



Friendship House
He Whare Tangata

Annual Report 2012 – 2013





FRIENDSHIP HOUSE

STAFF

Alison Ross, Alistair Sherlock, Darlene Saunders, Jos (Jocelyn) Povey, Lesley Ison, Liz Pimm, Lupe (Tokilupe) Mahe, Margaret Plummer, Natasha Waru, Rose Maroroa, Sandra Pere, Sepa Taukatelata, Serena Murdoch, Shane Jordan, Sue Stone, Tracey Tamihere, Vicki Sykes

PROGRAMME FACILITATORS & SUPERVISORS

Alfred Uluheua, Bharati Mahimkar, Darcy Millar, Dawn Howat, Evan McPhee (Mac), Jim Peters, Lua Maynard, Puja Tuli, Selu Ma'asi, Tau Marsters, Vaelua Lamb, Vijay (Vijendra) Prasad, Ben Taufua, David Nielson, Fay Lillian



Friendship House Trust Board - Chairperson's Report

This year has seen the country rock from drought to floods, sunshine to snow, long summers to wild destructive storms. It's become impossible to predict what will be faced next.

Friendship House has experienced much the same over the past year. The climate we work in can be harsh, unpredictable and challenging. We are never quite sure from which direction the next change will come and it has required some good navigational skills to keep on track. Fortunately our Chief Executive, Vicki Sykes, is a clear strategic thinker and has been able to steer Friendship House through the rough seas with consummate skill. We are indeed thankful for her ability, her stamina and her foresight, and for the support of a great team of staff and board members.

Changes in Government policy continue to impact our work significantly. The Living Without Violence Programme works with men who have been involved in domestic violence who are mandated by the Court to attend a course to help them address their behaviour, as well as with those who self-refer. Changes in Police and Court policy to "encourage" rather than "mandate" have led to an appreciable drop in numbers. There is no doubt that this will negatively impact families at risk. The impact on Friendship House has been a reduction in income, which has led to restructuring and reshaping the way we do our work.

The Manukau City Centre continues to evolve around us. It too, has had its hiccups but the new railway centre and student campuses are well underway. We have recently viewed a DVD depicting a futuristic view of what the city might look like in the next few decades. According to this, Friendship House will remain in a very central situation, strategically placed to offer relevant ministry in the community.

We have spent much time over the past year making ourselves ready for the future with a view to long term sustainability. This has led us to look at the Constitution to ensure that it is up to date and to make changes that would make it more adaptable than it currently is for future needs. Hours of work have gone into this so far but, because of the number of stakeholders involved, progress can be slow. One of our previous partners, the Auckland Baptist Association, has recently resigned its membership as it found itself unable to fully participate. They have been partners from the beginning so we received their resignation with gratitude for their past involvement and regret at their need to withdraw.

We constantly keep before us the Objects of the Trust, as set out in our Constitution, and the mandate we have to be "a place for people in the heart of Manukau."

Diane Miller-Keeley (Rev)

CHAIRPERSON,

FRIENDSHIP HOUSE TRUST BOARD





Every year is like a new season and this last year in particular, has been a season of change. This was motivated both by our wish to continue to provide the best possible services to our community, and the need to prioritise our services within reduced government funding. As a result, throughout the year we restructured all our staffing, accommodated a new phone system, computer server and software, sorted all our storage space and moved almost every stick of furniture and every person to a new space. We've opened a website and adjusted to keeping it up to date with our annual reports and all our activities.

As is always the case with a period of change, we have said goodbye to some valued staff and welcomed new staff members who have brought their experience and fresh perspective to our team. Megan Phillips, Martyna Strickland, and Bea Taripo-Prestidge have moved on and Rose Maroroa, Serena Murdoch, Sheree Veysey, Faye Murray and Rima Williams joined us for some or all of the year.

However challenging such a process can be we've maintained quality service delivery throughout, and are continuing to implement new ways of working so that we perform our mission well whatever the environment brings. We feel that through the challenges we have grown in strength of spirit, widened our horizons, and exercised courage in seeking out new ways into the future.

The new streamlined Friendship House needed a new look to match and we are delighted with the prominence and strong message our new exterior signage has delivered. People who used to pass by the building without noticing it have come in to experience the House simply because it is no longer beyond their radar. We're in the process of enhancing our profile further by having the ground floor Community Centre redeveloped and modernized so that it will have more to offer its many users. With the increased foot traffic predicted in the Putney Way area as a result of the MIT campus, the new transport hub, the Davies Ave development, and the possibility of a new museum, Friendship House wants to be ready to be the place for a great many more people in the heart of Manukau.

For several years we have faced the gradual and more recently the rapid reduction in the number of court referrals for our highly effective Living Without Violence Programmes for men. We've learned over the years that it is the mandating of our clientele to complete the programmes we offer that is the key to bringing about changes in attitudes and behaviour. Recent Government policies have moved away from mandating the same level of attendance and we have concerns that our community will eventually endure the consequences in terms of reduced safety.

Our experience tells us that family violence in all its forms is seldom something that people willingly choose to address for many reasons. The use by the Police and Courts of alternative sentencing, and a recommendation for some to attend programmes rather than a requirement, means far fewer men are addressing their behaviour and gaining the skills and confidence to live safer and healthier lives with their families. We continue to engage in dialogue with government on the impact of these changes, both for the community at large, and for the sustainability of organisations like Friendship House.

Closer to home, Friendship House has seen a very pleasing increase this year in the number and range of groups renting rooms in our building. This is a very positive development, because the exposure of the House as a Community House, with all the opportunities for outreach that it offers, spreads its message to an ever-widening audience. There are plans afoot to increase that exposure further as we seek to develop the Community Lounge and Café into an even more practical space. The wonderful aroma of home cooking will waft further afield and hopefully attract more and more foot traffic to our doors and the range of support services we can offer.

Friendship House has participated actively in the meetings the Local Board has run to examine Auckland Council's Unitary Plan. While it's excellent for keeping the House's profile high, it has also enabled us to ensure that the needs of the community and the City Centre were included on Council's radar. We have also been privileged to hold a position on the executive of the Manukau City Business Association.

Manukau City Centre has huge potential for networking, and Friendship House has initiated a gathering every two months known as the City Centre Community Network. So far about 20 agencies have been represented at the meetings held, with increased connections made and new relationships built.

There are several elements required to keep an organisation vibrant and true to its purpose: good governance, strong and effective leadership, innovation, teamwork, relationships and resources. Friendship House has always been privileged to work with many dedicated staff members who bring their expertise and enthusiasm to the task of supporting healthy communities. Over this last year I'd particularly like to acknowledge their hard work, patience and courage as we've wrestled with the necessary changes we've made.

The Friendship House Trust Board, led by Chair Diane Miller-Keeley, provides governance for the operations of the House. This team works in a voluntary capacity to ensure that the House remains true to its purpose and mission. In 2012 the Trust Board began the process of updating its constitution. That has reached the drafting stage now and it is hoped that the changes will be finalised early in 2014.

There is always opportunity in change and just as we encourage those we work with to develop strategies to learn and grow with change, so too we need to put this into practice. Friendship House continues to re-vision and to remain relevant in the communities of South Auckland and in particular in the City Centre of Manukau. We look forward to all the possibilities in the year ahead.

Vicki Sykes
CHIEF EXECUTIVE

Friendship House provides services 7 days a week for at least 48 weeks per year. From a survey that we undertook during the year we estimate that we have approximately 100,000 visitors to Friendship house per year.

The Friendship House Community Centre provides

- a place to rest and relax in a friendly homely atmosphere
- a Café with quality affordable food
- information and advice
- free phone and Wi-Fi
- children's corner

Over the period of this report we have added a Baby Changing Facility to our public amenities and become registered as a Breastfeeding Friendly Environment. Whilst our café is still subsidised, takings have increased by 20% this year.

Throughout the year the Community Centre is used to promote community events and support other agencies by raising awareness of their important work. This year we highlighted:

- Mental Health Awareness Day – Health and Wellness Expo
- The White Ribbon Campaign and Event
 - Friendship House was represented on the event committee
 - We hosted the VIP morning tea and face painting in the Community Centre
- Daffodil Day
- The Maori Electoral roll - to promote public understanding of the electoral system and increase voter registration
- Prostate and Testicular Cancer campaigns


Our central location in the heart of Manukau City Centre gives us the opportunity to offer a unique flavour of hospitality. To capitalise on this we have initiated and hosted City Centre Community Network bi-monthly meetings.

Invited agencies are either based in or provide social services within the Manukau City Centre locality, approximately 40 in total. This group has had good attendance from a number of agencies in the area who were able to share information about the services they provide as well as networking together over tea, coffee and muffins.

This year saw a constant and steady flow of members of the public seeking both general and specific information.

Requests for information are many and varied and include:

- seeking directions
- legal advice and Justice of the Peace
- budgeting services
- support for issues with Government Agencies (including WINZ and Housing New Zealand) and others
- requests for information about Friendship House and other agency services



“You could feel the warmth as soon as you walked in the door – just the ambience of the place made you feel automatically welcome.”

The statistics recorded over the year identify 4065 people receiving information, either in person or on the telephone, or being referred on to other services.

The launch of the first Friendship House website in October 2012 www.friendshiphouse.org.nz has significantly improved our ability to share information and offer services to our community.

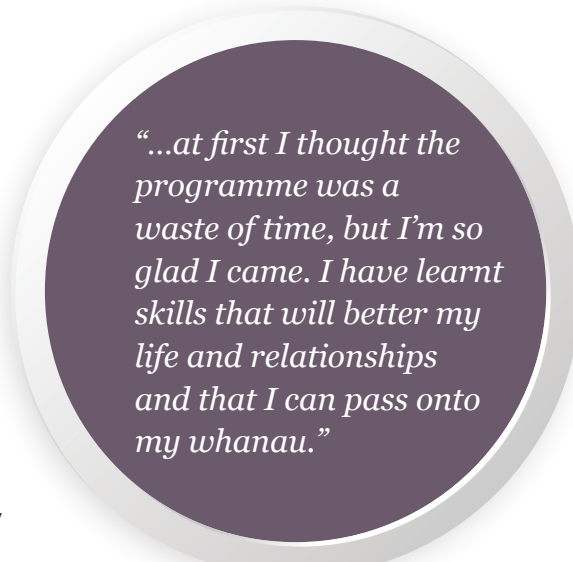
In addition to services delivered by Friendship House staff we rent out rooms for short or long term periods to other individuals and agencies who wish to meet clients or run services in our building. Room hire by external individuals, groups and agencies/organisations has increased over the past year with an average of 76 room hirers per month. In addition to our long standing tenants, Friendship Chambers, we now provide longer term accommodation to 3 Salvation Army staff members engaged in providing one of their services to the local community.

Room hirers include:

- Individual counsellors
- Whanau for hui
- Government Agencies e.g. Child, Youth & Family
- Community Service Provider groups (including providers contracted to Government Agencies such as ACC)
- Health Consumer and other Consumer Groups
- Peer Support groups
- NGO Providers and NGO Network Groups

During the report period the installation of a new telecommunications system and revision and update of all IT equipment and resources was achieved along with the integration of all administration and business support functions. The implementation of all new systems and processes was proficiently completed and the increased telecommunications and IT resourcing has enhanced our ability to provide the most efficient services to users of Friendship House. Throughout this change period we maintained business as usual both for those referred to our services and programmes and to the general public using our café, seeking information or services.

Administration and business support functions are now undertaken by an integrated Business and Operations Team who are located on the ground floor, next to the café and community facilities.



“...at first I thought the programme was a waste of time, but I’m so glad I came. I have learnt skills that will better my life and relationships and that I can pass onto my whanau.”



Hospitality • Justice • Support
Integrity • Care • Hope • Christian Compassion
Accountability • Congruence • Innovation



Individual and Family Support

The Social Practice team at Friendship House offers the following support:

- individual & family support
- social work & counselling
- family violence programme
- professional supervision & development
- employee assistance counselling
- advocacy
- community development

We believe our services support the growth of healthy individuals, families and community.

During the year we restructured all social services including programme provision, which are now delivered by an integrated Social Practice Team including Social Workers, Counsellors and Programme Facilitators.

We have continued to develop a client centric approach to the delivery of our social services. Every effort has been made to maintain extended relationships with clients where appropriate, to ensure they achieve and maintain long-term holistic outcomes.

In the last quarter of the financial year the move to an affordable fee based service with a sliding scale was discussed at length. A decision to make this change was confirmed in the new financial year, keeping in mind the outcomes we work towards and the values we strive to uphold.

Improved statistical reporting processes have been created to better inform the shape of our services for the future. A further innovation is the implementation of a home visiting service when that is helpful for the client. Again many prefer to meet away from their home, for safety or confidentiality reasons. Our social services team all hold a relevant professional qualification – generally counselling or social work, and continue to receive both internal and external clinical supervision.

There is little doubt that for many in our community financial hardship continues to affect their daily lives. Government funding cutbacks, changes to Court processes and more stringent policies with respect to benefits and other support to individuals and groups, makes life more difficult and demanding for a significant number of the people who seek the support of our services.

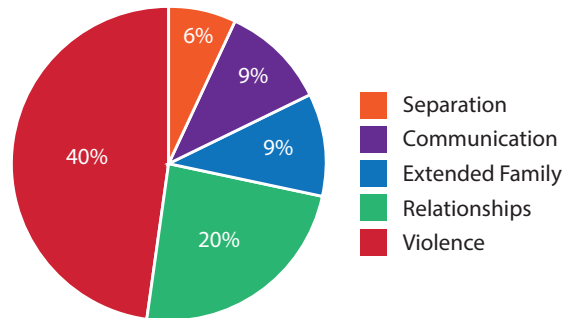
Sometimes we provide food and drink for those who have either run out of money or who have a very limited income. Staff members have learnt that some have gone for long periods without sufficient food. Many people approach us to find out how they can access budgeting services.

Housing in general continues to be a problem for many as it has become increasingly difficult for people to find available and/or affordable accommodation.

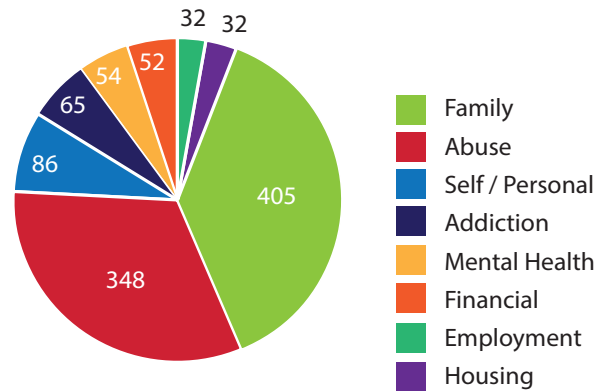
We continue to receive requests from people who are dealing with various Government departments, and who seek support to assist them through what they identify as lengthy, confusing and complicated processes.

A recent visitor to Friendship House complimented us on the work we do and reminded us “Never stop believing how valuable you are to the community”. With this in mind we continue to strive to improve the delivery of relevant and empowering services to our local community.

TOP 5 FAMILY ISSUES JAN-JUN 2013



TOP ISSUES BY CATEGORY JAN-JUN 2013



The Friendship House Trust Financial Statements

The Friendship House Trust Statement of Financial Performance

For the year ended 30 June 2013

Income	2013	2012
Café Sales	105,573	88,026
Client Fees	12,515	31,290
Contracts for Service – fixed	655,765	683,327
Contracts for Service – variable	383,015	447,800
Donations & Grants	231,739	233,645
ASB Trust	30,000	41,000
COGS	5,000	11,000
The Friendship House Foundation	0	70,000
JM Thompson Charitable Trtrust	0	20,000
NZ Lottery Grants Board	47,500	28,000
Rents & Room Hireage	71,889	63,030
Sundry Income & Reimbursements	77,924	57,593
	1,620,920	1,774,710
Less Expenditure		
Accident Compensation Levies	3,457	4,162
Administration	231,298	125,704
Advertising & Marketing	6,248	3,236
Audit Fees	3,080	79
Bad Debts Written Off	-	-
Café Expenses	51,557	44,922
Course & Programme Costs	251,273	404,513
Depreciation	21,492	21,350
Postage, Printing & Stationery	11,889	11,533
Property Costs	242,920	244,978
Salaries & Wages	776,512	949,526
Staff Costs - Other	24,887	41,927
Staff Development	24,433	22,533
Telephones	10,226	12,430
Total Expenditure	1,659,271	1,886,893
Net Operating Surplus/Deficit	(\$38,351)	(\$112,184)
Non-Operating Income		
Interest	9286	13566
Dividends	0	960
Asset Grants		
Total Non-Operating Income	9,286	14,526
Total Surplus / Deficit	(\$29,066)	(\$97,658)

The Friendship House Trust Statement of Movements in Equity

For the year ended 30 June 2013

	2013	2012
	\$	\$
Recognised revenues and expenses		
Net surplus/deficit for the year	(\$29,066)	(\$97,658)
Movement in specified reserves	\$0	(\$3,477)
Total recognised revenues and expenses for the year	(\$29,066)	(\$101,135)
Movement in Equity for the year	(\$29,066)	(\$101,135)
Trust Equity at beginning of the year	305,387	406,522
Trust Equity at end of the year	\$276,321	\$305,387

The Friendship House Trust Statement of Financial Position

For the year ended 30 June 2013

	2013	2012
	\$	\$
Current Assets		
Cash	57,437	99,321
Short term deposits	197,177	192,186
Receivables and prepayments	147,611	206,271
Total Current Assets	402,225	497,778
Current Liabilities		
Payables and accruals	72,665	99,630
Holiday Pay Accrual	25,925	35,158
Grants in Advance	105,010	139,433
Total Current Liabilities	203,599	274,222
Working Capital	198,626	223,556
Non-Current Assets		
Property, plant and equipment	77,695	81,831
Total Non-Current Assets	77,695	81,831
Total Net Assets	276,321	305,387
REPRESENTED BY:		
Accumulated Trust Funds	276,321	305,387
Specified Reserves	-	-
	276,321	305,387

Chairperson



Treasurer



Dated 11 September 2013.

**Certified
integrity Financial
AUDITS**

The notes and accounting policies are integral to these financial statements.

The Friendship House Trust Financial Statements

Notes to Financial Statements for the year ended 30 June 2013

REPORTING ENTITY: The Friendship House Trust is a discretionary Trust under the Trustee Act 1956 established by deed of trust dated the 7 June 1984. The Trust was registered as a Charitable Trust (Number 282202) on 23 August 1988 & is registered with the Charities Commission (Number CC21243).

The Trust operates solely within New Zealand and all finances are stated in NZ\$.

BASIS OF PREPARATION: The general accounting policies as recommended by the Institute of Chartered Accountants of New Zealand for the measurement and reporting of results and financial position under the historical cost method have been adopted in the preparation of these financial statements. These policies have been adopted by the Trust Board in meeting the requirements of clause 9 of the Constitution of the Trust to prepare financial statements that give a true and fair view of the financial affairs of the Trust for the immediately preceding income year and are completed in accordance with the requirements of the Financial Reporting Act.

PRINCIPAL ACTIVITY: The Trust Board's principal activity during the period was the operation of the Friendship House Property at Manukau City as a community centre & social service agency at the heart of Manukau City. This activity is carried out from the building known as Friendship House as defined in the Constitution of the Trust.

ACCOUNTING POLICIES: The following general accounting policies have been followed in the preparation of the financial statements:

- The financial statements are prepared in accordance with New Zealand Generally Accepted Accounting Practice and in accordance with applicable Financial Reporting Standards.
- The measurement base adopted is that of historical cost. Reliance is placed on the fact that the Trust is a going concern.
- The matching of revenue earned and expenses incurred is adopted using accrual accounting concepts.
- Income from and for the provision of services is recognized as services are delivered. Interest and rental income is accounted for as earned.

SPECIFIC ACCOUNTING POLICIES: The following specific accounting policies, which materially affect the measurement of financial performance and financial position, have been applied:

STATEMENT OF UNCOMMITTED FUNDS	Funds Held	2013	2012
	Cash at Bank	57,437	99,321
	Short Term Deposits	197,177	192,186
	Receivables & prepayments	147,611	206,271
		402,225	497,778
	To meet the following commitments		
	Payables & accruals	72,665	99,630
	Holiday Pay accrual	25,925	35,158
	Grants	105,010	139,433
		203,599	274,221
	Leaving uncommitted funds:	\$198,626	\$223,557

The Trust is dependant on prompt collection of receivables and future funding to meet its commitments. Trustees aim to maintain uncommitted funds at a level sufficient to meet six months operations costs, currently estimated at \$700,000. The going concern basis has been adopted as trustees have reasonable expectations of continuing funding support.

DIFFERENTIAL REPORTING: The Friendship House Trust qualifies for differential reporting because it is not publicly accountable and it is not large as defined by the Financial Reporting Framework of the Institute of Chartered Accountants of New Zealand. All available differential reporting exemptions allowed under the framework for differential reporting have been adopted.

GOODS AND SERVICES TAX (GST): The Trust Board is registered for GST. The financial statements have been stated exclusive of GST, except for the accounts payable and accounts receivable which are inclusive of GST.

RECEIVABLES: Receivables are carried at estimated realizable value after providing against debts where collection is doubtful. Bad debts are written off during the period in which they are identified.

INVESTMENTS: Non-current investments are stated at cost.

PROPERTY, PLANT & EQUIPMENT: All owned items of property, plant and equipment are initially recorded at cost, except for land, and are depreciated as outlined below. Initial cost includes the purchase consideration, or fair value in the case of donated assets, and those costs directly attributable to bringing the asset to the location and condition necessary for its intended use.

Where an item of property, plant or equipment is disposed of, the gain or loss recognised in the statements of financial performance is calculated as the difference between net sale price and the carrying amount of the asset.

DEPRECIATION: Depreciation of property, plant and equipment is calculated on a diminishing value basis so as to expense the cost of the property, plant and equipment, or revalued amount, less any expected residual value, to the statement of financial performance over its useful economic life. Inland Revenue rates of depreciation have been adopted.

Furniture and Fittings 20% DV Kitchen Equipment 25% DV Office Equipment 25% DV

The Friendship House Trust Financial Statements

PROVISIONS

Employee entitlements: Employee entitlements to salaries and wages, annual leave, long service leave and other benefits are recognized when they accrue to employees.

Income in advance: Grants that are provided for the provision of specific services or the purchase of property, plant and equipment which have not been provided or acquired at balance date are recognized as a current liability.

Grants Received: Friendship House received Operational & Capital Grants from a number of sources. The following funders have requested that details of their grants be noted.

- Community Organisation Grants Scheme (COGS) – The grant was received on the 6 November 2012 for the amount of \$3,000
- ASB – The grant was received on the 18 Dec 2012 for the amount of \$30,000.
- NZ Lotteries – The grant was received on the 3 December 2012 for the amount of \$60,000

CHANGES IN ACCOUNTING POLICIES: There have been no changes in accounting policies and all policies have been applied on a basis consistent with those applied in the annual financial statements for the year ended 30 June 2013.

ACCUMULATED TRUST FUNDS: There was no corpus on settlement and accumulated funds are retained surpluses from the years of operation since the trust was settled.

TAXATION: The Trust has income tax exemption, and charitable status through registering with the Charities Commission on the 19th Feb 2008. [CC21243]

PROPERTY, PLANT AND EQUIPMENT

	2013			2012		
	Cost	Accumulated depreciation	Book Value	Cost	Accumulated depreciation	Book Value
Furniture & Fittings	173,595	121,835	51,760	173,057	109,010	64,047
Kitchen Equipment	26,419	23,455	2,963	26,419	22,468	3,951
Office Equipment	139,398	116,426	22,972	122,602	108,769	13,833
TOTAL FIXED ASSETS	339,412	261,716	77,695	322,078	240,247	81,831

RELATED PARTY TRANSACTIONS: There have been no Related Party Transactions.

FINANCIAL INSTRUMENTS: Financial instruments which potentially subject the trust to credit risk principally consist of bank balances, accounts receivable and investments. Maximum exposures to credit risk as at balance date are:

	2013	2012
Cash	57,347	99,321
Short term deposits	192,186	192,186
Receivables & prepayments	147,611	206,271
	397,234	497,778

No collateral is held on the above amounts.

The Trust is not exposed to any concentrations of risk.

The Trust has a bank overdraft facility of nil.

The Trust is exposed to interest rate risk in that future interest rate movements will affect the returns earned, cash flows, and the market value of financial instruments.

The carrying amount of bank balances, accounts receivable, investments and accounts payable, is the fair value for each of these classes of financial instrument.

COMMITMENTS: There are no commitments not recognized in the financial statements. (2013 Nil)

CONTINGENT LIABILITIES: There are no contingent liabilities. (2013 Nil)

EVENTS AFTER BALANCE DATE: There are no events after balance date that requires adjustments to these financial statements.



**Certified
Integrity Financial
AUDITS**

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES OF THE **FRIENDSHIP HOUSE TRUST** FOR THE YEAR ENDED 30 JUNE 2013

We have audited the financial statements being the financial performance, financial position & notes, on pages 1 to 4. The financial statements provide information about the past financial performance of the Friendship House Trust and its financial position as at 30 June 2013. This information is stated in accordance with the accounting policies and notes on pages 3 -4.

Responsibilities of the Trustees

The trustees are responsible for the preparation of financial statements, which fairly reflects the financial position of the Friendship House Trust, as at 30 June 2013 and the results of its operations for the year ended 30 June 2013.

Auditor's responsibilities

It is our responsibility to express an independent opinion on the financial statements presented by the trustees, and to report our opinion to you.

We conducted our audit in accordance with generally accepted international auditing standards in New Zealand. On this basis, an audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatements in the financial statements, whether due to fraud or error. In making the risk assessments, the auditor considers internal controls, relevant to the organisations preparation of the financial statements, in order to design audit procedures, which are appropriate for the circumstances, but not specifically for the purpose of expressing an opinion on the entity's internal control. Based on the audit assessment of risk, an appropriate level of sample testing, has been used to gain the evidence relevant to the amounts and disclosures in the financial statements.

Basis of an Unqualified Opinion

We obtained sufficient and adequate audit evidence, to give reasonable assurance that the financial statements are free from material misstatements. In forming our opinion, we also evaluated the overall adequacy of the presentation of information in these general purpose financial statements.

Other than in our capacity as auditors, we have no other relationship with or interests in the Friendship House Trust.

Opinion

We have obtained all the information and explanations we have required.

In our opinion, the financial statements of the Friendship House Trust, on pages 2 to 4, fairly reflects the financial position as at 30 June 2013, *and* the results of its operations for the year ended on that date.

Our audit was completed on the 13th September 2013, and our unqualified opinion is expressed as at that date.



Peter Conaglen CA PP
Chartered Accountant
Manukau

Friendship House Trust Board

Volunteer Trustees – 2012 - 2013

CHAIRPERSON: Diane Miller-Keeley
CHIEF EXECUTIVE: Vicki Sykes
BOARD SECRETARY: Damian Robertson
FINANCIAL ADVISOR: Bruce Stone
MEMBERS: Denis O'Brien
Helen Pulman
Josephine Waru
Paula Jakeman
Prince Devanandan
Ruth Froggatt
Vai Ngahe
Christine Parlane – completed
her term of office.



Acknowledgments

THANKS TO ALL OUR SUPPORTERS

Friendship House will continue to serve the people of Manukau by your grace and goodwill. We offer our sincere thanks to all those organisations and individuals who have contributed financially and in kind. We appreciate your on-going trust and support.

Central and Local Government

Auckland Council
Department of Corrections
Ministry of Justice
Ministry of Social Development – Child, Youth and Family
Ministry of Social Development – Family and Community Services

Trust Donations

Anglican Care
ASB Community Trust
Bluesky Community Trust
Community Organisation Grants Scheme - Manukau
Dragon Community Trust
Four Winds Foundation
Hostel of the Holy Name
J&M Ferrier Charitable Trust
John Mitchell McLachlan Charitable Trust
Lion Foundation
Lou & Iris Fisher Charitable Trust

Nautilus Foundation
NZ Lottery Grants – Auckland
PAC Media & Communications
Pub Charity
Sir E Davis Estate
Sky City Community Trust
Southern Trust
Ted & Mollie Carr Endowment Fund
The James Russell Lewis Trust
The Trust Community Foundation



“I came not willing to learn, but a few weeks into the programme I realised how awesome the programme is, it has helped me to make changes. If not for this programme I could have ended up in prison.”



“... our marriage was in crisis and we were highly stressed, the counsellor helped us to find the hope that we could reach some compromises, and keep talking to each other until we did. I wanted you to know how grateful we are.”



“... Just want to say thank you to Friendship house for providing this helpful support for me and my family we are all happier now and I am determined to keep it that way.”

Hospitality
Justice
Support
Integrity
Care
Christian Compassion
Accountability
Congruence
Hope
Innovation



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