



Annual Report **2013-2014**

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Skylight - Because grief happens and support matters



Skylight Mission

Skylight's mission is to be the 'go to' agency in New Zealand for people of all ages in times of trauma, loss and grief – whatever the cause and whatever the context.

We have nationally and internationally recognised expertise as a provider of specialised support for children, young people, adults and their families/whānau affected by tough life situations.

Our organisation actively provides expert services to meet people's needs, including high-quality counselling, support groups, professional development, education, a school-based resilience programme, supportive resources, a loaning library, information and tailor-made support packs.

Skylight also advocates on behalf of those we support to central government, policy makers, community leaders and other providers. We also partner with key agencies to leverage new opportunities to make a difference.

Skylight as Hope Brokers

As Skylight provides hope and support through the tough times, we receive regular and affirming feedback from those who have used our services:

"Thank you so much for the very relevant information sheets and this amazing book. I got so much out of them and they have helped me to recapture my focus and confidence and to once again move forward."

A bereaved person

"Many thanks for the loan of these beautiful and helpful resources. My family and I very much appreciate Skylight and the work you do."

A school teacher

"I've enclosed a small token of my appreciation for sending all the wonderful resources to me recently. I have been able to give the resources to my friends and their children and many friends now know more about your organisation."

A friend of someone who is dying

"Talking with my Skylight counsellor made my anger fade away."

A 9-year-old experiencing family break-up

"My daughter attended the family break-up children's group and I'd like to say a big thank you to the Skylight team. She loved the programme and was disappointed when it ended."

Parent of a child who attended the family break-up group

About Skylight

Our Essence

Hope builders and hope brokers.

Our Promise

We support people to move forward through difficult times.

Our Values

Creative, courageous, compassionate, connected and inclusive.

Benefits

We help people to deal with life's tough stuff.

We help people to move forward with their lives, with hope and resilience.

Differences

Skylight offers a unique combination of support services for all, regardless of age, stage, gender, ethnicity or culture.

We are a collaborative partner.

Description

We are a social enterprise/not-for-profit organisation.

We are a leading New Zealand specialist organisation supporting people of all ages through change, loss, trauma and grief, whatever the cause.

Our Purpose

We support people of all ages through tough times to have hope, build resilience and move forward, whatever the cause.

Access Points

Skylight, 2A Green Street, Newtown, Wellington 6021, New Zealand

Tel: 0800 299 100

Fax: +64 (0)4 939 4759

Email: info@skylight-trust.org.nz

Web: www.skylight.org.nz

Facebook: **Search "Skylight"**

Twitter: <https://twitter.com/SkylightNZ>



Chairman's Report

This is my first report as Chairman of Skylight, and I am proud to have been asked to take on the

role. I would like to begin by thanking the many people who have contributed so much to Skylight. We are deeply appreciative of those who advocate on our behalf, and who support our ability to meet client needs through funding in cash and kind – individuals, corporate and philanthropic groups, our dedicated Skylight staff whose passion and commitment continues to be stretched and who work so hard to make a difference to those who contact us for help. We also recognise with enormous gratitude our amazing group of volunteers who are always ready to step in when needed. We would not be the organisation we are without all of these people.

I must pay special tribute to three people. In September, our deputy chief executive Tricia Hendry leaves us for new opportunities and in December, our chief executive Bice Awan moves on to new ventures. Both will be hard to replace; but that process is underway. Tricia and Bice are synonymous with Skylight; they have served the organisation well over many years, building it into the respected organisation it is today. On behalf of all Skylight's stakeholders, I thank Tricia and Bice for their commitment, passion and contribution.

I must also thank my predecessor Pat Waite, who retired as Chairman and Trustee in May. Pat has enormous passion for the work Skylight does, and he has worked tirelessly for over seven years as Chairman, Trustee and advocate. Pat assures me that he will continue his support in whatever way he can. I joined the Board at Pat Waite's last meeting, and was elected Chairman in June 2014. In presenting this report, I am grateful for Pat's input. Indeed, many of these words are his.

The last financial year has in many ways been similar to other years. Our phones have kept ringing, people have been referred to us, and we have sent out information and resources to many people and organisations around New Zealand and Australia. We have also run counselling and support sessions, have provided professional

development training, have supported organisations as they have focused on their health and safety challenges, and have provided support through our Travellers programme to over 150 secondary and intermediate schools and their students from the top of the North Island to the bottom of the South Island.

The difference, however, is that there have been more phone calls, increased referrals and a greater number of people seeking help and support. As Pat Waite predicted in his report last year, the growing need for our services has impacted our finances. While our staff have worked incredibly hard to keep costs to a minimum, the Trustees must report a loss of \$54,273 for the financial year ended 31 March 2014. This is a modest loss, and our financial reserves can more than cover it. However, no organisation can operate for long on a loss-making basis. As a first step, we have recently approved investment in enhanced fundraising capability. It will have only a modest impact this year, but we expect it to bear fruit in the year after.

Past and present members of the Skylight family have achieved an incredible amount. The major focus of the Trustees in 2014/15 is on the future direction of Skylight and how we can build on its proud legacy to achieve even more for our stakeholders. What will be Skylight's role? How will our services evolve? What improvements and innovations can we introduce to get even better at what we do? What new investments should we make in our people and capabilities? I am very excited by the possible answers and what Skylight can achieve in future.

Jim Donovan

*Chairman, Skylight
August 2014*



Chief Executive's Report

"You don't have to be tall to see the moon."

Zulu saying

This saying is so appropriate for Skylight. You do not have to be a huge organisation, with offices across the country, to know how to make a difference to a person's life.

What you need is the understanding of where that person is in their life's journey, and the expertise and professionalism to know how to provide the support they need to help them move forward, despite their trauma, loss and grief.

We have continued to see a rise in the demand for our services and have forged positive partnerships with other organisations that have enhanced our reputation for providing high quality personalised service delivery. This is testament to the principles that we work to, but particularly is testament to the Skylight team. They have continued to professionally support people in their significant distress, while working in a team that has not been able to sufficiently increase staffing levels.

Despite this, we never compromise on our ability to meet need. By way of example:

- ★ We had a successful launching of *Ruby's Dad* with the Health Promotion Agency – an important resource to support young people affected by alcohol abuse in the family.
- ★ The launch of our Handbook *Managing trauma, loss and grief in the workplace* at a national Wellbeing Conference hosted by Business Central.
- ★ The development of a day-long workshop for business leaders to support the development of the health, safety and wellbeing culture.
- ★ An exciting collaboration with other key agencies to develop an innovative way of supporting parents, friends and family/whānau when they are concerned about the mental wellbeing of a young person. Lead by the Mental Health Foundation, this responds to one of the Department of Prime Minister's and the Cabinet's key initiatives for young people.
- ★ We have started to develop a relationship with the Ministry of Health to provide *Waves*, our programme for those adults bereaved by suicide throughout New Zealand.

I am looking forward to these and other initiatives moving forward; more detail is provided under each section of the Annual Report.

Life for organisations, as with those we support, is full of the impact of change. We have had seven years under the stewardship of Pat Waite as our Chairman. He has now decided to better balance his many commitments, as have two Board members, Liz Koh and Nick McKissack, who have been with Skylight for some time. All three have provided different strengths to Skylight and I thank them for their contribution. I am looking forward to working with our new Chairman Jim Donovan, and new Board member Prashanta Mukherjee in 2014. I am sure they will both have a positive impact on the sustainability of Skylight.

We are a social enterprise and there is always the difficult balance of being true to our mission and bringing in revenue from a variety of sources to enable us to achieve sufficient revenues to invest in the growth and technological needs of the organisation. The latter is always a challenge and it is encouraging to see the commitment the Ministries of Social Development, Health, and Justice have to our services through their contracts. This affirms us to continue what we do, yet challenges all our key funders to support our expansion to meet changing and complex community needs.

When we hear people saying *"Thank goodness there is a voice at the end of the phone – someone who is prepared to listen and support me through my loss"*, we know that our core belief premise that 'grief happens whatever the cause, and support matters' is, indeed, the key point of difference of Skylight.

Bice Awan

*Skylight Chief Executive
and Mental Health Commissioner*

Resource and Information Centre

Figure 1 shows the types of enquiries received by our Resource Centre from April 2013 to March 2014, and Figure 2 shows the geographical locations around New Zealand where the enquiries came from.

Resource Centre donation

At the end of 2013 we received a \$5,000 donation towards the purchase of books for the library, which has meant we have been able to buy books to support Skylight initiatives. A number of books about suicide bereavement were purchased, which has enabled us to increase the support we offer to those bereaved by suicide and those who attend our Waves programme. We were also able to buy books to provide back-up support for some of the common issues that people request packs for.

Support packs

People request support packs for an increasingly diverse range of issues and Skylight are definitely becoming the 'go to' place for people who need support; we now send out around 70 packs per month. Some of the topics we receive requests about include; anxiety, self-harm, suicide, bereavement, family break up, homicide, sexual abuse and teenage pregnancy. Feedback for these is always very positive. Below are two responses we received after sending out support packs:

"I am writing from the Tasman Mainly Music group to thank you for the special pack received earlier in the week. It looks just great. Please accept our sincere thanks for the work you do in helping us to be able to provide the best information available to a hurting Mum, and some information on how she also can help her little one. This is a wonderful service and I have already passed the information on to other people who may need help in this way sometime."

May 2013

"Just a note to thank you for your very rapid response to my request for a customised pack to help my family. Just skimming through it there are some great resources there, and I am sure they will come in very useful. Thanks so much for the book for my son to record his memories of his dad. I read about it yesterday through resources I received from the hospice and now I have one!"

Sept 2013

A Resource Centre brochure was produced this year to promote the support pack service, as a hard copy and digitally.

FIGURE 1: TYPES OF ENQUIRIES RECEIVED BY OUR RESOURCE CENTRE

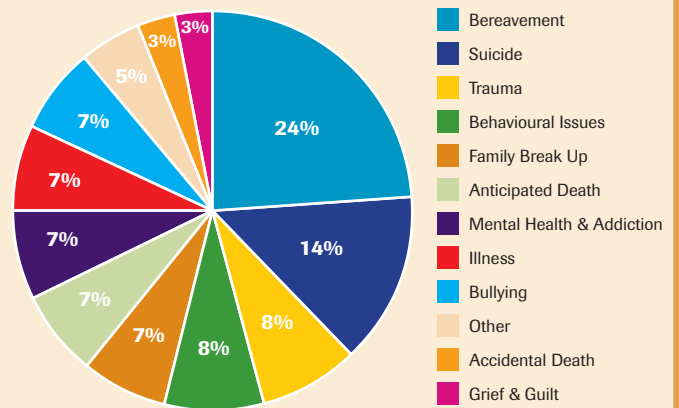
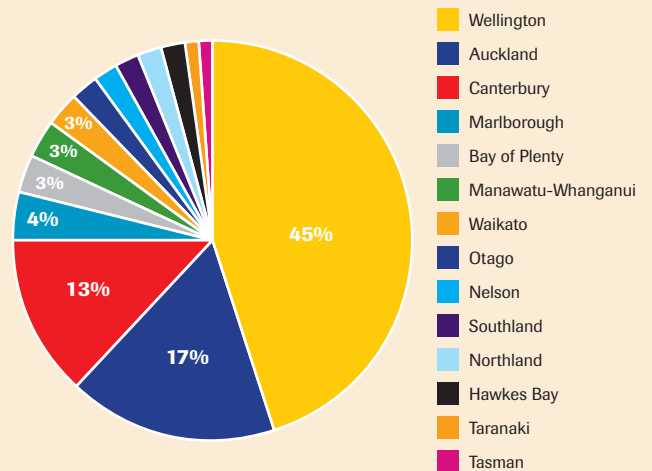


FIGURE 2: GEOGRAPHICAL LOCATIONS WHERE ENQUIRIES COME FROM



Publications

Existing resources

Skylight's unique publications have effectively provided support for all kinds of individuals and organisations over the last year, both around New Zealand and internationally. We've had some great feedback from a range of people, for example:

"A huge thank you for the support and resources offered by Skylight. They have been really useful at a very difficult time."

A primary school principal

"Thank you for being here, your materials are amazing."

A rural mum

And this year Skylight has continued to offer resources to people and organisations based in Canterbury, tailored to their recovery needs. Feedback has been positive, for example:

"Your resources, which we have just received, will be of immense value."

Pillars

"It is very gratifying to know that organisations such as yours continue to support people in Canterbury who are still feeling the effects of the events which have caused so much damage in our city, and so much distress and disruption to many families."

Secondary School, Head of Student Services

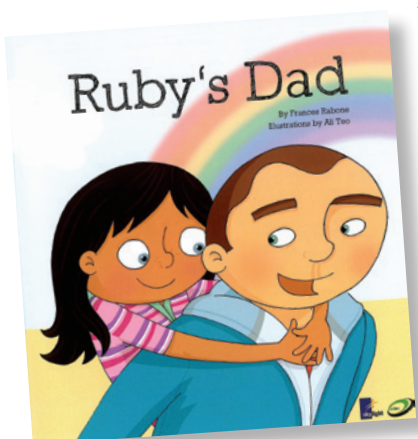
New resources

The following new resources were developed with the recovery of Christchurch communities in mind:

- ★ *What can I do?* A user-friendly booklet offering ideas for supporting someone you're concerned about.
- ★ *What can I do? Ngāi Tahu* version. In partnership with He Oranga Pounamu.
- ★ *Time for a break.* A self-care booklet for front-line professionals.

In addition, several other publication projects also got underway and have enriched our publications list.

- ★ *Ruby's Dad*, by Frances Rabone, is a New Zealand children's book published by Skylight for the Health Promotion Agency (HPA). This colourful book is for children who have a parent who drinks a lot of alcohol. The book is being used around New Zealand as a helpful tool to help kick-start a conversation between children and parents, carers or support workers. Adult clients, who are parents, can also be

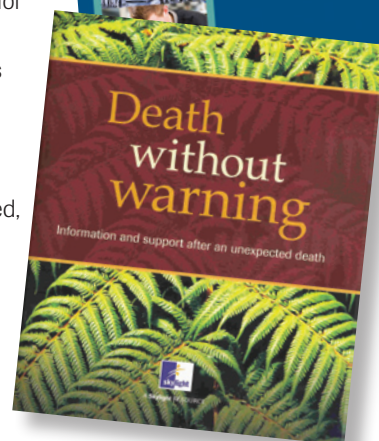


encouraged to read it to their child or children. It was made available free by HPA and notes for clinicians and parents who use the book were also developed.

- ★ *Managing trauma, loss and grief in the workplace* – handbook and training. One of the year's highlights was partnering with EAPworks to develop a groundbreaking new handbook to give New Zealand workplace leaders information and tools to understand the costs and the impact of trauma, loss and grief in their workplace and how to mitigate these. Additionally, a robust one-day training programme has been developed, based on the handbook.



- ★ *Death without warning*, our well-respected handbook for those impacted by sudden death in New Zealand was revised and updated. It continues to offer high-quality, helpful information and links for those bereaved, or those supporting them.



- ★ In partnership with Victim Support, Skylight developed the text for a new handbook for those bereaved by homicide in New Zealand – *A life taken: Support and information for family/whānau bereaved by homicide*. This involved intensive surveying, research, consultation and interviews. We are currently waiting for funding to enable its publication, so it can get into the right hands. In the interim, all key e-links to online support information for those bereaved by homicide have been made available on Skylight's homepage at www.skylight.org.nz

Skylight offers not only its own specialist support publications, but key titles sourced from around the world. We seek to provide excellent information that can both support and inform children, young people and adults through life's toughest times of change, loss, trauma and grief.

Road Trip

Our team also hit the road to visit Whanganui in March this year, presenting a workshop and inviting people from many sectors to view our Skylight resources. It was great for people to see the resources first hand. It was such a successful day that we are planning another road trip later in the year to another NZ region.

Counselling Support

"The Skylight counsellor has done magic."

Grandparents re-connecting with their 16-year-old granddaughter

"I felt so hopeless. Now I have hope."

Bereaved parent

"The Skylight counsellor is the only person who has looked at the anger, the sadness, the whole of me, since my cousin died."

Bereaved adult

The Skylight counselling service supports people of all ages and their families/whānau so they can have hope and move forward in times of loss, grief, change and trauma.

Between April 2013 and March 2014, the Skylight counselling team consisted of three counselling staff and five contract counsellors. The counsellors covered the Wellington areas of Newtown, Hutt Valley, Porirua, Wairarapa, and also Auckland.

In 2013, our Wellington counsellor Sarah Markham moved to Auckland with her family. We are happy to announce that Sarah is continuing her work for Skylight as one of the Auckland counsellors. Sarah works one day a week out of the Parenting Place in Greenlane.

Between April 2013 and March 2014, Skylight counsellors provided 1,309 client sessions across all the venues. This was an increase on the previous year. In total, 60% of people attending counselling are aged between three and twenty four years, the age breakdown of our clients is shown in Figure 3. It is important to note that of the 40% of the adults attending counselling some are attending individually and some are attending as parents with their children. Skylight is committed to a family-centred counselling approach.

Grief related to family break-up continues to be the most common reason for clients accessing counselling, followed by anger, anxiety and bullying (predominately children and young people), general grief (due to loss and change), general bereavement, bereavement through suicide and homicide, and witness to domestic violence. Core reasons for referral are shown in Figure 4.

New Zealand European/Pakeha continue to make up the largest group of clients attending counselling (46%). In total, 7% of our clients are Māori. Other ethnicities, include British and European (9%), New Zealand Asian (1%), Pasifika (2%), Middle Eastern (2%), Australian (1%), and Indian (1%). A breakdown of ethnicities of our clients is shown in Figure 5.

As well as individual, family and group counselling, in 2013 to 2014, Skylight has provided unique therapeutic groups for children aged six to twelve years in the school holidays, as follows:

- ★ **Thumbs Up:** A group for children with learning difficulties.
- ★ **The Family Change Group:** For children who have experienced a family break-up.
- ★ **Bereavement Group:** For children who have lost a family member.
- ★ **Sharing the Journey:** For children with a parent with a mental health issue and or/addiction. The Sharing the Journey group was funded by The Nikau Trust in 2013-2014.

FIGURE 3: AGES OF CLIENTS

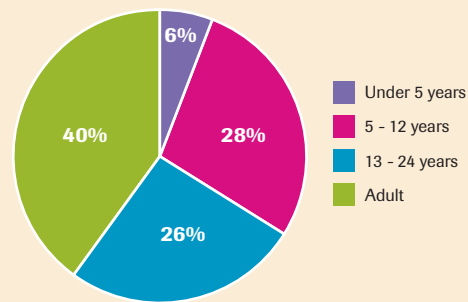


FIGURE 4: CORE REASONS FOR REFERRAL

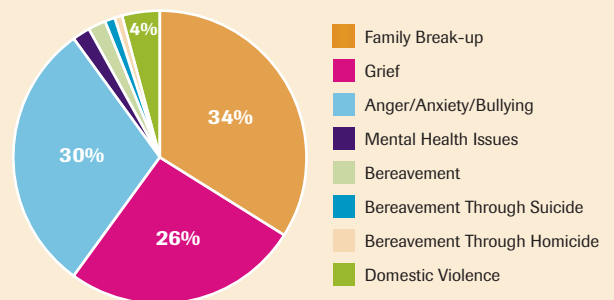
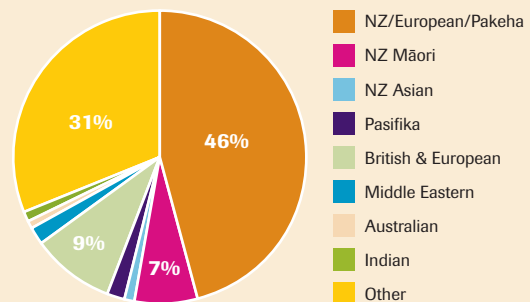


FIGURE 5: ETHNICITY OF CLIENTS



Waves – Suicide Bereavement Support

Support for those bereaved by suicide is essential. Our grief education programme Waves, supports adults bereaved by suicide in their understanding and management of grief and in the development of resilience. Two facilitators work with a group of up to ten adults bereaved by suicide during two-hour sessions that take place over the course of eight weeks. We also provide information packs to support those bereaved by suicide.

Over the past year we have run two Waves programmes. These make a significant difference to people and help people to build relationships with one another, which often continue beyond the time of the running of the group.

Facilitators have now been trained in Wairarapa, Christchurch, Wellington, Lakes district, Nelson and Waitemata.

Fundraising

“Kāhore taku toa i te toa takitahi, he toa takitini”

“It is not our strength alone, but the strength of many that contribute to our success.”

Fundraising continues to be a vital focus for Skylight as we need more funds to help us support those accessing our services at times of significant trauma, loss and grief in their lives. We work hard to achieve a variety of funding streams through grants, individual donations, government contracts, sponsorship and fundraising events.

A number of fundraising events have happened over the last year. The funds raised from these events have helped us make a real difference to people's lives:

- ★ A dinner and charity auction at the MariLuca Ristoro on 25 November 2013 raised \$5,160. Our thanks go to Giuseppe at the MariLuca and to all the guests who came along. Thanks to Anita Prime for performing at the event and to Richard Mills who acted as auctioneer for the evening. We are also grateful to all those organisations and people who generously donated items to the auction.
- ★ The Morgan Foundation raised \$10,000 for Skylight – the proceeds from an Iris DeMent and Greg Brown concert at Old Saint Paul's in Wellington on 2 December 2013.



- ★ Mane Salon have been amazing supporters of Skylight this year, and raised a total of \$670 from a party hair event in December, a raffle, and donations of \$5 from every client sent to them by Skylight.
- ★ A garden party on 1 February 2014 organised by Anne Norton in memory of her daughter Zoe raised \$1,300. Our thanks go to Anne for her generous donation to Skylight.
- ★ On 23 February 2014, Skylight staff took part in a fundraising walk as part of 'AMI Round The Bays Fun Walk/Run' raising \$275.



- ★ Skylight sold twenty nine copies of the Entertainment Book, receiving \$12 for each book.

- ★ New World Wellington City has set up a scheme to donate 1.5% of sales from products purchased by staff and supporters of Skylight.
- ★ Skylight joined Kiwi Karma and look forward to receiving 3% of all booking costs when we are selected as the nominated charity.

We've had an incredibly busy year at Skylight and we are enormously grateful to all those individuals and organisations who generously contributed to our work. You make so much of our vital work possible – so thank you!

PR, Marketing and Media Communications

We have been working hard to promote Skylight's services and resources this year, ensuring that as many people as possible know about the wonderful work we do.

September 2013 saw the launch of Skylight's new handbook *Managing trauma, loss and grief in the workplace* and we produced a media release to promote the handbook that was picked up by a number of professional newsletters, websites and media outlets. Positive feedback was received from purchasers of the handbook who completed an online survey.

We had an open day on 26 March 2014, which was attended by a wide range of people. We made some good contacts and sold a number of resources. We were delighted to receive excellent feedback about the feel of Skylight and the positive, passionate staff.

A number of media releases were distributed throughout the year aimed at raising the profile of Skylight. We have promoted the key message that Skylight is here for everyone in their everyday lives because grief happens and support matters. As well as promoting our new handbook to the media at the end of 2013, we offered advice on grief and loss at Christmas and provided tips on how to re-charge in the New Year. We also highlighted the importance of providing support to those bereaved by suicide after the tragic death of Charlotte Dawson, and we offered advice and support to those coping with the March floods in South Canterbury, as well as the Seddon earthquakes. All our media releases are available on the media page of our website.

We will continue to be active over the coming year to further raise the profile of Skylight to our key stakeholders and will continue to promote our important messages in communications with the media.

Skylight Thanks

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

It is through the dedication of our staff, volunteers, Board of Trustees and all those individuals, organisations and businesses that have become part of the Skylight family that we are able to make a difference to people's lives.

We would particularly like to recognise the following people and organisations who have given their time and expertise to support our work:

Individuals

Alysia Gordon	Dame Kath Harcourt (Patron)
Andrew Baker	Kerry Prendergast (Patron)
Anita Prime	Laura Burnet
Ben Stockbridge	Lauren Walters
Bill Bisset	Liz Davys
Brent Doile	Lynne Ewart
Bronwyn Thomas	Marg Alve
Bruce McLauchlan	Margaret Doucas
Carol Jenkins	Maria Bryce
Dame Cath Tizard (Patron)	Mark McGuinness
Chris Bowden	Mark Wotton
Chris Parkin	Matt McLoughlin
Chris Patterson	Miranda McGregor
Christine Westbury	Murray Brocklesby
Darren Comrie	Nick Tansley
David Dawson (UK)	Norrey Simmons
Derek Johnson	Otila Osborne
Edyta Sztarleja	Paul Gillingham
Eric Houghton	Paul Hastings
Frozaan Mirzad	Rashika Gunasekara
Gareth Morgan	Richard Mills
Gary Baker	Dr Russell Wills
Gavin Osborne	Sheryl Baines
Graeme Hardie	Sid Millar
Jason Pine	Steven McLauchlan
Jiaya Wang	Sue and Derek Johnston
Jo Hood (Australia)	Twee and Tom (Pranah Café)
Kate Dovey	Warwick Beban

We'd also like to thank all the Skylight volunteers who give of their time, energy and enthusiasm and all Board and committee members, past and present.

Past Board Members:

- ★ Liz Koh
- ★ Nick McKissack

Trusts, foundations and other supporting organisations:

- ★ BP Vouchers for Volunteers
- ★ Community Organisation Grants Scheme
- ★ Four Winds Foundation
- ★ Hutt Mana Charitable Trust
- ★ Infinity Foundation
- ★ KB and RJ Taylor Charitable Trust
- ★ Lion Foundation
- ★ Mana Community Grants Foundation
- ★ MSD Capability Investment Resource Fund
- ★ New Zealand Community Post
- ★ New Zealand Community Trust
- ★ New Zealand Lottery Grants Board
- ★ Nikau Foundation through the Tindall Foundation
- ★ Prime Community Trust
- ★ The Board of the Wellington Methodist Charitable Trust
- ★ The Morgan Foundation
- ★ Thomas George Macarthy Trust
- ★ Trust House Foundation
- ★ Wellington Community Trust
- ★ Wellington Store-It
- ★ Winton and Margaret Bear Charitable Trust

Government, agencies and organisations:

- ★ Compass Health
- ★ Grant Thornton – Auditors
- ★ Ministry of Social Development, through Child, Youth and Family
- ★ Ministry of Health
- ★ Ministry of Justice
- ★ WellHealth
- ★ Wellington Institute of Technology

Current sponsors and partners:



Thank you to our printer, Format Print, for generously sponsoring the printing of this year's annual report.

FINANCIAL RESULTS

Service Performance		
For the Year ended	31-Mar-14	31-Mar-13
Education and Training	43,305	22,368
Publications, including special projects	305,653	226,583
Counselling	106,540	102,666
Services Revenue	455,498	351,617

Statement of Financial Performance		
For the Year Ended	31-Mar-14	31-Mar-13
Services Revenue	455,498	351,617
Net contract income	511,714	504,682
Grants, Donations and Fundraising	268,564	255,432
Interest Income	8,421	7,315
Other Income	49,346	57,819
Total Revenue	1,293,543	1,176,865
Operating Expenses	1,347,816	1,080,538
Net (Deficit) Surplus	(54,273)	96,327

Statement of financial Position Summary		
As at	31-Mar-14	31-Mar-13
Current Assets	341,274	413,861
Current Liabilities	264,807	292,251
Working Capital	76,467	121,610
Fixed and Intangible Assets	34,436	43,566
Trust Capital	110,903	165,176

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

DIRECTORY

Skylight Office

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Web: www.skylight.org.nz

PATRONS

Dame Kate Harcourt

Dame Cath Tizard

Kerry Prendergast

BOARD OF TRUSTEES

Pat Waite (Chairman until June 2014)

Jim Donovan (Joined May 2014, Chairman from June 2014)

Mark Cassidy (Deputy Chairman)

Martin Dalgleish

Carolina Gartner

Lyn McMorran

Prashanta Mukherjee (Joined May 2014)

Gerard Vaughan

CHIEF EXECUTIVE

Bice Awan

AUDITOR

Grant Thornton

L15, Grant Thornton House,

215 Lambton Quay,

Wellington.

BANKER

The National Bank (now ANZ)

Corporate & Business Banking,

PO Box 2846,

Wellington.



www.skylight.org.nz

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Skylight

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Email: info@skylight-trust.org.nz

Kia hora te marino

May the calm be widespread

Kia whakapapa pounamu te moana

May the ocean glisten as greenstone

Kia tere te kārohirohi i mua i tōu huarahi

May the shimmer of light ever dance across your pathway



Registered Charity Number: **CC 27206**.

Skylight is registered with both the Charities Commission and the IRD Donee list as: **The Children's Grief Centre Charitable Trust.**