

# **JIGSAW WHANGANUI ANNUAL REPORT 2023 -2024**

Kaupapa Whānau – thriving children,  
flourishing families

OUR STAFF  
JULY 2023 – JUNE 2024

*Executive Officer*  
Tim Metcalfe

*Administration Team*  
Ash Potaka-Osborne  
Deborah Head  
Denise Bacon  
Gayna Ryan  
Sue Tagoai

*Family Harm Prevention Team*  
Atea Rongo-Raea  
Bev Graves  
Clinton Tierney  
Danjelle Wilson  
Katharina Schmidt  
Michelle Duncan  
Nadine Wallace  
Neil Buddle  
Nicole Hampton  
Scott Taylor-Moore  
Tessa Harrison

*Home-Based Social Work Team*  
Ashley Buchanan  
Cheryl Clarke  
Chrissie Gingles  
Emily Huwyler  
Gael Clark  
Kati Turner  
Kora Deverick  
Nicola Silvester  
Sandy Dunlop  
Stéphanie Huguenin

# FAMILY SUPPORT SERVICES WHANGANUI TRUST ANNUAL REPORT 2023 - 2024

## Executive Officer's Report

### Words of Reflection from the Interim Executive Officer

*Jigsaw Whanganui works to strengthen whānau and families, so they experience safety, nurture, connection, and hope to be at the very best for their children.*

These words from my predecessor Tim Metcalfe capture the immense gratitude I have to all staff for the relentless mahi they undertake every day. Such dedication and commitment to serving this community is inspiring and motivating particularly within the challenges of the fiscal year ended 30 June 2024. My reflections highlight the learning and opportunities that were realised despite the challenges.

1<sup>st</sup> of July 2023 saw the implementation of the much-awaited pay equity settlement for social workers across the NGO sector. This followed four years of work by the Public Service Association and Social Service Providers Aotearoa, and gave all social workers the long overdue message that their work is valued and recognised.

Also in July the agency once again embraced Matariki/Puanga, elevating and deepening mātauranga Māori and te Ao Māori through daily karakia and collective reflections, tikanga of harvesting harakeke and raranga of a kono and concluding with goal setting and shared kai.

Early August, all staff participated in a wānanga led by Tau Huirama and his partner Liz Kinley to strengthen our daily living of our agency values. Our wānanga was hosted at Te Ao Hou marae, an idyllic space to explore Maatai Tuarangi, Maaori cosmology and three baskets of knowledge: kete aronui, kete tuauri and kete tuatea. We considered the merits of positive interactions and negative reactions and discovered the value of mana enhancing engagements and processes that facilitate understanding and enriched experiences for all.

On the 31st of August we celebrated Gael Clark's 30 years with the agency. Gael has made a massive contribution to our community as well as our agency. We also celebrated a number of staff who completed a range of post-graduate qualifications during the year.

As an agency, we continued our commitment to support training of taurira in the field of social worker. We offered a 12 week placement to two social work taurira: a first year of Master of Applied Social Work (MAppSW) and fourth year of Bachelor of Social work (BSW). We were pleased to make an



*Intake Social Worker*

Karen Houia

*Kaupapa Whanau Coordinator*

Tania Edwards

*Parent Learning & Support Team*

Ashtyn Englebretson

Catherine Tofa

Catherine McKenzie

Iasiah Waitokia

Nicki Rees

Robina Nicholl

Susanna Sabbage

Varna Suresh Chandran

*Social Workers in Schools Team*

Chipu Mugari

Jade Li George

Sam Davis

Bing Hernandez

Hayley Herkes

Michelle Rayner

Vanya Teki

*Transition Manager*

Nigel Irwin

*Violence Intervention Network  
Coordinator*

Lorraine Sheenagh

Ashley Buchanan

offer of employment to the BSW taura to fill a vacancy in the Social Worker in Schools team (SWiS).

Strengthening our collaborations and partnerships across mental health, education and justice sectors is vital to our mahi. Our leadership team welcomed the opportunity to hui with Judges Broughton and Marinovich sharing our work with whānau in the prevention of family violence. We continue to host the local Family Violence Intervention Network which now has over 45 agency members, and to participate in the FLOW daily safety assessment meetings. Agency staff supported community events including Pasifika for Pasifika and Relay for Life.

After much robust korero at a full day hui in September, the Board and Leadership team confirmed the strategic plan with our values embedded and whanau at the centre. This will guide the agency over the next three years.

Te Kahui Kahu visited the agency in November to renew our accreditation that ensures we have strong and safe practices and can safely deliver our services. This provided an opportunity to identify what we were doing well, and where we could improve. As a result, we joined The Policy Place to reduce the time needed to keep policies up to date with legislation changes and best practice. This has freed up staff to focus on other work.

Collaboration was the key to the very successful International Traumatic Brain Injury Conference The Hidden Cost of Violence held in March. This was a collaboration by, Birthright, Jigsaw Whanganui, the VIN network, Women's Refuge, and Tupoho Iwi Services. The conference attracted international speakers and attendees, who were amazed at the whanaungatanga and manaakitanga they experienced alongside the leading edge research that was presented regarding brain injury as a result of family violence.

My sincere thanks to whānau whānui we have supported for their belief and faith in the mahi of this agency. I want to also acknowledge the generosity of support from our Board members, funders, donors, sponsors, supporters at the Grumpy old Men G.O.M.E. and Plumber Dan for the Annual Duck Race fundraiser.

*-Nāu te rourou, nāku te rourou ka ora ai te iwi-*

Ngā manaakitanga

Vanya Teki

Interim Executive Officer



# Board Chair Report

## Introduction

I am pleased to present the Board Chair Report for the year ended 30 June 2024. The past year has been marked by substantial transformation and change for Jigsaw. As the organisation has grown significantly and faced various new challenges and changes, the Board of Trustees has also had to adapt and evolve accordingly. This report outlines key developments, agency changes and key governance activities over the past year. It also highlights the crucial role of the Board and Staff to ensure sustainability, expertise and professionalism that underpins effective governance practices.

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## Historical Context and Evolution of Governance

### Up Until 2020

For much of its history, Jigsaw's Board functioned as a compliance-focused body. Over the past two decades, the Executive Officer played a pivotal role in expanding Jigsaw Whanganui services and practices. As the organisation grew, and governance requirements in the not-for-profit sector became more stringent, the need for a proactive Board became evident.

### 2020–2023

This period marked a shift in how the Board operated. New members with industry expertise joined the Board, initiating a review of governance frameworks and accountability mechanisms. The Board undertook the dual task of reforming governance while maintaining the confidence of staff and the service to our whānau, an essential factor in Jigsaw Whanganui social work environment.

In early 2024, the Board expanded its capacity by recruiting two highly skilled members with expertise in public and private sector governance. These appointments strengthened the Board's ability to guide the organisation through a challenging period of change. As part of this change, the Board conducted a 'reset' to ensure existing relationships and processes were strengthened within the agency. This undertaking continues to foster a more collaborative and collective approach within the agency.

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## Board Changes and Acknowledgements

I would like to express my heartfelt thanks and gratitude to all Board Members for their dedication and commitment to the Board this past year. Your ongoing efforts are truly appreciated.

Additionally, I would like to warmly welcome our new Board Member, Cheyenne Potaka-Osborne, who joined earlier this year, alongside me. Cheyenne brings an invaluable skill set and expertise that will have a positive impact on our work.

## OUR BOARD JULY 2023 – JUNE 2024

### Board Chair

Brain Dougherty  
Jodie Te Waaka

### Trustees

Cheyenne Potaka-Osborne  
Geoffrey Hipango  
Leayne Huirua  
Malcolm Carson  
Maria Potaka  
Terry Dowdeswell



Special acknowledgement to Board Members Geoff Hipango and Leayne Huirua who both resigned early this year. Their contributions, knowledge and commitment over the years to Jigsaw Whanganui is hugely appreciated.

I would also like to extend my gratitude to outgoing Board Chair, Brian Doughty who resigned as Board Chair in May 2024. His service over the many years as Chair has been invaluable. Brian has decided to remain on the Board in a Trustee role.

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### **Financial Considerations**

The Board recognises that Jigsaw Whanganui has incurred a substantial financial loss this financial year. This is not a reflection of a lack of oversight or governance, but a legacy issue stemming from changes in government and contractual funding. The Board has taken decisive action to address these challenges and mitigate future risk, including improving governance processes and ensuring greater financial accountability and sustainability moving forward.

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### **Looking Ahead**

Jigsaw Whanganui is more than an organisation, it is a community built on trust, collaboration, and shared purpose. The Board is committed to ensuring that Jigsaw Whanganui remains a leader in their field, delivering high-quality services to whānau while fostering a supportive and inclusive workplace.

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### **Conclusion**

The past year has demonstrated the resilience and dedication of Jigsaw's Board, staff, and stakeholders. Together, we have navigated significant challenges and positioned the organisation for future success. As we move forward, the Board remains steadfast in its commitment to governance excellence, operational accountability, and the well-being and service to our Jigsaw whānau and community.

Finally, I would like to express my gratitude to the many members of our community and local businesses who continue to support our shared vision of kaupapa whānau—thriving children and flourishing families. We sincerely appreciate your unwavering commitment to helping us serve others.

Jodie Te Waaka  
Board Chair



# Statement of Service Performance

## Family Support Services Whanganui Trust for the year ended 30 June 2024

'What did we do?', 'When did we do it?'

### Description of the Entity's Outcomes

*Whanau and families are able to provide good care and nurture for their children. Children are safer from violence, abuse and neglect.*

### Description and Quantification of the Entity's Outputs

***Engaging with whānau and families to provide good care and nurture to their tamariki and children.***

Families and whānau working intensively with a home-based therapeutic social worker

**30 June 2024**

145 families & whānau

**30 June 2023**

119 families & whānau

Families and whānau working with a social worker through a connection with their children's school

138 families & whānau

92 families & whānau

Parents and caregivers attending a parenting programme

114 families & whānau

138 families & whānau

Families and whānau accessing information and help through our support and information service

260 families & whānau

164 families & whānau

Provision of Kaupapa Whānau services

31 families & whānau

22 families & whānau

***Strengthening our community's responsiveness to the needs of whānau and families***

Professional supervision services to staff of other community agencies in our rohe

**30 June 2024**

24 sessions

**30 June 2023**

62 sessions

Social work student placements and supervision

12 weeks

22 weeks

***Engaging with men and women to grow safe and respectful relationships***

Men and women referred to a family harm prevention programme

**30 June 2024**

282 men & women

**30 June 2023**

169 men & women

Youth referred to a family harm prevention programme

3 youths

4 youths

***Strengthening our capability to respond to the needs of whānau and families***

Internal professional development and training days for all staff

**30 June 2024**

28 hours

**30 June 2023**

1.5 days (12 hours)

External professional supervision of agency staff

218 hours

202 hours

External professional development activities ranging from short seminars, full day and multi day workshops and conferences, through to graduate and post graduate study, and international short courses.

100% of front line staff

100% of staff

***Bringing whānau and families' voice to collaborations and networks***

We continue to exercise considerable leadership in 16 networks across our rohe including attendance at daily Safety Assessment Meetings, Safer Whanganui, Health, Education and Disability (HEADS) forum, Oranga Tamariki Care and Protection Panel, Taihape Children's Health Network, and Te Terenga Tahī.

437 meetings attended

417 meetings attended

These financial statements should be read in conjunction with the attached Accounting Policies and Notes to the Financial Statements and the Auditor's report which are available on the Charities Services website [charities.govt.nz](http://charities.govt.nz)



# Statement of Financial Performance

## Family Support Services Whanganui Trust for the year ended 30 June 2024

'How was it funded?' and 'What did it cost?'

|  | NOTES | 2024             | 2023             |
|--|-------|------------------|------------------|
| <b>Revenue</b>   |       |                  |                  |
| Donations, koha, bequests & other general fundraising activities | 1     | 31,693           | 36,571           |
| General grants   | 1     | 30,000           | 57,000           |
| Government service delivery grants/contracts                     | 1     | 2,671,839        | 2,424,699        |
| Non-government service delivery grants/contracts                 | 1     | 63,824           | 117,516          |
| Interest, dividends and other investment revenue                 | 1     | 56,871           | 31,484           |
| Other revenue  | 1     | 7,322            |                  |
| <b>Total Revenue</b>   |       | <b>2,861,550</b> | <b>2,667,270</b> |
| <b>Expenses</b>  |       |                  |                  |
| Expenses related to fundraising                                  | 2     | 243              | 375              |
| Employee remuneration and other related expenses                 | 2     | 2,726,792        | 2,064,571        |
| Other expenses related to service delivery                       | 2     | 413,985          | 339,432          |
| Grants and donations made  | 2     | 2,662            | 1,611            |
| Other Expenses   | 2     | 1,801            |                  |
| <b>Total Expenses</b>  |       | <b>3,145,483</b> | <b>2,405,989</b> |
| <b>Surplus/(Deficit) for the Year</b>                            |       | <b>(283,932)</b> | <b>261,281</b>   |

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# Statement of Financial Position

## Family Support Services Whanganui Trust as at 30 June 2024

'What the entity owns\*' and 'What the entity owes?'

|  | NOTES | 30 JUN 2024 | 30 JUN 2023 |
|--|-------|-------------|-------------|
| <b>Assets</b>                                    |       |             |             |
| <u>Current Assets</u>                            |       |             |             |
| Bank Accounts and Cash                           | 3     | 800,396     | 1,005,694   |
| Debtors and Prepayments                          | 3     | 211,236     | 72,402      |
| Investments (current)                            | 3     | 588,712     | 559,209     |
| Total Current Assets                             |       | 1,600,344   | 1,637,305   |
| <u>Non-Current Assets</u>                        |       |             |             |
| Property, Plant and Equipment                    | 4     | 54,786      | 74,917      |
| Other non-current assets                         | 5     | 1,373       | 2,746       |
| Total Non-Current Assets                         |       | 56,159      | 77,663      |
| Total Assets                                     |       | 1,656,503   | 1,714,967   |
| <b>Liabilities</b>                               |       |             |             |
| <u>Current Liabilities</u>                       |       |             |             |
| Creditors and accrued expenses                   | 8     | 117,896     | 42,738      |
| Employee costs payable                           | 8     | 198,266     | 134,651     |
| Deferred revenue                                 | 8     | 107,528     | 20,833      |
| Total Current Liabilities                        |       | 423,690     | 198,222     |
| Total Liabilities                                |       | 423,690     | 198,222     |
| Total Assets less Total Liabilities (Net Assets) |       | 1,232,813   | 1,516,745   |
| <b>Accumulated Funds</b>                         |       |             |             |
| Accumulated surpluses or (deficits)              | 9     | 980,313     | 1,310,745   |
| Board Designated Operating Reserve               | 9     | 252,500     | 206,000     |
| Total Accumulated Funds                          |       | 1,232,813   | 1,516,745   |

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# Statement of Cash Flows

## Family Support Services Whanganui Trust for the year ended 30 June 2024

'How the entity has received and used cash'

|  | 2024             | 2023           |
|--|------------------|----------------|
| <b>Cash Flows from Operating Activities</b>                        |                  |                |
| <u>Cash Receipts</u>   |                  |                |
| Donations, koha, bequests and other general fundraising activities | 31,693           | 36,571         |
| General Grants   | 30,000           | 58,605         |
| Government service delivery grants/contracts                       | 2,647,470        | 2,458,870      |
| Non-government service delivery grants/contracts                   | 43,190           | 132,541        |
| Interest, dividends and other investment receipts                  | 56,195           | 27,269         |
| Other cash received  | 7,322            | 10,000         |
| GST  | 39,945           | (87,398)       |
| Total Cash Receipts  | 2,855,815        | 2,636,458      |
| <u>Cash Payments</u>   |                  |                |
| Payments related to public fundraising                             | (243)            | (375)          |
| Employee remuneration and other related payments                   | (2,661,442)      | (2,173,765)    |
| Other payments related to service delivery                         | (347,013)        | (281,511)      |
| Grants and donations paid  | (2,662)          | (1,611)        |
| Other payments   | (1,801)          | (11,851)       |
| Total Cash Payments  | (3,013,160)      | (2,469,112)    |
| Total Cash Flows from Operating Activities                         | (157,345)        | 167,346        |
| <b>Cash Flows from Investing and Financing Activities</b>          |                  |                |
| <u>Cash Receipts</u>   |                  |                |
| Cash received from loans from other parties                        | 55,310           |                |
| Total Cash Receipts  | 55,310           |                |
| <u>Cash Payments</u>   |                  |                |
| Payments to acquire property, plant and equipment                  | (3,898)          | (32,347)       |
| Payments to purchase investments                                   | (29,503)         | (16,065)       |
| Repayments of loans from other parties                             | (69,862)         | (5,458)        |
| Total Cash Payments  | (103,263)        | (53,869)       |
| Total Cash Flows from Investing and Financing Activities           | (47,953)         | (53,869)       |
| <b>Net Increase/ (Decrease) in Cash</b>                            | <b>(205,298)</b> | <b>113,477</b> |
| <u>Cash Balances</u>   |                  |                |
| Cash and cash equivalents at beginning of period                   | 1,005,694        | 892,217        |
| Cash and cash equivalents at end of period                         | 800,396          | 1,005,694      |
| Net change in cash for period                                      | (205,298)        | 113,477        |

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