find out more about our new strategic plan, Te Puāwaitanga Barnardos Strategy for 2024-2027 on page 24.

“We are there throughout a child’s journey, from pre-birth to early adulthood. We’ve been doing this mahi for more than 55 years and we will carry on for as long as we are needed, aiming to be in the strongest possible position to continue to do so in the years and decades to come.”

Nationally supported, locally delivered

In a financially challenging environment, Barnardos Aotearoa continues to deliver effective and essential services across New Zealand, reaching more than 31,600 tamariki and whānau over the last year. You can read more about our stories throughout this report.

Unfortunately, whānau still face numerous barriers to accessing the support they need. From challenges in accessing services, learning or health assessments, long waitlists across services, issues related to poverty, job loss, parental stress, access to warm safe housing, and pressure to meet basic needs, the obstacles are significant.

The complexity of these issues is evident through our work. In the last year:

- More than 60% of the whānau that we worked with had experienced family violence at initial referral, and more than half already had the involvement of Oranga Tamariki.
- Our Family Breakdown Assessment service received 5,359 referrals to support young people who've had a family breakdown to access the benefit and contribute to changing an otherwise negative life trajectory to a positive one.

- More than 650 whānau enrolled in our early learning services received partial or full fee exemptions to support attendance when they needed us most.
- Over the past twelve months, 0800 What's Up counsellors answered 12,724 calls and chats from tamariki and rangatahi.

Our commitment to addressing these issues and barriers remains unwavering. Children and whānau are showing strength and determination to thrive, but the obstacles keep growing, demanding more resources and innovative solutions.

We believe early intervention and prevention are crucial in building a strong foundation for the future, starting with the first 2,000 days of a child's life. This is why Barnardos is working to expand our integrated services to offer children and whānau enrolled in our early learning centres access to the social interventions they need. We are rolling out the self-regulation programme ENGAGE across our all our early learning services and increasingly in our child and family services.

Our social services practice framework, Whakapapa Pounamu is strengthening our

work with whānau Māori and non-Māori whānau, by enabling us to form positive working relationships based on mutual respect and understanding, working towards the goals identified by the whānau themselves.

As a trusted confidential helpline, 0800 What's Up provides children and young people a place to receive support before things become critical. We recognise that tamariki and rangatahi are experts in their own lives and our counsellors empower them to navigate challenges.

Our local partnerships and initiatives are set up across the motu to adapt to local needs, barriers, and gaps. For example, our minibus now picks up tamariki to attend our early learning centre in Māngere, dental nurses support tamariki and whānau in our Christchurch and Hastings centres, a food cabinet is set up out of our Tairāwhiti office, and young people in Taranaki are developing life skills. These initiatives demonstrate our ability to locally collaborate and innovate, providing immediate solutions while we advocate for more comprehensive, long-term support systems.



“With a strong focus on health, education, culture, identity and parental support, The Foundation is proud to have supported Barnardos over the past year to build stronger, more inclusive communities for children, young people and their families.”

Toi Foundation CEO, Maria Ramsay.

Anatia’s journey in care

Anatia was in a foster home as a baby. It’s a big part of her story, but it’s not her whole story.

Anatia is an adult now. She’s a full-time teacher aide at a primary school, she coaches netball and she loves most sports. And as a determined, warm and smart young woman, she keeps a positive attitude.

That is also how she views her journey in foster care, reflecting that, “I’ve been in foster care my whole life; it’s been pretty good.”

All tamariki, including Anatia, deserve to be safe and nurtured, but not all children experience this. Sometimes tamariki and rangatahi need additional safe and caring people in their lives, and that is where Barnardos Foster Care Services came into play for Anatia.

Barnardos Aotearoa found long-term carers for Anatia, and at times she also had respite carers to give her additional support. Respite caregivers provide tamariki in care a temporary home where they can experience a fun few days a week or a month with an aunty or uncle-like figure. Being a respite caregiver is an important role in the growth and development of tamariki, and it also creates them unforgettable memories.

“Respite care was always fun. It gave me the opportunity to have a break from my permanent caregivers and kept me busy. We always did exciting activities, like going to the beach and visiting the park. It was more of a weekend getaway,” says Anatia.

“It was a lot more chill because they don’t have to play a parent role and you don’t feel like you have to be this perfect child all the time”.

To other tamariki entering care, Anatia advises “Trust the process. They are there to help you and not to hurt you. They just want to help kids out.”



Emma's story with 0800 What's Up

When Emma* (14-years-old) called 0800 What's Up, she was very distressed, crying uncontrollably and struggling to speak. She'd been out for a walk to try to calm herself down and had thought about jumping in front of a moving vehicle. She was so distressed by this that she sat down on a park bench and called 0800 What's Up for help.

Our 0800 What's Up Counsellor, Vicky, helped to calm her down before delving more deeply into what was making Emma feel so awful.

They talked about Emma's day and what could have made her feel this way. She said that being on social media for too long makes her feel sad, depressed and sometimes suicidal. Emma is new to New Zealand and doesn't have many friends and she doesn't really stay in contact with her old friends from home. She is feeling lonely, unsettled and feels that she hasn't found her 'place' in her new life yet.

Vicky asked Emma what things she enjoys and what things are important to her. Emma talked about her family, her love of nature and the subjects she enjoys at school, especially FoodTech, and how she can use the skills she learns in FoodTech at home too.

Emma said that she felt much better, was definitely calmer and was ready to walk home. She'll probably help her mum cook dinner too.

Emma was very thankful that Vicky was on the other end of the phone when she needed her and said that she would call back if she ever needed to chat with someone again.

“Our reporting shows that 88% of school leaders see anxiety as an issue for students, with 35% reporting it as a significant issue. As the only helpline in Aotearoa offering free counselling service to tamariki and rangatahi from 5-19 years, 0800 What's Up provides an essential service – a safe place for young people to talk when they are feeling overwhelmed.”

John O'Connell, Chief Executive Officer, Life Education Trust.

To protect client, tamariki and whānau privacy, names have been changed in our stories and a model has been used in the photograph.



Statement of Service Performance



Being relevant

Barnardos Aotearoa aims to be a constant force for good, providing services, and developing initiatives and partnerships that evolve and proactively meet current and future needs.

We do this by:

Delivering the right services to the right people:

- Reflecting best practice and latest research, and responding to the needs of Aotearoa
- Progressing an integrated approach based on our unique combination of early learning and social services
- Responding to the needs of Pasifika, with services which work and developing targeted responses where needed
- Breaking new ground.

Working for our communities:

- Supporting teams to work with their communities in identifying, designing and delivering responses to local need.

Using our data and knowledge:

- Confidently demonstrating the impact we have in making a difference to communities, both now and into the future
- Using data to inform where we invest and develop services.

Child and Family Services

For our Child and Family Services, we measure our outcome by assessing whether the situation for the child has improved through the support of our Leap service. We also look at the number of referrals and client satisfaction survey responses.

The Leap service is a coordinated package of support that is centred on the child or young person with the intention to deliver better outcomes for them and their families.

Through our Leap service, we deliver social work to support tamariki and whānau facing multiple and complex challenges. It is a unique service – the type of support we offer is flexible; we adapt to the situation of the whānau and leave aside pre-designed programmes. The diversity of our staff and their skills means we can address multiple needs. By providing targeted support based on the strengths and needs of individuals and their families, the Leap service seeks to help tamariki feel safe and build strong, stable attachments with the people who care about them.

Last year, we reported on the impact that our Leap service has on the community. This was based on the 2021 ImpactLab report, with our anonymised data from 2019, and measuring the cost of the service against the range of benefits Leap brings.

The report determined that Leap generated a social value of nearly \$70,000,000 to Aotearoa, which is a social return on investment (SROI) of 1:18. So, for every dollar invested in Leap, Barnardos Aotearoa delivers \$18 of measurable good.

During 2024, we expanded this programme in Otago with funding from the community sector. Working closely with the Milton community, we have been able to place a Leap worker to support the tamariki and whānau in the primary schools. Stakeholders are reporting the positive difference this is already making. For this coming financial year, we will use this model to support the community in Hawera.

During the 2023-2024 financial year, the number of referrals to the Leap service reduced from the previous financial year, while the measure of Child Situation Improved was consistent. In part, this will have been due to the increased complexities whānau are experiencing, as highlighted throughout this report.

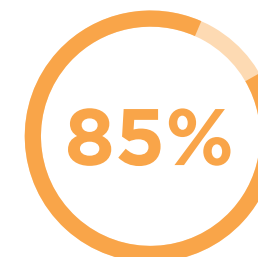
Key: ✓ = on track ⊗ = not on track

2023

762 referrals to our Leap service
Target: 900 ⊗



client
satisfaction



child situation
improved

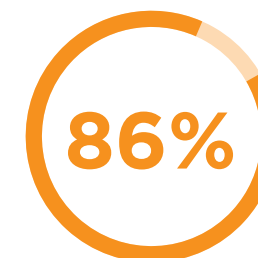
2024

719 referrals to our Leap service
Target: 900 ⊗



client
satisfaction

Target: 95% ✓



child situation
improved

Target: 90% ⊗

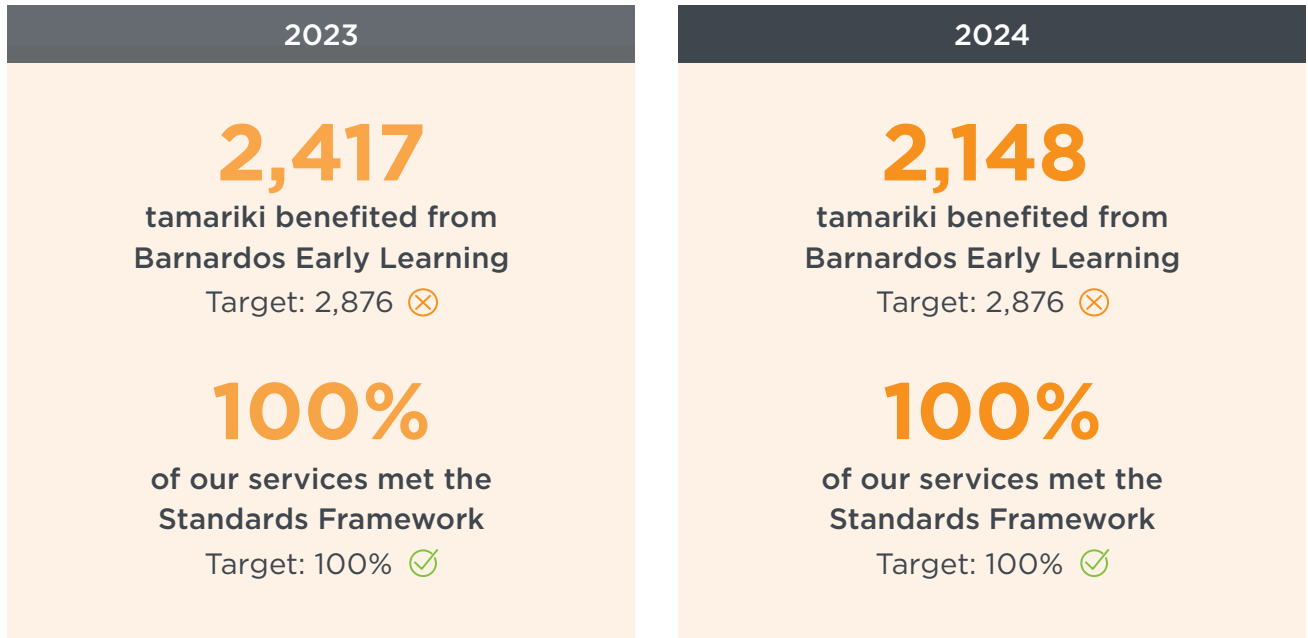
“We are so glad about our decision to choose Barnardos for our child. The teachers are very attentive and caring. The centre also organises lots of fun activities all year around. We receive regular updates on the learning and development of our daughter and we have noticed that she has learnt to communicate better and get along well with friends. She is always excited to go and meet her teachers and friends, and we are at peace knowing that our child is in safe hands. Thank you, Barnardos team.”

A whānau enrolled in our one of our Barnardos Early Learning centres.

Barnardos Early Learning Services

Barnardos Early Learning Services measures the outcome by the quality of service we deliver and the number of children we deliver it to.

During the year, the number of children enrolled reduced due to the continued national shortage of qualified teachers and a shortage of home based educators. However, the hours of attendance increased, meaning children are staying for longer hours.



Barnardos Early Learning continues to deliver a quality service. During 2023, all services held full licences with the exception of a new service in Awhi Tairāwhiti which held a probationary licence for the first year. During 2024, all services held full licences with the exception of our new Kāpiti network which held a probationary licence (this has subsequently been moved to a full licence post the year-end).

Key: ✓ = on track ⊗ = not on track

Being sustainable

To achieve our mission and continue our mahi into the future, we need to be sustainable as an organisation, both financially and environmentally.

Cash reserves

Barnardos aims to be financially sustainable by:

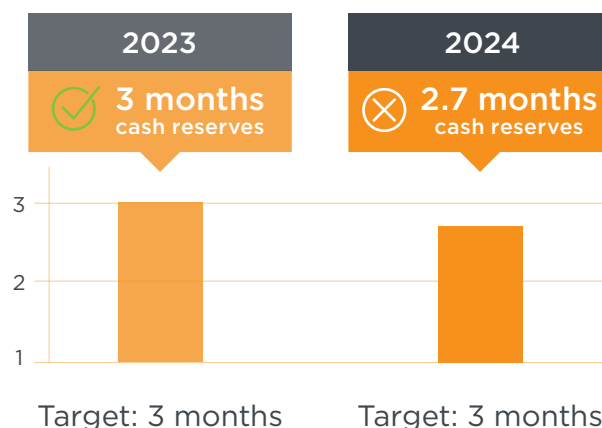
- having a consistently sustainable early learning service able to invest in itself
- entering into contracts that are fully funded
- investing in fundraising to support our long-term ambitions
- maintaining the Barnardos Foundation to create a permanent source of funding to support innovation
- pursuing a 'digital first' strategy.

Along with regular financial reporting, Barnardos measures its financial sustainability by regular monitoring of our cashflow.

Barnardos Aotearoa does not exist to make a profit. Our financial sustainability is measured by ensuring that we have sufficient cash reserves to meet the short-term operational cash flow needs of the organisation.

Our cash reserves include all unrestricted funds, being the cash balance which is not allocated to a specific purpose.

A target of three months' cash reserves has been set to reflect this. Due to the underfunding of our main Care contracts from Oranga Tamariki during the year and the financial decline in early learning, cash reserves were at 2.7 months, 0.3 month short of our target. Our revenue and costs are monitored and reviewed closely, and our intention is that reserves return to three months in 2025.



Emissions

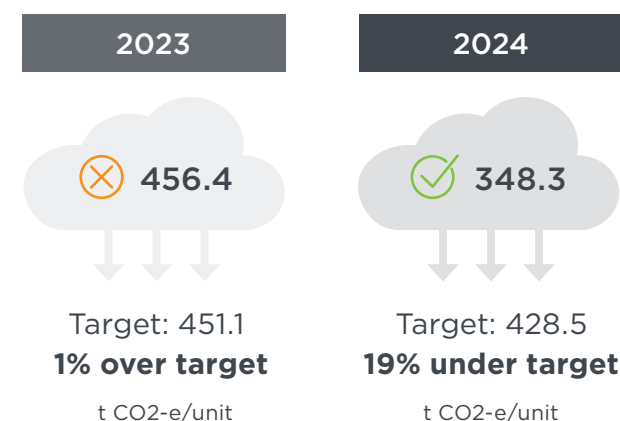
Barnardos Aotearoa aims to be a leader in the charitable sector in reducing our carbon emissions.

We recognise that environmental sustainability is critical to both the wellbeing of the organisation and the wellbeing of tamariki and rangatahi. Ensuring every child shines bright also includes ensuring we continue to care for the environment they live in and doing what we can to minimise our footprint.

Barnardos also recognises that we are not in the position to purchase carbon offsets so we must work towards minimising our carbon emissions rather than offsetting them. We set an annual emissions target for the three sources our emissions primarily come from – air travel, motor vehicles and energy. Our target is to reduce emissions by 5% year on year with a baseline taken in 2019.

After an increase in emissions in the financial year 2022-2023, this was reversed in the financial year 2023-2024 with a large reduction in air travel. Emissions from our vehicles also declined again due to the introduction of hybrid vehicles to the fleet. Overall, we have reduced our emissions by 37% since 2019.

37% reduction in carbon emissions since 2019



Key: ✓ = on track ✗ = not on track

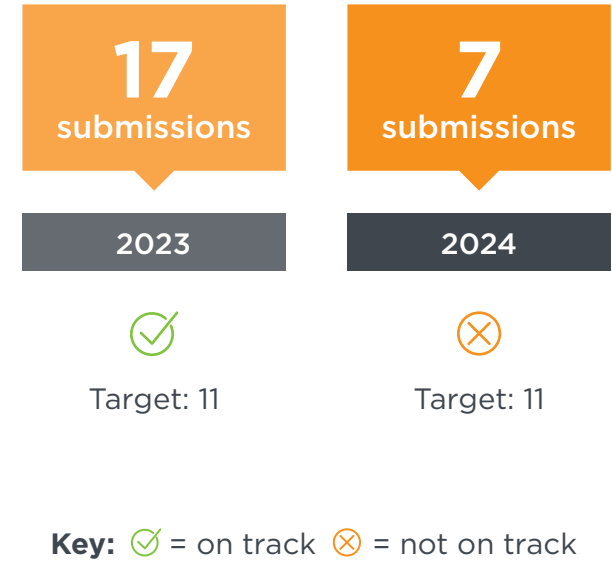
Contributing to the sector

Our Advocacy Strategy recognises the three interconnected ways advocacy happens within Barnardos; at an individual level, organisational level and systemic level. Our system-level advocacy is based on evidence and insights from Barnardos' operational experience. We aim to be a powerful advocate for the rights and needs of tamariki and whānau, and build relationships with external stakeholders to inform and influence system-level change.

The impact or results of advocacy are long term and are brought about through multiple and often complex interactions. We measure this by the number of times Barnardos provides written or oral submissions, input and feedback in relation to government policy, strategy or practice.

With the election year in 2023 and a new Government, the number of Public Submissions available to respond to declined.

The broader extent of our advocacy work can be read throughout the stories in this report.



“After hearing the service has literally saved young lives, it was obvious to us that we needed to continue to support this vital community service for the long term. We are proud to partner with and support Barnardos 0800 What’s Up, New Zealand’s only helpline offering free and confidential counselling to tamariki and rangatahi between the age of 5 and 19.”

Milford Foundation CEO, Bryce Marsdon.



Penelope and Justin's story with Leap

Penelope, Justin and their two sons Warwick (10) and Patrick (8) came into contact with Barnardos' Leap service when they needed complex help that they couldn't access on their own.

Fortunately, they came to the right place.

Both Warwick and Patrick have ADHD, and Justin and Penelope were exhausted from managing constant difficult behaviour. But that was just part of the challenge. Penelope and both children have a rare disorder; this means the boys will have life-long health issues, many of which can't be predicted.

The children's paediatrician had suggested that there might be support that the family weren't currently accessing and made the referral to Leap, a service dedicated to supporting tamariki and whānau facing multiple challenges. It was there they met social worker Lisa.

Penelope and Justin didn't realise that there might be entitlements that could make life a little easier, but Lisa, and Leap, were able to help them navigate that path. Lisa started by talking with them both about what support the family needed. Although

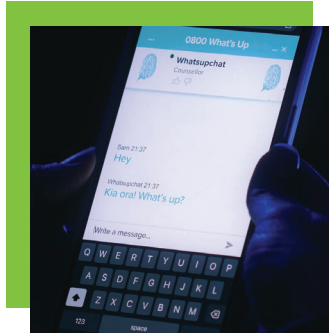
the children didn't meet the criteria of some services, there was hope from Rare Disorders New Zealand.

With their support, Lisa and Penelope are continuing to explore support services, primarily in the disability sector. While they're waiting for a comprehensive needs assessment for home and school, they're also following up on long-term support options at the hospital. Lisa also secured funding for the day-to-day needs of Penelope and her children, such as orthopaedic mattresses, private podiatry assessments and custom-made orthotics.

Things are moving slowly for Penelope, Justin and their children, but they are moving. Warwick and Patrick are more comfortable, mum and dad are less stressed, and life is a bit more manageable. Now there is hope that life will keep getting better.



Highlights



0800 What's Up appeals to Tiktok audience

Within hours of publishing our new video on TikTok for Mental Health Awareness Week, we saw a significant increase in young people reaching out to our 0800 What's Up helpline. The response was so unexpected that we had to add more counsellors to provide support. Another spike in chats and calls occurred in May during our promotional efforts for Bullying-Free Week. Ensuring every child knows about 0800 What's Up is a strategic priority – our helpline is crucial, and the more we promote it, the more tamariki and rangatahi reach out.

[watch video](#)



Māngere community enquiry

We're embarking on an exciting journey with the Māngere community to identify their most pressing needs and to explore how Barnardos Aotearoa can best respond to some of these needs out of our historic site at 33 Cape Road, Māngere. By listening to the voices of Māngere, we aim to co-create an evidence-based plan that captures the true essence of what the community needs and aspires to be. This plan will identify how we can contribute and support a shared vision of a vibrant, thriving Māngere

[learn more](#)



ImpactLab Good Measure Reports

Barnardos' 0800 What's Up phone and online chat service for children and young people has been shown by a new GoodMeasure report from ImpactLab to provide \$2 of social value for every dollar spent on it, an excellent outcome for this unique service. Thanks to the support of Milford Foundation.

Barnardos has also collaborated with ImpactLab to set up data points for our Awhi Tairāwhiti Early Learning Service. This integrated service in Gisborne, established in 2023, offers Child and Family Services and Barnardos Early Learning Services under one roof, making social services easy to access. These data points will help us tell the story of Awhi Tairāwhiti and measure the outcomes of our work in the coming year.

[learn more](#)



Fairer Future collaboration

Leading up to the Government's budget announcement, we joined the collaborative efforts of the Fairer Future coalition to raise awareness about policy changes affecting disability support in New Zealand. The Fairer Future's report, "A Thousand Cuts," explores how funding cuts, including changes to disability support funding, may impact the budget of whānau. Fairer Future organised a powerful People's Press Conference featuring spokespeople with lived experiences who detailed the real-life impacts of these policy changes. Both initiatives received impactful media coverage, putting people at the forefront of the discussion. Barnardos Aotearoa is a proud member of the Fairer Future coalition, advocating for a society where all children and whānau have access to the support they need.

[learn more](#)



Barnardos Early Learning receiving excellent feedback

The Education Review Office (ERO) has given an excellent review of Barnardos Early Learning services. The ERO highlighted our strengths in being highly responsive to whānau and communities, ensuring children's wellbeing within whānau relationships, and fostering effective collaboration to remove educational barriers. They praised our professional learning pathways for staff and our strategies to enhance leaders' and teachers' capabilities, particularly in incorporating te ao Māori. The report also commended our nurturing environments for infants and toddlers, where educators tailor their approach to each child's interests and strengths.

[learn more](#)

Looking into the future

Te Puāwaitanga Barnardos Strategy for 2024-2027 is a forward-looking document. It is our our blueprint for working towards an Aotearoa where every child shines bright.

Our strategy is built on four distinct Pou:

Te Puāwaitanga Barnardos Strategic Plan 2024-2027

Pou	Keeping tamariki and whānau at the heart	Living our tangata whenua/tangata Tiriti commitment	Speaking out	Standing strong
Vision	Improving lives and future pathways for tamariki and rangatahi, directly and through being there for whānau and community	Commitment to improving equity for Māori	Increasing awareness of our mahi and our ability to speak with authority to influence lasting change in Aotearoa	We are standing strong as an organisation so that we are here for good
Three-year goals	<ul style="list-style-type: none"> Tamariki and whānau experience a quality integrated service Reach more tamariki and whānau in need 	<ul style="list-style-type: none"> Improve our capability in te ao Māori Develop strategic collaborations with iwi, Māori and Pasifika-led organisations 	<ul style="list-style-type: none"> Increase our impact Increase awareness 	<ul style="list-style-type: none"> Achieve together Build a resilient and sustainable organisation
Three-year measures	<ul style="list-style-type: none"> 95% tamariki and whānau feedback on service is positive (Net Promoter Scores of 9 or 10 /10) 10% increase in delivery to tamariki and whānau 35 new integrated solutions up and running 	<ul style="list-style-type: none"> 100% positive response to 'my confidence in te ao Māori has increased' question in staff survey 4 new relationships in place which are resulting in meaningful partnerships around our mahi Feedback from strategic partners 	<ul style="list-style-type: none"> 100% of advocacy statements reference clear evidence from our mahi Improved rating for public brand awareness and brand trust 	<ul style="list-style-type: none"> 85% staff positive response to kotahitanga culture question(s) in staff survey 1% operating surplus Carbon emissions reduced by 5% year on year

For the next three years, we will maximise the impact of all our services, reaching more tamariki and whānau in need. We will work to improve lives and future pathways for tamariki and rangatahi, directly and through being there for whānau and community. We aim to increase the number of locally-driven, integrated services we offer, thereby supporting strong whānau, creating safer childhoods, and building positive futures. This includes projects such as our exciting community engagement with the Māngere community, and building Te Whare Wānanga, a learning house at Te Poutama Ārahi Rangatahi.

Our commitment to improving equity for Māori begins with enhancing our internal capabilities in te ao Māori and developing strategic collaborations with iwi, Māori and Pasifika-led organisations.

Our new Best Practice and Innovation team will support the wider organisation in achieving our mission. By integrating multiple perspectives and talents, this team will address key issues and opportunities for Barnardos Aotearoa. Through research and evidence-based data, the team will enable Barnardos to speak with authority and influence lasting change in Aotearoa, increasing awareness of our mahi.

We will stand strong as an organisation, ensuring we build a resilient and sustainable future through kotahitanga with our 700+ staff. Our focus is on creating a resilient and sustainable organisation that is here for good.

Every day, our people will work to make a lasting difference to the lives of tamariki and whānau in need, so they thrive. We work tirelessly to reduce poverty, family harm, child abuse, neglect, mental health and addiction issues, and provide opportunities for tamariki to have the best start in life.

For 55 years, we have been dedicated to improving the lives of children, whānau, and communities in Aotearoa. We are determined to continue our vital work in the decade to come, ensuring we are in the strongest possible position to do so.

Mission/Kaupapa

Every day we work to make a lasting difference to the lives of tamariki and whānau in need, so they thrive

Guiding Principles

Kotahitanga
Unity

Kaikōkiritanga
Progress with purpose

Māiatanga
Realise potential

Mahi tōtika
Do the right things well

Āta whakarongo
Hear with intent

Hayze's story with Barnardos Early Learning

Four-year-old Hayze is a remarkable little boy with a love for Spider Man and an infectious energy that lights up any room he enters.

He was also born with congenital deafness that has progressed and deteriorated as he's grown.

Hayze received cochlear implants and, with support from his mum and dad, early learning teachers and Hearing House, he has learnt to manage these himself. Hayze has a machine called "Roger" that resembles a walkie-talkie and allows him to hear and engage with the world around him, reducing background noise and overcoming communication barriers.

A key part of Hayze's success is the collaborative effort of his teachers who work closely with his mum and dad to ensure that his unique needs are met. Supported by Hearing House and Barnardos Early Learning Centre in Turua, Hayze has the resources and knowledge to help to develop his skills and learn alongside his peers, fostering inclusivity in education.

Thanks to a recent redevelopment initiative, the early learning centre in Turua recently had an extension and upgrade. The result is a modern, fit-for-purpose early learning centre with increased capacity to support an expanding and growing community, and children's different learning requirements.

The second part of the development will focus on the playground and landscaping work of the centre. Barnardos is calling on everyone, businesses, trusts, philanthropists and generous New Zealanders to swing into action and help fund this essential playground and support children's learning through play in Turua. The new playground plans to feature swings, water play, sand pits, vegetable garden and sensory paths, taking into account the diverse needs of children like Hayze.

At Barnardos Early Learning, Hayze's differences are celebrated. Initiatives like 'Loud Shirt Day' are actively participated in to increase awareness of the challenges hearing impaired children experience and to raise funds to help other children with hearing, or other challenges.

By embracing Hayze's journey and advocating for children with hearing loss, Barnardos Early Learning and its community are expanding their knowledge and understanding of diverse needs, and

ability to support those needs.

This inclusive teaching creates a ripple effect of awareness, empathy, and support for whānau facing similar challenges.

Every child deserves the opportunity to thrive, regardless of their differences, and Hayze's experiences remind us that it's our collective responsibility to ensure that they have access to the tools and support they need to succeed.



Four-year-old Hayze.

“Every child deserves the opportunity to thrive, regardless of their differences.”



Empowering brighter futures for the children of Aotearoa who need it most

The Barnardos Foundation was established in 2023 to help shift the dial for tamariki and whānau where the need is the greatest. By leaving a gift to Barnardos in their Will, supporters can have peace of mind knowing their contributions will fund innovative projects across Aotearoa.

The Foundation aims to:

- drive innovation
- conduct vital and world-leading research
- develop new services and initiatives
- improve existing services and programmes to meet needs effectively
- undertake meaningful and relevant evaluation and analysis
- encourage and support new ideas and approaches.

The Barnardos Foundation strives to create positive and meaningful change, unlocking the doors to a brighter future for children who need it most. In the last year, the Foundation supported two important projects:

Awahi Tairāwhiti

In April 2023, the Foundation awarded its inaugural grant to Awahi Tairāwhiti, an innovative Barnardos Aotearoa wraparound social support and early learning service in Gisborne. This integrated hub serves as a cornerstone for the community, offering invaluable resources and support for parents and caregivers to navigate the journey of parenthood while nurturing their child's development. Through workshops, programmes, and accessible services, Awahi Tairāwhiti embodies the vision of Barnardos Aotearoa of an inclusive Aotearoa where every child's potential is able to be realised.

The grant supports the independent and professional evaluation of Awahi Tairāwhiti, assessing its impact, identifying areas for improvement, and exploring its potential for replication in other communities.

The Māngere Project

As highlighted in this report, Barnardos Aotearoa is embarking on a research and inquiry project to better understand the needs, dreams, and aspirations of the Māngere community. Thanks to the

Foundation's second grant, this project will inform the future potential for the Barnardos Aotearoa site at 33 Cape Road, Māngere. The project seeks to answer the question, "What community-based services are needed within the local context to ensure children and families have access to the support they need to thrive?"



Thank You



We are deeply grateful to the ongoing support of individuals, whānau, community groups, trusts, businesses, foundations, and other organisations who have partnered with us to ensure tamariki, rangatahi, and their whānau can thrive. Every donation makes a big difference, and we want to acknowledge the remarkable support from everyone who has been there in what was a challenging year.

We extend special thanks to Ruth Payne, a previous Barnardos Aotearoa Board Member, who passionately drives the Sarah Lilli Fund. Established in 2006 by the Payne Family in memory of their beloved daughter, the Sarah Lilli Fund continues to benefit tamariki by enabling them to pursue a creative, musical, sporting, or a social opportunity that will benefit their wellbeing, or enjoy a special celebration, experience, camp, or holiday.

We also extend thanks to the Holdsworth Charitable Trust for generously providing a gateway for whānau experiencing hardship and tamariki to access activities across in the lower North Island. And special thanks to the Jennifer Smith Family Trust for continued support of Te Korowai Mokopuna in Auckland.

We are appreciative of the significant support from Te Puna Tahua New Zealand Lottery Grants Board which greatly enhances our ability to deliver services

across Aotearoa. We also thank The Lion Foundation and our other Trust partners for their commitment to our work.

We acknowledge and thank our corporate partners, including the Milford Foundation, OfficeMax, Ricoh, and AMC Commercial Cleaning for their commitment to be there for tamariki, rangatahi, and whānau. Their ongoing support is pivotal in our efforts to create a positive and lasting impact within the community. We are immensely grateful for their generous contributions and the diverse range of ways they support us.

Thank you to all our supporters for your continued generosity and dedication. Together, we are making a real difference in the lives of tamariki and whānau who need us the most.

We are also grateful to all our donors who make a profound and lasting difference in the lives of tamariki, rangatahi, and their families through the powerful act of leaving a gift in their Will. Together we are creating positive and meaningful change, unlocking the doors to a brighter future for children who need us the most.

- Charles Leslie Turner Estate
- Estate of Andrew John Farquar Dyer
- Estate of Beatrice Betty Gear
- Estate of Clive George Feltham
- Estate of David Gibbons Lattimer
- Estate of Eleanor Hazel Carr
- Estate of Eric Bryce Lyon
- Estate of Gaye Sansom
- Estate of Gregory Frontin-Rollet
- Estate of Ivy Kathleen Godfrey
- Estate of Jennifer Ann Wu
- Estate of John Clegg
- Estate of Margaret Ann Tibbles
- Estate of Muriel Adeline Share
- Estate of Neville Richard Edgeworth
- Estate of Patrick Earle Neville
- Estate of Paul Allison
- Estate of Peter Alroy Laurent
- Estate of Phyllis Arawa Thurza Keyte
- Estate of Sally Jaques
- Jeremy Porter Charitable Trust
- Julia Choyce Memorial Trust
- Roger Silson Trust
- Wallace Trust Fund
- Wilfred Henry Webling



We are thankful for the generous support of our corporate and philanthropic funders which makes our mahi possible.



Other Partners

Aotearoa Gaming Trust

BlueStar

DesignGroup Stapleton Elliot

Foundation North

Gallagher Charitable Trust

Gallagher Foundation

Grassroots Trust

Holdsworth Charitable Trust

ILT Foundation

Jennifer Smith Charitable trust

Jones Long Family

Kiwi Gaming Foundation Ltd

Lady Alport Barker Trust

Lois MacFarlane Trust

Impact Project Management

Programmed

Pub Charity

Red Cross New Zealand

Sunrise Foundation

TG Macarthy Trust

The Timothy Blair Trust

Trust House Foundation

Trust Waikato

Vertical Horizonz



TONGA





**Summary Financial
Statements**
**Whakarāpopototanga
Tauākī Pūtea**

Statement of Comprehensive Revenue and Expense

For the year ended 30 June 2024

	Group 2024 \$'000	Group 2023 \$'000
REVENUE		
Revenue from Non Exchange Transactions		
Government Funding	46,789	46,346
Funds Raised by Barnardos	7,117	6,848
Other Grants & Income	57	387
Revenue from Exchange Transactions		
Fee Income	3,562	3,255
Other Income	161	152
Interest from Investments	1,007	573
Total Revenue	58,693	57,561
Expenses		
Employees	46,161	43,601
Administration	5,489	5,201
Occupancy	3,699	3,475
Fundraising	1,691	1,384
Service Delivery	1,699	2,331
Depreciation	913	853
Amortisation	564	541
Total Operating Expenses	60,216	57,386
Total Operating Result	(1,523)	175
Fair Value Gain / (Loss) on Investments	585	401
Capital Funding	443	113
Contribution to Reserves	-	1,113
Provisions	248	(360)
Impairment Loss	-	(90)
Net Surplus/(Deficit)	(247)	1,352
Total Comprehensive Revenue & Expense	(247)	1,352

Summary Statement of Changes in Equity

For the year ended 30 June 2024

	Group 2024 \$'000	Group 2023 \$'000
Opening Accumulated Funds	22,362	21,010
Total comprehensive revenue and expense	(247)	1,352
Closing Accumulated Funds	<u>22,115</u>	<u>22,362</u>

Summary Statement of Financial Position

As at 30 June 2024

	Group 2024 \$'000	Group 2023 \$'000
Total Non Current Assets	20,433	18,078
Total Current Assets	9,852	12,674
Total Assets	<u>30,285</u>	<u>30,752</u>
Total Equity	22,115	22,362
Total Non Current Liabilities	255	250
Total Current Liabilities	7,915	8,140
Total Liabilities	8,170	8,390
Total Equity and Liabilities	<u>30,285</u>	<u>30,752</u>

Summary Statement of Cash Flows

For the year ended 30 June 2024

	Group 2024 \$'000	Group 2023 \$'000
Net cash flows from operating activities	(2,200)	3,329
Net cash flows applied to investing activities	2,294	(7,294)
Net increase in cash and cash equivalents	<u>94</u>	<u>(3,965)</u>
Opening cash brought forward	1,688	5,653
Net increase in cash and cash equivalents	94	(3,966)
Closing cash and cash equivalents carried forward	<u>1,782</u>	<u>1,688</u>

Notes to the Financial Statements

For the year ended 30 June 2024

1. Reporting Entity

The consolidated financial statements for the year ended 30 June 2024 comprise the activities of Barnardos New Zealand Incorporated and the Barnardos New Zealand Foundation (the Group) and were authorised for issue in accordance with a resolution by the Board on 24 October 2024.

Barnardos New Zealand Incorporated (Barnardos NZ) operating as Barnardos Aotearoa is registered as a charity under the Charities Act 2005. Barnardos NZ is in the business of providing social service support and early learning services for tamariki and whānau, rather than making a financial return.

Barnardos New Zealand Foundation (the Foundation) is registered as a charity under the Charities Act 2005. The Foundation was established to support innovation, service development and large projects which have an enduring impact on Barnardos NZ's mission.

Barnardos NZ and the Foundation are public benefit entities for the purpose of financial reporting in accordance with the Financial Reporting Act (2013). Barnardos NZ's registered office is at 100 Tory Street, Wellington, and the Foundation's

registered office is c/- Duncan Cotterill, 50 Customhouse Quay, Wellington. Both entities are societies incorporated under the Charitable Trusts Act 1957 and incorporated in New Zealand.

2. Summary Financial Statements

The summary financial statements have been extracted from the full financial statements of the Group. The summary financial statements comply with PBE FRS 43: Summary Financial Statements. The summary financial statements cannot be expected to provide as complete an understanding of the financial performance and financial position of the Group as the full financial statements. No information extracted from the full financial statements has been restated or reclassified.

The functional and presentation currency for these financial statements is New Zealand Dollars rounded to the nearest thousands of dollars.

A set of the full financial statements, prepared in accordance with Tier 1 Public Benefit Entity

Standards, can be obtained by contacting the Chief Financial Officer, Barnardos New Zealand, PO Box 6434, Wellington 6141.

The full financial statements which were authorised for issue by the Board on 24 October 2024 have been audited by EY who issued an unqualified opinion with no explanatory paragraphs dated 24 October 2024.

3. Contingent Liabilities

At 30 June 2024, there were no contingent liabilities.

4. Contingent Assets

There are no contingent assets as at 30 June 2024 (2023: \$Nil).

5. Events Subsequent to Balance Date

There have been no events subsequent to balance date that require disclosure.



Independent Auditor's Report

To the members of Barnardos New Zealand Incorporated - Report on the summary financial statements and Statement of Service Performance

Opinion

The summary financial statements on pages 33 to 36, which comprise the summary consolidated statement of financial position as at 30 June 2024, the summary consolidated statement of comprehensive income, summary consolidated statement of changes in equity and summary statement of cash flows for the year then ended, related notes, and the statement of service performance on pages 16 to 20, are derived from the audited consolidated general purpose financial report ("Performance Report") of Barnardos New Zealand Incorporated and its subsidiaries (together the "Group") for the year ended 30 June 2024.

In our opinion, the accompanying summary financial statements and statement of service performance are consistent, in all material respects, with the audited Performance Report, in accordance with PBE FRS-43: *Summary Financial Statements* issued by the New Zealand Accounting Standards Board.

Summary Financial Statements and Statement of Service Performance

The summary financial statements and statement of service performance do not contain all the disclosures required for full financial statements under generally accepted accounting practice in New Zealand. Reading the summary financial statements and statement of service performance and the auditor's report thereon, therefore, is not a substitute for reading the audited Performance Report and the auditor's report thereon. The summary financial statements and the audited Performance Report do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial statements.

The Audited Performance report and Our Report Thereon

We expressed an unmodified audit opinion on the audited performance report in our report dated 24 October 2024.

October 2024.

Board Members' Responsibilities for the Summary Financial Statements and Statement of Service Performance

The Board Members are responsible on behalf of the Entity for the preparation of the summary financial statements and Statement of Service Performance in accordance with FRS-43: *Summary Financial Statements*.

Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary financial statements and statement of service performance are consistent, in all material respects, with the audited performance report based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810 (Revised): *Engagements to Report on Summary Financial Statements*.

Other than in our capacity as auditor we have no relationship with, or interest in, the entity. Partners and employees of our firm may deal with Barnardos on normal terms within the ordinary course of trading activities of the business of Barnardos. We have no other relationship with, or interest in, Barnardos.

Chartered Accountants
Wellington
4 November 2024

Government Funding Subsidies

For the year ended 30 June 2024

In accordance with the Ministry of Education requirements we report the following:

Centre/Network	Low Socio Economic	Special Needs	Isolation	Language	Total
Auckland Central South	693	602	-	-	1,295
Clendon	48,748	23,008	-	-	71,756
Cromwell	0	-	3,346	-	3,346
Hastings	34,926	13,408	-	-	48,334
Hornby Pasifika	24,844	11,331	-	4,732	40,907
Kaikōura	0	-	3,346	-	3,346
Kāpiti	3,922	443	-	-	4,365
Manawatū	8,009	6,986	-	-	14,995
Māngere	61,258	23,656	-	-	84,914
Manurewa	49,295	18,988	-	-	68,283
Ōtara	58,306	27,395	-	-	85,701
Palmerston North	7,532	6,574	-	-	14,106
Porirua	25,414	9,750	-	-	35,164
Southland Two	3,402	2,958	-	-	6,360
Te Puna Oraka	20,098	9,146	-	-	29,244
Turua	10,131	8,838	-	-	18,969
Wainuiomata	17,716	8,055	-	-	25,771
Wellington Tahī	5,925	5,167	-	-	11,092
Total	380,219	176,305	6,692	4,732	567,948

~

Equity funding was used in the following ways:

- To provide additional resources and equipment, to support the provision of learning environments that meet the local needs of the community in which the service is placed.
- To provide our kaiako with ongoing access to professional learning and development that supports them to improve practice when working with our tamariki.
- To attract highly capable kaiako in areas of isolation or where tamariki and whānau require additional wraparound support.

The use of this funding enables Barnardos Early Learning to deliver to the unique needs of each community and provide all our tamariki with the strong foundations for the future.



“At OfficeMax, we are proud to partner with Barnardos Aotearoa in supporting the 0800 What’s Up service and jointly delivering the OfficeMax Max e-Grants programme. Our commitment extends beyond providing books and stationery; we strive to ensure that every tamariki and rangatahi has a safe space to speak openly and that students facing social or economic challenges have the resources they need to succeed. Together with Barnardos Aotearoa, we are dedicated to fostering a future where every student has the opportunity to thrive.”

Managing Director OfficeMax, Kevin Obern.



Barnardos
Aotearoa

“Barnardos is the thing that is keeping me safe. We started with the Children’s Safety Programme and then they offered me the coffee group after it finished, which I now attend... Barnardos, they help me be a better mum. We get parenting tips, support, and a place to come that’s safe for me and my kids. We can be us; we can be free to parent the way we want to. I’m not judged here.”

A mum supported by Barnardos.

 0800 005 437

 barnardos.org.nz