

DE PAUL HOUSE

Annual Report



2023/2024



Vision & Purpose

To be widely recognised as the effective supportive housing provider in Auckland North.

By providing, locating and/or supporting:

- Quality temporary accommodation for families and senior citizens in need of transitional housing.
- Community support services and facilities for families and senior citizens in unstable housing circumstances.
- Adequate, affordable and secure housing to assist families and senior citizens to move from transitional housing to a stable long-term housing environment.

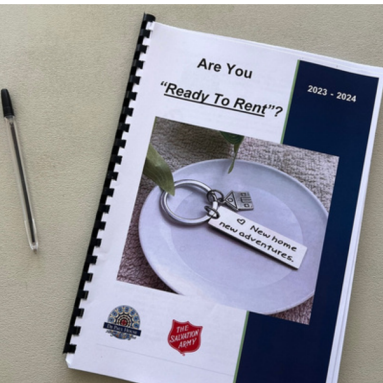


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Chairperson's Statement

Brendan Fitzgerald

Chairperson

The 2023-2024 year has overall been a success at De Paul House as outlined in this annual report.

2023 saw a change of Government, an event that always brings an element of uncertainty as policy settings change. The later part of the last Government and extending into this year saw a significant increase in social housing development, although it was mainly smaller two-bedroom units, not always suitable for our larger families who can be difficult to rehouse.

The requirement to upgrade our own apartments to Healthy Home NZ standard required significant expenditure. This was completed satisfactorily early in the year.

The final report recently from the Royal Commission on abuse and neglect of children, young people and adults in the care of state and faith-based institutions made for sobering and very disturbing reading. At De Paul House, duty of care is taken very seriously. Thankfully in our 38 years of existence there has been no such history to be dealt with. Although there is no room for complacency. Safety in all its aspects are item one at monthly Board Meetings, three yearly police reports are required for all staff, volunteers and Board members.

Financial management remains a key focus. Following 2023 financial year in which De Paul House was able to operate within budgeted parameters, the current year is proving to be more problematic. As with all in the current economic environment with movements in wages and other expenses not offset by improved revenues, it is likely a loss for the full year will be incurred requiring operational reserves to offset.



Operational accountability is also critical. Oversight is achieved by developing metrics for key result areas and a read of this annual report underline achievements and outcomes by our very talented and dedicated people that enable De Paul House to continue to grow its reputation as an effective housing and social provider. De Paul House continues after nearly 40 years to be worthy of your ongoing support which is so valued and appreciated.

My thanks also to the Board for their ongoing dedication and guidance. I would like to especially thank Alan Blackie (pictured above: second right), Gerard Burns (far left) and Lui Poe who have recently resigned from the Board after many years. Their collective contributions have been invaluable. This does outline the need for careful succession planning as we consider future challenges and opportunities.

Finally, I again wish to thank and acknowledge all who make De Paul House possible. Jan, our General Manager, who, along with her staff deserve all our accolades; our loyal volunteers who provide so much; our many donors large and small; Government Agencies and the Catholic Diocese of Auckland to mention just a few. Your ongoing support is greatly appreciated.



Board Of Trustees



**Brendan
Fitzgerald**

Chairperson



**Michael
Burns**

Board Treasurer



**Ian
McHardy**

Board Member



**Deirdre
Berry**

Board Member



**Kathleen
Petrie**

Board Member



**Rachel
O'Connor**

Board Member



**David
Redmore**

Board Member



**Norm
McKenzie**

Board Member

General Manager's Report

Jan Rutledge, QSM

General Manager

The last 12 months have been characterized by a time of internal stability at De Paul House, offset by rapid external changes in the housing and social service sector. This policy reset is not uncommon when a new government is elected. I am proud to witness and acknowledge the work of De Paul House staff, volunteers, community and most importantly the resilience and dignity of our client base.

Staff have stayed with us, and the subsequent flow on effect is that our client families and seniors are reporting positive outcomes across all our services. Throughout this report you will see references to performance indicators that speak of this success. However, most notable is that in our small social housing portfolio (12 properties which house 24 adults and 43 children) we have seen 100% occupancy. Tenant feedback is overwhelmingly positive, despite the challenges faced by whānau around employment, education and health. These families have experienced housing stability since December 2020 and have thrived. We remain committed to progress and expansion in this area.

It should also be acknowledged that the significant build programme run by Kāinga Ora in Northcote, and Beachhaven continues to see our clients housed and happy in their community. In 2023, 78% of our families/singles were housed on the North Shore. This further emphasises the importance of our community outreach which includes our Community Learning Centre, Early Childhood Centre and social work support to ensure clients remain well housed. Our service is always about housing but just as importantly it is about the people living in homes.



Milestones for De Paul House have been the re-establishment of the Auckland transitional housing network, which we co-chair with Monte Cecilia Housing Trust, and Emerge Aotearoa, acknowledging also the work of The Salvation Army who have been instrumental in this network. The importance of growing awareness of transitional housing and differentiating the service from emergency housing provision in motels has driven this network. Collaboration is key to raising awareness with government, and funders.

Collaboration with our community is also key to the wellbeing of our client base. The North Shore community supports De Paul House in so many ways. This ranges from small kindnesses such as hand knitted baby clothes, to our local schools, particularly Rosmini and Carmel College, with major food drives. Our government partners, the Ministries of Housing & Urban Development, Social Development and Kāinga Ora, are also part of this collaboration. The Catholic Diocese of Auckland and North Shore parishes remain steadfast and loyal supporters. De Paul House acknowledges the work of all and the goodwill generated by the positive outcomes for our client community.

Thank you.

Five-Year Strategic Plan



Team Reports



Naomi Malolo
Operations



Rocky Adams
Family Support



Deb Twigley
Sustaining
Tenancies



Christine Stevens
Social Housing



Sesalina Setu
Tenancy &
Property,
Transitional
Housing



Moana Chalmers
Community
Learning Centre



Li Pan
Playgroup
(Early
Childhood Centre)



Lesley Farmer
Volunteer &
Community

Operations & Administration

Naomi Malolo

Operations Manager

This year has raced by in a flurry of events and milestone achievements. If I had one word to describe it, it would be demanding.

One of my team's strengths is reinforcing efficiency into our internal processes. We focussed on data entry and reporting within the family support team so that we can analyse and have a deeper understanding of the trends and gaps in our services. We created a shorter evaluation form for our supporting services (Community Learning Centre and Playgroup (ECE)) to encourage participants to provide feedback.

One gap we saw in the Community Learning Centre was programmes for youths. We successfully partnered with Youth town to provide youths residing with us the opportunity to attend their fun filled and stimulating school holiday programmes (pictured left, above); building confidence, challenging themselves and unlocking their potential.

Our Annual Surveys for 2023 were conducted by a student social worker and the analysis of the data, info graph designs, and report compilation were completed internally by my team. One of the highlights in our Annual Survey was our reception team. The initial encounter between a family/senior and De Paul House can significantly influence the tone of the relationship and their trust and confidence in De Paul House. It was evident my team worked hard to ensure all visitors were received positively and were provided a warm and welcoming space to take a breath. A few quotes from respondents in our Annual Survey:



"Really safe and welcomed.. I felt so secure. They made me feel seen as me, like they would always be there for me."

"Always welcoming, never felt judged or out of place. They are very efficient!"



We have shifted our focus to how we can increase participation rate in the surveys, incorporating surveys in the family or seniors exit process and trigger a more in-depth collection of information to draw conclusions and recommendations.

Every year we are looking at ways to improve communication and visibility with the community through our website and social media platforms. We see that social media and website are two pathways' families in need, feel comfortable to use when contacting us. Our Annual Survey portrayed that 47% of enquiries were through family or friends followed by google searches 19%. Our aspiration is also to increase awareness so we can encourage and reach young people to make an impact through De Paul House. Our Community Liaison, Lesley (pictured right, above) has built good relationships with local schools which has encouraged volunteering, practical donations, and fundraising projects for De Paul House.

I worked closely with our IT team to upgrade our systems to the cloud server (Microsoft 365 Business Suite), cloud PBX phone system and set up several other cloud applications. It was an exciting project and a huge undertaking in implementing the changes and training staff. The implications are our data is secure, MFA and increased security, less interruptions, increased productivity, and flexibility. We are currently looking at how AI productivity tools can benefit staff and how staff can use it ethically. We draw inspiration from Microsoft and other organisations who have embraced these tools.

Being busy is an understatement. Special acknowledgement to our De Paul House Board, General Manager, staff, volunteers, and community. Your compassion and support enable us to reach and walk alongside all those in need and transform their lives with dignity and respect.



Family Support Team

Rocky Adams

Social Work Team Leader

Establishing positive relationships with our partners and external stakeholders proved challenging amidst widespread change-management within their organizations. This included navigating staff losses, turnover, and concerns about retention, compounded by uncertainties surrounding government funding. The need to be flexible, adapting to new systems and refining our external referral processes posed challenges, emphasizing the importance of maintaining and growing partnerships with our stakeholders. The Ministries of Social Development and Housing and Urban Development introduced new requirements in transitional housing processes. The effect of these new processes is yet to be fully understood, however we do value their commitment to improving referral responses.

Personally, I became fully registered as a social worker with the support of De Paul House, this marked a significant achievement. Watching the team work their magic, and facilitate housing for a recent client with her three children, including one child with special needs, after a prolonged period of uncertainty exemplified our commitment to client advocacy and support.

All De Paul House social workers and community workers continue to guide clients through the social housing application process and advocate for their housing resulting in tangible outcomes, including debt relief, work and study pathways and sustainable housing solutions. Keeping our networks tight, by collaborating with external partners and stakeholders to address clients' diverse needs demonstrated our commitment to holistic support and community engagement.

Throughout the year, our team found fulfilment in various accomplishments:

- Witnessing families transition from challenging living situations to secure and stable housing brought immense satisfaction.
- Successfully advocating for client's rights in a legal dispute highlighted our team's dedication to ensuring justice and protection for vulnerable individuals.
- Securing pay parity and equity for social workers reflected De Paul House's commitment to fair and just employment practices.
- Celebrating family milestones, from securing housing to receiving financial relief, reinforced the impact of our advocacy and support efforts, as quoted by client and family support worker:

“

“As a family fleeing conflict and injury, I found safety and stability through the transitional housing program.”

“After two years and six months, one of our longest-standing clients finally received the modified property they needed.”

Looking ahead, De Paul House family support team aims to streamline processes to reduce the turnaround time between client move-outs and move-ins, ensuring more efficient service delivery and client support.

Currently, our team is fully staffed. This fosters a positive and cohesive work environment. Despite our primary focus on housing, we remain committed to providing holistic support to our clients, including food assistance, outreach programs, and childcare initiatives.

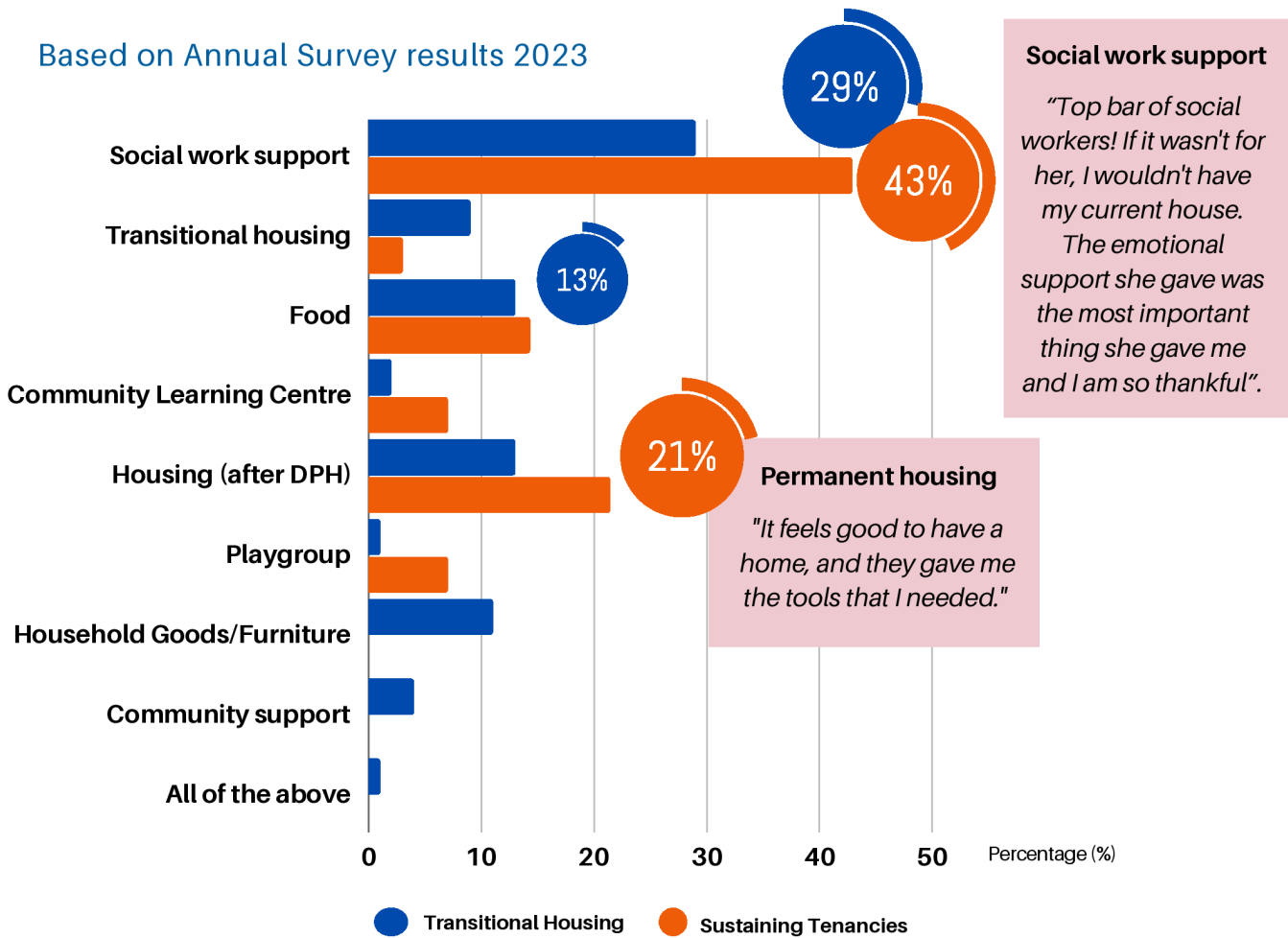


TRANSITIONAL HOUSING & SUSTAINING TENANCIES

MOST HELPFUL SUPPORT

RECEIVED FROM DE PAUL HOUSE

Based on Annual Survey results 2023

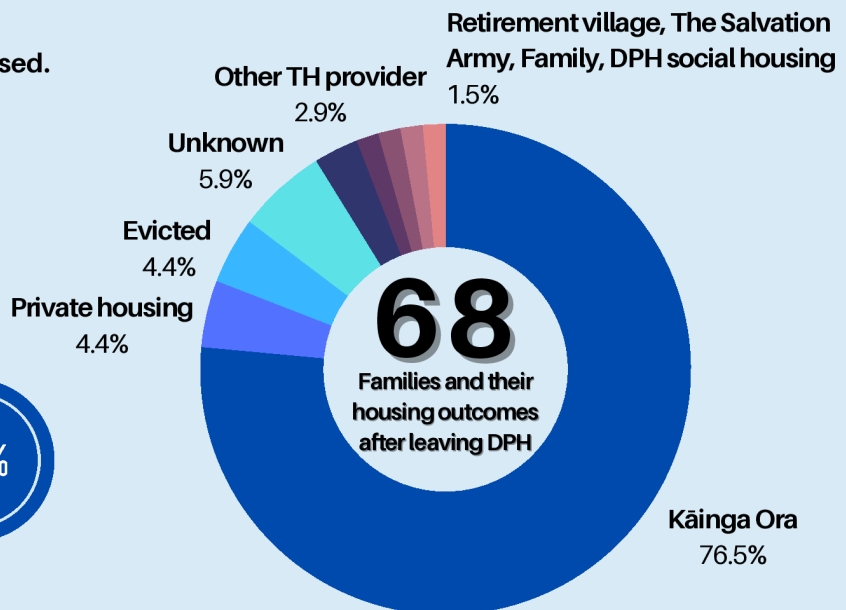


TRANSITIONAL HOUSING HOUSING OUTCOMES IN 2023

SUSTAINING TENANCIES
 28 client cases successfully closed.



76%



TRANSITIONAL HOUSING SUCCESS STORY HOMELESSNESS TO STABLE HOUSING

Living life in constant survival mode

For over two years Sarah* and two dependent children bounced from one housing crisis to the next. Life had become a constant battle, leaving Sarah shattered and unable to lead a normal life. The turmoil began when, due to family harm, she took a protection order on her ex-partner and was forced to leave their family home. In desperation, Sarah moved into an unsuitable private rental. Her requests for essential maintenance led to arguments with the landlord and resulted in eviction.

A string of unstable and unsuitable accommodations followed for the family: a temporary caravan, couch-surfing at friends' homes, a small container home, and an overcrowded home belonging to distant relatives.

Life was in a downward spiral until Sarah found De Paul House and their support through the Transitional Housing programme.

*Not her real name

Family: Mother and two dependent children

Location:
North Auckland

Interests:
Gardening



Life on Struggle Street

Before entering the Transitional Housing programme, life was full of challenges and transient living:

- Family harm leading to protection order on ex-partner
- Relationship break up
- Becoming full time carer for granddaughter
- Son with high and complex health needs
- Sarah battled mental health issues, with no support
- Two years of unsuitable and untenable housing and accommodation.



Voices of support

"The transitional house was the anchor and stability the whānau needed to move forward."

"Once in stable permanent housing, there is a sense of stability and normalcy."

"Now that the clouds have lifted and they are in stable housing, the family is settled. Sarah's flower and vege garden is flourishing, along with her wellbeing."

Feedback from De Paul House Transitional Housing case worker who supported Sarah and her children.

New start - a stable home with a garden

After only five months in the Transitional Housing Programme, the green shoots of a new life were already showing. Initially, De Paul House provided a transitional house in a secure gated complex to ensure the family had safety and a sense of community. A wide range of additional supports followed:

Housing

- Ready to Rent Programme
- Support to secure permanent social housing in the same local community
- Furniture for their permanent home
- Six months of outreach support after leaving the Transitional Housing programme

Life skills

- Computer skills training

Parent and child support

- Parenting support
- Playgroup for granddaughter
- Referral and support at meetings with Oranga Tamariki, resulting in a support plan for managing her son's high and complex health needs and a further referral for funding for a behavioural specialist and counselling support for her son

Financial stability

- Support liaising with WINZ to ensure all entitlements were in place
- Financial management
- Budgeting support

Sustaining Tenancies

Deb Twigley, Katrina Hema

Senior Social Worker, Social Worker
Sustaining Tenancies



In November 2023, we welcomed Katrina (pictured above) to sustaining tenancies team. The team provides support to families residing in unstable private rentals or social housing.

The work involved requires navigating complex housing systems, both within the private sector, Kāinga Ora and other Community Housing providers. It also requires the ability to build and maintain relationships with relevant organisations and agencies plus maintain engagement with whānau and singles who face unsuitable or unsustainable housing, causing stress for the tenant and their whānau.

Throughout the past year, many of the past trends remain, but we are seeing additional trends which impact and add further complexity to working alongside sustaining tenancies whānau:

- Multiple referrals for new immigrants/refugees (who often come with immigration complexities) seeking suitable housing in New Zealand.
- Language barriers, particularly for those with English as a second language or no English. This significantly impacts their comprehension of the systems and processes within the social housing sector and Ministry of Social Development.
- An increase of 55+ and pensioners living in poor conditions (cold, damp and mouldy), and overpriced private rentals who are fearful of challenging their landlord/private owner as they do not want to end up homeless.
- Continued prolonged waiting times for singles and individuals to access occupational therapists or undergo needs assessments, resulting in families remaining in unsuitable

properties for extended periods.

- An increase in children with disabilities or neurodiversity, necessitating ground floor apartments or properties with fenced standalone sections. Apartments are not suitable for the majority of these families and fenced standalone social housing is fast becoming a rarity.
- For whānau experiencing severe family violence, this gravely impacts their housing. They require specialised support and advocacy to navigate an already difficult housing system so they can access safe, sustainable housing in other locations to minimise the risk of the perpetrator locating them.

Our sustaining tenancies team assists a diverse range of household compositions, including adults with children, single-parent families, single pensioners, families choosing to live intergenerationally and individuals living alone.

Sustaining tenancies referrals are received from various sources, including self-referrals, community recommendations, external governmental and non-governmental agencies/organisations, district health boards, family violence agencies and referrals from previous clients who have achieved positive outcomes engaging with our team.

The sustaining tenancies team continue to over-deliver their contracted targets and at times, there is a waitlist due to demand. We have no doubt the need for this service will see continued growth due to the ongoing and increasing complexities, change in circumstances and socio-economic challenges that many of our whānau encounter.

HOW DE PAUL HOUSE WORKS

Our Services



Administration

Reception receives enquiries for donations, volunteer opportunities, food parcels, Community Learning Centre courses, family support and housing via email, phone, walk-ins and online.



Family Support Team

Housing enquiries are recorded. Eligible clients for housing and family support by De Paul House are contacted.

Tenancy & Property Team

Maintenance and property set up are done to ensure properties are safe, clean, well furnished and stocked with basic necessities such as beddings, towels, toiletries and food for all new tenants.



Transitional Housing

Once in transitional housing, families have access to all De Paul House services during their tenancy and up to six months after they have moved out. This includes the Community Learning Centre, Playgroup (ECE), furniture, clothing, bedding, towels, food and household goods.

At present, we have 45 transitional housing units.



Sustaining Tenancies

In 2023, three sustaining tenancies clients - a couple, a family of seven, and a single male pensioner entered into transitional housing. All sustaining tenancies clients have access to De Paul House services including the Community Learning Centre, Playgroup (ECE), furniture, clothing, bedding, towels, food and household goods.



Social Housing

Families in transitional housing and sustaining tenancy programmes can move into social housing where necessary to suit the family's housing need.



OVERALL SERVICE
PERFORMANCE IN 2023



585

Housing Enquiries

610 in 2022

107

Families Housed

121 in 2022

That is a total of:

386

Individuals Housed

426 in 2022

123

Families in
Outreach Support

101 in 2022

85% of transitional housing residents received staff support, food and furniture upon moving out.

113
Furniture
Collections

118 in 2022

All furniture donations go to setting up the transitional housing units and tenants' homes when they move out.



SINCE 1986

Our Impact

1,621

Families housed by
De Paul House

That is a total of:

1,991

Adults

And



2,929

Children

SUSTAINING TENANCIES PROGRAMME CASE STUDY

FROM CRISIS TO STABILITY

Family faces eviction and homelessness

Arriving in Aotearoa as a refugee, Mima* initially lived with her Aunt in an overcrowded shared living situation. Through the local migrant community, she met her future husband and they went on to have two children.

After securing a rental property in Auckland, they formed strong connections with their local migrant community and community house. Mima's husband, the sole income earner, was trusted to control the family's finances. It came as a complete shock to Mima to discover they were in massive rent arrears and facing possible eviction due to his addiction issues. With the dire situation revealed, the father left the relationship and home.

Facing losing her tenancy and possibly having to uproot the children and return to the overcrowded Aunt's home, Mima reached out to De Paul House for support from the Sustaining Tenancies programme.

*Not her real name

Family:

Mother (33 years) and two children (7 years and 10 years)

Location:

Auckland

Interests:

Actively engaged with local migrant community, local school and community playgroup. Enjoy walking to and from school together.

Favorite food:

Anything from their homeland



Complex and challenging

A complicated web of risk factors contributed to the threat of possible eviction:

- Husband's addiction issues
- Husband's alcohol abuse
- Family harm (exacerbated by alcohol abuse)

- Rent arrears due to husband's complete control of finances
- Relationship split
- Unable to navigate the system due to a lack of knowledge and English being Mima's second language.



Voices of support

"When I first met her she was a broken woman with no money living in a cold, damp, mouldy home and didn't have a voice. And when we finished, she was completely the opposite - an independent competent mum and woman."

"The children couldn't have a healthy life without a healthy parent... You can't pour from an empty cup."

Feedback from the De Paul House Sustaining Tenancies housing case worker who supported Mima and her children.

A new life, a bright future

The Sustaining Tenancies programme goes above and beyond for Mima:

- Secured the Sole Parent Benefit through WINZ giving immediate financial stability
- Engagement with ex-husband to agree to payment plan to address rent arrears
- Support to handle visitation and custody matters
- Access to funding for school uniforms and stationery for the children
- Engaged with her landlord (Kāinga Ora) to get home up to healthy homes standard
- Re-engaged Mima with English language classes - essential for employment and reducing social isolation
- Provided tickets to the local theatre
- Accessed funding for driving lessons and supported through the driver licensing process
- Support at GP appointments to assist with treatment of child's health condition
- CV development, connection to a work broker and growing confidence led to employment for Mima

Social Housing

Christine Stevens

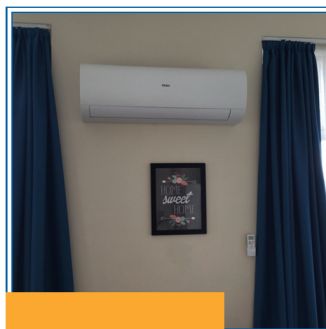
Tenancy Manager, Social Housing

I am proud to say, that we have had no tenant turnover in our 12 social housing properties. Since our first properties opened in Warkworth in October 2021, we have had 100% occupancy. This reflects the quality of our tenancy support and the homes provided. In our Annual Survey of tenants, their comments remain positive and reaffirm the value of what we provide as a community housing provider.

We have been, and are still looking at other opportunities outside our normal processes such as “build to own projects” for social housing. However, this last year has been very challenging. The change of government and its impact on housing policy is yet to play out. All we can see from the front line of housing is that we cannot afford to delay housing projects. Housing is so crucial to all other aspects of life and community, including access to health, education, employment and recreational activities.

Annually, De Paul House must prepare an audit report for the Community Housing Regulatory Authority. This is to ensure we keep our Community Housing Provider registration. Once again, De Paul House was successful in passing this audit.

In my role, I have taken over additional responsibilities to ensure that De Paul House housing across our transitional and social housing provides quality and is fit for purpose. In April 2024, a three and a half bedroom house was brought on board for De Paul House transitional housing (pictured right, above). It has been brought up to Healthy Homes Standards and is now occupied by a family who is delighted to be safe, warm and well housed. It is conveniently located, within walking distance from our services, shops, bus stops and schools.



I also supervised the upgrade of the transitional housing units at our Onewa Road site to Healthy Homes Standards including heat pumps being installed (picture left, above) in all 10 units. Six of the Onewa Road units have had fully renovated bathrooms completed.

As a team of one, I have contributed to the community of De Paul House. The Santa Cave once again opened in December 2023 where gifts were displayed waiting to be selected by a new owner. The start up and organizing of this ‘cave’ took a large amount of time but once completed, it was ready for families to come in and do some christmas shopping free of charge. A wrapping station was erected which allowed the parents to wrap their families’ presents prior to taking them home. All the gifts were generously donated from the wider community.

Our ongoing collaboration with The Salvation Army “Ready to Rent” continues to be well attended in the Community Learning Centre. I let tenants know their rights and obligations. This is our fifth year running this programme and we now present it four times a year, each presentation is run over two days. The attendees are families/seniors that are either in emergency or transitional housing. This programme gives them another option to consider private rental (rather than waiting on the social housing register).

Through running this programme, I have supported families who have been unfairly treated by landlords or have been housed in inadequate and unsafe private rental. To date, two families have been successful with Tenancy Tribunal hearings and have been awarded exemplary damages/compensation. This is a significant undertaking for both the families and De Paul House. I expect to see volumes increase over the next year.

Tenancy & Property, Transitional Housing

Sesalina Setu

Tenancy Team Manager,
Transitional Housing

Our team has consolidated, and we are happy to see no staff changes in 2024. This has allowed us to refine roles for the team, and has ensured that our transitional housing properties are maintained to the highest level, and are comfortable, warm and safe. With the high turnover of tenants moving in and out of the properties, our team remained steadfast and was able to handle all these duties successfully. I am proud to say that we are consistently focusing on maintenance and refreshing the properties within a five-day time frame, so that more families/seniors can be assisted.

By 1st July 2024, De Paul House was required to ensure that all our transitional housing complies with the Healthy Homes Standards. The Healthy Homes Standards introduced specific and minimum standards for heating, insulation, ventilation, moisture ingress, drainage, and draught stopping in residential properties. We have accomplished this in conjunction with Social Housing tenancy manager, Christine. All of our properties now comply.

Maintaining the exterior of the properties is one of the many areas our team takes pride in. We make sure that gardens and lawns look great for the residents to enjoy. Maintenance has been one of the major priorities throughout last year, repairing and keeping the properties comfortable. As an example of the diversity and "hands on" attitude of our team, one property had a badly damaged and cracked driveway replaced (pictured above, left-right: before and after). The tenant was delighted with the end result saying that,

"It felt good to have a good-looking driveway"



The ongoing support from corporate volunteers was amazing. Their efforts have not gone unnoticed as they gave us endless hours of their time. They supplied a helping hand to our team at many sites with cleaning, gardening and setting up the properties for new families.

Our after-hours support service continues to be busy with the seven-day welfare calls for new transitional housing residents, as well as responding to fire alarm call outs for our four main sites. CCTV cameras are also monitored to ensure that public areas are safe and quiet. New residents appreciate the calls and support. Feedback from our residents includes:

“

*"I haven't felt safe in such a long time,
it's nice and warm."*

*"It was so safe and secure, I felt like I could
start life again."*

It is always great to see the visible relief on families/seniors' faces that they experience when they move in. As one family of six stated after living in an emergency one-bedroom motel,

*"De Paul House is safe, love the setup, we know there
are others who are struggling to find a place".*

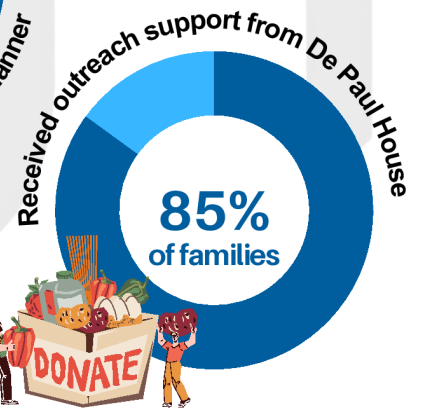
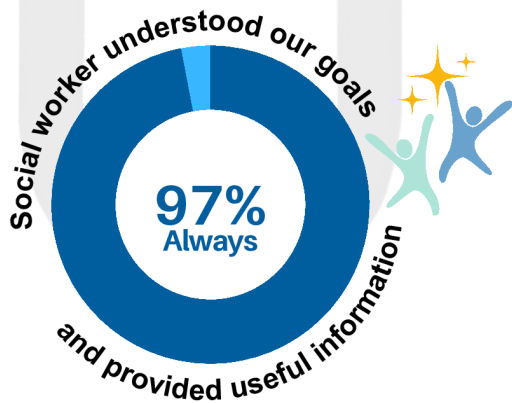
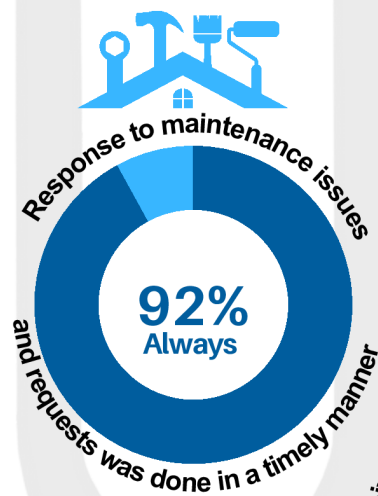
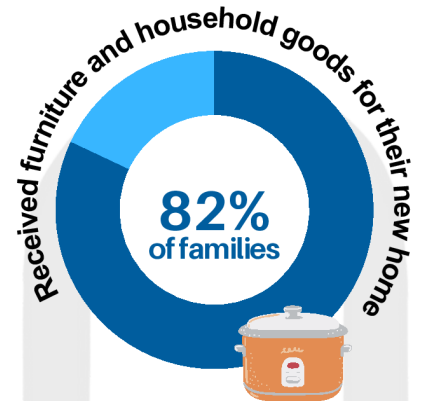
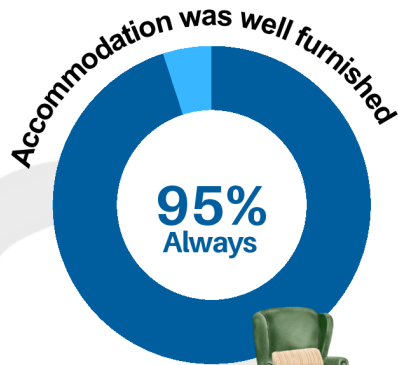
From a mother of two daughters,

"Me and my children can now have a good sleep."

The girls ran to the bedrooms and said to their mum,
"This is my bed mum!"

TRANSITIONAL HOUSING AN OVERVIEW: HOUSING JOURNEY

Based on Annual Survey results 2023



How did you feel when you left De Paul House?

It was a transition, it took some getting used to.

Sad to leave, but happy to have my own space.

I didn't want to leave. [I felt] A bit scared to leave the safety net.

Independent.

We miss De Paul House... They're like family!

I now want to help others in my position.

Community Learning Centre

Moana Chalmers

Community Learning Centre
Co-Ordinator



The Community Learning Centre has had another successful year with attendance increasing. 50% of transitional housing residents attended two or more classes. Just as important as the learning is the feeling of belonging to a community, meeting other adults who have experienced similar life and housing outcomes, and having the chance to take a breath.

Auckland Transport Driver's Licence

In Term 2 2023, five residents sat their Learner's and a further 19 completed Restricted and Full licences. This was a 100% pass rate!

Now in its second year, we look forward to similar successes. A full driver's licence adds to a CV, reduces the risk attached to driving without the correct licencing and the debt that arises with infringement notices accumulating. For many of our adults the financial cost of licencing and the confidence to sit the qualification is a real barrier.

Polling Booth For 2023 Election

De Paul House was privileged to run a polling booth at the Community Learning Centre. Residents, members of the community and staff could enrol and vote. Participation in the voting system is a must for all Kiwis.



Dress For Success

The first sessions in 2023 were so well received, that we now run a Dress for Success (DFS) session every term. Having fun and the luxury of shopping is not an every day experience for our mothers. The DFS volunteers do a wonderful job of building confidence and self-esteem.



"I'd have never thought to choose these clothes for myself."

These sessions at De Paul House also encourage our families to visit the DFS premises on future occasions. The staff make them feel like queens.

Computing

Computing continues to be our most popular class. The 20/20 Community Trust is now rebranded as Katoa Connect, and they continue to provide the same fantastic mahi for De Paul House - learning digital skills and acquiring a Chrome Book device at a very discounted price. This is a win/win for all. Chrome books are the digital device of choice for so many schools. Upskilling mum has a ripple effect for the whole family.



Ready To Rent

Now in its fifth year. This provides our whānau with the skills to work with landlords, and learn the expectations involved in renting. Just as importantly, it lets them know what to do if things go wrong in a tenancy. In 2023/4 we have assisted whānau with tenancy tribunal work. Rights and obligations rest with both tenants and landlords, and there is help available.



These classes would not be possible without the support of our community partners, The Salvation Army (Glenfield), Katoa Connect, Auckland Transport's Community Partnerships, Triple P Positive parenting Whāraurau, and English Language Partners.

Looking Ahead

In 2024 Term 3, we have re introduced a Triple P Parenting programme, at the request of the families living with us. This is a simple, well designed programme which can be tailored to families requirements. Bedtime routines, and shopping behaviour are currently popular topics.

English Language

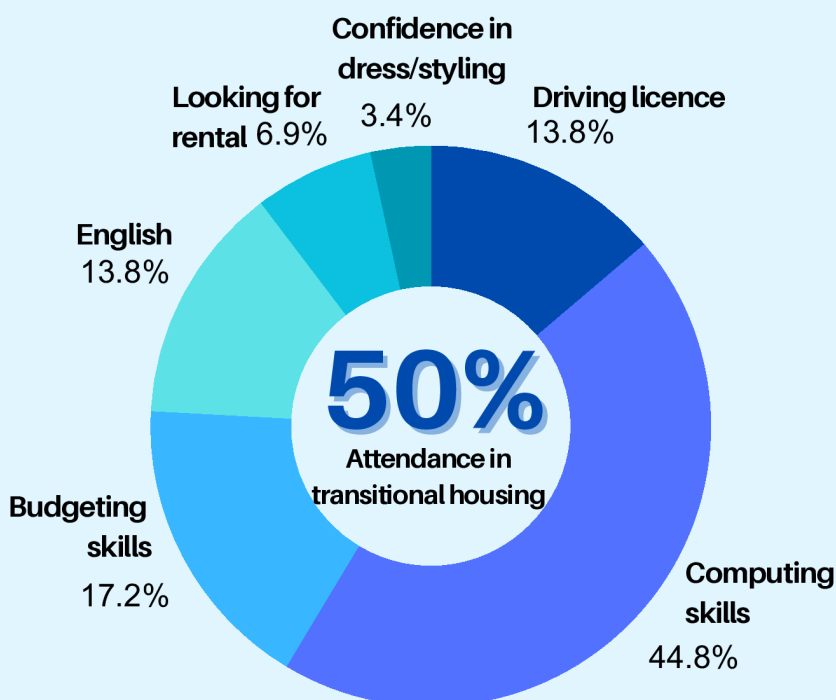
We have seen a significant increase in attendance in English language class with housing and advocacy service extended to include seniors. We would like to acknowledge the longstanding support of English Language Partners, who have supported our literacy and conversational English class for over 10 years. Andrew Barron and his team of volunteers are exceptional. Chrissie, who volunteers to run this class makes learning fun.



"As Community Learning Centre co-ordinator, I just love it! I like the interaction of supporting other families; balancing respectful connection with fun learning."

COMMUNITY LEARNING CENTRE SKILLS ACQUIRED

Based on Annual Survey results 2023



Playgroup Early Childhood Centre

Li Pan

Playgroup Supervisor

In the past 12 months, Playgroup's challenge was the inconsistent number of children attending. One day we have lots of children, especially toddlers and babies, and the next it will be quiet. This is a problem when trying to ensure a good adult to child ratio, setting up activities and preparing for children's morning tea. It also impacts on our funding, as attendance is the key factor for the Ministry of Education. However, numbers do not tell the whole story, and at Playgroup we daily see the impact of homelessness on the very young. The complexity of issues coming to our door has risen dramatically; autism, health and behavioural issues are all on the increase.

We pride ourselves on providing a secure, warm and welcoming place to our current and new whānau, offering a respectful, caring and supportive approach to parents and children. We help settle in new tamariki and support their development through our work and purposefully set up activities that are age appropriate and offer challenges and fun for each child's current level.

It is really rewarding when we help families to overcome separation anxiety at the initial settling in stage, and later see them start to realize their potential and become more confident. This is true for both parents and their children. Some parents approach us for parenting ideas after a trustful relationship is established, and the best part is seeing when parents feel capable and trust their own decision-making.



I remember one mum who use to text Playgroup often when she first started to go to the Community Learning Centre. It was the first time that she had been separated from her baby and she was worried. One month later, this mum was confidently attending her class knowing her baby is well looked after and busy exploring at Playgroup. Mum bought in a box of chocolates to say, *Thank you*. Parents start anxiously, but leave happy and confident. Babies arrive crawling and leave walking and talking. Seeing how families and children thrive in Playgroup is the most rewarding thing for our team.

For the last 12 months, 47 children from 36 families have attended or still attend Playgroup. Three children struggling to enroll into local ECE were helped to transition successfully into community kindergartens/ daycare. That is the teamwork of three dedicated teachers, eight loyal volunteers and their family support workers. We have been delighted to have no significant staff changes during this period of time. Thank you Playgroup team!

Looking forward, our goal is, as it always has been, to provide a warm and welcoming place for De Paul House families where they feel safe and supported, and children grow happily and confidently.



Volunteer & Community

Lesley Farmer

Volunteer & Community Liaison

Our Volunteers are a loyal, committed group who support the work of De Paul House and provide the 'icing on the cake' that directly benefits the whānau and seniors we work with. Every week volunteers arrive and undertake a huge variety of tasks.

Monday

The Clothing Team sort donated clothing and shoes for clients. Any surplus is shared with other charities such as Littlemore, Catholic Social Services, Te Puna Hauora, and other social service providers.

Tuesday

The Household goods team ensure quality goods are available to equip our units and to make "move out" packs, so families can equip their home with items they need. We are always needing quality, clean kitchenware such as pots, fry pans, electric appliances, storage jars, etc.

Friday

Linen and bedding is a big job; sorting and sizing the donated bedding and towels used to equip the transitional housing units we provide, and to assist clients with linen when they leave for their own home.

Without these generous donations we would not be able to support clients needing resources to set up home, or when they are lacking the basics.

Monday to Friday

Early childhood centre volunteers assist at Playgroup, giving children one on one attention, and helping preschoolers experience the joy of learning.

Others help with the food bank, gardens, vegetable patch and ground maintenance, or volunteer in the Community Learning Centre.

Compassionate Community

We are very appreciative of the individuals, like Alice, now a senior in Carmel College who has volunteered with us since 2018. Syntyche, who bakes customised birthday cakes for children residing with us. The businesses, like Dutton Stormwater who purchase and deliver monthly food donations for our foodbank, and all the schools, preschools, churches, clubs and service organisations that respond by providing funding or goods.

Everyday, donations of food, bedding, furniture, clothing, household goods, knitting and toys arrive. Businesses drop off surplus goods or do a monthly shop to supply the most needed goods for the food bank. They also do fundraising, donate supermarket vouchers and support our Christmas appeal.

Corporate Teams

Corporate volunteers provided over 350 hours of labour assisting with grounds and facilities maintenance, sorting donated goods and making up units. They often then become supporters, helping with our Christmas appeal.

Hanes Australasia have been a loyal supporter for many years. They supply surplus stock such as towels, bedding, underwear, socks, and clothing. The generosity is shared with other housing providers and social services. For our families receiving something brand new is a luxury and greatly appreciated.

A huge thank you to them all, for having the heart and hands, to support De Paul House.

Financial Statement

For the year ended
December 31, 2023

	2023	2022
Revenue	\$	\$
Revenue from Non Exchange Transactions		
Contract for Service Revenue	3,235,217	3,100,888
Grants Revenue	153,953	198,255
Donations and Fundraising	303,154	474,186
Total Revenue from Non Exchange Transactions	3,692,324	3,773,329
Revenue from Exchange Transactions		
Revenue from Providing Goods and Services	-	-
Interest Income	99,801	83,290
Total Revenue from Exchange Transactions	99,801	83,290
Total Revenue	3,792,125	3,856,619
Expenses		
Expenses Related to Providing Goods and Services	2,092,414	2,053,678
Expenses Related to Public Fundraising	9,844	18,826
Employee and Volunteer Related Expenses	1,522,379	1,397,809
Other Expenses	85,957	96,539
Total Expenses	3,710,594	3,566,852
Total Surplus for the year	81,531	289,767



Financial Position

For the year ended
December 31, 2023

	2023	2022
Assets	\$	\$
Current Assests		
Bank Accounts	2,738,850	2,533,668
Debtors and Prepayments	28,498	19,178
Total Current Assets	2,767,348	2,552,846
Non Current Assets		
Property, Plant and Equipment	86,871	125,498
Total Non Current Assets	86,871	125,498
Total Assets	2,854,219	2,678,344
Liabilities		
Current Liabilities		
Creditors and Accrued Expenses	56,923	64,100
Employee Costs Payable	133,827	112,530
Unused Grants with Conditions	81,546	14,500
Income received in Advance	13,178	-
Total Current Liabilities	285,474	191,130
Total Liabilities	285,474	191,130
Net Assets	2,568,745	2,487,214
Accumulated Funds		
Accumulated surpluses	1,568,745	1,487,214
Reserves	1,000,000	1,000,000
Total Accumulated Funds	2,568,745	2,487,214

Thank You



Business & Sponsors

AIA
 ANZ
 Armstrong Murray
 Avanti Finance
 B:HIVE
 Beca
 Dual NZ
 Dutton Stormwater
 Gilmours
 Hanes Australasia - Sheridan
 Hasbro
 House of Fine Foods
 Kidz Stuff Online
 Marsh
 New World Long Bay
 NZTA
 Oliver Lee Publications Ltd.
 Ray White Lochores
 Southern Cross Health Societies
 WTW
 Z Northcote - Good in the Hood



Community

Arvida Knightsbridge
 Auckland Community Housing Providers' Network
 Auckland North Community and Development
 Bays Community Housing Trust
 Belong Aotearoa
 Bert Sutcliffe Village
 Community Fruit Harvest
 Community Housing Aotearoa
 Devonport Rotary Club
 English Language Partners
 Food Together
 Good Bitches Baking
 Inner Wheel
 Just Because
 Kāipatiki Community Facilities Trust
 Kiwi Harvest



Lions Club of Hillcrest
 Littlemore
 Mary's Pantry
 Northbridge Retirement Village
 North Shore Women's Centre
 NZ Police
 Plunket
 The Poynton - Metlifecare Retirement Village
 Remuera Lions Club
 Rotary North Shore
 Schnauer Lawyers
 Te Puna Hauora
 Waitemata DHB
 William Sanders Village



Interdenominational

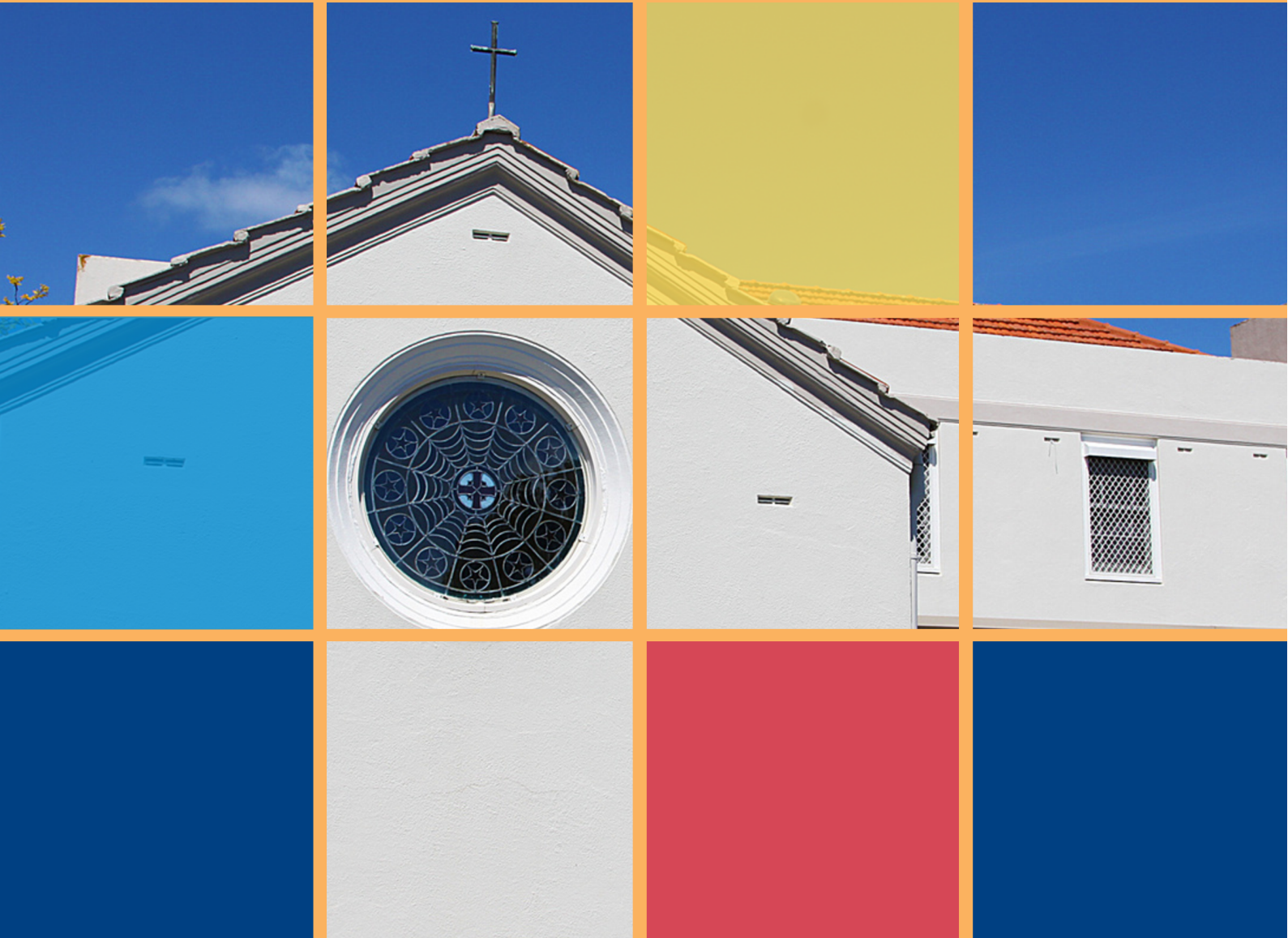
All Saints Devonport
 East Coast Bays Catholic Parish
 Equippers North Shore
 Maria Assumpta Parish, Beachhaven
 Onewa Christian Community
 The Church of Jesus Christ of Latter- Day Saints
 St Joseph's Parish, Takapuna
 St Mary's Parish, Northcote
 Takapuna Northcote Methodist



Schools

Albany Senior High School
 Carmel College
 Kauri Park School
 Kristin School
 Rosmini College
 St Cuthbert's College
 St Joseph's Primary School
 Westlake Girls High School
 Westminster Christian School





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