

Aroha is what we do

Annual Report 2021



A Snapshot



Our vision

Warm, safe, appropriate and sustainable housing for all whānau

Our mission

We provide shelter, care, support and opportunities for whānau experiencing a housing crisis

Our values

We strive to demonstrate aroha through:

- Respect
- Trust
- Compassion
- Generosity
- Courage

What we do

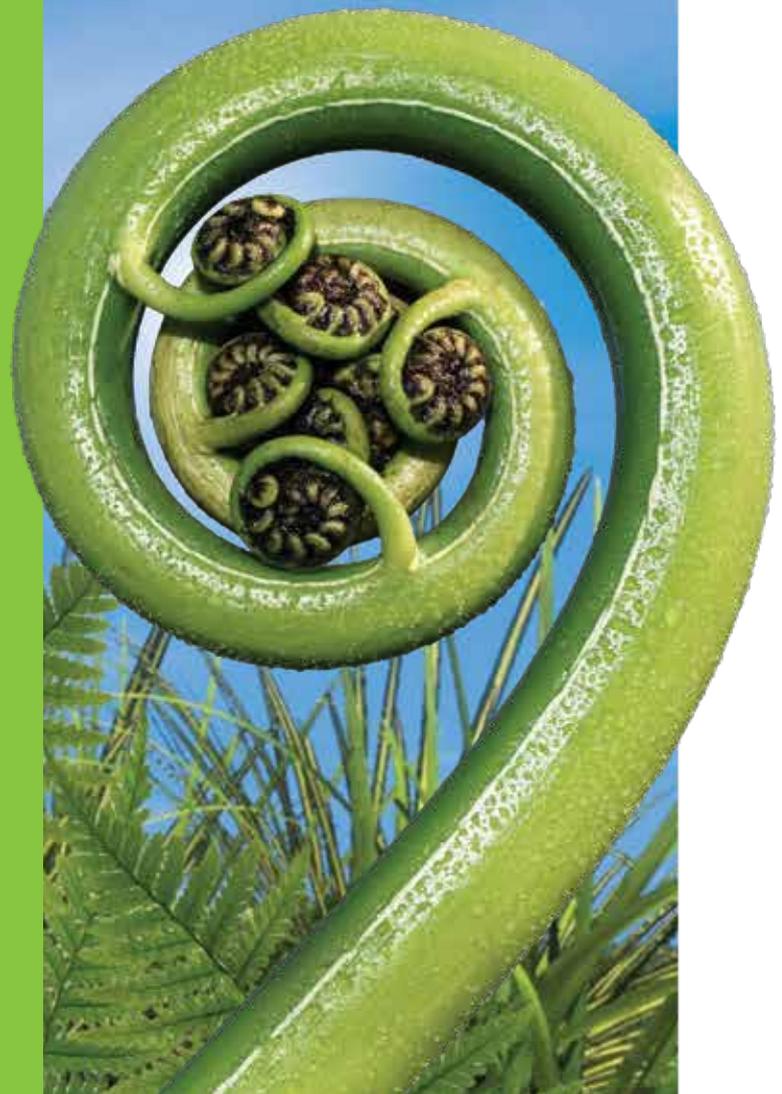
- Transitional housing and wraparound support
- A 12-week residential programme, personalised to individual/whānau needs
- Access counselling, budgeting, social work, dental, medical, and legal services
- Link whānau to support systems and government agencies
- Identify future education and job possibilities
- Deliver an animal-assisted learning programme
- Assist whānau into appropriate, healthy and sustainable homes
- Network with housing providers and government agencies

Programme cornerstones

- Tiriti-based: Partnership, protection, participation
- Doing what works for whānau
- Advocacy that counts
- Turning personal aspirations into achievable goals
- Strengths-focussed
- Strong networks and sustainable outcomes

Our funders include:

- Ministry of Housing and Urban Development
- Ministry of Social Development
- Tāmaki Regeneration Company
- Private donors
- Hugh Green Foundation
- The Tindall Foundation
- Foundation North
- Lotteries Communities Fund



Chair's report

Wendy Tattersfield

**Tēnā koutou, mālō e lelei, talofa lava,
kia orana, fakaalofa lahi atu, ni sa bula vinaka,
fakatalofa atu, namaste, and warm greetings**

Established in May 2005, Island Child Charitable Trust is a growing grassroots organisation with a big heart, helping to transform the lives of whānau facing a housing crisis. The Trust (ICCT) provides transitional housing and a 12-week residential programme that operates 24/7 from our premises in Glen Innes, East Auckland. ICCT is now spread across four neighbouring properties. We have 13 new chalets, five renovated rooms and two small rooms for emergencies. We offer well-equipped shared spaces to meet the needs of diverse whānau and our offices are onsite. At any one time, ICCT can host up to 18 families or 54 people. Each year we successfully rehome whānau into sustainable and appropriate housing.

Over the past year, the Trust has continued to consolidate the growth in our transitional housing capacity while enhancing our residential programme. Our team responded effectively to the unexpected challenges and ongoing uncertainties of COVID-19. The facilities and grounds maintained to a high level and exit surveys show that whānau were overwhelmingly positive about their ICCT experience.

We are very proud of the fact that over the past year 94% of whānau who stayed at ICCT reported that they were very happy/happy with all aspects of their accommodation, 96% of those participating in our life skills programmes thought they were extremely useful/very useful and on leaving 94% described their feelings of wellbeing as very happy/happy. Exit surveys provide further evidence of enhanced mental, social, emotional, physical and economic wellbeing and highlight the way staff create a supportive environment, community atmosphere and positive approach.

We continue to exceed the expectations we set for ourselves as an organisation. As a small but efficient board with longstanding board members, we take our governance duties seriously. We meet bimonthly and in February 2021 welcomed a new board member. Close oversight of our financial, legal and contractual obligations as well as careful planning ensure that ICCT not only stays on track but is also well-positioned to take up opportunities.

A special highlight over the past year was the public recognition of our chief executive, Danielle Bergin. In 2021 Danielle was awarded a New Zealand Order of Merit for services to the community, especially homeless whānau. That honour followed a TV One Good Sorts Award in 2020.



This year (2021), we were delighted to receive capability funding from the Ministry of Social Development and are now developing new strategic and business plans, updating our policies, refreshing key communication tools, and enhancing engagement strategies. We want to ensure a strategically-focussed, fiscally sound, organisationally sustainable, well-connected, and proactive approach. This document is our first-ever annual report of this kind and provides us with a template for future reporting.

The huge support ICCT has received over the years encourages us to stay open to new opportunities. We are confident we can expand further, without sacrificing our heart as an organisation. What we do works and we want to assist more whānau and individuals with their housing needs. Where possible, we will continue to work with private donors, philanthropic organisations and government to increase our housing capacity and programme delivery. We will continue to grow our excellent team and do succession planning for key roles. Currently our chief executive is cofounding a small collective of Tāmaki NGOs wanting to deliver housing outcomes. Always we are guided by following whakataukī, which reminds us, above all else, of what truly matters.

**He aha te mea nui o te ao?
He tangata! He tangata! He tangata!
What is the most important thing in the world?
It is people! It is people! It is people!**

Chief Executive Officer Report

Danielle Bergin

**E ngā mana, e ngā reo, e ngā rangatira o Tāmaki
Tēnā koutou, Tēnā koutou, Tēnā koutou
Ngā mihi nui ki a koutou katoa**

At Island Child, we turn lives around. For some, the goal is simply to survive and be alive. Getting through each day is a huge achievement for them. They develop life skills, coping strategies and supportive relationships. They gain access to the right benefits and move into sustainable housing. Others come with dreams and aspirations they might not have expressed before. They identify goals and take action towards them. We offer all our whānau (families and individuals) personalised support and aroha, so they know that they matter, that they're worthy of love, that people respect them, and that it IS possible to move towards a future in which they CAN achieve their potential and contribute to society. That's what we do.

Between 2018-2021, Island Child more than tripled its transitional housing capacity. With the extraordinary support of private donors, The Tindall Foundation, Hugh Green Foundation, Tāmaki Regeneration Company and government partners, we purchased three neighbouring properties. We adapted and renovated these properties and added new chalets on site. We landscaped the grounds, planted trees, put down paths and created a fully fenced courtyard where tamariki can play safely while remaining within sight of their parents.

Over the past year we worked hard to consolidate the change. Our team grew to accommodate increased service delivery and new properties. I now lead a team of five staff, including a trained social worker, a housing worker/administrator, a house manager, an office manager and an onsite security/maintenance worker.

We have six volunteers, including former clients. Collectively they contribute in excess of 270 volunteer hours each month. Their skills add enormously to our operation, and include cleaning, housekeeping and gardening duties. Volunteers also offer counselling and hairdressing as part of our residential programme.

Our Trust hires additional security personnel when needed and employs reliable contractors for major maintenance. ICCT seeks professional advice on and assistance with

strategic and business planning, funding, contract reporting and evaluation, accountancy and legal work.



We continue to implement policies, processes and procedures that ensure we deliver positive outcomes for our whānau. We care for our resources and everything has its place. Our premises are cleaned daily and efficiently organised, with designated storage areas.

Over the past year COVID-19 presented challenges but also created new opportunities to cherish the whānau in our bubble. Our experience with lockdowns highlighted the close attention we give to the health and safety of everyone who enters our gate. We reviewed and updated our policies and procedures to ensure ICCT meets public health guidelines.

Ideally whānau stay up to 12 weeks but their length of stay is dependent on housing availability and whānau circumstances. Over the past year, as a result of the pandemic and a chronic housing shortage, some whānau stayed in our village anywhere from four to seven months.

We continue to share our message at conferences, workshops, or in the media. We welcome feedback from our partners and supporters that helps us to lift our performance and to work more productively together.

This report explains what we do, who we serve and the difference we made over the past year. We outline improvements to our reporting/evaluation frameworks, offer a financial review, and acknowledge our generous partners, donors and supporters.

**Nā tō rourou, nā taku rourou ka ora ai te iwi
With your food basket and my food basket
the people will thrive.**



Aroha is what we do

Tiriti/Indigenous ways of working

Our programme is grounded in Te Tiriti o Waitangi. We seek to partner with whānau, work in ways that protect their interests and enable them to participate fully, so they can determine the direction of their lives. We affirm the identities of the people who seek our assistance, *as defined by them*, and seek to exercise cultural integrity in all the services we provide, including at a governance level.

Our 12-week residential programme is also based on empowerment principles of an internationally recognised indigenous framework, *The Circle of Courage* (Brendtro, Brokenleg, Van Bockern, 1990, 2002). This framework restores a sense of belonging to whānau, enables people to develop life skills and coping strategies, creates and begins to action a plan that will lead to independence, and encourages generosity through whānau helping whānau and people giving back to community. Whānau leave knowing our door is always open and someone cares.

We tailor our housing and programmes to individual/whānau needs, and offer a relational, holistic and strengths-based approach. Our Board Chair and Nan, Wendy Tattersfield, is a huge inspiration to our staff, our volunteers and the whānau who stay in our village. We seek to follow her example, ensuring a 'Nan approach' permeates everything we do. Put simply, we treat people as whānau, not as clients – and that makes a huge difference.

“What’s important is making a connection with people that touches their inner spirit and builds trust in the relationship. We want whānau to develop a sense of belonging *and* a sense of responsibility. We’re here to understand and help, not to judge. What whānau most need is someone to value who they are and be interested in where they’ve come from, so they can find *their way* into a future *they* decide is right for *them*. Here’s another way of putting it; we’re all about aroha. Aroha is what we do.”

Nan Wendy Tattersfield

Our daily routine

Every day is different but, over the years, we’ve developed a routine that whānau can begin to rely on. In the morning our staff monitor and supervise daily plans, so whānau know what they’re doing, feel motivated to take action, and have the essentials (such as kids going to school with lunch). We respond to particular needs, such as attending a medical appointment, a meeting with a Work and Income New Zealand case manager, a trip to a budgeting service, or viewing a rental property. We run life skill programmes and are available to provide a listening ear.



Our residential programme

WHĀNAU ASSESSMENT, INDIVIDUALISED PLANNING AND ONGOING SOCIAL WORK SUPPORT

Our social worker works with whānau to identify the challenges they face and to create a forward-looking, achievable plan they can begin to action while in our village. Whānau receive ongoing social work support to track progress and respond to issues that arise.

INCOME ASSISTANCE

We help whānau access their full benefit entitlements, connect with budgeting services and reduce debt.

HEALTH SUPPORT

We can connect whānau to a general practitioner, hospital, dentist or dietitian as well as gain referrals to medical specialists, eye/ear clinics and psychological services. We maintain a stocked pantry for whānau, to supplement their own food sources and encourage/teach healthy eating.

RELATIONSHIP AND COUNSELLING SUPPORT

We can connect whānau to Citizens Advice Bureau family lawyers. Tāmaki has very limited counselling options. Over the past year, a volunteer enabled us to offer an onsite professional counselling service for a few hours each week but we need funding for ongoing counselling.

EDUCATION AND PLAY FOR CHILDREN

We help whānau to enrol their tamariki in early childhood education programmes or school. We offer a toy and book library, and outdoor play equipment.

EDUCATION AND EMPLOYMENT FOR ADULTS

Where possible, we help whānau to identify/progress their aspirations and options for education or employment. Assistance can include help with a curriculum vitae, cover letter, application or a reference.

ANIMAL-ASSISTED LEARNING PROGRAMME

We offer safe, hands-on experiences with small and large animals. The programme builds trust and esteem, shows whānau how to care and work as a team, and teaches personal responsibility and leadership skills. Working with animals helps to heal trauma and creates a fun way for whānau to spend time together.

LIFE SKILLS PROGRAMMES

We offer eight life skills programmes that build knowledge and skills to support growth, agency and wellbeing. Whānau receive a certificate on completion and for many this is their first certificate.

Whānau learn:

- Parenting and relationship skills
- Cooking, shopping and budgeting skills
- Health and wellbeing including health kai, nutrition and diet, and basic first aid
- Coping strategies for dealing with problems like anxiety, isolation, addiction and co-dependency
- How to prevent future homelessness, including how to find a place to rent, maintaining a tenancy, changing behaviours, developing supportive relationships, and turning aspirations in achievable goals.

PERSONAL CARE AND RECOGNITION

We provide a hairdressing service at a nominal fee for all whānau members, to support self-care and self-esteem. Our supporters donate personal body care products and clothing that we share with whānau when available. We pamper children (and adults) on their birthdays and at Christmas, and help them celebrate special occasions with shared meals or fun activities.

HOUSING RELOCATION

We assist whānau into warm safe appropriate and sustainable housing. We partner with Woven Earth to turn houses into homes (with household goods, appliances and furniture) and help whānau settle in.

ONGOING CONTACT

Our door is always open for whānau. We provide advice/support as they transition to their new home and, if needed, down the track.

Our Fast Response Team

We maintain a high standard of accommodation so that whānau feel safe, valued and cherished. Adults and children often arrive on our doorstep feeling traumatised, exhausted, stressed and unwell. It's so important to help whānau get settled so they can begin to relax and do the work they need to do. We ensure their accommodation is clean, warm and inviting, and encourage whānau to have a sense of ownership over their personal space.

We have created a 'Fast Response Team' to ensure a quick turnaround when whānau leave. Our rooms/chalets are usually ready within 48 hours for the next family/person. The team includes our House Manager, who oversees the work, volunteers who do deep cleaning and room set-up, and permanent contractors who do any larger maintenance work such as plastering, painting, and building repairs.

Working with the same team of contractors means they come when required and are familiar with ICCT policies and procedures. Importantly, they now know how to engage with whānau and when to defer to the CEO or Social Worker.

Our active maintenance programme ensures we stay on top of routine issues and any accidental damage. Our Fast Response Team know what's required and are highly efficiently.

Our networks

- Mana Whenua and Ruapōtaka Marae
- HEART – Healthy Relationships in Tāmaki
- Tāmaki community agencies including Glen Innes Family Centre, Mad Ave Community Trust, Tāmaki Community Development Trust, and our neighbours, the Sisters of Mercy / Te Waipuna Puawai
- Salvation Army Budgeting Service and Citizens Advice Bureau
- Local early childhood centres, schools, churches, Plunket and medical centres
- Tāmaki Kāinga Haumarū – an emerging supported housing providers collective in Tāmaki
- Housing Connections, Community Housing Aotearoa Network, NZ Coalition to End Homelessness





Reporting and evaluation

In early 2021 we contracted specialists, Dr Stephen McTaggart (McTaggart Research) and Dr Frances Hancock (Arora Associates), to help us strengthen our reporting and evaluation frameworks. These frameworks are being progressively developed to meet contract requirements and reflect our holistic, whānau-centred service delivery approach. They ensure an outcome-focused approach, by highlighting the housing, health, education, income and financial, employment and social outcomes we strive to deliver (see page 12-13). This work in progress explains why, this year, we have reported data from the calendar and the tax year. From next year, we will report on data from the tax year.

We now have a new database (developed by Dr McTaggart) and have trained staff to directly input data so it can be quickly collated and analysed by our independent experts. The database compiles whānau demographic data and other information from self-assessments carried out on entry to and exit from ICCT.

We want to better understand the impact of our work and provide robust practice-based evidence to help track and improve our performance. Over the coming year we will continue to progressively develop our reporting and evaluation frameworks. This work includes developing, testing and implementing regular pre-and post-residence surveys and a volunteer feedback form as well as conducting whānau impact interviews to provide complementary data collection methods.

Where possible we will continue to improve our performance in response to whānau or partner feedback. Our goal is to remain a strong, reliable community partner so that we can provide the best service possible to our whānau because they deserve it.

A snapshot of our whānau

In total 145 people lived at ICCT during the 2020 calendar year. Around 50% were single parent families, 33.8% were individual adults with no children, 12.3% were partnered couples with children and 3.1% were two couples without children.

We continued to serve mainly Māori and Pasifika whānau. In the 2020 calendar year, 41% of our heads of families and individuals identified as Māori or Māori with another ethnicity, and 44.4% identified as either Samoan, Tongan, Cook Island, Fijian Indian or being of Pacific Island heritage.

While homelessness affects people of all ages, more than 60% of ICCT residents were less than 30 years old. Also, 25% were aged between 30-49 years and 14.1% between 50-79 years. Almost two thirds were dependent children (under 15 years), of whom 27 tamariki were under four years and 10 under one year.

Approximately two thirds of our residents were female and a significant majority were adult heads of families/individuals. Most adult females arrive at ICCT with dependent children or siblings.

REASONS FOR SEEKING TRANSITIONAL HOUSING

Whānau come to ICCT for various reasons. During the 2020 calendar year, almost 38% of heads of families and/or individuals were homeless. Other reasons include whānau issues (14%), overcrowding (14%), eviction (12%), safety issues (11%) or unsuitable accommodation (8%).

REFERRAL SOURCES

For the 2020 calendar year, more than half of whānau/individuals were referred by whānau or by themselves. Of these, 47.6% arrived through whānau connections and 11.1% were self-referred. The remaining 41.3% were referred by agencies including Work and Income and other emergency housing or service providers.

DURATION OF STAY

The length of time whānau/individuals stayed at ICCT during the 2020 calendar year varied due to the housing shortage and COVID-19. The average stay was 98 days, but almost 30% stayed 50 days or less. Some stayed longer than 105 days.





A snapshot of the difference we make



TRANSITIONAL HOUSING OUTCOME:

Whānau are able to access warm, dry, safe, stable transitional housing

Over the tax year 1 April 2020-31 March 2021, 44 families and 14 individuals without family members stayed at ICCT. The total number of residents for the year was 152 persons. When asked to rate their accommodation at Island Child, 94% of whānau stated they were *happy* or *very happy* with all aspects of their transitional accommodation.

Whānau member (1) stated:

“The community atmosphere was amazing it made settling in and adapting so much easier for my family and I. The people living there and staff were so hands on right to the moment we got offered a house. Would not change a thing.”

EDUCATION OUTCOME:

Improved whānau knowledge, life skills and coping strategies

ICCT runs eight life skill programmes for whānau. The average satisfaction level (across all courses) for residents who had taken the programmes was very high; 96% rated the programmes as *very useful* or *extremely useful*. Our exit survey also showed that ICCT has had a significant positive impact on the everyday life skills of whānau.

Whānau member (2) stated:

“I learnt things that have helped me now that I am in my own home e.g., cooking nutritional food, keeping my whare clean and kids are now in school and day-care and I am working part-time.”



INCOME AND FINANCIAL OUTCOME:

Where possible, whānau have improved their income/financial status during their stay at ICCT

Our exit survey showed that the perceived levels of economic wellbeing of whānau/individuals had increased.

Whānau member (3) stated:

“I am working now [and] the girls are settled into school. I have less stress of worrying about getting the girls to school due to affordability for gas and travel. The girls and I are grounded now we have our own space.”

HEALTH OUTCOME:

Improved whānau health and wellbeing

Our exit survey also showed that the perceived levels of mental/emotional/physical wellbeing of whānau/individuals had increased, with 94% rating their feelings of wellbeing as *happy* or *very happy*.

Whānau member (4) stated:

“My mental health was clearer and more stable. I was more open and less anxious. less stressed and more hopeful, and had a plan. Saw life in a more positive way.”



SOCIAL OUTCOME:

Whānau experience enhanced social wellbeing

Whānau/individuals were overwhelmingly positive about their ICCT experience and their responses indicate an improved sense of social wellbeing. Levels of satisfaction with the accommodation and facilities, level of care, respect and commitment by staff were high.

Whānau member (5) stated:

“Everything was great. After being kicked out at 17 Dani [ICCT CEO] and kris [ICCT social worker] made me feel validated and like I was home. Sometimes I wish I didn’t have to leave. It’s tough away from a place that was so supportive.”



RE-HOUSING OUTCOME:

On leaving ICCT, whānau move to appropriate, healthy housing with a sustainable tenancy

ICCT successfully relocated 82 people to new homes during the tax year. This number was made up of 24 families (69 people) and 13 individuals without family members. Of this population, 22 families and 11 individuals without family members were helped into Social Housing (including HNZ tenancies); two families were relocated to family/whānau homes; and two individuals (without family members) were relocated to private rentals.



A whānau story

Annabel (not her real name) left home at fifteen and took a path that eventually led to our door. She arrived when she was 23 years old and six-months pregnant, extremely shy and suffering from anxiety. She was referred to us by her sister, who had stayed in our shelter a year ago and was successfully rehomed. Annabel wanted to start over and begin a new journey as a young mother.

We settled Annabel into our shelter, making sure she felt comfortable and safe. She met regularly with our social worker to discuss her life goals and dreams. We assisted Annabel with her social housing application and supporting documentation, and with budgeting advice. We helped her to access her midwife, clothing, food and baby gear. Annabel also attended our parenting, tenancy and cooking programmes.

During her stay, her anxiety reduced significantly and she was able to converse more confidently with new people she met. She gained the skills to cook basic meals using healthy and affordable ingredients. Other improved life skills and coping strategies were instrumental learnings that helped her to turn her life around. Each day she wrote in a journal she was keeping for her daughter. “So she can read how much I love her and want her to learn [from] the mistakes that I had made,” Annabel said.

“Thank you for helping me and my unborn baby. I prayed every day that me and my baby will be alright. You’ve given me hope the moment I met you. I thank God for my sister for introducing me to you all. You are my guardian angels. Thank you.”

Annabel (not her real name)

“Affordable, safe and permanent housing is a human right for families and individuals. We see significant changes to whānau wellbeing from helping to empower their journey into their own homes. Families reduce their levels of stress and anxiety, and set achievable goals for themselves and their children. Working alongside homeless whānau is extremely rewarding.”

**Kris Teikamata
Practice Team Leader – Social Work**

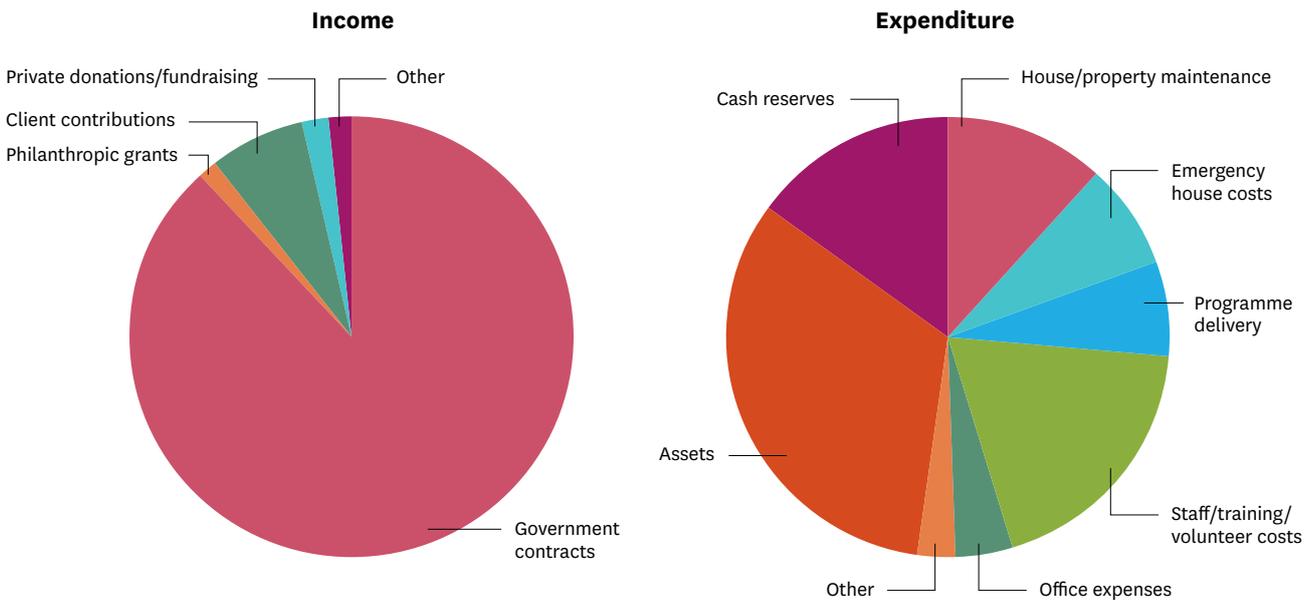
After two months, Annabel secured a two-bedroom home in Mount Wellington. We linked her with a philanthropic charity that furnished her new home.

Four weeks after moving in, Annabel had her baby. She is managing well and raising her new born child with enough clothing, baby gear and income to support her on her new journey in her new community. Her sisters, who live nearby, visit her to support her as well. She has the confidence and skills necessary to access the supports and resources needed as a new parent and to be a capable tenant in her first home. Graduating with certificates from our residential programme meant the world to Annabel. She now has the skills and certification to help her gain employment when she and baby are ready for their next step together.



Financial Review

ICCT continues to successfully meet its contract obligations and donor expectations. Our accounts are prepared by chartered accountants, audited annually, and are available on request. In the financial year ending 31 March 2021, ICCT had an operating budget in excess of \$1.4m, an increase on the previous year due largely to government funding arrangements that enabled property purchase/developments. The pie charts show income and expenditure for the year.



INCOME

ICCT has reliable, ongoing government funding through a number of contracts. Our work contributes to key government policy objectives that focus on ensuring families needing transitional housing are housed, supported and assisted into appropriate sustainable housing. In the year ending 31 March 2021, around 88% of ICCT income came from government contracts and under 2% from philanthropy. In the previous year (2020) just over half our income (51.3%) was derived from government contracts and under a third (28.6%) from philanthropic grants. The change reflects our service expansion over this period and partnership building with government. Whānau contributions remained steady across both years (at nearly 7%). Consolidating ICCT developments and COVID-19 interrupted our aspirations to secure more philanthropic funding during the past year. We intend to seek additional philanthropic support to help us deliver the quality 24/7 wraparound support, residential programme and loving extras that make such a difference in the lives of our whānau.

EXPENDITURE

In the year ending 31 March 2021, house and property maintenance costs were about the same as the previous year (under 12%). Other emergency house expenses rose to 7.8%, up from 4.1% in the previous year. Programme costs remained under 7% of the operating budget. Staff, training and volunteer costs also remained under 19% and reflect the fact that ICCT is providing a residential service for whānau in crisis who need intensive support. Office operating costs were 4.3% in the year ending 31 March 2021, a small decrease on the previous year. Other expenses (including consulting, accounting and legal costs) remained under 3%. Asset costs (33% for the year ending 31st March 2021 and 46.8% the previous year) show significant investment in land and improvements, shelter fitout and office equipment, which reflect ICCT's expansion during this period.

CASH RESERVES

The year ended with cash reserves (14.8%) that indicate fiscal planning and prudence. Some of this reserve is allocated for spending on infrastructure (for ICCT's ongoing maintenance programme and furniture replacement) as well as for a future property purchase. ICCT would be able to operate for at least two months if all funding ceased tomorrow.



Acknowledgements

Our Trust depends on strong relationships with funders, donors and supporters. We especially acknowledge the following contributions and say a huge thank you, from our heart to yours, for your generosity and encouragement.

We acknowledge our government partners, the Ministry of Housing and Urban Development and the Ministry of Social Development, for their huge support during our expansion, help with capability building in response to COVID-19 and investment in our mission. We appreciate your ongoing advice, assistance and rigor to ensure high quality service delivery for our whānau. We acknowledge ongoing moral, in-kind and capability-building support from the Tāmaki Regeneration Company who are strong champions of our mission.

We acknowledge private donors (who choose to remain anonymous), Hugh Green Foundation and The Tindall Foundation who made substantial contributions in recent years to help us grow our village. Your humility, kindness and generosity mean so much.

We are grateful to ongoing relationships with the Lotteries Communities Fund, Foundation North and other philanthropic trusts that provide vital support for operating, programme and other expenses.

We are hugely grateful for the generous donations of food from Huckleberry Farm in Glen Innes and Kiwi Harvest. Woven Earth provide essential household goods, appliances, and clothing for whānau moving into sustainable accommodation. We receive gift vouchers, cash donations and other support or in-kind assistance from church groups, individuals, anonymous donors and other groups.

We also acknowledge all those contributing to this report and especially thank our whānau and partners.





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References

Brendtro, L., Brokenleg, M., Van Bockern, S. (1990, 2002). Reclaiming youth at risk: Our hope for the future. Bloomington, IN: Solution Tree.

Disclaimer

The information in this report is presented in good faith using the information available to the writer at the time of preparation. It is provided on the basis that Island Child Charitable Trust, Ardra Associates, McTaggart Research and Lay Dodd Partners are not liable to any person or organisation for any damage or loss which may occur in relation to taking or not taking action in respect of any information or advice in this case story. No liability is accepted for any inaccuracy or omission.

About this report

Dr Frances Hancock (Ardra Associates) worked with ICCT to compile this report. Dr Stephen McTaggart (McTaggart Research) provided ICCT data on who we serve (based on the calendar year 2020) and outcomes achieved (based on the tax year 1 April 2020-31 March 2021). A full performance report for the calendar year 2020 by McTaggart Research is available on request. Lay Dodd Partners (chartered accountants) provided financial information and peer reviewed the financial review section. Audited accounts are available on request. Photography was provided by Emily Raftery Photography. Design and layout by Creative Sauce Ltd.



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