

Annual Report 2011-2012

Skylight - Because grief happens and support matters



Skylight's Mission

Skylight is the leading NZ organisation specialising in supporting people of all ages to move forward in their lives when they have been affected by change, loss, trauma and grief – whatever the cause.

Skylight has nationally and internationally recognised expertise that meets the needs of children, young people, their families/whānau and communities. We actively provide specialised services, partnering with other agencies where appropriate, to provide high quality counselling, groups, professional development, education, support resources and information to meet their needs.

The work that we do ensures that the voice of children, young people and their families/whānau is heard by advocating on their behalf to central government, policy makers, community leaders and other providers.

Skylight as Hope Brokers

Students from the NZ United Nations Youth Conference visited Skylight as part of their community outreach programme. The students shared their stories and produced a DVD “Bullying...It’s just not cool” which was available to purchase through the Skylight website.

The participants left inspired to spread the Skylight message of hope and providing support through tough times, whatever the cause.





Chairman's Report

Of all the organisations that I am involved with as a trustee, Skylight is the one that I feel so connected to! I say that with pride when

I see the work that we do day after day to assist those within our community who are going through traumatic times.

Each year we are touched by some event affecting our own families, friends or colleagues which causes us to pause and take stock of our lives. As human beings we are exposed to stress, trauma and grief around us – no one is immune! The media bring it into our homes every day and so if we are not personally impacted by issues in our own lives, we feel connected through our humanity.

There are many organisations and people that we work and collaborate with. As a social enterprise, Skylight operates on the basis of balancing revenue with our social mission. Indeed, I believe that it is this very philosophy that has ensured our existence and ability to face significant challenges.

One of these is the availability of funding and finance for organisations like ourselves and so we have learnt to be resilient and as self sufficient as possible. As a result, the Board and Management of Skylight have spent considerable time sharpening their focus on our core business, reviewing line by line our business operations so that we can not only survive but also come through stronger! Failure is not an option for Skylight.

The Board of Trustees is deeply appreciative of those who advocate on our behalf, who support our ability to meet client needs through funding in cash and kind. I recognise with enormous gratitude these individuals, corporates, philanthropic groups and volunteers who are always ready to step in when needed. We would not be the organisation we are without all of these people.

As a parent and grandparent myself, it saddens me to see reports of increasing violence, child abuse and suicides in our country. I feel for the families affected by this and am so glad that Skylight exists!

To continue to meet ever increasing needs, our future is dependent on finding partners and stakeholders who want to see us continue and are prepared to support us build our services. We want to talk with corporate and businesses that see a natural synergy with us and see Skylight as adding value to them – a win-win relationship!

Patrick Waite

Chair, Skylight Trust



Chief Executive's Report

As Helen Keller said,
"Although the world is full of suffering, it is also full of the overcoming of it."

We acknowledge this in all our services as we continue to make a difference to around 16,000 people a year of all ages, and from all corners of New Zealand and beyond.

We have often been described as a small agency with a big heart and vision. It is because of this that Skylight has made its mark through our resources, our programmes and our people.

During this year Skylight has, among many other achievements:

- ★ Won a Safeguard New Zealand Workplace Health and Safety Award 2011 received by author Tricia Hendry and writer, Judith Jones.
- ★ Presented at an International Conference on Resilience in Manchester, UK.
- ★ Has met with key agencies in Canada, the UK and Australia who are interested in our resources.
- ★ Has had a selection of resources included in the Frankfurt Bookfair Catalogue, where NZ is featured as the Host Country of Honour.
- ★ Developed an outreach counselling service in Auckland.
- ★ Completed and printed our Bereaved by Suicide programme "WAVES" which has application for training country-wide.
- ★ Established a focus for our training programmes which has resulted in significant interest for presentations locally and throughout New Zealand.
- ★ Continued to provide ongoing support to those impacted by the earthquakes in Christchurch.

Meeting the needs of individuals, families/whānau, professionals and organisations has not been without cost to Skylight.

Because of the demands on us for services and the ever increasing challenge of providing services to people who are often both emotionally and financially vulnerable, our revenue generation was not sufficient to cover our operating costs. In addition, access to philanthropic funds is continuing to be very difficult and competitive within the NGO sector. All of these issues conspired in Skylight's world towards the end of 2011 and resulted in our having to disestablish positions and reduce hours. All of this was done in a manner that would not compromise our contractual obligations in any way.

The passion and commitment of staff during these difficult times has been inspiring. Staff gave of their time and income to pull the



organisation through these difficult months, never shirking from providing the highest quality of services to those who needed them. My thanks go to all those, past and present, who have made a huge difference to Skylight.

What we did for each other as an organisation that was going through really tough stuff reflects what our commitment is to everyone who comes to us in their difficult times. We will always be there for them to ensure their trauma, loss and grief is supported, and that their voices - irrespective of age and stage of their life's journey - are heard not just by us but by policy makers, government ministries and Ministers alike.

I therefore look forward to another year of working with a team of future oriented people, volunteers who enjoy our positive outlook to life and a Board that knows how to support Skylight being recognised for the impact it has on our communities.

Bice Awan

*Skylight Chief Executive
and Mental Health Commissioner*



Administration and Finance

After nearly 12 years of support from our Operations Manager, Lesley Withell has relocated to the Wairarapa. Because of this change we outsourced our Payroll which has worked very well for every one and Lesley has been able to continue as our financial manager at distance, together with weekly time at Skylight.

Life therefore continued along its efficient path from a financial and administrative perspective.

Resource and Information Centre

"I was recommended your service by a member of Jigsaw. On behalf of a family in our centre who needed support, and our teaching team, we thank Skylight for your prompt attention to detail in assisting us support our families. The resource books we purchased through Skylight will be extremely useful in our practise too! Great job, thanks so much".

This is a valuable service for many people - parents, schools, professionals from many different workplaces, providing information which helps people find ways to manage difficult situations of grief, loss, trauma and change.

The Resource Centre has had its challenges, with reduction in staff hours and getting the contents of the library on line. However, the books loaned and the number of information, support packs have not reduced with around 1000 being requested during this time by a wide range of people for difficult situations.



*Top to bottom –
Support pack information,
Support pack collation by
Skylight volunteers.*

Publishing and Sales

"I would like to congratulate Skylight for their carefully designed resources... Thank you for having such an extensive array of materials that help us to provide a personalised approach to working with our students."

Karen Hardie - Principal
Owhiro Bay School, Wellington

Skylight continues to develop our own quality publications to target information and support needs for all ages. To further our expertise, Tricia Hendry headed to Canada and the UK to share our resources with organisations there and to present at the 2011 ENSEC Conference in Manchester, UK. This trip resulted in more international interest in our publications, as well as in us sourcing new specialist resources developed by others. We currently offer over 250 titles for all ages including games, books and therapy tools. Skylight itself publishes 58 of those titles.

Our Canterbury support has continued, providing resources to individuals, families, community organisations. People who have endured considerable trauma have told us that our resources and support have been invaluable in supporting them through extremely difficult times.

Skylight recognised the trauma that many organisations experienced by writing, at very short notice, the Earthquake Support Resource **When Trauma and Grief Come to Work**. Safeguard New Zealand acknowledged this unique resource at the awards ceremony with this statement.

'Skylight responded to the February earthquake in Canterbury by pulling together in the space of only a week an employer handbook titled When Trauma and Grief Come to Work, then distributed 10,000 copies to Canterbury employers and others. This initiative delivered material that was directly relevant to the needs of thousands and did it in double-quick time.'

With Bullying such a concern across the country – indeed the world – we develop and launched two new evidence-based resources.

Who Me? and **When the Bully is Your Child**, both are practical, honest, non-judgemental, supportive and engaging resources.

Other highlights were the launch of our 2nd edition **ANGER TOOLBOX** handbook, by Dr Russell Wills, the Children's Commissioner and the selection of several of our titles for the upcoming Frankfurt Bookfair's promotional catalogue for 2012, at which New Zealand will be the Country of Honour.



Top to bottom – Anny da Silva Freitas (Support Counsellor) at The Anger Toolbox 2nd edition Launch, Skylight staff supporting Canterbury, Tricia Hendry and Judith Jones receiving the Safeguard NZ Workplace Health and Safety Award 2011.

Counselling Support

"It's good to talk to someone who will listen and to be able to draw how I feel"

17 year old boy terminally ill mother

"I felt as if a huge weight as been lifted off my shoulders...I am so grateful. Thank you for validating what we are going through. You have made a huge difference"

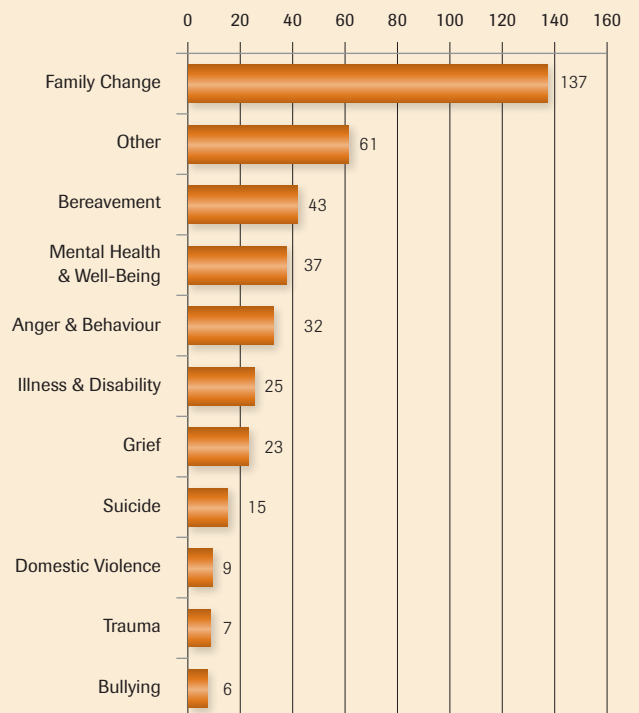
Family who has moved to NZ from overseas

Skylight offers a variety of counselling and support services for children (3 years+), teenagers and adults including individual counselling, family counselling and group programmes.

In the past year, the Skylight counselling team has provided support for more than 800 people experiencing: family-break up, domestic violence, a family member with a chronic illness, a family member with a mental health issue and/or addiction, a bereavement (sudden and anticipated), a bereavement through suicide, natural disasters (e.g. the Christchurch earthquakes), anxiety, anger and bullying issues. Skylight currently offers counselling/support services in Wellington (Newtown), Porirua, Hutt Valley and the Wairarapa. This year Skylight also developed counselling in Auckland which has been a wonderful partnership with Parenting Place.

As well as individual and family counselling, Skylight has provided unique groups for children and families, these include: Thumbs Up: a group co-facilitated between Skylight and SPELD, for 8-12 year olds with dyslexia and learning difficulties, The Family Change Group: for children 6-12 years and their parents, Sharing the Journey: for children of a parent with a mental health issue, and a Bereavement Group for children who have lost a family member.

NATURE OF SKYLIGHT COUNSELLING SUPPORT 2011-2012



Thumbs Up participants.

Waves

"I think my whole outlook on life has changed in a positive way."

Waves – training participant

Suicide is a major concern in New Zealand society and Waves – a grief education programme for adults bereaved by suicide – is acknowledged as making such a difference to their lives.

The Waves bereaved by suicide course was initially developed and facilitated by Chris Bowden of Victoria University and Caroline Cole from Skylight. It has been running for several years, being trialled and adapted on an ongoing basis. In February 2012 a final manual and resources that support the programme were produced. The first facilitator training course to train community based facilitators was run in Masterton, hosted by the Wairarapa DHB. The training of facilitators has continued with Waves gaining momentum in other parts of the country.

Heartsong

Heartsong, a support group for bereaved parents in the Wellington region, began this year after a bereaved parent contacted Skylight to talk about the need for such a group. Held monthly, it is facilitated by Margaret Alve and Jenny McIntosh and has become a safe and valued place for parents who have experienced the death of their child or children covering all ages.

Professional Development

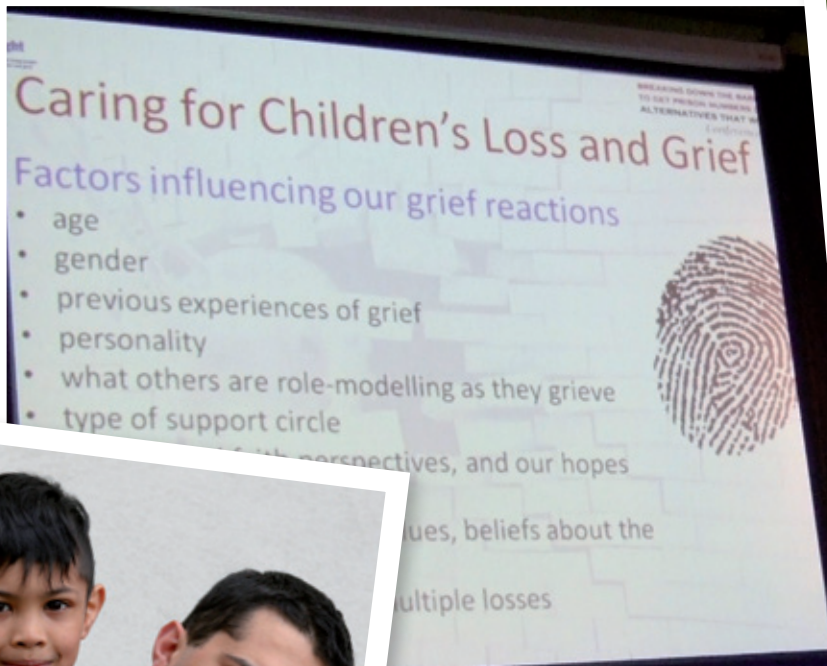
"Brilliant presentation and a lot of good information to process"

Workshop participant

Skylight has provided over 100 quality training programmes within this year, reaching over 700 people and more than 500 organisations. Our professional development programmes have proved to be very popular as they are targeted primarily to difficult issues facing professionals working in areas ranging from domestic violence, suicide to eating disorders.

We added a component to our professional development focusing on research in the broad based areas of trauma, loss and grief. This specialised series has been provided by subject matter experts.

We have also continued our outreach service of professional development responding to organisational needs throughout New Zealand. These have been customised to meet unique circumstances and are supported by many of our resources.



Linda Karlin (Training and Counsellor Manager) presenting at a conference.

The Travellers Programme

'Biggest winner for most students is the friendships made, and the learnings around self esteem and knowing that they can change some aspects of their lives'

Facilitator

I wouldn't have got through school without having done the Travellers programme in Year 9. Thank you.

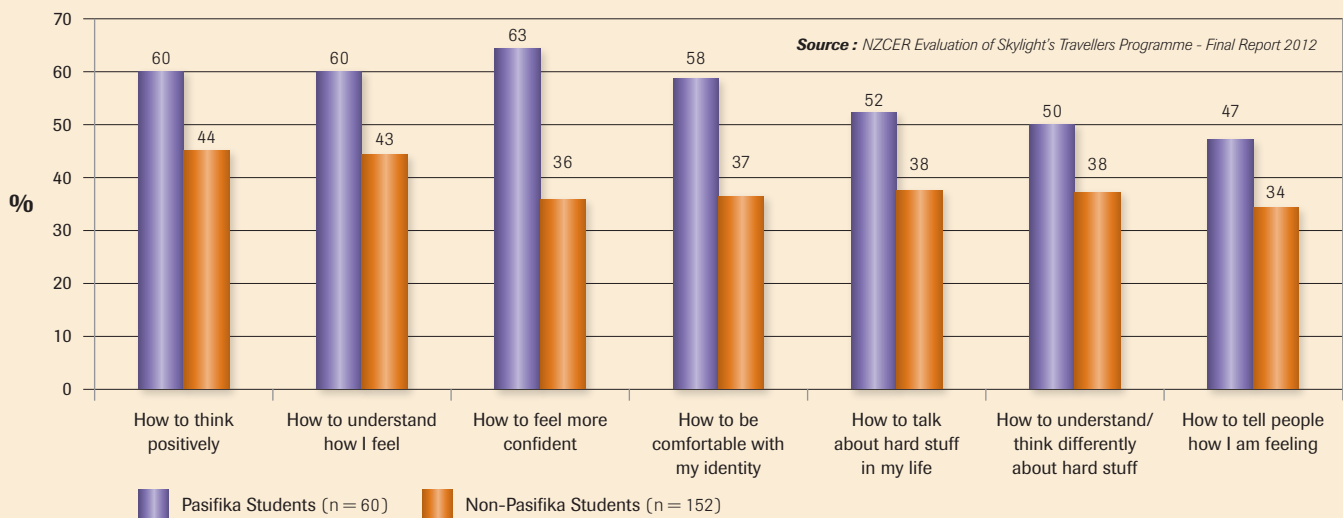
Student, school leaver

110 schools around New Zealand have signed up to Travellers with around 380 facilitators trained. Over, 15,000 year 9 students participated in the online survey with at least 10% a year self identifying that they are struggling with issues in their lives, leading to their participation in Travellers.

To ensure the continuing relevance of Travellers to young people Skylight commissioned the New Zealand Council for Educational Research (NZCER) to undertake an evaluation that explored the short- and medium-term outcomes for the young people who took part in Travellers. In summary, there was considerable evidence of change found across a wide range of wellbeing-related outcomes for most students. It was discovered that Travellers was particularly effective for improving help-seeking skills and helping young people to form positive relationships with peers/families/ teachers. (NZCER, Evaluation of Skylight's Travellers Programme)



THINKING AND FEELING STRATEGIES LEARNT IN TRAVELLERS



Funding Development

Although Skylight operates as a social enterprise, balancing its social mission with revenue generation, we are at a stage of working to achieve this goal which means we continue to need funds from philanthropic trusts, donors, grants and contracts.

The challenge of gaining much needed funds for Skylight continues to be extremely difficult, both in the philanthropic and revenue generation environments.

However, Skylight was pleased to have some exciting fundraising events, *The Stella Ball* (August 2011), *Reel Brazil* (September 2011) and *Tour de Kids* (March 2012).

The Stella Ball helped Skylight to raise funds that went directly to continuing its work with children, young people and their families; Reel Brazil Film Festival Opening night fundraising evening of film, fun and food; *Tour de Kids*, which previously only operated out of Australia, found Skylight to be a perfect match for their commitment to health and wellbeing of kids.



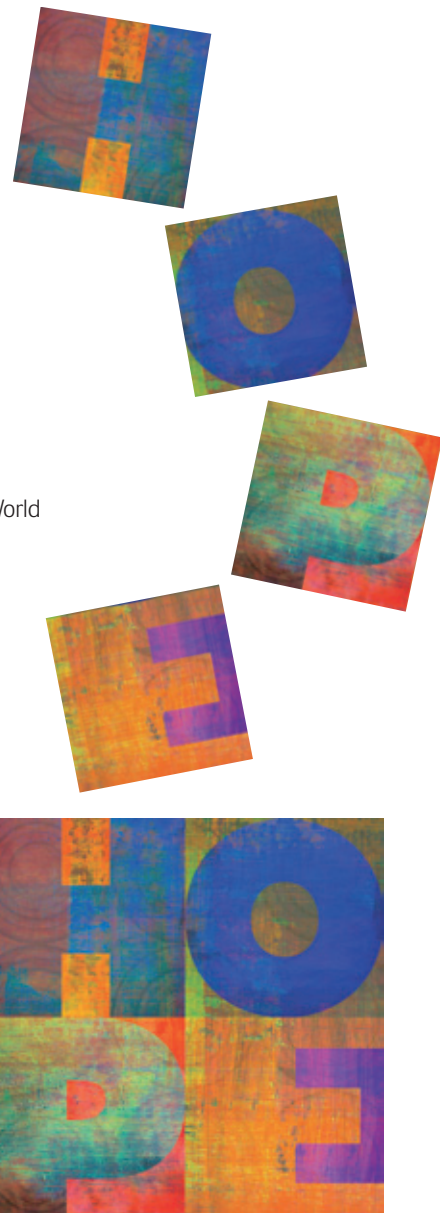
Skylight Thanks

Skylight is known for the integrity of its work and its personalised approach to supporting those whose lives are emotionally vulnerable. The core of our reputation, however, comes from the wonderful team of people who have the commitment and passion to give of themselves and their expertise every day.

It is through dedication of our staff, volunteers, Board of Trustees and all those individuals, organisations and businesses that we are able to continue making a difference to peoples' lives.

Individuals:

Andrew Baker
Averil Wotton
Bill Bisset
Brent Doyle
Browyn Thomas
Dame Cath Tizard
Chris Bowden
Chris Parkin
Christine Westbury
Darren Comrie
Fraser Carson
Gary Baker – Chaffers New World
Jason Pine
Dame Kath Harcourt
Kerry Prendergast
Leandro Cavalcanti
Lis Davis
Lynne Ewart
Natalia Parra-Sierre
Norrey Simmons
Margaret Alve
Mark McGuinness
Mark Wotton
Matt McLaughlin
Murray Brocklesby
Paul Hastings
Dr Russell Wills
Sheryl Baines
Sid Millar
Steven McLauchlan
Sue and Derek Johnston
Warwick Beban
Willie Wong



All of the Skylight volunteers

that give of their time, energy and enthusiasm.

All of the members of the Funding & Sponsorship Committee

who have given their time on a regular basis to attend meetings.

Past Board Members:

Simon Manning, Richard Jennings, Barry Brook.

Current Sponsors and Partners



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Trusts, foundations and other Supporting Organisations

COGS

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New Zealand Lottery Grants Board

Pelorus Trust

Thomas George Macarthy Trust

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Trusts Community Foundation

Winton and Margaret Bear Charitable Trust

Government, Agencies and Organisations

Skylight thanks the following for their invaluable support.

Grant Thornton - Auditors

Ministry of Social Development – *through Child, Youth and Family*

Ministry of Health

Ministry of Justice

Well Health

Compass Health

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Charities Commission

Skylight's registration number is **CC 27206**.

We are registered with both the Charities Commission and the IRD Donee list as:

The Children's Grief Centre Charitable Trust.



FINANCIAL RESULTS

Service Performance

For the Year ended	31-Mar-12	31-Mar-11
Education and Training	25,776	16,148
Publications	183,774	274,398
Counselling	90,208	111,134
Services Revenue	299,758	401,680

Statement of Financial Performance

For the Year Ended	31-Mar-12	31-Mar-11
Services Revenue	299,758	401,680
Net contract income	498,009	498,222
Grants, Donations and Fundraising	307,187	446,883
Interest Income	3,002	8,496
Other Income	38,324	74,291
Total Revenue	1,146,280	1,429,572
Operating Expenses	1,294,479	1,393,420
Net (Deficit) Surplus	(148,199)	36,152

Statement of financial Position Summary

As at	31-Mar-12	31-Mar-11
Current Assets	213,066	464,214
Current Liabilities	213,149	306,335
Working Capital	(83)	157,879
Fixed and Intangible Assets	68,932	59,169
Trust Capital	68,849	217,048

A copy of Skylight's full Financial Report is available on request.

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Mrs Bice Awan

AUDITOR

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