



2025-26

ANGLICAN FAMILY CARE ANNUAL REPORT



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ABOUT US

Anglican Family Care is a social services agency that has served the people of Dunedin and Otago since 1970. Our main office is based in Dunedin, with other branches in Balclutha, Ōamaru, Alexandra and Wānaka.

Our main focus is tamariki, rangatahi, and their whānau but we also provide services that support individuals in need.

Our services are for all people regardless of beliefs because we respect the values and beliefs of the Anglican Church, especially "to respond to human needs by loving service."

Our Vision

Strong, connected and thriving whānau and tamariki.

Our Purpose

Manaaki Whānau

Manaaki Whānau refers to the concept of caring for and supporting families. It encompasses nurturing relationships and ensuring the wellbeing and dignity of family members. Manaaki Whānau involves a holistic approach to care and support, emphasising respect, compassion, and the interconnectedness of individuals within the wider family and community.

Our Mission

Working together with Otago whānau to make change that inspires hope for a better future.

Our Values

Whanaukataka

Facilitating relationships, creating belonging, strengthening and enhancing connections.

Kotahitaka

Building common purpose, shared direction, togetherness, and unity.

Manaakitaka

Enhancing mana through care, generosity, and respect.

Mahi Tahī

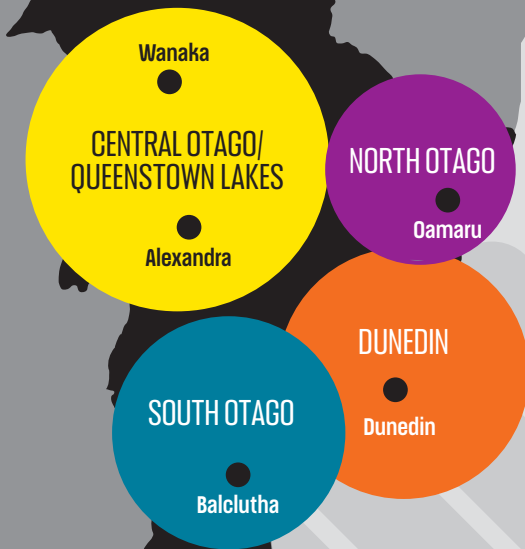
Working together with shared commitment, skills, and knowledge.

Whakahirahira

Inspiring people to grow and be their best, building on their strengths.

Awhinataka

Guiding, supporting, and nurturing people with empathy and humility.



OUR SERVICES



NORTH OTAGO

23 Coquet Street
Oamaru, 9400

Services
Family Start
Oceans Grief and
Loss Programme

SOUTH OTAGO

Te Pou Ō Mata-Au,
6 Clyde Street,
Balclutha

Services
Counselling
Family Violence - Direct Services
Family Start
Home-based Family Support
Restorative Justice
Strengthening Families

GREATER DUNEDIN

266 Hanover Street
Dunedin, 9016

Services
Family Start
Home-based Family Support
Respite Care
Restorative Justice
Social Workers in Schools

CENTRAL OTAGO/ QUEENSTOWN LAKES

Alexandra Community House
14-20 Centennial Ave, Alexandra,
9320

Wanaka Community Hub
34 McDougall Street,
Wanaka, 9305

Services
Family Start
Home-based Family Support
Restorative Justice

OUR SERVICES

Counselling

The counselling service offers free counselling for individuals with a focus on restoring parents/caregivers' wellbeing to strengthen relationships within the whānau. They must reside in South Otago.

Family Violence – Direct Services

Holistic social work support to reduce the risk of family harm re-occurring in whānau. This service is open to whānau residing in South Otago.

Family Start (FS)

Provides support, advocacy and information about health and safety to parents of pēpi and rangatahi. Delivered across the Otago region.

Home-based Family Support (HBFS)

Provides support, advocacy and advice for parents/caregivers of tamariki (up to 18 years). We also deliver one-on-one parenting courses and, in Dunedin, respite care. Delivered across the Otago region, except in North Otago.

OCEANS Grief and loss Programme

A grief and loss programme supporting tamariki and parents who need tools to deal with grief due to change and loss in their lives. This programme is offered in North Otago and is coming to South Otago soon.

Restorative Justice (RJ)

A response to crime that aims to hold offenders accountable and to help restore the harm to victims. Restorative Justice receives referrals from the Dunedin and Alexandra courts.

Social Workers in Schools (SWiS)

Supporting tamariki at the following Dunedin schools: Bathgate Park, Brockville, Carisbrook, Concord, and Pine Hill.

Strengthening Families (SF)

A facilitated process to support whānau when they are working with multiple agencies and government services. This service is open to whānau residing in South Otago.

OUR PEOPLE

Anglican Family Care (AFC) employs 40 highly qualified professionals, including Social Workers, Family Start Whānau Workers, a Counsellor, Restorative Justice Workers, as well as Management, Fundraising, Marketing & Communications team, Administration, and Business Support staff. Our people are, without a doubt, our most valuable asset.

We are immensely grateful to our dedicated volunteers who generously give their time to co-facilitate the OCEANS Grief and Loss programme in North Otago. We also deeply appreciate our pool of Caregivers providing respite care for parents and caregivers in Dunedin, and our board of trustees who offer strong governance and support for our strategic goals.

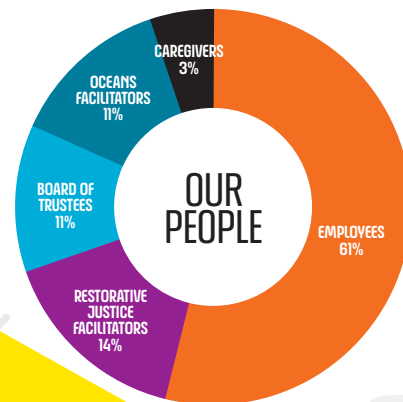
Kaimahi Celebrations

Congratulations to Home-based Family Support and Social Workers in Schools Team Leader Terri Goddard, who celebrated 30 years of service with Anglican Family Care.

Congratulations to Ngarangi Matthews (Dunedin Family Start Team Leader) as she celebrates 15 years of service. Both kaimahi are based in our Dunedin office.

Board of Trustees

Diana Hudson (Acting Chairperson), Quentin Blair, Amanda Burke (2022-2025), Clarissa Comerford, Simon Courtney, Elisabeth Cunningham (Bishop's Delegate), Jim Hawker (2012-2025, Chairperson 2014-2020), Emma Hodgkin (2024-2025), Fraser Richardson, Katherine Shaw, Anne van Gend (Bishop of Dunedin).





Some of our team at the Noho Marae at Puketeraki Marae in May.

CHAIRPERSON'S REPORT



Diana Hudson

In my role as Chair, I am honoured to present the Chairperson's Report for the 2025/26 year, reflecting on our achievements, challenges, and the continued impact of Anglican Family Care Centre Incorporated in our community.

This year has continued the theme of challenge and change across the organisation, and these challenges continue to provide an uncertain environment moving forward. The wider social and political environment has also shaped the landscape within which non-government organisations operate. Across the sector, organisations have faced funding uncertainty, contract reviews, changing policy settings and increasing pressure to demonstrate outcomes in a highly constrained fiscal environment. I would like to acknowledge the resilience and commitment of kaimahi, who have continued to uphold our vision of strong, connected and thriving whanau and tamariki, while we wait on decisions defining the landscape for the future.

I would like to acknowledge a major piece of work that was undertaken this year. The 2026 Te Kāhui Kāhu accreditation review affirmed AFC's (Anglican Family Care's) strong client-centred practice, cultural safety, holistic service delivery and collaborative relationships. Client-centred services were identified as an area where AFC exceeded the required standards. This recognition reflects the strategic work undertaken over recent years to embed partnering-based relationships and culturally responsive practice, while also identifying areas for improvement that are now part of our quality programme. I would like to thank Lynette, Jane and the team for this outstanding work and wonderful outcome for the future.

Anglican Family Care recorded total income of \$4.09 million during the 2025/26 financial year, a decrease of approximately 5% from the previous year. Total expenditure also reduced, reflecting the continued focus on careful financial management and organisational sustainability. Staff-related costs remained our largest area of expenditure and reduced in line with workforce changes implemented in previous years. The year closed with a deficit of \$228,994, a modest improvement on the previous year's deficit of \$238,091. This has been funded by the agency's reserves.

Pleasingly, income from donations, grants, fundraising activities, interest and other non-contract sources totalled \$506,767, representing a significant increase on the previous year. This result reflects the generosity of our funders, donors and community supporters, and the ongoing efforts of staff to secure vital resources for our services.

Despite a challenging funding environment, the Board is committed to ensuring the long-term sustainability of the organisation so that we can continue supporting tamariki, rangatahi and whānau across Otago.

As always, we are very grateful for the generous contributions received from our donors, who include the Anglican Diocese of Dunedin, Otago Community Trust, Central Lakes Trust, Lion Foundation, Always Ethical, Clutha Foundation, NZ Lottery Grants Board, Trinity Foundation Ltd, Grassroots Trust, and Russell Henderson Charitable Trust. We sincerely appreciate the continued partnership and support we receive from Dunedin Kia, St Hilda's Collegiate School and look forward to working alongside Selwyn College over the next financial year.

I am grateful for the commitment of all our trustees, who give their own time and energy to support our mahi. This year, we have welcomed Fraser Richardson to the Board. We look forward to a period of ongoing trustee stability as we face the challenges of the new year.

In June, we farewelled Lynette Finnie, our General Manager. Although only with us for some 18 months, we thank her for her time at AFC. Her commitment to her kaimahi and the organisation was without question, and we acknowledge that she took the reins at a time that was extremely challenging against the background of the ongoing funding uncertainties and the need to balance service delivery against the financial viability of the organisation. Our loss of Lynette is Health New Zealand's gain.

Looking ahead, on 31 August we will welcome our new General Manager, Kelly Linwood, and we are delighted she has chosen to join the AFC team. A registered social worker, Kelly brings more than 20 years' experience across social work, child and family mental health, and health service leadership. She comes to us from a Unit Manager role with Child and Adolescent Specialist Mental Health Services, where she has been responsible for service delivery across six multidisciplinary teams operating from seven sites throughout the lower South Island. Her role included clinical leadership, operational and financial management, people leadership, quality and risk management, and service improvement.

Throughout her career, Kelly has demonstrated a strong ability to bring people together around shared objectives, build effective relationships, and lead practical improvements in complex service environments. She also brings extensive experience working alongside families, community organisations, health professionals, education providers, and other stakeholders.

We look forward to working with her at AFC.

Kā mihi nui to Practice Manager Jane Hutton, Fundraising, Marketing and Communication Manager Donna Davidson, and Executive Assistant/HR Mary Encabo. Throughout the past year, your strategic vision, unwavering support and tireless efforts have guided AFCC through both challenges and successes.

To our kaimahi, your commitment to our mission is evident in the positive impact we continue to make in the lives of those we serve, despite the ongoing challenges of the environment of the past 12 months.

We look forward to continuing this journey together into 2027.




GENERAL MANAGER



Lynette Finnie

This year has again been a challenging one for Anglican Family Care, marked by ongoing uncertainty.

I write this report as I conclude my time as General Manager at Anglican Family Care. It has been a privilege to be part of the Anglican Family Care journey and to lead a team of passionate, highly skilled kaimahi across Otago, who consistently demonstrate manaakitaka, kotahitaka, and a deep commitment to the whānau we serve.

Demand for services remains high across all our offices, highlighting both the ongoing level of need within our communities and the importance of sustainable resourcing. Our teams continue to walk alongside whānau experiencing complex and persistent challenges. These include financial hardship and the rising costs of fuel and heating, barriers to accessing services, and issues relating to housing, family harm, and addiction. Our AFC kaimahi are committed to upholding whanaungataka by building strong, trusting relationships, and demonstrating āwhinataka through their care, humility, and unwavering support of whānau across our communities.

The last year has been another year where we have navigated continued uncertainty around contracts and significant financial pressures within a complex and changing environment. Nationally, Oranga Tamariki has undertaken reviews of key programmes we deliver, with decisions made to transfer the responsibility for funding these programmes to other agencies: Family Start to the Social Investment Agency, Strengthening Families to the Whānau Ora Commissioning Agency, and Social Workers in Schools to the Ministry of Education. All programmes are expected to undergo redesign and retargeting, with transitions beginning in 2027. AFC remains committed to mahi tahi in this evolving context, engaging constructively to ensure the voices and needs of Otago whānau are heard and upheld.

Within this changing landscape, we have also explored new funding opportunities through the Social Investment Agency (SIA). While we have not been successful, this reflects our commitment to whakahirahira - seeking out new and innovative ways to strengthen outcomes for whānau. In 2026, we have strengthened our work in the restorative justice space. This has included introducing alternative pathways within the Restorative Justice service, supporting victims who may not wish to engage in standard processes. In addition, we have secured a new post-sentencing Restorative Justice contract with Corrections. Both initiatives create meaningful opportunities for healing, restoration, and the strengthening of relationships.

We have continued to respond to identified community need. In South Otago, we have concluded the year by securing funding from both the Clutha Foundation and the Otago Community Trust. This enables us to commence a pilot of the Oceans Grief and Loss programme in the area. This is an important and positive step forward, allowing us to further support whānau experiencing grief and loss, and to strengthen connection and belonging.

Funding remains a challenge, and we must continue to use our resources wisely, ensuring we are effective in the mahi we do, while living within our means.

As an agency, we are focusing on how we clearly demonstrate the positive impact of our programmes and the meaningful difference we make in the lives of the whānau we work with. This is not only important for

accountability to our communities and funders but also reflects our commitment to mahi tika - working with integrity and purpose. It will strengthen how we communicate our impact to stakeholders and donors, and support continued investment in our services.

Our commitment to quality and continuous improvement remains strong. We have recently completed our Te Kāhui Kāhu accreditation audit, successfully maintaining our Level One accreditation status. This reflects the dedication of our kaimahi to delivering services that uphold the mana of whānau and align with best practice across the sector.

Finally, thank you to all the generous donors and supporters who have supported AFC over the past year. We are extremely grateful for this support and do not take this for granted.



PRACTICE MANAGER



Jane Hutton

The 2025–2026 year has highlighted the ongoing value of skilled, relationship-based practice in supporting tamariki, rangatahi and whānau across Otago. Anglican Family Care has continued to provide prevention, early intervention, therapeutic and whānau support in a context of increasing complexity, uncertainty and change. Our mahi has remained grounded in trusting relationships, cultural responsiveness, collaboration and a commitment to strengthening whānau wellbeing.

Practice quality and cultural responsiveness

A key focus has been strengthening reflective, safe and culturally responsive practice through supervision, practice development, policy review quality assurance and our ongoing bicultural journey. He Paerangi processes, noho opportunities, presence at community events and continuing reflection on Te Tiriti o Waitangi have supported practice that is relationship-based, mana-enhancing and responsive to the aspirations and needs of whānau.

Accreditation and external validation

The 2026 Te Kāhui Kāhu accreditation review affirmed AFC's strong client-centred practice, cultural safety, holistic service delivery and collaborative relationships. Client-centred services were identified as an area where AFC exceeded the required standards. This recognition reflects the strategic work undertaken over recent years to embed partnering-based relationships and culturally responsive practice, while also identifying areas for improvement that are now part of our quality programme.

Achievements through the year

Kaimahi supported whānau through change, crisis and recovery; advocated for tamariki's safety and wellbeing; strengthened parenting confidence and relationships with their tamariki; responded to family violence; and helped connect whānau with the right supports. Feedback from whānau continued to show the importance of trusted, compassionate and persistent support. Staff also invested in professional development across child protection, family violence, mental health, cultural responsiveness and relationship-based practice.

Partnerships and community impact

Partnerships remained central to effective service delivery. Alongside direct work with whānau, kaimahi spent significant time advocating with other services, attending multi-agency meetings, coordinating support, making referrals, sharing information appropriately, and helping professionals understand the circumstances and strengths of the whānau they are supporting. This work helps remove barriers, improves access to services, strengthens collaboration, and ensures whānau receive more coordinated and effective support. While this activity is often not visible, it is critical to achieving positive outcomes and supporting whānau to navigate increasingly complex service systems.

Challenges and Opportunities

What has stood out most this year is the increasing complexity of need. Families are often presenting with multiple interconnected challenges, and staff have worked hard to remain alongside whānau for longer periods while specialist services face significant demand pressures.

The wider social and political environment has also shaped the landscape within which non-government organisations operate. Across the sector, organisations have faced funding uncertainty, contract reviews, changing policy settings and increasing pressure to demonstrate outcomes in a highly constrained fiscal environment. While accountability and evidence are important, the pace of change and uncertainty has created challenges for providers, staff and communities alike. For many organisations, including AFC, this has required balancing immediate community needs with ongoing adaptation to an evolving funding and policy environment.

This environment has been significant given the ongoing scrutiny of several long-standing social services: Family Start, Social Workers in Schools and Strengthening Families have each been supporting New Zealand whānau and communities for more than 25 years. Their longevity is not accidental. These services have endured because they continue to meet community needs and because they are trusted kaupapa that work. They are founded on principles that remain as relevant today as when they were first established: early intervention, prevention, partnership, collaboration and a belief in the strengths and potential of whānau. As the future direction of Family Start, Social

Workers in Schools and Strengthening Families continues to be considered, AFC welcomes the opportunity to work constructively with the Social Investment Agency, Ministry of Education and Whānau Ora Commissioning Agency. Drawing on decades of practice experience and strong community relationships, we look forward to contributing to the ongoing development of services that strengthen whānau, support early intervention and improve outcomes for tamariki and rangatahi.

The strength of these services, and other AFC services; Home-based Family Support, Family Violence Direct Services and Therapeutic Service lies not only in the outcomes they achieve, but in the trust they have built over decades. Communities, schools, partner agencies and whānau continue to engage with these services because they provide accessible support that responds to people as whole families rather than isolated problems. In an environment where social issues are becoming more complex, this relational approach remains one of the sector's greatest strengths.

For AFC, the challenges of the past year have reinforced the importance of continuing to advocate for child-centred, whānau-focussed, community-based services that intervene early, build protective factors and strengthen resilience. They have also reinforced the importance of strong partnerships across the social sector. No single organisation can address the challenges facing whānau alone. Sustainable change requires collective effort, shared responsibility and long-term investment in approaches that support people before crisis occurs.

Despite these challenges, AFC staff remained committed to delivering high-quality services and ensuring that whānau continued to receive support when they needed it most. Their professionalism, adaptability and dedication have been evident throughout the year. In the face of uncertainty, they have continued to demonstrate what has always been at the heart of Anglican Family Care: a belief in the potential of people, the importance of relationships, and the power of communities working together to create hope and opportunity.

Al Hutton

YEAR HIGHLIGHTS

NORTH OTAGO – FAMILY START



Family Start continues to be highly relevant in our community with increasing numbers of whānau experiencing stress, which impacts tamariki. Our dedicated team remain committed to walking alongside whānau, working with empathy and professionalism, often in challenging circumstances, to provide calm, consistent, non-judgmental support to ensure better outcomes and a sense of hope.

In our office, we have '*Tuhinga o mua*', our tree of positivity. These writings of the past are things we are proud to have achieved, influence the direction of our mahi moving forward, and keep us motivated to focus on the needs of the child.

Anglican Family Care in North Otago continues to co-facilitate the Interagency Family Violence Network and the Family Violence Interagency Response table (FVIARS), is part of the Stronger Waitaki Network, sits on Oranga Tamariki's Care and Protection Panel, and, more recently, is part of the newly formed local maternal wellbeing meeting.

This interagency collaboration ensures coordinated, robust, wrap-around supports are available to those who most need them. The North Otago community continues to be very supportive of our mahi with generous donations of wool blankets, pyjamas, knitting, baking, free swimming lessons and grocery vouchers, which help us to better support the whānau we work with.

In North Otago, our Council rates are rising by 17% this year, and this will impact whānau who are already struggling to find affordable rentals, pay their mortgages, buy groceries or petrol, etc. Our team will continue to work alongside whānau, advocate for their needs, support them to connect with the community and build resilience through our mahi. It remains a privilege to work alongside the most vulnerable in our community and see how much they can achieve and grow when they have the right supports in place.

"51 whānau in North Otago strengthened their futures through support from Family Start"

OCEANS

GRIEF AND LOSS PROGRAMME

Over this past year, we have run four Oceans groups for children, supporting eighteen tamariki between the ages of 6 and 13 years. We also ran an Oceans group for adults this year, which supported five participants in navigating their journey of grief and loss. While the children's groups come with a variety of griefs, often around separation, the adult groups tend to be more focused on griefs relating to death loss.

Our Oceans facilitators continually reflect on how we think the programme is meeting the needs of our participants and what we can do to improve it. At the conclusion of each programme, we always ask for feedback from participants and their whānau, and it is encouraging to see what a difference we are making in their lives.

Comments made by tamariki regarding what they like about coming to Oceans include being able to talk about their feelings, the activities being fun, that they could make new friends, and that they realised other people had had similar experiences. Throughout the programme, it is emphasised that participation in activities and conversation is voluntary, and the importance of this was reinforced in one of the feedback comments



YEAR HIGHLIGHTS

from a child who said they appreciated that they didn't have to share their thoughts or experiences if they didn't want to.

Since children can be very blunt about what they think of things, it is always interesting to find out what they would tell other tamariki about Oceans if they were asked. Responses included telling their friends that "You get to learn to handle your emotions. Oceans is a place you can go if you have had bad times. They play fun games, and you talk about your loss. That it is a great way to learn about calming down about your change. [The facilitators] are really kind."

Caregivers are a big part of a child's grief journey, and one of the goals of Oceans is to be able to open up channels of communication between participants and their whānau. It is really encouraging when we get feedback from caregivers that highlights for us the effectiveness of this in action. The parent of a seven-year-old girl recently told us that "[my child] has been able to communicate about her emotions and has said it helped knowing others felt loss as well. Many thanks for being such a positive influence for [my child] and encouraging conversations. [My child] was excited for every session. I would highly recommend this for anyone that asked about it". Another parent commented that their 7-year-old daughter from the same group "has really blossomed in her communication and confidence. She references Oceans for when she is talking about her feelings and hard times. It is so worth it for any child who has experienced grief and needs skills or tools to effectively manage, communicate and express their emotions."

Of course, none of this would be possible without the dedication of our amazing volunteers who are willing to sacrifice their time to be trained up and come along every week to help run Oceans and thus make lasting impacts on the lives of our participants and their whānau. For them, we are truly grateful.

**Oceans provided vital grief and loss support
to 23 children, young people, and adults.**

CENTRAL OTAGO/QUEENSTOWN LAKES

The Central Otago/Queenstown Lakes region continues to grow at a remarkable pace, with population increases in both Central Otago and Queenstown Lakes well above the national growth rate for 2025. On the surface, this paints a picture of a thriving and energetic region – one known for its beauty, opportunity, and strong appeal. Yet beneath this momentum lies a more complex reality for many whānau who are finding it increasingly difficult to keep pace with the pressures of everyday life.

Whānau continue to feel the effects of the rising cost of living, particularly pressures relating to housing, heating, food and fuel. Referral trends also reflect persistent and complex challenges, including family harm, substance use, mental health concerns, supporting parents of neurodiverse tamariki, and the growing pressures of parenting rangatahi. Together, these factors highlight a community experiencing both resilience and significant unmet need.

Demand for our services has remained steady and, at times, particularly intense, with referral volumes over the past 12 months exceeding those seen in previous years. Since reaching full staffing capacity in May 2025, the Central Otago/Queenstown Lakes team has consistently met contracted volumes while maintaining high-quality support for whānau. Their professionalism, commitment and steady approach have ensured responsive service delivery, supported by ongoing

professional development, including completion of the Tūpuna Parenting Programme by one of our kaimahi.

Our team continues to contribute actively to a range of multiagency forums dedicated to strengthening support for whānau. These include weekly FVIARS meetings; monthly meetings at Mount Aspiring College, Cromwell College, and Wānaka Primary School; the Infant, Child and Youth Interagency meeting; the Wānaka Interagency meeting; the Young Families Collective meetings in Cromwell and Alexandra; and the Cromwell Community Interagency meeting. In addition, this year saw the introduction of a monthly Maternity Care Wellbeing and Child Protection meeting in Central Otago, supported by the AFC

Central Otago/Queenstown Lakes team through the provision of room space.

These forums provide vital opportunities to share insights, coordinate support, and ensure whānau receive timely and appropriate assistance. The networks established through these meetings are an essential component of our mahi, and the collaborative relationships formed within them strengthen our ability to advocate effectively for whānau and provide strong, reliable support. We also continue to value the support of our public and private funders, whose contributions enable us to offer essential help and reinforce our commitment to fostering meaningful and enduring change for whānau we journey with.



“In Central Otago, 35 pēpi and their whānau received support through Family Start, while a further 77 whānau engaged in Home based Family Support services.”

YEAR HIGHLIGHTS

SOUTH OTAGO

Our team based in Balclutha provides services across the Clutha district, from Owaka and Lawrence to Clinton, Milton and Waiholā and everywhere in between, providing Home-based Family Support, Family Start and Family Violence – Direct Services work in homes. We also coordinate the Strengthening Families service, the South Otago Interagency Family Violence Network and the Family Violence Interagency Response table (FVIARS) in partnership with Tokomairiro Waiora Inc and the NZ Police.

This year, we welcomed a new Therapeutic Specialist for Family Violence to the team. The service continues to provide short-term support in a warm, welcoming, and non-judgemental environment at Te Pou Ō Mata-Au, using a solution-focused approach to support individuals and whānau experiencing family violence.

As with all our work, we hold at the core of our values that the client is the expert in their own life and has the resources to find solutions to manage life's often complex and sometimes unexpected challenges.

We are looking ahead to further growth in 2026 as we commence a pilot of the grief and loss programme OCEANS. This programme has already been running successfully in North Otago for quite some time, and we are looking forward to seeing the benefits for our community too.

Thank you to all our partners and supporters over the past year, and especially those who have donated and most of all to the parents and whānau we have been privileged to walk alongside.



103 whānau across South Otago connected with social work support to help navigate challenges and build on strengths.

18 parents and caregivers accessed counselling and Family Violence Therapeutic interventions, supporting safer and stronger whānau relationships.

FAMILY START DUNEDIN

Over the past year, the Dunedin Family Start team has continued to walk alongside whānau as they navigate a range of complex and often overlapping challenges. These include maternal mental health, family violence, trauma, addiction, and social isolation. Many whānau are also engaging with multiple systems at once, which can feel overwhelming. In response, the team has stayed grounded in our Kaupapa; building trust, recognising strengths, and working at the pace of each whānau. We know that change takes time, and we honour each step along the way.

One of the strongest threads across the year has been the depth of relationships developed with whānau. Through consistent, long-term engagement across the three-year model, workers have been able to build the kind of trust that allows for honest conversations, healing, and meaningful change. Often this trust has taken months to grow, and that patience has been key. There have been many examples of repair, reflection, and thoughtful transitions that centre tamariki and uphold whanaungatanga and manaakitaka, helping both pēpi and whānau experience a sense of stability and positive endings.

Engaging with whānau early in hapūtanga (*pregnancy*)



YEAR HIGHLIGHTS

continues to make a real difference. Whānau supported at this stage are showing increased confidence in their parenting, feeling more prepared for the arrival of their baby, and experiencing smoother transitions after birth. At the same time, the level of need across the service has continued to grow. Workers have responded with flexibility and care, meeting whānau where they are, including delivering programmes in the home and adapting support in ways that reduce barriers and feel more accessible.

Advocacy remains a vital part of the mahi. Accessing and coordinating support across a range of services can be difficult, and many whānau benefit from assistance to navigate systems, communicate their needs, and make informed decisions for themselves and their tamariki.

Workers have stood alongside whānau, helping to build understanding, improve communication, and address practical challenges. This has led to positive outcomes, including more stable housing situations and better access to health and wellbeing services.

Working together, collaboratively, continues to be a real strength. Strong relationships with kaupapa Māori services, mental health teams, Whānau Refuge, ECE providers, and others have enabled more coordinated, wrap-around support. Early childhood services, in particular, have played an important role in supporting tamariki development and contributing to whānau wellbeing, highlighting the value of connected, community-based care.

The team has also been focusing on growing and strengthening practice. Practice

frameworks like My Working World and tools such as "Quick Wins" are supporting more consistent, strengths-based goal setting with whānau, and there are early signs of positive impact. Continuing to build consistency and better see and share outcomes will be an ongoing focus.

Overall, this year reflects Anglican Family Care's vision of strong, connected, and thriving whānau and tamariki. Through mahi tahi, a trauma-informed approach, and enduring, respectful relationships, the team continues to support whānau to build confidence, stability, and hope.

Family Start partnered with 114 Dunedin whānau to nurture positive outcomes for tamariki and families.

HOME-BASED FAMILY SUPPORT DUNEDIN

The Home-based Family Support and Caregiving Services continued to play a vital role in strengthening outcomes for tamariki, rangatahi, and whānau. Working with whānau in their homes and communities, our kaimahi provided practical support, guidance, and encouragement that helped build safety, stability, resilience, and wellbeing.

The way the team works is grounded in working in partnership, recognising that lasting change is most effective when it is achieved through trusted relationships. By taking a strengths-based, trauma-informed, and culturally responsive approach, our kaimahi have worked alongside whānau to identify their goals, build on existing capabilities, and enhance confidence in parenting, daily living, and family functioning.

The Home-based Family Support Service assisted whānau facing a range of challenges, including social



YEAR HIGHLIGHTS

isolation, financial pressures, parenting difficulties, and complex whānau circumstances (e.g. addiction, family harm, mental health). Through regular engagement, advocacy, and connection to community resources, kaimahi supported whānau to strengthen relationships and increase their ability to navigate challenges independently. Whānau consistently demonstrated determination and resilience, and it was a privilege to walk alongside them as they worked towards positive change.

Our Caregiving service continued to provide safe, nurturing, and stable care for tamariki and rangatahi as part of a support plan developed with whānau. Throughout the year, caregivers showed extraordinary commitment in supporting children through times of uncertainty and transition. Our service has provided care placements for tamariki from our Home-based Family Support Service, and we have also provided placements for Oranga Tamariki.

The team appreciate the dedication, professionalism, and compassion of our caregivers. A focus in the care space has been on recruitment as we continue efforts to increase the number of Caregiver whānau.

We farewelled our Caregiver Liaison Social Worker, Rose Scott, who recently retired. She had a huge passion for this area of work, and we want to acknowledge her mahi in this space.

151 Dunedin whānau received practical, strengths-based support through Home-based Family Support Services.

“We provided 32 nights of respite care and 48 nights of care for Oranga Tamariki placements in the past year.”

SOCIAL WORKERS IN SCHOOLS (SWiS) SERVICE

This year, the Social Worker in Schools (SWiS) service continued to provide responsive, strengths-based support to tamariki, rangatahi, and whānau. Through a combination of individual interventions, group programmes, advocacy, and collaborative work with schools and community partners, the service contributed to improved wellbeing, increased engagement in learning, strengthened relationships, and enhanced resilience.

The service remained focused on early intervention, supporting children and families to address challenges before they escalated and empowering them to build on their existing strengths.

Individual Support

Social Workers provided individual support to children and their whānau through:

- One-to-one support sessions,
- Safety and wellbeing planning,
- Advocacy within schools and community agencies,
- Family support and parenting assistance,
- Attendance and engagement interventions,
- Referral and coordination with specialist services.

Outcomes:

- Improved emotional regulation and coping skills,
- Increased school attendance and engagement,
- Enhanced confidence, self-esteem, and resilience,
- Strengthened family relationships and communication,
- Improved access to health, social, and community services.



YEAR HIGHLIGHTS

SOCIAL WORKERS IN SCHOOLS (SWiS) SERVICE CONTINUED

Group Programmes

Group interventions continued to be a highly effective way to build social and emotional skills while promoting peer connection and belonging.

Programmes delivered included:

- Social skills groups,
- Friendship programmes,
- Anxiety and emotional regulation groups,
- Resilience-building programmes,
- Self-esteem and confidence groups,
- Groups using interaction/connection with horses,
- Lego groups,
- Larger group/classroom programmes – life skills (e.g. cooking).

Outcomes

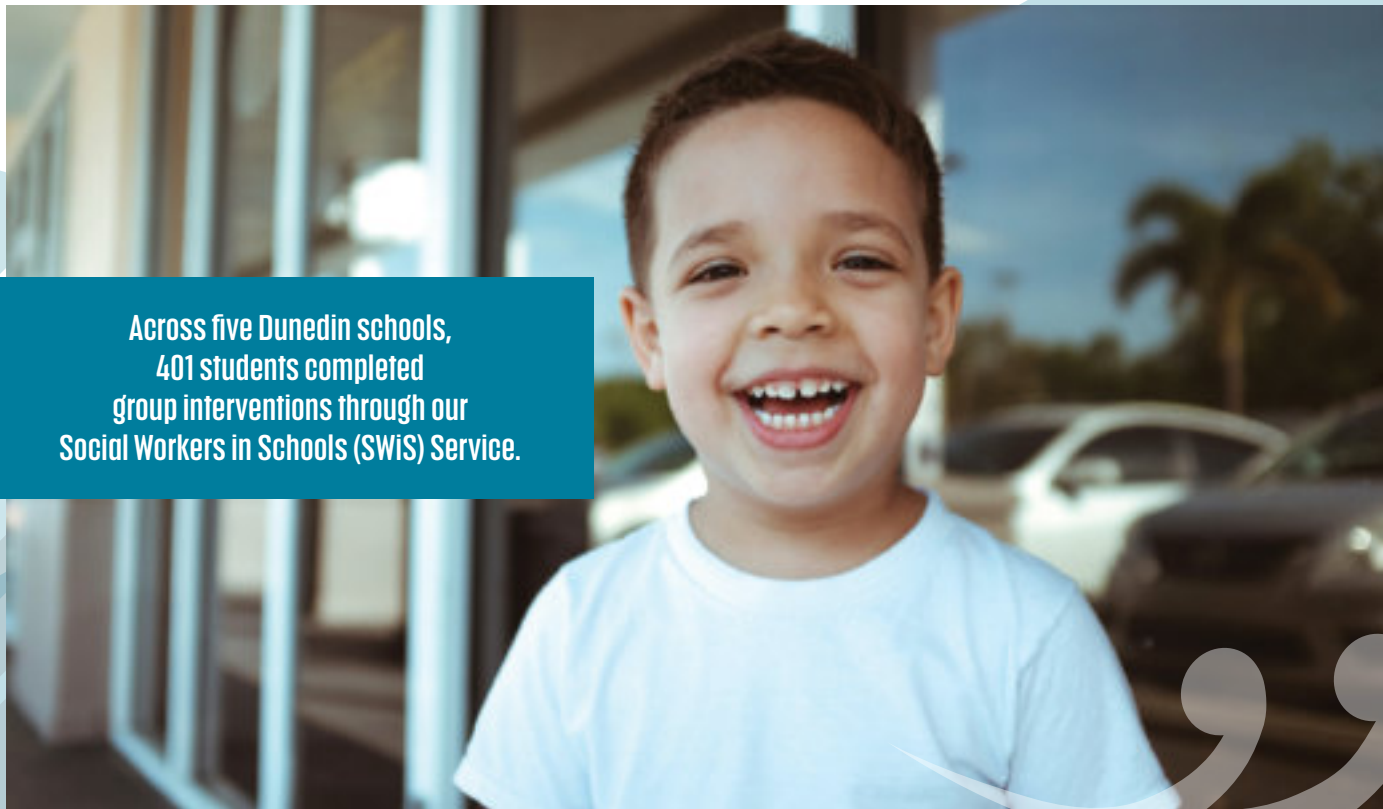
Participants demonstrated:

- Increased confidence in social situations,
- Improved communication and problem-solving skills,
- Greater understanding of emotions and self-regulation strategies,
- Increased sense of belonging and peer connectedness,
- Improved classroom participation and engagement,
- Skill development and learning that can be utilised outside of school (e.g. cooking at home with whānau).

The Social Worker in Schools Service continues to play a critical role in supporting the wellbeing, safety, and success of tamariki, rangatahi, and whānau. Through individual support, group interventions, and collaborative partnerships, the service has helped strengthen resilience, increase school engagement, and create positive, sustainable change.

Together with schools, whānau, and community partners, we remain committed to supporting children and families to thrive.

Across five Dunedin schools,
401 students completed
group interventions through our
Social Workers in Schools (SWiS) Service.



YEAR HIGHLIGHTS

RESTORATIVE JUSTICE



“Through 286 referrals, Restorative Justice facilitated 259 meetings, including 204 pre-conferences and 55 conferences, creating opportunities for accountability, understanding, healing, and positive change.”

Restorative Justice Otago provide services within the Otago region.

The majority of our referrals are received from the Dunedin and Alexandra courts, funded by the Ministry of Justice. This programme offers victims of a crime an opportunity to participate in a process to address harm caused prior to the offender's sentencing.

We also receive referrals through the Police Diversion Scheme and recently signed a contract to provide Post-Sentencing restorative justice through the Department of Corrections.

In 2024/2025 we participated in a pilot programme with Te Ngāpara Centre for Restorative Justice, through the Victoria University of Wellington. This pilot programme explored the needs of victims where a face-to-face conference did not meet our guidelines and enabled the victims to determine whether there is an alternative option for them in the restorative justice process.

Following this pilot programme, the Ministry of Justice have contracted us, and four other providers, to continue to offer this alternative service. The alternative restorative justice processes include:

- Pre-prepared victim impact statements; and
- Remote participation, via phone or video; and
- Shuttle communication, facilitating the delivery of an apology letter from the offenders and the potential response from the victim; and
- Using a surrogate to represent the experiences of the victim.

The facilitators have embraced this new concept, which enables us to be creative in how we can best meet the needs of victims.

We have seen a drop in our number of referrals this year, and we have also seen an increase in the complexity of our cases. Facilitators continue to use a robust risk assessment to carefully assess when it is safe for Restorative Justice conferences to proceed. We strive to deliver positive outcomes from this service for victims and offenders; however, conferences are not always appropriate to proceed due to safety concerns and negative mental health and wellbeing of our participants.

We are looking forward to September when the Restorative Justice South Island Hui will be held in Dunedin, and this will enable our local facilitators to network with their colleagues. There are many topics and presentations to attend that will be of interest to all facilitators.

Restorative Justice Otago have undergone major staff changes in the past 12 months, and we have engaged and trained four new facilitators; three in Dunedin and one in Central Otago. We have also farewelled a number of well-respected and highly trained facilitators who will be missed by the organisation and their colleagues.

ACROSS THE REGIONS, OVER IN THE PAST 12 MONTHS

Family Start, Home-based Family Support and Social Workers in Schools across Otago

Our team walked alongside tamariki, rangatahi and whānau every day.

We delivered 5,133 client meetings across Otago. Through face-to-face engagement in homes, schools, meeting rooms and community settings, our team supported whānau to navigate challenges, build on strengths, and create positive change.

That's nearly 99 client visits every week.

**5,133****Family Start/Home-based Family Support**

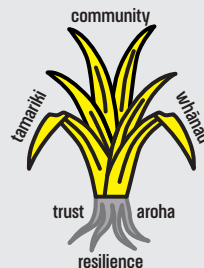
7,326 hours of direct client contact delivered through Family Start and Home-based Family Support.

Supporting vulnerable whānau with practical guidance, encouragement, and tailored support to help achieve their goals.

7,326**Whole Service**

2,405 vulnerable tamariki and their whānau supported across Otago.

Together, we navigated challenges, strengthened resilience, and created pathways towards brighter futures.

2,405**Family Start**

225 Otago whānau engaged with Family Start.

Partnering with parents to support the health, learning, and development of pēpi during their crucial early years.

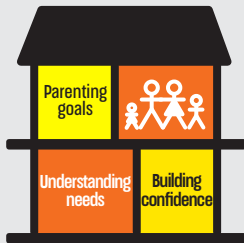
225

Home-based Family Support

273 whānau supported through Home-based Family Support.

Helping parents better understand their children's needs and build confidence in their parenting journey.

273



Social Workers In Schools

More than 530 tamariki were supported through Social Workers in Schools (SWiS).

Supporting students to navigate friendships, manage emotions, and overcome challenges so they can thrive at school and beyond.

530



Restorative Justice

286 Restorative Justice referrals received, with 259 meetings facilitated.

Creating safe spaces for victims and offenders to be heard; fostering accountability, understanding, and healing.

259



Circle of Security

Across all social services we delivered the Circle of Security Parenting Programme (COS):

The 49 parents who completed COS saw their score move up by an average of 28% in the parenting skill,

"I feel confident in supporting my children's big feelings"

and their score went up by an average of 26% in the parenting skill,

"I pause and consider my children's behaviour before responding"

We also saw significant increases in a range of other parenting skills, strengthening their relationship with their child.



THANKS TO OUR WONDERFUL COMMUNITY



The generosity of our community continues to make a meaningful difference for tamariki, rangatahi and whānau we support across Otago. This year, we were privileged to be the recipient charity of several community-led fundraising initiatives, including The Brick Show, hosted by the Rotary Club of Dunedin, which raised \$4,250, and the Two Fat Ladies Bingo Night, which generously donated \$965.00. We were also grateful for the support from our Anglican sisterhood network – St Hilda's Collegiate School, whose students assisted with our Dunedin Street Appeal, while also contributing resources and support packages to our clients throughout the year. Through the Z-Andy Bay Dunedin, Good in the Hood community promotion, led by Jonathan Usher and his team, nearly \$1,200 was raised to support our Service Social Workers in Schools Service.

We would also like to acknowledge the many supporters and stakeholders who joined us in Dunedin at our annual Thank You Gathering earlier in the year, where we had the opportunity to showcase our Restorative Justice Service and share the impact being achieved across our communities, repairing the harm caused by crime or conflict.

To our supporters, volunteers, businesses, grant funders, churches, including St Paul's Cathedral, the Anglican Diocese of Dunedin, and the wider community who continue to stand alongside us - thank you. Your commitment, generosity and belief in our mission have been vital in helping us strengthen connections, enhance mana, and create positive change for Otago whānau.

Fundraising & Donations

Grants - \$249,715

Donations - \$189,861

GRANTS AND DONATIONS

We are sincerely thankful for the generosity shown by our community over the past year. Bequests, grants, fundraisers, gift-in-kind donations, individual contributions, and sponsorships have empowered us to work alongside Otago whānau, inspiring hope for a brighter future.

Ngā mihi nui to the trusts and organisations that have made significant contributions throughout the year.

Grants and Significant Donations

ACE Shacklock Charitable Trust
Always Ethical KiwiSaver Fund
Anglican Diocese of Dunedin
Aotearoa Gaming Trust
Central Lakes Trust
Children's Recreational Enterprise Trust (CREST)
Clutha Foundation
Colin G L Jones Trust
Contact Energy
Dunedin Casino Charitable Trust
Dunedin City Council
Dunedin Kia

Estate administered by Perpetual Guardian
Grassroots Trust
Kingston Sedgfield (NZ) Charitable Trust
Lion Foundation
NZ Lottery Grants Board
Otago Community Trust
Patricia France Charitable Trust
Rotary Dunedin Central
St Andrew Street Church of Christ
St Hilda's Collegiate School
St Luke's Oamaru
St Paul's Cathedral

St Peter's Caversham
Rotary Club of Dunedin
Russell Henderson Charitable Trust
The Molly Fulton Family Fund
Tindall Foundation
Trinity Foundation
Two Fat Ladies Bingo
University of Otago – Business School
Waitaki District Council
William Downie Stewart Charitable Trust
Z Andy Bay

Gift In Kind

Many of our gifts come from local businesses, community organisations and individuals. We thank you all for your continued support.

Advantage Tyres
Balmacewen Lions Club
Beanies for Babies
Common Ground Coffee
Hyde Boutique
Kaan's Catering
Kiwi Family Trust
Kowhai Massage Studio
Leanne Black and Tall Poppy Real Estate

Lower Waitaki Garden Club
Midwinter Carnival Organising Committee
Monarch Wildlife Cruises
Oceana Gold
Olveston Historic Home
Otago Peninsula Parish
OutPost Café
Port Chalmers Women's Institute
Promotional Contracting Limited

Ray White Realty Dunedin
Rotary Club of Dunedin Harbour
Royal Albatross Centre
St John's Roslyn AAW
St Mark's, Balclutha
TRENDS
Upcycles Alexandra
Zen Hair

A SNAPSHOT OF OUR YEAR



A hybrid branded vehicle for the Central Otago/Queenstown Lakes team, being handed over by Craig from Dunedin Kia to Lynette (General Manager) and Michelle (Team Leader). This was made possible through support from Contact Energy and Dunedin Kia.



Our Bingo Night Fundraiser in May was a success with much laughter and enjoyment on the night.



North Otago kaimahi attended the Under 5's Expo in Qamaru in November – connecting with whānau, pēpi and tamariki in a fun, welcoming space.



We were delighted to be chosen as one of the Good in the Hood recipients at Z Andy Bay, Dunedin. These proceeds supported our SWIS Programme.



A big thank you to Mikayla and her course mates at Otago Polytechnic who collected toys, books and experience passes for whānau in the Xmas spirit



Getting out into the community and flying the AFC flag at Polyfest.



We were incredibly grateful to receive donations of pyjamas and wool cot blankets from St Luke's Damaru AAW (Association of Anglican Women) group, presented by Catherine and Delia to North Otago kaimahi, Jen, Sue, Mel and Maria.



St Hilda's students load the car with collected meal prep bags after one of their term challenges in 2025.



Thank you to Rotary Dunedin Central for choosing AFC as the recipient charity for the 2025 Brick Show.

INGOINGS AND OUTGOINGS

1 July 2025 to 30 June 2026

INCOME

Total contract funding	3,581,372
Non-contract income	
Donations	189,861
Grant Income	249,715
Interest Received	64,213
Misc Income	2,978
Total Non-Contract Income	506,767

Parent Body Grants

Anglican Diocese of Dunedin	0
Total Parent Body Grants	0

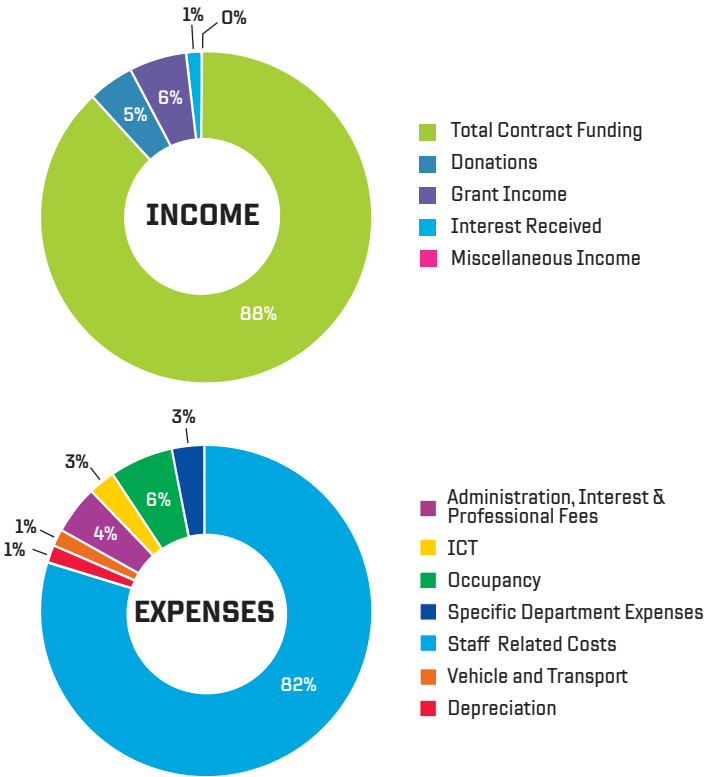
Total income **4,088,139**

OPERATING EXPENSES

Administration, Interest and Professional Fees	167,989
ICT	113,964
Occupancy	251,144
Specific Department Expenses	127,906
Staff Related Costs	3,533,421
Vehicles and Transport	69,681
Depreciation	53,030

Total expenses **4,317,135**

(Deficit) **(228,994)**



NOTES TO THE SUMMARY FINANCIAL STATEMENTS

For the year ended 30 June 2026

These are the summary financial statements of Anglican Family Care Centre Incorporated (the "Trust") for the year ended 30 June 2026.

The specific disclosures included in these summary financial statements have been extracted from the full annual financial statements dated 30 June 2026.

The full annual financial statements were approved for issue by the Trustees on 24 September 2026 and have been prepared in accordance with Tier 2 Not-For-Profit Public Benefit Entity (PBE) Financial Reporting Standards as issued by the New Zealand External Reporting Board (XRB). They comply with New Zealand Equivalents to International Public Sector Accounting Standards Reduced Disclosure Regime (NZ IPSAS with RDR) and other applicable Financial Reporting Standards as appropriate to Public Benefit Entities. A modified audit opinion has been received on the full financial statements for the year ended

30 June 2026. The modification is a qualification that is common with other entities of a similar nature, where control over donations, fundraising and other similar revenue prior to being banked is limited. A copy of the full Trust financial statements for the year ended 30 June 2026 may be obtained by contacting the Trust.

This summary financial report cannot be expected to provide as complete an understanding as provided by the full financial statements of the Trust. This summary financial report has been examined by our auditor for consistency with the full financial statements. An unqualified audit opinion has been received. These summary financial statements were approved for issue by the Trustees on 30 June 2026 .

Basis of preparation

Anglican Family Care Centre is a public benefit entity and was incorporated as a Charitable Trust in accordance with the provisions of the Charitable Trusts Act 1957. These are the summary financial statements of Anglican Family Care Centre and they comply with PBE FRS 43: Summary Financial Statements. The presentation currency is New Zealand dollars, rounded to the nearest thousand dollars. The full financial statements upon which these Summary Financial Statements are based, have been prepared to comply with the Accounting Standards Framework for Public Benefit Entities and the Financial Reporting Act 2013.

Specific accounting policies

All specific accounting policies have been applied on the same basis as those used in the full financial statements of the Trust.

SUMMARY FINANCIAL STATEMENTS

Summary Statement of Comprehensive Revenue and Expense

For the year ended 30 June 2026	2026	2025
	(\$000's)	(\$000's)
Revenue	4,085	4,290
Expenditure	4,317	4,531
(Deficit)	(232)	(241)
Other gains/(losses)	3	3
Total comprehensive revenue and expenses	(229)	(238)

SUMMARY STATEMENT OF CHANGES IN TRUST FUNDS

For the year ended 30 June 2026	2026	2025
	(\$000's)	(\$000's)
Total trust funds at the beginning of year	1,185	1,424
Plus total comprehensive revenue and expenses for the year	(229)	(238)
Total trust funds at the end of the year	956	1,185

SUMMARY STATEMENT OF FINANCIAL POSITION

As at 30 June 2026	2026	2025
	(\$000's)	(\$000's)
Assets		
Cash and cash equivalents	294	288
Other current assets	507	861
Total current assets	801	1,149
Other investments		
Property, plant and equipment	126	138
Other non-current assets	699	625
Total non-current assets	825	763
Total assets	1,626	1,912

	2026	2025
	(\$000's)	(\$000's)
Liabilities		
Trade and other payables	670	727
Total current liabilities	670	727
Total liabilities	670	727
Net assets	956	1,185

SUMMARY STATEMENT OF CASH FLOWS

For the year ended 30 June 2026	2026	2025
	(\$000's)	(\$000's)
Net cash from (to) operating activities	(185)	(454)
Net cash from/(to) investing activities	191	(386)
Net increase/(decrease) in cash and cash equivalents	6	(840)
Cash and cash equivalents at 1 July	288	1,128
Cash and cash equivalents at 30 June	294	288

Approved on behalf of the Trustees



Chairperson
Date: 30 September 2026



Trustee
Date: 30 September 2026



Report of the Independent Auditor on the Summary Financial Statements to the Trustees of Anglican Family Care Centre Incorporated

Our Opinion

The summary financial statements, which comprise the summary statement of financial position as at 30 June 2026, the summary statement of comprehensive revenue and expense, summary statement of changes in trust funds and summary statement of cash flows for the year then ended, and related notes, are derived from the audited financial statements of Anglican Family Care Centre Incorporated for the year ended 30 June 2026. In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial statements, on the basis described in the notes to the summary financial statements.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required for the full financial statements. 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 a modified audit opinion on the audited financial statements in our report dated 30 September 2026.

A handwritten signature in black ink, appearing to read 'Audit Professionals Limited', is written over a horizontal line.

Chartered Accountants
30 September 2026

Trustees' Responsibilities for the Summary Financial Statements

The Trustees are responsible for the preparation and presentation of the summary financial statements in accordance with PBE FRS-43: Summary Financial Statements.

Auditors' 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, Anglican Family Care Centre Incorporated.

Restriction on Distribution or Use

This report is made solely to the Trustees as a body. Our audit work has been undertaken so that we might state to them those matters which we are required to state to them in an audit report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Trustees, as a body, for this report, or for the opinions we have formed.

Dunedin

GLOSSARY

*Tēnā koutou katoa, ngā kaitautoko, kaimahi, me ngā kaitiaki o te Poari.
Nau mai, haere mai, me te mihi mahana ki a koutou katoa.*

Thank you to all the supporters, staff, and trustees of the Board. Welcome, come, and a warm greeting to you all.

pēpi:	baby or babies aged 0-2 years
tamariki:	children aged 3-12 years
rangatahi:	young people aged 13-17 years
whanau:	family
whānau:	families
manaaki whānau:	to support families
kaimahi:	staff/workers
noho marae:	overnight stay on a marae
mahi:	work
kā mihi nui:	thank you very much
kaitiaki:	guardian
kōhatu pounamu:	greenstone
matua:	parents/adult/grown up
manaaki:	to support
kaupapa Māori:	Māori principles
mana:	value especially of a person
Ōtepoti:	Dunedin
te Tiriti o Waitangi:	the Treaty of Waitangi

awhi:	support
kaumatua:	respected elder
kaumātua:	respected elders
karakia:	prayer
kete:	basket. <i>In this report, it is used in the context of the skills of workers</i>
motu:	island, grove of trees, separated
nāku noa, nā (name):	yours sincerely (<i>Two lines</i>)
noho:	sit, remain, settle, reside
tangata whenua:	people of the land
tangata tiriti:	people of the Treaty (<i>non-Māori</i>)
Taonga:	an object or natural resource which is highly prized/treasured
te reo me ngā tikanga Māori:	the Māori language and cultural practices
te reo Māori:	the Māori language
tikanga:	correct procedure, custom, or cultural practice
waka huia:	treasure box
whaea hapū:	pregnant mothers (<i>noun + adjective</i>)
whakamana:	empowering

Anglican Family Care | 266 Hanover Street | Dunedin | 9016
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Charity Commission Number: 24152

