



Barnardos

Annual Review and Financial Statements 2020



Kia eke ai te hunga taitamariki ki ngā rangi tūhāhā



Our vision/moemoeā

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

Ngā Tamariki

FROM OUR BOARD CHAIR AND CHIEF EXECUTIVE



Our vision is more relevant than ever.

An Aotearoa where every child shines bright. As we look back on a year of challenge and change, this is a time to hold on to that vision more strongly than ever. Too many children and young people in Aotearoa are affected by long standing social and economic problems. Poverty, food insecurity, family harm, mental health, unemployment, addiction and a lack of affordable healthy housing are within our collective community and Government ability to influence.

I recognise our CEO Mike Munnely and all the Barnardos whānau for leading through their actions this year. Alongside our talented Board members, they have remained focused on helping our nation's children.

Barnardos' work is all about change. Positive change for the tamariki and whānau we work with, and change for Barnardos NZ as we respond to a 'new normal'. We have felt the deep financial impacts of COVID-19 on our early learning services, and on our fundraising. These impacts have magnified the challenges for us as an NGO striving to deliver early learning services in a highly competitive market, a market now struggling with over-capacity. These changes have also further pressured social services where significant funding and wage gaps continue to exist between the NGO and government sectors, undermining community-based capability.

We will face increased demands for our Barnardos services throughout the communities of Aotearoa in the coming years. Barnardos will continue to advocate strongly for the needs of children and whānau, as our central and local government partners make their post-Covid investment and policy decisions.

A challenging journey lies ahead in the coming year and beyond as we make sure the work Barnardos began in Aotearoa over 60 years ago continues. It is a time to hold steadfast to Dr Thomas Barnardo's original dream that no child is turned away from the help they need. It is a time to help the children of Aotearoa make their own dreams come true.

James Te Puni
Board Chair

We continued to be driven by our kaupapa.

Kotahitanga. Āta Whakarongo. Māiatanga. Kaikōkiritanga. Mahi Tōtika. We really lived our Guiding Principles through COVID-19. The pandemic reminded us that what holds our organisation together is our remarkable people and our fundamental belief in the importance of relationships.

I want to acknowledge the outstanding commitment, resilience, and passion of our staff. We kept the children and whānau we serve at the heart of our mahi, and we responded with energy, purpose and innovation. I could not be prouder of the way Barnardos staff responded to COVID-19 and thank each one of you for your work during that time and to our Chair and Board for your unfailing support.

But it is important we don't just see the 19/20 year solely through the lens of a pandemic. To do so runs the risk of failing to celebrate our many achievements and ignoring the challenges we were facing pre-Covid. The achievements were many, including the opening of our new Early Learning Centre in Te Rapa, Hamilton; the symposia we jointly hosted with SWRB and ANZASW, highlighting some of the most recent Māori led practice and research; our advocacy work in the areas of family poverty and family harm; and quite simply the undoubted difference we have made to the children, young people and whānau who have used our services.

Our challenges have included the ongoing financial resilience of our Early Learning Services which resulted in changes to the management structure, and issues related to pay and funding in both Early Learning and Child and Family Services. These are not going away and continue to demand our attention.

As we look to the future, we are fortunate to be an organisation with a relatively unique mix of services and functions and with a longstanding reputation as a competent, confident and values-based provider in the NGO sector. We're absolutely committed to making a difference for children, whānau and communities. This is a good place to be starting from in the new 'normal' which lies ahead.

Mike Munnely
Chief Executive

OUR GUIDING PRINCIPLES

Our Guiding Principles support our vision and mission, shape our culture, and reflect everything we value and believe in. They are based on who we are, both as individuals and as an organisation, and guide us in everything we say and do.

KOTAHITANGA UNITY

We build reciprocal and cooperative relationships which create a sense of connection and belonging.

KAIKŌKIRITANGA PROGRESS WITH PURPOSE

We are visionary, we inspire, we are creative and show initiative to make change happen.

MAHI TŌTIKA DO THE RIGHT THINGS WELL

We do the right things the right way, with integrity and purpose.

ĀTA WHAKARONGO HEAR WITH INTENT

We listen carefully and our actions are guided by the voices of the tamariki, families, and whānau we serve.

MĀIATANGA REALISE POTENTIAL

We have the courage and strength to achieve growth, development and transformation.

OUR LEADERS

Our Executive Leadership Team are a diverse group of professionals who bring a wealth of experience. Drawing together our strategic direction working with our Board, they set our vision and oversee our operations. They are dedicated to delivering quality services and outcomes for tamariki, rangatahi, and their families and whānau.

Our Executive Leadership Team

Front row (L-R): Anne Clews, General Manager People and Capability; Mike Munnely, Chief Executive; Shannon Pakura, General Manager Māori Development. Back row (L-R): Jo Lambert, General Manager Barnardos Early Learning; Dr Claire Achmad, General Manager Advocacy, Fundraising, Communications & Marketing; Jo Harrison, General Manager Child and Family Services; and John Willis, General Manager Corporate Services/Chief Financial Officer.



AWARDS AND CELEBRATIONS

Some of our brightest moments from the past year.

Prime Minister's Christmas Party

Last Christmas, Prime Minister Jacinda Ardern hosted a Christmas party at Premier House for 40 Barnardos tamariki, rangatahi and their families and whānau. They were not only excited to meet the Prime Minister, but also to meet Santa and his elves, make new friends and spend an afternoon having fun together. There were many presents waiting under the Christmas tree - one each for tamariki and rangatahi attending - games outside, a Christmas card-making station, and face painters. Children were also in awe of the magical Rudolph the Red Nosed Reindeer Christmas cake that the Prime Minister cut and served to everyone following a rousing singalong of 'We Wish You a Merry Christmas!' Ngā mihi nui to the Prime Minister for what will be a very special memory for our tamariki and their whānau.



"You can fly high too."
Dina, 17 years



"My dream for Aotearoa is for everyone to have a big meal everyday."
Stellah, 9 years



"Life is a puzzle."
Ben, 13 years & Jahaziel, 14 years



"My Dream of the Decade is a pipe to take water around the world."
Lukas Thomas, 4 years from Barnardos Henderson Early Learning Centre

Dreams for the Decade

2020 is the start of a brand new decade, one in which Barnardos wants children and young people to shine. So, in January we launched a new initiative aligning with this time of renewed hope - Dreams for the Decade!

The idea came about because of a desire to create a positive platform for children and young people to share what matters to them with Aotearoa. We invited all Aotearoa's tamariki and rangatahi up to 18 years to participate and share their aspirations, hopes and moemoeā for the 2020s through poetry, visual art, or a combination of both. The focus was on expression, not talent, ensuring inclusivity. Despite the challenges of COVID-19, the entries received through Dreams for the Decade are incredible. They showcase the amazing ideas Aotearoa's youth have for their lives, communities, and our shared future. All participants are receiving special acknowledgement of their entries, encouraging them to hold fast to their dreams.

Huge thanks to Bluestar, Fusion5, CCL, Phantom Billstickers, Noel Leeming, Honey Sticks, Te Papa Press, Massey University Press and Unity Books for their generous support of Dreams for the Decade. Heartfelt gratitude also to our guest judges, acclaimed illustrator and writer Ruby Jones, and celebrated poet Leilani Tamu.

We are sharing every Dreams for the Decade entry with Aotearoa, to highlight the hopes and dreams of tamariki and rangatahi. The small selection of entries you see here show how bright the future is with their moemoeā in it. See all entries at dreamsforthedecade.nz from the end of November 2020.

Listen (my dream)

for one child of two,
the future can be,
the world beyond,
what you can see,
to want to help us,
to want to help life,
to want a world,
without fear or strife,
destiny behold one child of two,
to make change,
to bring love,
to make the world anew,
to want the world better,
it is not wrong,
to want war to end,
and love to be strong,
and for the next decade to century,
let the sun shine, let the sky rain,
let us fix our problems,
make the world great again,
that's what I want,
that's what we need,
i'm that one child of two,
i want to do a good deed,
and in the future,
listen to me,
and listen to my dreams,
for the world to be free.

Maggie, 11 years

My Dreams

I dream
to be a kind girl
swirling around
with beautiful clothes
Lots of books to read
cooking with an apron on
and giving them to poor children
Maybe my wish is to
be a teacher after all
I like warm clothes
warm water
warm food
Having a wonderful family
kind friends
hearing birds chirp,
I wish to dance
like the wind
I want to live
in a world
where
everybody is happy.

Nethuki, 8 years





Children's Picnic at Parliament

To mark the 30th Anniversary of the UN Convention on the Rights of the Child (CRC), with Save the Children NZ, Children's Rights Alliance Aotearoa New Zealand and OMEP, we held a children's picnic at Parliament, hosted by Prime Minister Jacinda Ardern. This happened on International Children's Day, 25 November - the day where we mark the importance of the rights all children have, globally. Speaker of the House Trevor Mallard and Minister of Education Chris Hipkins supported the kaupapa, and the Prime Minister announced New Zealand's pledge of recommitment to the CRC. The focus was on children having fun and being themselves, and local tamariki from Barnardos Early Learning services joined in the celebrations.



Max e-Grants reaches \$1 million milestone

Max e-Grants is a community programme run by office and education supplies company OfficeMax in partnership with Barnardos. The programme provides small grants through schools so that children won't feel isolated or left out of educational activities due to social or economic disadvantage. Running since 2011, this year we celebrated a huge milestone: \$1 million dollars distributed to help New Zealand children. Thanks to OfficeMax and their suppliers, more than 14,000 children have been assisted to attend school camps, purchase new uniforms or other school supplies and take part in extracurricular activities they would otherwise have missed out on.



Excellence in Foster Care Awards

During Foster Care Awareness Week 2020, we were honoured to attend the Excellence in Foster Care Awards, hosted by the Governor-General, Dame Patsy Reddy, who is also a Barnardos Patron. Two of our Foster Carers received well-deserved recognition for their patience, sacrifice, resilience and strength. Gina and Richard have been working together with Barnardos as Foster Carers for nine years, and were nominated by our Auckland Foster Care team. Theirs is a remarkable family who has developed incredible relationships with the young people in their care, and shown commitment to transitioning children back to their whānau.



Celebrating Matariki

The rise of Matariki in the winter skies above Aotearoa signifies the start of the Māori New Year. Across the motu our Early Learning Centres and Home Based Networks celebrated Matariki alongside kaiako, families and whānau; acknowledging the year past, and planning for the one ahead. In Palmerston North, our Early Learning Centre celebrated Matariki by hosting a planting day, where our kaiako, whānau and tamariki worked to fill the garden with fresh soil, and planted fruit trees and spring bulbs. In South Canterbury, tamariki and whānau gathered together at the newly refurbished Timaru Library, where they sang a variety of waiata, coloured in whetū, and read Matariki pukapuka.

BARNARDOS AND COVID-19

“My wish is for you angels, as I nickname you, to have all the energy and resources you need to change lives and break cycles that are generationally passed down.

Give yourselves a pat on the back, since because of COVID-19 hugs have been suspended!” – Barnardos supporter



COVID-19 has been a challenge for everyone in Aotearoa and the world this year. By staying true to our Guiding Principles, Barnardos played our part in the country’s response and ongoing recovery. We are proud of our dedicated teams around the country who have kept our services operating in 2020 to meet the needs of children and whānau. We have also taken up new opportunities to make a real difference for the children and whānau in our communities during the different COVID-19 Alert Levels.

Providing care for rangatahi in our group homes and foster care services

As an essential service, we continued running our Child and Family Services through all Alert Levels. For a small number of our staff, this meant leaving the safety of their own homes to continue looking after the young people in our group homes across the country. Both they and our foster caregivers worked alongside some of the most vulnerable children in Aotearoa, ensuring they were safe, well, supported and cared for unconditionally. They made sure they were still learning and having fun - from online singing lessons, to home DIY, to watching cartoons in Spanish with a quiz afterward, and having an evening cook-off!

Our community work with children, rangatahi and whānau

During the different Alert Levels, our frontline staff could not always provide face-to-face support for our tamariki and whānau. We adapted to new ways of working in communities throughout the motu and continued to enhance the mana of children and whānau through relationship and connection. We held parenting classes via Zoom, we provided a weekly panui to parents full of online support resources, and we even coached parents in providing learning opportunities to keep their tamariki and rangatahi engaged in school.

We handed out thousands of masks and delivered food packages, we made sure families had phone data so they could stay connected outside their bubbles, and we worked with other community NGOs to wrap support around those who needed it most during the rāhui in Aotearoa.

“One of our social workers set up a regular Zoom call with one of their 16 year old students who is in care. Thanks to these video calls, we were able to keep the relationship with him strong, and maintain daily human connection. It was important for him to know that we were there and cared for him. He loved sharing his arts and crafts projects. The team were then able to connect him to our Advocacy team’s Dreams for the Decade youth art and poetry competition, which gave him an immense sense of pride and achievement.”

- Barnardos Service Manager

Staying on the line at 0800 What’s Up

During the Level 4 rāhui, our national helpline for tamariki and rangatahi saw two significant changes. Firstly, we saw a marked spike in the number of webchats per day. Secondly, while the volumes may have stayed the same during lockdown, our phone calls became longer - some up to 45 minutes. Issues relating to mental health (28%), family relationships (27%), suicide (15%), self-harm (9%), and anxiety (8%) continued to be what children and young people wanted to talk to us about the most when they spoke to our counsellors on the phone. We were very proud to be there for them during all Alert Levels, and provided them extra support through Q&A sessions on our 0800 What’s Up Instagram. One 16 year old told us that we were *“very understanding and engaging. Just everything I could’ve asked for from a counsellor”*.

“Just wanted to say a massive thank you for the quality counselling my daughter received when she rung 0800 What’s Up the other day. Her counsellor provided her with the support she needed with her anxiety, which has reached new heights with being in lockdown. Since the phone call, she has been calmer, and has some practical tools to use when the going gets tough.”

- Parent and Barnardos regular supporter

Barnardos Early Learning with a difference

Although we couldn't be in our usual learning environments during Level 4, our kaiako continued to connect with our children and whānau from afar. Through our virtual learning community Storypark, we still provided learning experiences for tamariki and whānau. We developed new resources for parents and caregivers to assist with learning and play during the extended time at home.

Barnardos Early Learning also designed and got a new essential service running within 24 hours of the Alert Level 4 rāhui starting, providing care for the children of essential workers.

"I cannot praise Barnardos Early Learning highly enough. The communication was amazing when we first started looking for care for our little one during lockdown. We were made to feel so welcome by Educator Anjula and her family, during what was no doubt a difficult time for everyone. Barnardos was there every step of the way, checking in and making sure all was well."

- Diane, essential worker

Mobilising support from our generous supporters

While COVID-19 has created challenges for our ability to fundraise to support Barnardos mahi, we had a tremendous response to our Urgent Appeal to support our essential services during

the pandemic and recovery. In the spirit of the times, those who had the means to contribute to the Urgent Appeal welcomed the chance to help the children and families who were most affected.

This included our long-time supporter Milford Asset Management, who shared our Appeal with their staff and matched their donations. Milford also helped promote our child helpline 0800 What's Up by profiling this service in an advertorial in MiNDFOOD magazine.

We are extremely grateful that so many of our supporters not only continued to stand by Barnardos during the pandemic through tangible donations, but increased or found new ways to contribute too.

Advocating for children during the pandemic

Our Advocacy at the systems level for children's rights and needs took on a new level of urgency due to COVID-19. We worked with other child-focused agencies on a joint letter to the Prime Minister to encourage the government to ensure a strong focus on children in the pandemic response. During the national rāhui and subsequent months, we have continued advocating for change that will positively impact tamariki and whānau. Especially around the socio-economic problems that existed prior to COVID-19, which the pandemic has deepened. The pandemic also presented opportunities for our Advocacy to influence change, including through a government and civil society pandemic working group, which was established to focus on children and young people and the prevention of family and sexual violence.



MŌ TĀTOU Ā MŌ KĀ URI Ā MURI AKE NEI:

OUR TE AO MĀORI SOCIAL WORK SYMPOSIA

Our commitment to Māori and Te Tiriti o Waitangi has continued to play a vital role in guiding our mahi over the last year. Ensuring that our people are responsive to the needs of whānau and are able to work in ways that acknowledge Te Ao Māori world views is important to us.

In early 2020, we had the opportunity to explore social work practice with Māori and Pasifika through two symposia – Mō tātou ā mō kā uri ā muri ake nei: for us and our children after us. We hosted these symposia in partnership with the Social Workers Registration Board (SWRB) and Aotearoa New Zealand Association of Social Workers (ANZASW). Tickets to the symposia quickly sold out due to an outstanding amount of interest from people across the social work profession, including many Barnardos staff.

Held in both Te Whanganui-a-Tara and Ōtautahi, the symposia boasted an impressive line-up of speakers with extensive experience in the academic, social work, and justice sectors. Speakers included: Justice Joe Williams, Kiritahi Firmin, Dr Yvonne Crichton-Hill, Anaru Eketone, Gisa Dr Moses Ma'alo Faleolo, Sharyn Roberts and Miriama Scott.

"As social workers you have to understand how fundamental whanaungatanga is, not just in a casework way, but in a systemic way."

- Justice Joe Williams

The importance of whanaungatanga, taking the time to build strong relationships with tamariki and whānau, supporting whānau to determine their own rangatiratanga and āta whakarongo were key themes echoed by several speakers at the symposia. Through stories of their work and their lived experiences, each speaker shared valuable knowledge about what needs to be considered when working alongside Māori and Pasifika peoples.

"Sāmoan young people shouldn't need to form a gang for Sāmoans or join a gang in order to learn about their identity."

- Gisa Dr Moses Ma'alo Faleolo

These symposia were an expression of Barnardos' commitment to walking alongside and together with the sector and whānau; to support them to achieve the outcomes and aspirations they seek for their tamariki and mokopuna. We take seriously the responsibility to support our workforce to be able to serve whānau and aiga in ways that are important for them. We are committed to supporting outcomes for all families and to work with them in culturally informed ways.

"The women were crying out for social workers to see them holistically, not just see them as victims of violence."

- Dr Yvonne Crichton-Hill

Underpinning both events was the principle of whanaungatanga and the importance of

relationships in the work we undertake with whānau and with each other. Barnardos acknowledges there is still much to learn and understand. We strive to work with people in ways they can express their rangatiratanga in an enhancing way. The symposium offered the social sector and social workers the opportunity to glimpse and explore Te Ao Māori and Pasifika ways of being, which are respectful, inclusive and welcoming. The symposia also offered the chance to reflect on how the approaches can be incorporated into our work, thereby strengthening practice and contributing to the hauora of communities.

"Before you work with Māori whānau and take them on a journey of discovery, you need to know who you are."

- Sharyn Roberts

Both events were rich experiences for those who attended. We have continued to see the flow-on effects of the pandemic on Māori and Pasifika communities. The learnings that have been gained through the symposia will continue to be at the forefront of our mahi when we are delivering services and working with whānau and families across Aotearoa.

"It is not about time, it is about the process you go through to add value to that space and time."

- Miriama Scott





ADVOCACY

Our Advocacy for the needs and rights of children and tamariki in Aotearoa is informed by the work we do every day together with children, rangatahi and whānau, and what they tell us. Our Advocacy is grounded in Te Tiriti o Waitangi, and the rights of all children under the UN Convention on the Rights of the Child.

Over the past year, our Advocacy has focused on the issues that are causing big challenges for tamariki, rangatahi, and their whānau, and advocating for systems-change that will make a difference. We have been active on the issues of family poverty, inequality and household resilience; child abuse, violence and neglect; children's mental health and wellbeing; and children as active citizens.

We have been busy since Early 2020 planning Five to Thrive – our joint pre-election advocacy campaign with Te Kāhui Mana Ririki, Save the Children and Plunket Whānau Āwhina. Our organisations met prior to lockdown to start planning for the campaign, which called on all political parties and electoral candidates to commit to getting the basics right for all children in five key areas. Although planning was put on hold during lockdown, the hard work picked up in June to prepare for the 2020 election.

Through our Advocacy, including through writing and presenting submissions at Parliament, advocating directly

to government decision-makers, collaborating with other children's and social sector organisations, talking in the media and campaigning, we have influenced system change for children across a number of areas this year. These include legislative and policy change across the education system, justice system, and public service system, and influencing how New Zealand's national Budget impacts on children and tamariki. We have also influenced at the international level, by contributing to New Zealand's civil society reporting to the UN Committee on the Rights of the Child, working with Children's Rights Alliance Aotearoa New Zealand.

COVID-19 has made our Advocacy efforts all the more necessary. Many of the systemic issues facing children, young people, and their families that existed pre-pandemic have been magnified by COVID-19. During the rāhui, we heard directly from tamariki and rangatahi about the problems they were experiencing, as well as the things they found good about time in their 'bubbles'.

We advocated directly to decision-makers based on what they were telling us, to influence change for them and their whānau. Their stories and views made a big impact on the decision-makers who heard them, including in central government.

Hearing from children and young people directly continues to be a space we are deepening our focus on in our Advocacy. As a national charity, we take seriously the platform we have to hear, amplify and champion the aspirations, ideas and experiences of tamariki and rangatahi, so they know they are valued, and to help them be heard by more people in Aotearoa. It has been a privilege this year to hear and see the moemoeā of children and young people through the Dreams for the Decade initiative, which created a positive space for them to be heard and share their moemoeā creatively through art and poetry. What they have told us will continue to inform our Advocacy in the years ahead, and is a source of inspiration for all people in Aotearoa.

EARLY LEARNING

This year we have continued to lay the foundations for tamariki through our Early Learning Centres and Home Based Networks. These tamariki have been supported by our kaiako, providing rich learning environments and experiences to inspire them as confident learners.



We are guided by our Barnardos Early Learning philosophy 'Creating strong foundations for the future'. We provide fun, inclusive and safe early learning to meet the specific or changing needs of families and whānau. Our kaiako work with parents and whānau to co-create children's learning journeys, to lay the foundation for tamariki to shine bright now and in the future.

It's not just within our centres and our educators' homes that we've been building strong foundations for the future. As a trusted sector expert and community based not-for-profit provider, we participate in many government reference groups that shape the future of our sector, including contributing to the government's 10 Year Early Learning Action Plan, He taonga te tamaiti, which was launched in early 2020.

We especially welcome the focus the Plan places on bringing early learning and social services for families and whānau closer together. We are hopeful that our successful and independently evaluated programme, Te Korowai Mokopuna, will build off this commitment and be extended in more communities around Aotearoa. This is just one example of how we are working with our colleagues in Child and Family Services to strengthen outcomes for tamariki and whānau.

Trust in Barnardos Early Learning led us to be one of only three providers approached by the government when the country was plunged into the COVID-19 Level 4 lockdown. Aotearoa needed essential workers to keep working, and at the government's request, within a 24 hour period, we 'stood up' a new service to provide care for the children of essential workers. This was an enormous undertaking for our

kaiako, managing a huge influx of calls and emails from parents and whānau, as well as matching children ages 0-14 years of age to our available educators. Where we could not provide places we assisted parents to place children with other providers. We were proud to be part of New Zealand's collective response to the pandemic during such a challenging time.

As a longstanding provider of early learning, we are strongly supporting the growing call for pay parity across the whole ECE sector so that all teachers are remunerated equally for the important mahi they do. Together with Te Rito Maioha and NZEI, Barnardos will continue advocating to Government to deliver on pay parity and remove the inequities that currently exist across the education sector.

To continue serving the children and families of Aotearoa, Barnardos Early Learning needs to be financially sustainable. We operate in a commercial and competitive environment and our sector continues to be challenged by the impacts on families by COVID-19. To meet this changing market, Barnardos Early Learning has restructured our management functions and continues to adapt and make changes to position us for a sustainable future.

International research shows that early learning is an important contributor to the early development and life outcomes of young children and we remain dedicated to offering early learning services across Aotearoa. Our work in Barnardos Early Learning will continue to lay strong foundations for the future of tamariki and whānau.



During 2020

2,906

tamariki benefited from Barnardos Early Learning

1,221 in Home Based

1,685 in Centres

450

teachers and educators worked with children

81%

of parents are advocates of Barnardos Early Learning services (using Net Promoter Score) and would recommend our services to others.

(increased by 12% since 2019)

CHILD AND FAMILY SERVICES

Our mission in Child and Family Services is to enhance the mana of tamariki and whānau through relationship and connection.



We work together with those in our communities who are facing really tough issues - family violence, addiction, neglect, abuse, and struggles with mental health. Barnardos has risen to the challenge in 2020 of addressing these continuing needs, which existed in communities before COVID-19, but which the pandemic has magnified.

Our social services mahi is a continuum, from preventing problems before they get too overwhelming, to intensive help in the whānau home to help tamariki thrive, to providing care for tamariki when it is really not possible for them to be at home. Across all our services we focus on connecting children to themselves, their families, and their communities. We also know children and whānau are experts in their own lives. We are about listening to them and enabling them.

In 2020 we saw an opportunity to find new ways of working to support our tamariki and whānau. Our national helpline 0800 What's Up provides counselling for tamariki and rangatahi in Aotearoa who reach out. We saw the opportunity for this service to have a positive impact for children who we are already within our other Child and Family Services due to family violence or other household stressors. With funding from the Ministry of Social Development, we have established a pilot programme to integrate outbound 0800 What's Up counsellor calls to tamariki as a component of their safety plans. We are wrapping around our whānau, adding another layer of child-focused support to help keep our tamariki safe.

We've had lots of opportunities this year to help care experienced tamariki and rangatahi thrive, but two stand out. We opened Te Whare Akhua, a new group

home for three brothers. We know the importance of whānau connection and relationship, so bringing these three siblings together will definitely help them shine bright.

We also set up Te Whare Whakawhiti, a transitional care home. This type of care recognises that through the time young people are in our care, we build up significant relationships with them. We are therefore well placed to support them in their transition to independence, as they reach adulthood. With Te Whare Whakawhiti we can continue to walk alongside rangatahi during a significant time of transition in their lives, grounded in the relationships we have established with them. By doing so, we are helping them have the best chance for the next chapter in their lives being a bright one.

We can't achieve our mission alone. Relationships and partnerships are fundamental to our mahi at Barnardos. We work in collaboration with others who share our values and vision to support children, families and whānau. In July, Te Taanga Manawa opened, a joint initiative housing Police, the District Health Board, the Ministry of Social Development, Corrections, Oranga Tamariki and Kāinga Ora along with Te Whare Ruruahu o Meri, Te Iwi o Ngāti Kahu, Te Kahui Mana Ririki, Barnardos and several other community providers. The multi-disciplinary team is based in a shared working space in Manukau with the focus of providing better outcomes for whānau experiencing family harm. We are very happy to be part of this cross-agency approach, which is essential for making change on an entrenched, damaging problem that affects the lives of far too many children, families and whānau in our country.

During 2020

25,268

children, young people and caregivers were helped through our face-to-face Child and Family Services

(increase from 24,275 in 2018/19)

97%

of Barnardos Child and Family Services clients were very satisfied or satisfied with the service they received

92%

of parents that have received support from Barnardos Child and Family Services left our services able to provide a safer, healthy and nurturing home for their tamariki

OUR FAMILY OF SUPPORTERS

We are incredibly grateful for the support provided by individuals, community groups, trusts, businesses and other groups over the last year.

You've helped make a difference for New Zealand children now and into the future. We know you believe in an Aotearoa where every child shines bright, and we are humbled that you trust us, and provide us with the means to achieve our shared vision.

Our supporters are a vital part of the Barnardos whānau and what they give us is far more than financial support. They are our champions in the community. Knowing we have their backing gives us confidence, and their words of encouragement buoy our spirits.

Thank you!

Our Supporters share some thoughts on what Barnardos means to them:

"As a young person it took me a long time to come to the belief that I had any real rights until I was older. That's possibly something some young people struggle with now. But they do have a real right to be safe, well and happy - not scared, cynical and unsafe. I'm glad to have a role in ensuring this."

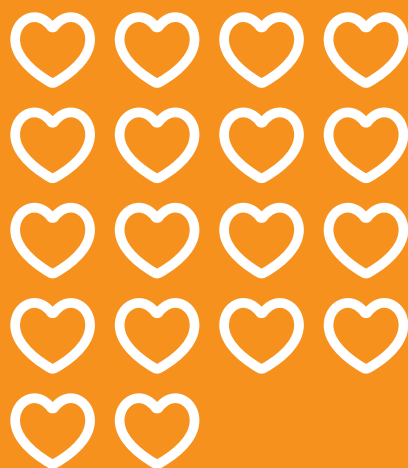
"It's great to have someone to provide support for NZ children. We expect to do this with our taxes but not enough is provided that way for everything kids need. I support children overseas too, but it's important to support our local children."

"You do tremendously important work under difficult circumstances, and it seems that the need keeps increasing."

During 2020

18,507

supporters



♥ = 1,028 supporters

6,453

new supporters

3,530

supporters giving 10 years+

Keep up the good work, and thank you for all that you do."

"As a very young child we learned about Dr Barnardo and his boys' homes, and we all had our 'Barnardo's Boxes' for a part of our pocket money. It's good to know the principle is still the same, and updated."

"My son experienced Barnardos family day-care when he was little. It was a great experience for him and me, and I will be forever grateful for this contribution to his start in life."

"I have a daughter who turns two next month, and my relationship with her mother wasn't the best. We ended up splitting up, but the both of us have made our daughter our priority. I think this is why I've decided to donate each month as I know not every family is like us and able to get along. I hate to know that children are out there suffering but sadly that is the reality. Anything I can do to help I'm more than happy to do so. Money is nothing, children are literally the future."

"A kind and eternally inquisitive man"

On his passing, Neville Edgeworth left a generous gift in his Will to Barnardos New Zealand. Born in Northern Ireland, but a long-time resident of Auckland, Neville worked for many years as a purser and radio officer on merchant marine vessels around the globe. Described by his friends as "A kind and eternally inquisitive man", he continued to travel the world until shortly before his death at 82 years old.

Unfortunately we never got to celebrate Neville's life or his amazing legacy with him. He didn't tell us that he'd left us a percentage of his residuary estate, along with eight other charities in New Zealand and Ireland, including Barnardo's UK. However, our Chief Executive Mike Munnely was able to meet up with some of his closest friends who travelled to New

Zealand to see where Neville lived and meet some of the charities who benefited from his kindness and generosity.

Mike says, *"It was wonderful to meet Neville's closest friends and hear about him and tell them about how his gift would benefit New Zealand children. It made me regret even more that we never got to say thank you in person."*

We gratefully acknowledge the following gifts received this year:

Bequests

- Estate of Charles Alfred Hoy
- Estate of Gillian Campbell McLaren
- Estate of Jean Una Benson
- Estate of Joan Robertson
- Estate of Lloyd McKewen Lincoln
- Estate of Neville Richard Edgeworth
- Estate of Peter Albert Bligh
- Estate of William Ernst Cooke

In Perpetuity

- Basil & Cynthia Hewett Charitable Trust
- Estate of Hannah Williams Dick-Moir
- Estate of John Clegg
- Estate of Margaret Ann Tibbles
- Estate of William Harold Meek
- Julia Choyce Memorial Trust
- Roger Silson Charitable Trust
- Sybil Lane Charitable Trust

We gratefully acknowledge the support of the following organisations over the last year:

Corporate and Philanthropic Partners



Milford Asset Management has been providing significant sponsorship to Barnardos 0800 What's Up since 2013. Milford proudly invests in the New Zealand community and we are grateful for what is a very genuine partnership, that extends well beyond their financial support. The commitment from the team at Milford enables Barnardos to support children around Aotearoa every day.



OfficeMax is an integral partner of Barnardos, as a business supplier, sponsor and champion of 0800 What's Up. We deliver the Max e-Grants programme for OfficeMax, which has reached a significant milestone this year, and continues ensuring children are not excluded from educational activities due to social or economic disadvantage.



Hyundai New Zealand is a partnership that has continued to strengthen since it formed in 2017. In addition to providing vehicles to our social work team and fully sponsoring a vehicle in Dunedin, the team at Hyundai have promoted and supported Barnardos throughout the year at events like the New Zealand Open through the 'Drive for Good' initiative, and at National Fieldays.



NZ Lottery Grants Board is a major supporter of Barnardos Child and Family Services, funding vital operating costs at the national level. This year, we were delighted to secure a multi-year grant from the Lottery Board to continue improving quality of life for tamariki and whānau in our communities across Aotearoa.



Rātā Foundation is a longstanding funder of Barnardos Child and Family Services in the Canterbury, Nelson and Marlborough regions, providing significant and consistent funding support for our operating costs for our Supervised Children's Contact Service and LEAP social work services.



The Lion Foundation is well-known for doing good and making a difference in Aotearoa. Barnardos is pleased to have a long-standing relationship with The Lion Foundation, contributing to rental costs for Barnardos Child and Family Services offices nationally. Certainly a supporter 'Here for Good'.

Other Partners

CCL

Impact Project Management

Europlan

Duncan Cotterill

FleetPartners

Z Energy

Fusion5

Benestar

Trusts and Foundations

BayTrust

Benjamin and Jane Murray Charitable Trust

Blue Sky Community Trust

CERT

Community Trust of Southland

David Ellison Charitable Trust

Eastern & Central Charitable Trust

Farina Thompson Charitable Trust

First Light Community Foundation

Foundation North

Gallagher Family Trust

Hawke's Bay Foundation

Hutt Mana Charitable Trust

ILT Foundation

Jones Foundation

Joyce Fisher Charitable Trust

Lady Alport Barker Charitable Trust

Marlborough District Council

Maurice Carter Charitable Trust

Milestone Foundation

Ministry of Social Development - COVID-19 Community Awareness and Preparedness Fund

Nelson City Council

New Zealand Communities Growth Trust

New Zealand Community Trust

Nikau Foundation

Oxford Sports Trust

Pub Charity

Rodmor Charitable Trust

Sir John Logan Campbell Residuary Estate

SKYCITY Hamilton Community Trust

The Kingdom Foundation

The Southern Trust

The Sunrise Foundation

Trust House Foundation

Trust Waikato

W Duncan Bickley Trust

Whanganui District Council

Winton and Margaret Bear Charitable Trust

CARING FOR OUR ENVIRONMENT

Climate change presents one of the biggest challenges of our time. Every year in August we pass Earth Overshoot Day; the day where our demand on nature’s resources exceeds what Papatūānuku can renew in a year.

Children and young people are highly concerned about the exploitation of our natural resources, pollution, and unconscious over-consumption.

Creating positive impact for tamariki, rangatahi and their families and whānau is at the heart of our mahi. Because of this, at Barnardos we take our role as a kaitiaki of our environment seriously.

With over 700 employees across the motu, we know it is crucial to continue our journey towards implementing environmentally sustainable practices and operations to do our bit in keeping the planet within a 1.5 degree rise above pre-industrial temperatures. We need to see action from all corners of business, government and society. We aspire to be a leader in the NGO and charitable sector in Aotearoa when it comes to reducing carbon dioxide emitted by our operations, to help mitigate the worst effects of man-made climate change.

Although our significant 30% reduction in carbon emissions during the last year has largely been due to the two COVID-19 rāhui in 2020 which limited movement, thanks to the efforts we are making, our emissions were on a downward trend in the first quarter of the financial year, prior to the pandemic. Small changes can make a huge difference. We have upgraded our entire fleet to modern, fuel efficient vehicles. We’ve implemented Microsoft Teams, which has meant a large reduction in paper, and we consciously choose sustainable suppliers for promotions. This year we moved from having branded Barnardos pens to branded pencils. We previously went through approximately 2,000 single-use pens over a six month time period when promoting our services. This small switch to pencils means a large

amount of plastic will no longer make its way to landfill every year.

Becoming carbon neutral is one key enabler for us to move towards our vision of an Aotearoa where every child shines bright. By implementing Barnardos’ first Environmental Sustainability Strategy this year, we acknowledge the urgency of the problem, and have demonstrated a commitment to being part of the solution.



OUR OVERARCHING ENVIRONMENTAL SUSTAINABILITY GOAL:

Barnardos will be carbon neutral by **2050**

This year we reduced our carbon emissions by **30%**

WE ARE DOING THIS BY:

- 🌿 Making changes to how and when we travel
- 🌿 Reducing electricity consumption
- 🌿 Adopting and deploying environmentally friendly printing and technology solutions
- 🌿 Partnering with like-minded organisations that show evidence of operating sustainably
- 🌿 Improving our recycling initiatives
- 🌿 Maximising digital solutions to reduce paper-based consumption
- 🌿 Ensuring new office and learning centre builds consider environmental sustainability
- 🌿 Calculating and reporting our carbon emissions quarterly and setting annual targets for reduction

Summary Financial Statements

Whakarāpopototanga Tauākī Pūtea

Statement of Comprehensive Revenue and Expense For the year ended 30 June 2020

	2020 \$'000	2019 \$'000
Revenue		
Revenue from Non Exchange Transactions		
Ministry of Education	18,363	18,239
Oranga Tamariki and Ministry of Social Development	20,123	18,272
Funds Raised by Barnardos	6,097	5,900
Other Grants & Income	3,211	2,496
Revenue from Exchange Transactions		
Parent Fees	2,334	2,951
Other Income	188	313
Interest from Investments	242	420
Total Revenue	50,558	48,591
Expenses		
Employees	38,208	35,325
Administration	4,373	4,835
Occupancy	2,926	2,764
Fundraising	1,633	1,315
Service Delivery	2,773	2,860
Depreciation & Amortisation	1,394	1,426
Total Operating Expenses	51,307	48,525
Total Operating Result	(749)	66
Impairment Loss	175	190
Fair Value Loss on Investments	37	-
Net Deficit	(961)	(124)
Total Comprehensive Revenue & Expense	(961)	(124)

Statement of Changes in Equity For the year ended 30 June 2020

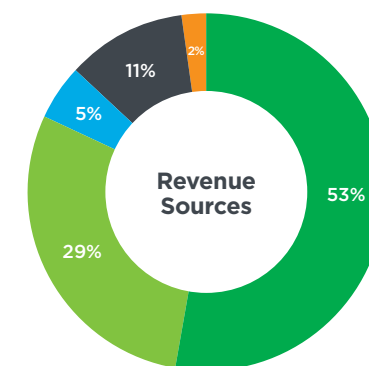
	2020 \$'000	2019 \$'000
Opening Accumulated Funds	21,559	21,683
Total comprehensive revenue and expense	(961)	(124)
Closing Accumulated Funds	20,598	21,559

Summary Statement of Cash Flows For the year ended 30 June 2020

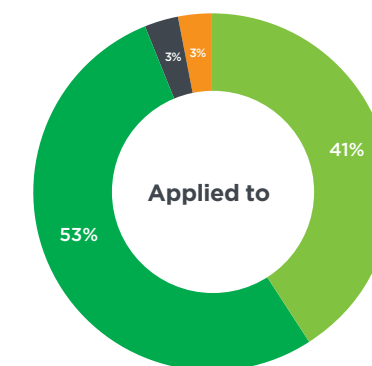
	2020 \$'000	2019 \$'000
Net cash flows from operating activities	1,160	1,883
Net cash flows applied to investing activities	516	(1,803)
Net increase in cash and cash equivalents	1,676	81
Opening cash brought forward	3,531	3,451
Net increase in cash and cash equivalents	1,676	80
Closing cash and cash equivalents carried forward	5,207	3,531

Summary Statement of Financial Position as at 30 June 2020

	2020 \$'000	2019 \$'000
Total Non Current Assets	18,412	12,925
Total Current Assets	8,895	14,477
Total Assets	27,307	27,402
Total Equity	20,598	21,559
Total Non Current Liabilities	88	10
Total Current Liabilities	6,621	5,833
Total Liabilities	6,709	5,843
Total Equity and Liabilities	27,307	27,402



- Government Contracts
- Early Learning Services
- Contributions from Parents
- Fundraising
- Other Income



- Early Learning Services
- Child & Family Services
- Raising Funds
- Other

Notes to the Financial Statements

For the year ended 30 June 2020

1. Reporting Entity

The financial statements of Barnardos New Zealand (Barnardos) for the year ended 30 June 2020 were authorised for issue in accordance with a resolution by the Board on 25 August 2020.

Barnardos is a public benefit entity for the purpose of financial reporting in accordance with the Financial Reporting Act (2013). Its registered office is at 100 Tory Street, Wellington, New Zealand. Barnardos is a Society incorporated under the Charitable Trusts Act 1957 and incorporated in New Zealand. Barnardos is a registered Charity under the Charities Act 2005 in New Zealand where it is domiciled.

2. Summary Financial Statements

The summary financial statements have been extracted from the full financial statements of Barnardos. 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 Barnardos 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 25 August 2020 have been audited by EY who issued an unqualified opinion with no explanatory paragraphs dated 25 August 2020.

3. Contingent Liabilities

A Royal Commission of Inquiry into Historical Abuse in State Care and in the Care of Faith-based Institutions was established by the Government on 12 November 2018. The work of the Inquiry commenced in 2019 and will continue for a number of years.

The Inquiry's definition of 'state care' covers care facilities and early childhood education. During the period of time under examination by the Inquiry, Barnardos was contracted to the Government to provide care services on behalf of the Government, and also provided early childhood education, so may potentially be required to engage with the Inquiry.

The Inquiry is empowered to look into abuse alleged to have happened in state care settings over the 50 year period from 1 January 1950 to the end of 1999. Although the Inquiry may make findings of fault, it has no power to determine the civil, criminal, or disciplinary liability of any person.

Whilst Barnardos currently has had no formal complaint made against it resulting from the publicity generated by the Inquiry, it is possible complaints may emerge. Even if they did, there is uncertainty as to whether liability will rest with the state or the care provider for any financial compensation.

4. Contingent Assets

There are no contingent assets as at 30 June 2020 (2019: \$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 ("Barnardos")

Opinion

The summary financial statements on pages 31 to 34, which comprise the summary statement of financial position as at 30 June 2020, the summary statement of comprehensive revenue and expense, summary statement of changes in equity and summary statement of cash flows for the year then ended, and related notes, are derived from the audited financial statements of Barnardos for the year ended 30 June 2020.

In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial statements, in accordance with FRS-43: Summary Financial Statements issued by the New Zealand Accounting Standards Board.

Summary Financial Statements

The summary financial statements 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 the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements and the auditor's report thereon.

The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated 25 August 2020.

Board Members' Responsibilities

The Board Members are responsible for the preparation of summary financial statements in accordance with FRS-43: Summary Financial Statements.

Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with the audited financial statements 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, Barnardos.

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.

Chartered Accountants
Wellington
25 August 2020

Government Equity Funding Subsidies For the year ended 30 June 2020

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

Centre/Network	Low Socio Economic	Special Needs	Language	Isolation	Total
Auckland Central South	7,104	5,380	-	-	12,484
Huia-Gisborne Hawkes Bay	4,539	3,929	-	-	8,468
Manawatū	13,249	11,466	-	-	24,715
Southland Two	4,965	4,296	-	-	9,261
Upper South	-	-	802	-	802
Wellington Tahī	7,777	6,732	-	-	14,508
Clendon	33,167	15,447	-	-	48,614
Cranwell Park	8,914	7,698	-	-	16,612
Cromwell	-	-	3,054	-	3,054
Hastings	40,741	15,624	-	-	56,365
Hornby Pasifika	23,175	10,936	-	4,325	38,436
Invercargill	2,535	1,217	-	-	3,751
Kaikōura	-	-	3,054	-	3,054
Māngere	64,921	24,914	-	-	89,835
Manurewa	42,764	16,408	-	-	59,172
Ōtara	59,882	27,884	-	-	87,766
Palmerston North	10,579	9,136	-	-	19,715
Porirua	23,558	9,036	-	-	32,595
Te Puna Oraka	19,296	9,112	-	-	28,409
Turua	6,645	5,744	-	-	12,389
Wainuiomata	14,303	6,755	-	-	21,058
Total	388,114	191,715	6,909	4,325	591,064

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 wrap around 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 foundations for the future.

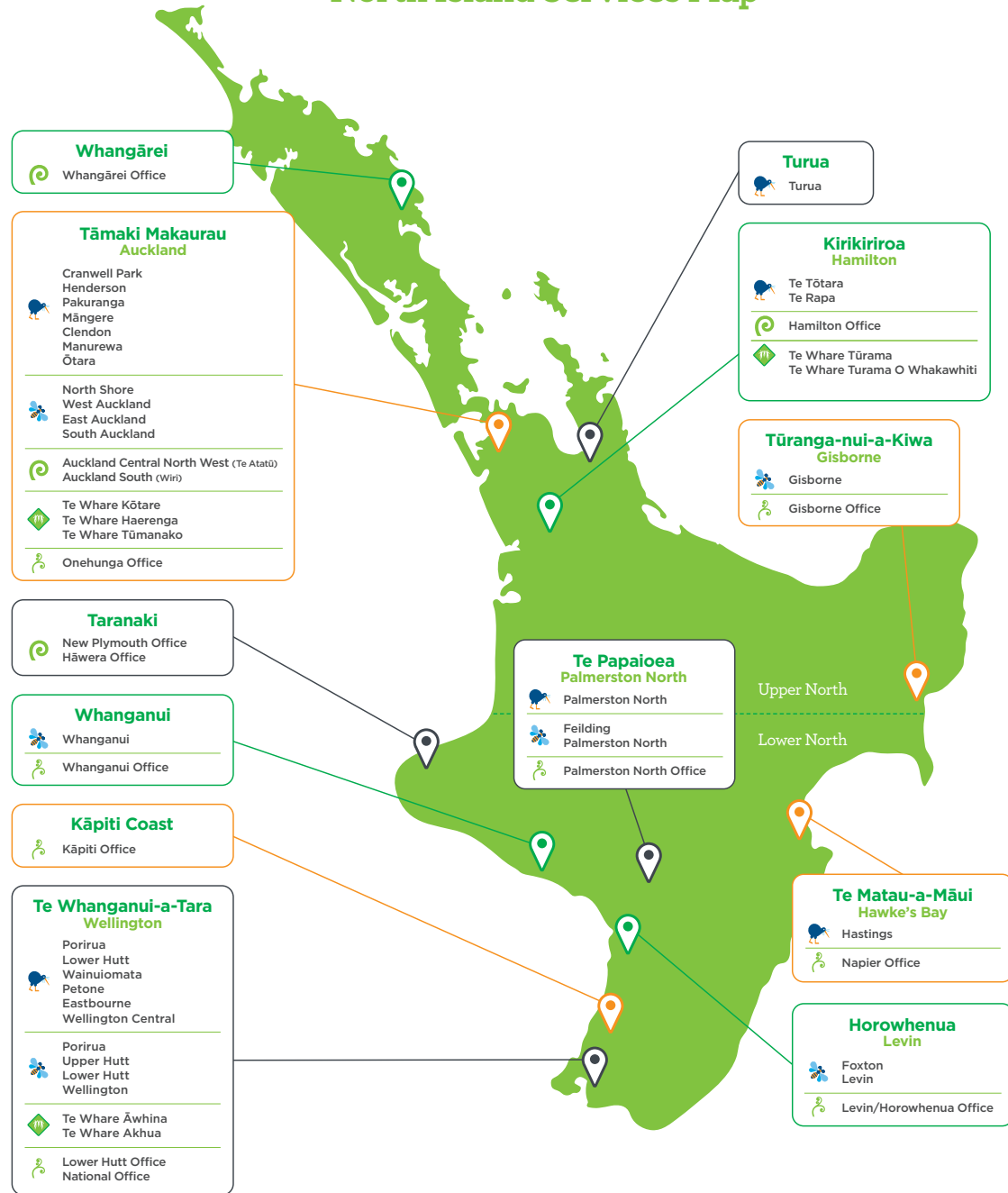
To protect client privacy, in some of the stories names have been changed and models have been used.

The photos used on page 10 were provided by Twenty20.com



Te Ika-a-Māui

North Island Services Map



Te Waipounamu

South Island Services Map

