



For you.  
Your family.  
Your community.

# ANNUAL REPORT 2023 - 2024

# AGM and Financial Reports For the Year Ended 30<sup>th</sup> June 2024.

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## Acknowledgements

ChangeAbility wishes to thank the following organisations for their financial support over the year:

**Lottery Grants Board**  
**Eastern and Central Community Trust**  
**Masterton Trust House Trust**

We also wish to acknowledge contract agreements with:

**Ministry of Justice**  
**Ministry of Social Development**  
**Oranga Tamariki**  
**Community Probation Services**  
**Wairarapa DHB**

Many organisations and individuals continue with their contribution of support, energy and wisdom, and for this we are sincerely grateful.

## Chairperson's Report

2024 has seen a continuation of the great teamwork demonstrated by the staff of ChangeAbility in working to support those vulnerable people within our wider Wairarapa community.

A highlight over the past year is the progress on the book that is being compiled to outline the history of Sedgley /ChangeAbility. It will be exciting to see it published in 2025 culminating in this organisation's up-coming 100-year anniversary in 2026. This will be a wonderful look back on where we as an organisation started and the change and progress made over so many years.

Brent Gear resigned from our Governance Board earlier in the year. Thanks go to Brent for his input during his time on the Board.

After much conversation and consideration, it was decided to work through the process of ChangeAbility moving from an Incorporated Society to a Charitable Trust. Many thanks go to both Jeremy and Liat for their tireless efforts in working through this process, which at times has been to say the least tedious and at times frustrating.

Mid-year I stepped down as Chairperson of ChangeAbility but remain on the Governance Board as I really believe in the Kaupapa of this organisation and want to continue to support Jeremy and his team. Tere Lenihan has stepped into the Chairperson role, and I wish her well.

Lastly, many thanks again this year to Jeremy, Liat and the team for their unwavering commitment to ChangeAbility. To the Board members again many thanks for your continued support.

**Naku te rourou nau te rourou ka ora ai te iwi**

*With your basket and my basket, the people will live*

Denise Allen  
Chairperson

## Chairperson's report

In the middle of the of 2024 I took over the role of Chairperson from Denise Allen, who has diligently been committed to the Governance Board of ChangeAbility.

This has been a trying year for the staff of ChangeAbility and especially Jeremy and Liat, and it is with great satisfaction that with the teamwork from Jeremy and Liat we have now crossed the line to becoming a Trust. 'Well Done' to everyone that has made this possible.

We look forward to the book that is being prepared for the anniversary in 2026.

I would like to salute Jeremy, Liat and the team of ChangeAbility for their steadfast commitment to the organisation of ChangeAbility. To the Board I want to thank you especially for your dedication and time to this organisation.

Kia Manuia  
Best wishes

Tere Lenihan  
Chairperson

## Manager's Report

This will be the last AGM hui for ChangeAbility Incorporated. After 22 years of writing managers reports I welcome the changes we have made to shift our legal structure to a Trust. Although I will continue to write end of year reports for the Trust they will no longer be presented to a wider audience of members like today.

The last year has been demanding with large pieces of work completed to secure new funding for Te Hiringa o tea o men's programmes, the inclusion of all family violence workers in the Social Workers pay equity claim, changing to a Charitable Trust, and most recently preparation for our 3 yearly audit by Te Kahui Kahu.

Demand for all our services has remained steady for the year, compared to last year. We have experienced a 47% increase in self-referring men attending non-violence programmes, a 71% increase in women self-referring to attend safety programmes, a 31% decrease in Whanau Support Services referrals, whilst referrals for youth and general counselling remained about the same compared to last year.

Overall, our workload is evenly spread between providing family violence services and general counselling services, which when combined led to 3,594 assessment, individual and group sessions provided for clients, a 7% increase over last year.

Funding for family violence services provides over 2/3 of our income and increased by close to \$100,000 due to the social worker pay equity payout. As a result, family violence staff received significant increases in their pay rates which the Governance Group generously agreed to match for the counselling and administration team.

While our staff team has been stable throughout the year, we have had several changes including the addition of Judith Jay who joined us as a general counsellor and Angela Burton-Brown who has joined the team as office administrator. Tim Byrne, Clive Bickerstaff, Amy Smith, Emma-Jane Collins and Sandy de Hass discontinued working for us and we wish them all well in their future endeavours.

I wish to offer my thanks to our Governance members for their support and guidance and the staff team for the excellent work they have completed and their willingness to go the extra mile to support individuals and families. As an agency we are in good health with a strong and cohesive team, financial security, the wise guidance of our Trustees and strong community support.

Jeremy Logan  
Manager

## Financial Report

### Income

The organisation recorded a smaller surplus this year, a 50% drop from FY23.

Income remained relatively stable across all sources, with an increase in funding from MSD for non-violence programmes, following a successful tender for services.

### Expenses

Employee related costs continue to be our largest expense as we endeavour to recruit, retain and fairly remunerate a highly qualified team. An approximate \$100k increase in employee costs was driven predominantly by increased pay rates in accordance with Government social worker pay-equity agreement. This was the main contributor to the decrease in the overall surplus for the year.

### Accumulated Funds

At the end of the financial year, the organisation held approximately \$1.5 million in equity, made up predominantly of equity in our building with a book value of \$835K and cash in the bank. As part of our ongoing commitment to prudent financial planning we continue to maintain tagged reserves for ensuring business continuity, succession planning and organisational development. A sum of \$70K has been added to the reserves for the proposed centennial celebrations in 2026.

The organisation is in a healthy financial position going into next year, and we are confident that our financial policies and guidelines are sufficient to ensure we stay financially going forward.

### Final Society's Accounts

The organisation changed legal structure to a charitable trust which started operating on 1 September 24. A final set of accounts was prepared for the Incorporated Society as of 31 August 24 and the total accumulated funds of \$1,580,913 was transferred to the Trust. All assets (bank accounts, fixed assets, receivables) were novated and legally transferred as of 1 September. All contracts for service have also been novated.

Liat Gush  
Finance Manager

## Entity Information

### ChangeAbility Counselling and Family Violence Services Inc.

#### Entity Information

For the year ended 30 June 2024

#### Legal name of entity

ChangeAbility Counselling and Family Violence Services Inc.

On the 31 August 2020 the organisation changed it's legal name to:

ChangeAbility Counselling & Family Violence Services Incorporated

#### Type of entity and legal basis

Non-profit organisation incorporated under the Incorporated Societies Act 1908.

Registered as a Charity (registration number CC22790) under the Charities Act 2005

#### Entity's purpose or mission statement

ChangeAbility was formed in January 2017 by the merger of Stopping Violence Services Wairarapa and Wairarapa Community Counselling.

The new organisation offers general counselling, family violence services and community initiatives aimed at changing attitudes around family violence.

Our goal is to realise a vision for the Wairarapa where troubling emotional or relational issues are addressed and resolved, where trust, safety and respect are restored within our families and whanau.

#### Entity structure & governance

ChangeAbility Governance Board members:

Chairperson (revolving)	Tere Lennihan
Treasurer	Murray Henderson
Governance board member	Denise Allen
Governance board member	Donna Watt
Governance board member	Gill Flower
Manager/Employee (no voting)	Jeremy Logan
Staff representative (no voting)	Kay Wilton
Secretary (no voting)	Liat Gush

#### Main sources of cash & resources

The organisation receives cash or resources from:

\* Grants from various organisations

\* Provision of general counselling & family violence programmes and services

#### Main methods used by the entity to raise funds

The organisation applies for grants from various organisations, enters into service agreements and issues sales invoices for services provided under these agreements.

#### The entity's reliance on volunteers and donated goods or services

The governance board members are all volunteers.

The organisation does not receive donated goods and generally does not engage any other volunteers apart from those giving their time to help with one-off community events run by the organisation.



**ChangeAbility Counselling and Family Violence Services Inc.**  
**Entity Information**  
**For the year ended 30 June 2024**

**Additional information**

Independent Auditor      Audit Plus Accounting Services  
   Eketahuna

Banker                              Westpac  
   Masterton

**Contact information**

Registered Office              7 Victoria Street, Masterton

Postal Address                 7 Victoria Street, Masterton

Website                         [www.changewairarapa.org.nz](http://www.changewairarapa.org.nz)  
Phone                              (06) 3770933



# Service Performance & Accounts Statement Year Ended June 30th 2024

## ChangeAbility Counselling and Family Violence Services Inc. Statement of Service Performance - Family Violence & General Counselling Services For the year ended 30 June 2024

### Description of the entity's outcomes

ChangeAbility Family Violence Services aims to be a leader and active participant in the campaign against violence in New Zealand. We work towards this vision through providing a range of programmes and services to help individuals and families end the violence in their lives. The expected outcomes from our family violence services are an overall reduction in incidents of family violence and a greater intolerance in our community towards family violence. Through reducing family violence incidents, our community will benefit from becoming a safer place, particularly for women and children. ChangeAbility Counselling services provide a safe, respectful place for individuals, couples and families to resolve personal, social or psychological challenges & difficulties. The expected outcomes from our counselling services are improved overall emotional wellbeing, achievement of therapy goals, and making positive changes for clients.

### Description and quantification of the entity's outputs: Family Violence Services

	2024		2023	
<b>Quantity: How many referrals did we receive:</b>				
Non Violence Programmes	197		163	
Safety Programmes	81		73	
Youth	87		95	
Whanau Support	88		130	
General Counselling	230		219	
<b>Total:</b>	<b>683</b>		<b>680</b>	
<b>Quantity: How many clients engaged in services:</b>		% of referrals		% of referrals
Non Violence Programmes	138	70%	106	65%
Safety Programmes	47	58%	41	56%
Youth	72	83%	65	68%
Whanau Support	68	77%	97	75%
General Counselling	192	83%	174	79%
<b>Total:</b>	<b>517</b>	<b>76%</b>	<b>483</b>	<b>71%</b>
<b>Quantity: How many participants satisfactorily completed the programme/support:</b>		% of assessments		% of assessments
Non Violence Programmes	74	54%	81	76%
Safety Programmes	23	49%	24	59%
Youth	37	51%	36	55%
Whanau Support	25	37%	45	46%
General Counselling	125	65%	120	69%
<b>Total:</b>	<b>284</b>	<b>62%</b>	<b>306</b>	<b>62%</b>
<b>Quality: How many participants who completed evaluations were satisfied with the programme/services they received:</b>	% evaluations completed	% satisfied with service	% evaluations completed	% satisfied with service
Non Violence Programmes	46%	100%	30%	100%
Safety Programmes	48%	100%	63%	100%
Youth	43%	100%	42%	100%
Whanau Support	36%	100%	33%	100%
General Counselling	38%	100%	38%	100%
<b>Total: average of participants who completed programme &amp; a programme evaluation form, % of clients satisfied or very satisfied with the service</b>	<b>42%</b>	<b>100%</b>	<b>41%</b>	<b>100%</b>
<b>Quality: Is anyone better off: participant/partners of participants who report improved safety for themselves and their family</b>	<b>Participant response</b>	<b>Partner's response</b>	<b>Participant response</b>	<b>Partner's response</b>
Non Violence Programmes	100%	100%	100%	100%
Safety Programmes	100%		100%	
Youth	100%		100%	
Whanau Support	100%		100%	
General Counselling - Improved outcomes & wellbeing	100%		100%	

### Additional information

This year the agency continues to see the effects of challenging economic circumstances on our community. The demand for all our services remains stable. We continue to receive both agency and self-referrals for our family violence services. The percentage of those who satisfactorily completed the family violence programmes reporting that safety for the family has improved as indicated by the participant and their partner, or their parent/guardian is a particularly important measure as it has a direct link to our vision and goal of reducing domestic violence and increasing safety within families. These results indicate a high level of programme engagement and completion, but more importantly it highlights the effectiveness of our services indicating 100% of participants who completed the survey upon completing their programme were satisfied with the service and have reported reduced violence and increased safety for themselves and their families – our organisation's goal.

As For general counselling, here again 100% of those completing evaluations were satisfied with the service they received, and report improved overall wellbeing and therapy goal attainment. We continue our commitment to a high-quality service and will endeavour to increase the volume of feedback we receive.

ChangeAbility also actively seeks feedback from referral agencies, through surveys and through open dialogue with other community agencies with which we work. We receive very positive feedback from referring agencies and continue to be the preferred provider of family violence related programmes and services in our community, and for affordable general counselling.



**ChangeAbility Counselling and Family Violence Services Inc.**  
**Statement of Service Performance - Community Initiatives**  
**For the year ended 30 June 2024**

**Description of the entity's outcomes**

ChangeAbility Community Initiatives encompasses the activities that were undertaken in the past by Violence Free Network Wairarapa; the purpose of these initiatives is to prevent violence within Wairarapa families/whanau and community through collaborative initiatives in prevention, intervention, networking and training. This year the activities have been managed in coordination with Wairarapa Community Networks Family Violence sub-group.

<b>Description and quantification of the entity's outputs</b>	<b>2024</b>	<b>2023</b>
<b>Quantity: Number of Family Violence service agencies worked with:</b>	15	20
<b>Quantity: Number of community agencies worked with:</b>	44	68
<b>Quantity: Number of collaborative meetings held:</b>	11	24
<b>Quantity: Number of training/good practice sessions provided:</b>	7	10
<b>Quality: Number of agencies reporting increase community collaboration (not measured)</b>	-	13
<b>Quality: Number of agencies who report an improved community response to family violence. (not measured)</b>	-	13

**Additional output measures/additional information**

**Coordination activities:**

ChangeAbility continues to be the lead provider of family violence prevention & education in the Wairarapa with activities carried out this year including the production of resources, publication of newspaper articles and advertising, radio advertisements, and community training sessions.

In relation to intervention activities, staff attend weekly inter agency meetings to collate family violence related information and liaise with referral agencies to improve safety outcomes to families in our communities.

Some initiatives headed by the Wairarapa Family Violence Network this year included: teaming up with local Iwi to produce a White Ribbon T-shirt message in Te Reo, attending the Golden Sheers, partnering with Wairarapa Rural support in a Farmstrong event, supporting local Colleges and schools to better support their students around mental health & healthy relationships. Ongoing work with Ministry of Social Development It's Not Ok Team, ChangeAbility together with local Iwi around filming 'Lifting the Hood' to decrease fear of the unknown and navigation of supports locally, and filming of previous tangata whaiora/whanau members who have completed programs to encourage whanau who are fearful to help seek.

**ChangeAbility Counselling and Family Violence Services Inc.**  
**Statement of Financial Performance**  
**For the year ended 30 June 2024**

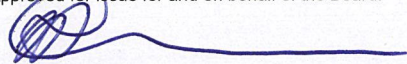
	Note	2024	2023
<b>Revenue</b>			
Donations, fundraising and other similar revenue	1	100,059	161,106
Self referred participants		41,515	30,299
Revenue from providing programmes and services	1	920,144	808,238
Interest, dividends and other investment revenue		26,241	13,205
Other revenue	1	136,302	124,025
<b>Total Revenue</b>		<b>1,224,261</b>	<b>1,136,873</b>
<b>Expenses</b>			
Employee related costs	2	930,833	804,017
Costs related to providing programmes and services	2	94,963	101,526
Grants and donations made		-	480
Loss on disposed Assets		-	282
Other expenses	2	122,754	91,110
Community Initiatives	2	20,180	24,220
<b>Total Expenses</b>		<b>1,168,730</b>	<b>1,021,635</b>
<b>Surplus/(Deficit) for the year</b>		<b>55,531</b>	<b>115,238</b>

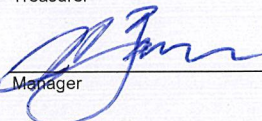


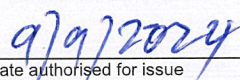
**ChangeAbility Counselling and Family Violence Services Inc.**  
**Statement of Financial Position**  
**As at 30 June 2024**

	Note	2024	2023	
<b>Assets</b>				
<b>Current Assets</b>				
Bank accounts and cash	3	582,213	464,192	
Debtors and prepayments		-	1,373	
Term Deposit		271,129	256,146	(14,983)
GST Receivable		-	13,882	
<b>Total Current Assets</b>		<b>853,342</b>	<b>735,593</b>	
<b>Non-Current Assets</b>				
Property, plant and equipment	5	862,525	907,910	
<b>Total Non-Current Assets</b>		<b>862,525</b>	<b>907,910</b>	
<b>Total Assets</b>		<b>1,715,867</b>	<b>1,643,503</b>	
<b>Liabilities</b>				
<b>Current Liabilities</b>				
Creditors and accrued expenses	4	31,042	10,943	
Employee costs payable	4	108,389	81,422	
Unused donations and grants with conditions		-	-	
Money held of behalf of SAM Table	8	12,689	43,609	
GST Payable		696	-	
<b>Total Current Liabilities</b>		<b>152,816</b>	<b>135,974</b>	
<b>Non-Current Liabilities</b>		-	-	
<b>Total Non-Current Liabilities</b>		-	-	
<b>Total Liabilities</b>		<b>152,816</b>	<b>135,974</b>	
<b>Total Assets less Total Liabilities (Net Assets)</b>		<b>1,563,051</b>	<b>1,507,529</b>	
<b>Accumulated Funds</b>	6			
Current year earnings		55,531	115,237	
Accumulated surpluses or (deficits)		1,062,520	1,092,292	
Reserves		445,000	300,000	
<b>Total Accumulated Funds</b>		<b>1,563,051</b>	<b>1,507,529</b>	

Approved for issue for and on behalf of the Board:

  
Treasurer

  
Manager

  
Date authorised for issue

**AuditPLUS**

The accompanying notes form part of this performance report