

Working through change

A time of transition

Annual Report

For the Year Ended 30 June 2019





We are the

Auckland

City Mission

Our Mission

Together we stand with
those in desperate need.

We provide immediate relief
and pathways to enable
long-term wellbeing.

Photo: Kathrin Simon



Our Values

Manaakitanga

Manaakitanga is behaviour that acknowledges the mana of others as having equal or greater importance than one's own, through the expression of aroha, hospitality, generosity and mutual respect.

Manatika (Justice)

Committed to equity, and seeking dignity for all, we will fearlessly advocate with and for those who are going without.

Rangapū (Partnership)

Firstly, the Auckland City Mission recognises the principle of partnership within Te Tiriti o Waitangi.

Secondly, our commitment to partnership stems from a belief that manaakitanga, equity and social justice need to be pursued both within partnerships and through them.

For us partnership is characterised by mutual trust, integrity, respect, transparency and commitment.

Our impact in numbers



23,020

emergency food parcels distributed to individuals and families in desperate need



50

people housed through Housing First



592

drug and alcohol assessments



17,054

medical consultations



2,814

bed nights at our residential drug and alcohol facility



64,399

meals provided for clients at our Drop-In Centre and Haeata



347

home visits to support isolated older people



60

FoodLink organisations supported Auckland wide



1,600+

guests sharing Christmas Lunch



14,052

children provided with Christmas presents



A year of transition for the Auckland City Mission.
Photo: Kathrin Simon

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City Missioner Chris Farrelly (left) and
Acting Chair Joanna Pidgeon (right)

Chair's Report

The last year has seen a huge amount of change and transformation, not least moving from our Hobson Street site to Union Street and our detox services to Avondale, as we have commenced the build of our new space Mission HomeGround. This is now well out of the ground and the tower crane can clearly be seen as a sign of construction progress.

The temporary relocation has not just been a transfer of our staff and services but has given management the opportunity to transition the way in which we deliver our services in readiness for our relocation back when the building is complete.

The Mission HomeGround Campaign Executive, led by Richard Didsbury, has been outstanding in galvanising assistance to ensure that the project may be completed while Graeme Birkhead has been doing a fantastic job leading the construction for the Board.

In preparation for Mission HomeGround, we now have an exclusive contract with government for our Housing First services, while still working in partnership with Lifewise. This will enable us to deliver wraparound services when our new facility is completed. We also readied ourselves for taking over management of the James Liston Hostel from 1 July 2019, which has been upgraded and increased in bed numbers providing transitional housing – an important part of the housing continuum.

Working in partnership with government organisations and other NGOs is important in ensuring that our services are targeted and effective. We are grateful for the government's support, alongside the wonderfully generous community support that enables us to help Aucklanders in need.

The demand for our services continues to increase, and ultimately our focus remains on providing care and support to the highest standards to work towards health and wellbeing for our clients. Personally, I was particularly excited to see two people who were formerly homeless now housed and working on the build of Mission HomeGround.

Another change has been my appointment as Acting Chair while Bishop Jim White undergoes health treatment. We are grateful for his ongoing involvement, despite temporarily stepping down. As a Board we would like to thank Chris Farrelly, our CEO and City Missioner, and all of the management and staff at the Mission. The care, dedication and passion with which they apply themselves day and night is an inspiration to us all.

Heartfelt thanks from the Board as well to all of the volunteers and donors who help our team support Aucklanders in need. We simply can not do what we do without you.

We have farewelled Wayne Jackson from our board (served July 2016 – May 2019), who provided great input on strategy for which we are thankful; and we have welcomed Linley Wood and Lyndon Drake as new Board Members.

I would like to thank and acknowledge the huge commitment and dedication from the past and current Board as we transition towards the next 100 years of the Mission next year, in this busy time of change and growth.

Joanna Pidgeon

Acting Chair

CEO/City Missioner's Report

"In the midst of winter, I found there was an invincible summer"

- Albert Camus

Stories and reports from the Mission are frequently from the winter of people's lives. As we stand with people in need, we see and experience daily the harsh reality of the impact of poverty, trauma and addiction in our community. Amongst the hardship we also see the "invincible summer" in people's lives.

2018-19 has been a year of transformation for the Mission. We moved from our Hobson Street site, to make way for the building of our new facility Mission HomeGround. Transformation has also been at the fore as we have developed new services, new models of care and new relationships.

One such new service is "Haeata", meaning dawn or new light. Haeata offers nutritious, warm breakfasts and lunches for whānau who are homeless or vulnerably housed. No longer do we have a Drop-In Centre but a wonderfully inviting, welcoming space for people to connect with each other. It is also a place where our social workers connect people to what they might need, which can lead to life changes.

Stories of significant changes in lives occur daily at the Mission. People take initial steps – sometimes small and unsteady – and we are there to support their every next step.

To help with those steps, for the first time, we trialled a dedicated women-led residential service especially for women and those who identify as women, living on the streets. During the 2018 winter, Te Whare Manaaki Wahine offered women

warm, safe housing in the city centre. Some of those women took further steps and moved into permanent housing. I am truly delighted to say that, following the trial, we are now developing a permanent residential service for women.

Small steps can lead to transformation. We see this in the changes in lives of long-term homeless people, when housed in the Housing First programme. It's also in the courage and struggle of people accompanied through our Detox Service. It can be the difference a gift of nutritious food makes for a family, when there would otherwise be nothing on the table. It's when a person who has avoided or feels excluded from the health system, accesses our medical centre and connects with one of our special nurses or doctors. We see this when a person in need finds our door when all other doors are closed.

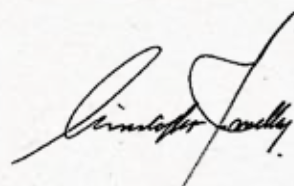
At the Mission, people are met with kindness, compassion and expertise. **My own "invincible summer" comes from the generosity I see around me every single day.** We are gifted with wonderful staff and generous volunteers, including our exceptional trustees, who ensure those Aucklanders who need our help are well supported. I am so thankful to every one of you.

I am also endlessly thankful to the incredibly generous donors and supporters I meet on a daily basis. Government, Auckland Council, philanthropists, trusts, corporates, community groups, parishes and individuals are helping us build HomeGround and also help us open our doors every single day, making an exceptional difference to the lives of Aucklanders.

As we move into our 100th year, we do so with thousands of people who walk with us. More than any other words, I want to say "thank you, thank you, thank you".

"Mā mua ka kite a muri; Mā muri ka ora a mua."

***"Those who lead give sight to those who follow.
Those who follow give life to those who lead."***



Chris Farrelly

CEO/Auckland City Missioner

Creating

lasting change




In a time of transition

This year's Annual Report is a story of transition, of transformation, of response to desperate need. It's also a story of hope, and of standing together with those who are most vulnerable in our city – the hungry, the homeless, and those whose health is suffering. The Auckland City Mission is moving, growing, changing, and responding, just as we've done for the past century. Since 1920, we've been a force for change in this city, and we exist to stand with those in desperate need – yesterday, today, and tomorrow.

We often meet people in a time of crisis, and are focused on their immediate need. When someone is hungry, we want to feed them – now. When someone is homeless, we want to house them – now. When someone is unhealthy, we want to heal them – now. In some ways, we're impatient for change. But we also recognise that lasting change takes time, and the chorus of many voices. Therefore, much of our work focuses on

long-term wellbeing, standing with our clients on their journey from crisis to wellness. Often this journey is not a straight line, and we are there with them, helping them navigate, and serving as advocates along the way.

Advocacy takes place daily at all levels of the Mission, directly on behalf of individuals, with service providers, with decision-makers and policy advisors at the local and national level, and with the public through awareness campaigns, appeals, presentations, and communications. The past year has seen a tipping point around New Zealand, and particularly in Auckland, with wider acknowledgement that we have a serious undersupply of housing, major challenges with mental health and addiction, and a disturbing number of families suffering from food insecurity. Across our services and among our staff, clients, and partners, the Mission has a deep insight into these problems.



“The beauty of transitions is that they give you a real focus. You’re preparing for it, coping with it, and then refining it. And then you move on to the next transition, and the next, and the next.”

– Wilf Holt, Homeless Community Services Team Leader

Moving towards our transitional space at Union Street.
Photo: Kathrin Simon

We provide stability to the most vulnerable in this time of change by:

- > Delivering practical assistance, companionship, and social work support to isolated elderly people, ensuring their mental and physical wellbeing.
- > Supporting people and their families through the pain of addiction withdrawal.
- > Providing affordable healthcare for high-needs patients.
- > Helping people navigate assistance from agencies (ie WINZ) to ensure they’re getting the support they’re entitled to.
- > Housing people using the Housing First framework, and providing wraparound support services to help them maintain stable tenancy.
- > Working with other agencies to address the causes of homelessness and to make it rare, brief, and non-recurrent.
- > Walking the streets of central Auckland, reaching out to those rough sleeping with practical assistance and offers of support.
- > Supporting homeless people to access and sustain housing.
- > Running activities to develop new skills and lift self-esteem.
- > Researching food insecurity and poverty.
- > Distributing food to 60 other community organisations, enabling them to feed their own communities.
- > Giving emergency food parcels to hungry families.
- > Providing two meals a day, 365 days a year, for people visiting our Haeata Community Centre.

Addressing Hunger

in Auckland

Understanding and responding to growing food insecurity

What's happening:

A huge and disturbing increase in demand for emergency food parcels – up over 40% from last year.

What we did in response:

- 1 Investigated the factors contributing to an increase in food insecurity.
- 2 Connected people to WINZ to ensure they're getting the support they're entitled to.
- 3 Provided immediate, short-term relief through emergency food parcels.

Why this is important:



We know that food insecurity is about more than hunger. It is linked to many adverse effects on people's health, and it creates social isolation. For children especially, it can result in delayed development, chronic illnesses like asthma and diabetes, and behavioural problems like hyperactivity and anxiety.

Tell me more:

Food insecurity is intrinsically linked to poverty. The reality is once housing costs are paid, low-income families are often forced to choose between buying food and other essential costs. When there's no money for food, families either eat poorly or have no choice but to rely on food banks and charities.

The demand for food parcels has reached an all-time high, with a whopping 16,994 family food parcels and 6,027 solo food parcels provided in the last year. The reality is that we don't receive enough suitable donated food to fulfil the needs of the Food Bank programme, so we need to buy basic foods like flour, rice, vegetables, and meat.

We distribute emergency food parcels directly to families and individuals. We also provide rescued food to our partners in the FoodLink programme. FoodLink comprises 60 community groups who

also give food parcels to families in need.

This past year saw over 40% increase from the previous year in food parcels distributed. Many families accept food parcels from us only once or twice a year. The increase in demand, therefore, is not caused by a small number of people returning regularly, but is a reflection that food insecurity is a widespread issue.

While demand for food parcels has significantly increased, the supply of food donations has declined. This not only affects our ability to provide food parcels, it also impacts our FoodLink partners.

As we continue to help those who come to us to ask for food, we are also looking at the contributing forces, so that we can find new ways to help families who don't have enough money to buy the food they need.

Acknowledgement:

We acknowledge with gratitude our community partners who provide us with the food we distribute on a daily basis.

Kore Hiakai – Zero Hunger

We believe there is enough food in this country that no one should ever go hungry.

The Auckland City Mission has partnered with The Salvation Army, Wellington City Mission, Christchurch City Mission, VisionWest Community Trust, and the New Zealand Council of Christian Social Services to form Kore Hiakai – Zero Hunger, a collective with the vision of no food insecurity in New Zealand.

Together, we are delivering leadership, support, practice, research, and advocacy in this sector. Bringing other charities together and investigating the role of food rescue, food relief, and enhancing service delivery is our goal, along with determining how we can lift people's incomes and decrease their expenditure on food. We're working on raising the issue, and in the coming year, we will take further collaborative steps.

***“One cannot think well,
love well, sleep well if
one has not dined well.”***

– Virginia Woolf

By the numbers

23,021

emergency food
parcels provided
in 2018/2019
financial year

↑
**up over
40%**

from the previous
financial year

16,994

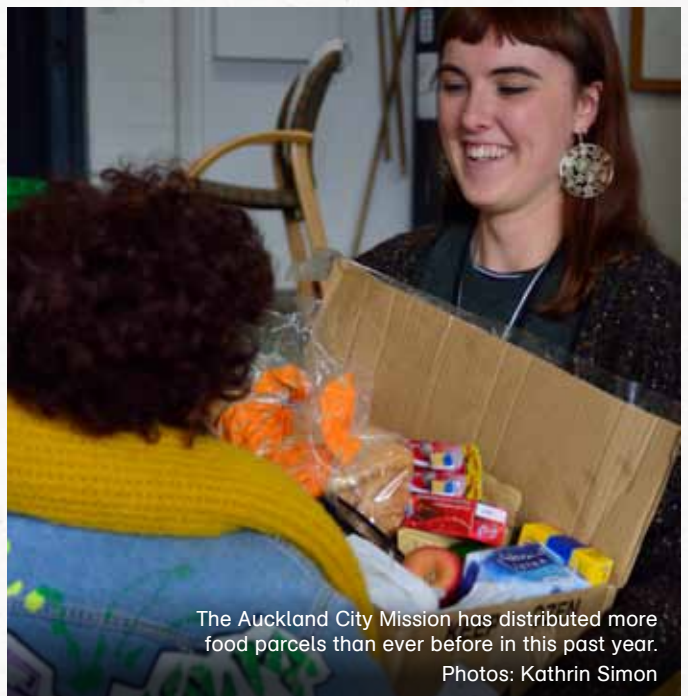
family food
parcels provided
in 2018/2019
financial year

6,027

solo food
parcels provided
in 2018/2019
financial year

60

FoodLink
agencies
supplied



The Auckland City Mission has distributed more food parcels than ever before in this past year.
Photos: Kathrin Simon

Hunger During the Holidays

Spreading Christmas cheer to those in need

What's happening:

With increased demand and the demolition of our Hobson Street facility, we needed to find a new way to deliver our Christmas services.

What we did in response:

- 1 Shifted distribution of emergency Christmas food parcels from the city centre to three suburban locations.
- 2 Streamlined access to a WINZ Special Needs grant for eligible families.
- 3 Partnered with Spark Arena to hold our Christmas Lunch.

Why this is important:



In the lead-up to Christmas, the struggle faced by many Aucklanders to provide their families with a joyful holiday is starkly evident. Buying presents or enjoying a delicious Christmas dinner are simply beyond the means of a large number of families who, without the support of the Mission, would have nothing to give their children on that special day.

Tell me more:

In previous years, the Drop-In Centre at our former Hobson Street facility was completely overtaken by families and individuals waiting in long queues to receive an emergency food parcel, gifts for their children, and access to a Special Needs Grant through onsite WINZ workers. This past Christmas, with Hobson Street under construction, we partnered with Eden Park and two of our food satellite partners, Ngā Whare Waatea Marae in Māngere and Papakura Marae, to provide three distribution locations across Auckland. At each site, we saw upwards of 200 people a day – a massive increase from 2017. The food and gifts they received made a huge

difference to them and their children over the festive season.

Christmas is about togetherness, and for many Aucklanders who would otherwise be alone or unable to celebrate, our annual Christmas Lunch is a highlight. In 2018, it was held at Spark Arena, where 500 volunteers cooked and served over 1,600 guests a traditional festive meal with all the trimmings. Our Christmas Lunch gave struggling families, isolated elderly people, rough sleepers, and lonely individuals an opportunity to share in companionship, food and fun.

Acknowledgements:

We acknowledge with gratitude the Eden Park Trust Board who provided the Eden Park facility, and we acknowledge our partners Papakura Marae and MUMA – Ngā Whare Waatea Marae, and Spark Arena.

By the numbers



1,600+ guests shared Christmas lunch



2,500 volunteer hours



6,236 family food parcels distributed in December 2018



500 volunteers helped on Christmas Day



2,013 solo food parcels distributed in December 2018



14,052 children provided with gifts

Rosalia's story

Single mum Rosalia* heard about the Mission from a friend at her church. She had recently moved to Auckland with her three children after her husband died, and a few weeks before the holidays, her mother also passed away. Rosalia had gone into debt to pay for her husband's and mother's funerals, and was facing the bleakest Christmas she could imagine. "My kids were still grieving the loss of their dad, and now their grandma was gone too, right before Christmas," she said. Rosalia works full-time, but with the debt repayments on the funerals, plus her rent and other essential expenses, she had no money left for food – and certainly nothing for Christmas presents for her children.

When her friend explained that Rosalia could receive a food parcel and gifts for her children from the Mission, Rosalia thought she was joking. But then her friend offered to drive her to Eden Park, as Rosalia couldn't afford the petrol money, and she was stunned to discover that her friend was right. "I couldn't believe I could get this for free," she said. When we met Rosalia, we were also able to help her get assistance from WINZ to help cover the funeral expenses, as well as review her entitlements to ensure she was receiving the correct amount. She went away with not only food and gifts for her children, but also renewed hope that her finances would be improving. "I am so grateful to the Mission for doing this. Thanks to all the people who donate to make this possible," Rosalia said.

*Client name changed to protect their privacy.



Clockwise from top left: Chris Farrelly & Mayor Phil Goff with gifts; Chris and the Prime Minister at our Eden Park distribution site; serving Christmas Lunch.

Calder Health Centre

Addressing the health and wellbeing of our most vulnerable

What's happening:

For many vulnerable Aucklanders, even a visit to the GP is completely out of reach due to financial constraints, lack of transportation, work or family commitments, and many other social barriers.

What we did in response:

- 1 Provided low-cost healthcare for low-income and homeless individuals through our Calder Health Centre.
- 2 Combined medical services with access to social workers, a mental health nurse, WINZ, housing options, addiction services, and emergency food parcels.
- 3 Operated an onsite pharmacy to expand access to affordable medications.

Why this is important:



We believe healthcare is a basic human right. We see people with complex medical and mental health needs, as well as suffering the health effects of addiction, who are often extremely ill and reluctant to visit the doctor because of previous bad experiences. If they feel safe, secure, respected, and treated with dignity, they are more likely to attend appointments, receive the help they need, and have better health outcomes.

Tell me more:

At our Calder Health Centre, we provide affordable healthcare for low-income and homeless individuals. Our doctors and nurses are uniquely experienced in working with the complex medical needs of people who may have mental health issues, drug and alcohol addiction, or are suffering from the physical effects of living in poverty or sleeping on the street.

The average patient at the Calder Health Centre visits around 10 times each year. This is about three times the national rate, and directly reflects the hardship and challenges faced by the people visiting our clinic.

Unlike at Hobson Street, where the Calder Health Centre had its own reception and was located in a separate space, our current base at Union Street has provided us with the opportunity to combine our front-of-house services into one unified team, serving the Calder Health Centre as well as our Housing and Outreach services. It's a one-stop-shop for clients coming in for appointments, and makes the Mission even more accessible to our vulnerable community.

Acknowledgements:

We acknowledge with gratitude our partners Auckland PHO, Auckland DHB, and Southern Cross Health Trust, who support us at the Calder Health Centre.

By the numbers



1,559

**enrolled
patients**



17,054

**medical
consultations**

“In our current building, especially for the new Calder Health Centre, sharing information has been much easier as we’re all in the same space and the medical clinic is no longer isolated.”

*– Calder Centre
Assessment Professional*

Eloise's story

Originally from Whangarei, Eloise* came to Auckland to escape an abusive relationship, and had been sleeping on the street for several months when we met her. Eloise was not only struggling with alcohol and drug issues, but she was also very unwell with Hepatitis C and a painful lump in her breast. Our Brief Intervention Team was able to find Eloise emergency accommodation and also enrolled her at the Calder Health Centre. She was able to begin treatment for Hepatitis C, and we arranged for referrals to investigate the lump. We supported Eloise through her hospital appointments and subsequent diagnosis of breast cancer.

At around the same time Eloise started chemotherapy, she was also able to transfer from emergency accommodation to social housing. We provided furniture and food parcels for Eloise's new home, and ensured she was comfortable and settled. We also encouraged her to reconnect with whānau, who are supporting her as she continues with her cancer treatment.

*Client name changed to protect their privacy.



One of our Calder Health Centre team working with a patient.
Photo: Kathrin Simon

Drug & Alcohol Services

Addressing addiction

What's happening:

Drug and alcohol addiction takes a devastating toll on families, individuals, and communities. Addiction is extremely complex, and poverty, violence, and poor health often coexist with substance abuse.

What we did in response:

- 1 Provided 10 beds for supported social detoxification from substance abuse.
- 2 Worked with wraparound services through the Mission's wider community links to support those struggling with addiction to recover and improve their circumstances.
- 3 Prepared to double our capacity at Mission Homeground when it opens.



Why this is important:

In the Auckland region, there are limited beds available for drug and alcohol detoxification, excluding private services. Half of those (10 beds) are located at the Mission's Residential Social Detoxification Centre.

Tell me more:

With the demolition of our former Detox Centre on Federal Street, the service has shifted to a former boarding house in Avondale while we await the opening of Mission HomeGround.

While we're excited about the future – our new space will have more beds, so we will double our capacity, and will incorporate Medical Detoxification as well as Social – there have

also been improvements in our temporary situation. The neighbourhood that our Detox Centre is currently located in is a quiet, friendly community where clients are able to have private rooms with heaters, and there are also more showers and toilets.

It's a pleasant set-up which clients find peaceful and removed from many daily pressures.

By the numbers



592 drug and alcohol assessments



196 residential drug & alcohol assessments



354 admissions to residential detox



209 home visits provided



2,814 bed nights



52 referrals for further support



396 community support drug & alcohol assessments



Staff outside our Detox Centre in Avondale.



A client reads in the lounge.

Tia's Story

Tia* is 36 and has three children. Her ex-partner is an addict too – he's the person who first gave Tia drugs. "That's how he showed me love and affection – getting high together," she says. Her ex-partner abused her psychologically and physically, and she used drugs to cope and to escape from their cruelty. Tia had been successful in the performing arts field for many years, and admits that she was a "high-functioning addict" – someone who could hold it together and appear that she was okay. But behind the scenes, Tia's addiction was getting worse. She found the immense courage to leave her abusive ex-partner a few years ago, but she wasn't able to leave the drugs behind.

Recently, Tia had a wake-up call – she caught her daughter smoking, and realised that her children would imitate what they saw her do. She looked up detox centres online, and was drawn to the Mission's Residential Social Detoxification Centre because it was in a more intimate setting. She was nervous to come at first, worried she would bump into people she knew – but what she quickly found was a whānau environment where she could feel safe and understood.

"I'm definitely closing the door on cigarettes, vapes, marijuana, and meth – there can be no more of that in my life," says Tia. "Because I want to feel fulfilment from my children and my family. Not from the drugs."

*Client name changed to protect their privacy.

"I'm slowly but surely starting to realise that I do have worth."

– Tia, Detox Centre Client

The Journey to

Housing Aucklanders

Creating a safe, welcoming space for the homeless

What's happening:

People who are living on the streets continue to need our urgent help and support.

There are many reasons why people become homeless, and the issue is very complex. Homelessness takes many forms, but the most visible are rough sleepers – those sleeping on footpaths, in empty buildings, doorways, and car parks.

What we did in response:

- 1 Opened our Haeata Community Centre seven days a week to give vulnerable people a welcoming space to connect with others and participate in meaningful activities.
- 2 Provided outreach services for homeless Aucklanders who wouldn't come to us.
- 3 Built long-term, trusting relationships to help house people and link them with services that will help transform their lives.



Why this is important:

Homelessness is frequently a result of being socially, emotionally, financially and physically isolated from networks that many of us take for granted. Reconnecting homeless people to their community is an important step toward improving their circumstances.

Tell me more:

Our Haeata Community Centre is the home base of our Activities Programme, which connects homeless people back into the community and contributes to developing their identity and self-worth by teaching them new skills and encouraging them to create. Drama, photography, art, pottery, carving, fishing, cooking, gardening, fixing bicycles, sausage sizzles, and even field trips to the beach or museums are all run from Haeata. Feedback from clients has been overwhelmingly positive. We recently opened a movie theatre with red velvet curtains and comfortable chairs – it's a great place to unwind and take in a film!

Haeata is the hub of our services for people experiencing homelessness, and serves as the first point of contact for people to access the Mission's services.

It also provides nutritious, well-balanced meals in a safe, welcoming environment, where everyone is known by name. Key Workers from our Brief Intervention Service are present at each meal to engage with clients, offering support and providing practical pathways out of homelessness. Mealtimes at Haeata are not only about nourishing the body; they're important for fellowship, starting conversations, and creating meaningful connections.

A place to connect

At our former Drop-In Centre on Hobson Street, we were reliant on donations of precooked or leftover food, and the space served as a casual drop-in facility for the homeless. At our new Haeata Community Centre, we serve twice-daily meals

seven days a week, with freshly prepared food cooked onsite by a chef, and a welcoming café-like environment where clients feel valued and appreciated. The open, versatile space Haeata occupies has given our staff a unique opportunity to develop, try out, and refine new ideas for when we shift to the new facility on Hobson Street.



Helen Robinson, GM Social Services, addresses visitors & staff at the opening of Haeata.

Photo: Kathrin Simon



Art classes in Haeata.



Wilf Holt and Spyder in the old Hobson Street Drop-In Centre.

Photo: Kathrin Simon

By the numbers



5,858
volunteers



730
meal sessions



115
average number of
clients at each meal

Bill's story

"Life seems to have completed the cycle," says Bill, a volunteer at Haeata. While studying at the University of Auckland in the mid-1960s, Bill boarded at the Auckland City Mission's St Francis Hostel, which was located at 100 Greys Avenue. There were 30 boarders who were mentored by the warden, Father John Martin, and all were "fed magnificently by the Scottish matron." Upon retiring from his career developing museum software 13 years ago, Bill applied for a volunteer position at the Auckland City Mission, and vividly remembers his first shift at the former Drop-In Centre on Hobson Street. "In those days, there was a large, somewhat intimidating queue outside waiting for dinner, and I had to push through to gain entry," Bill recalls. "When Wilf finally opened the door, one of the clients commented, 'Wilf, he's too old!'" Bill now lives on Greys Avenue, not far from the site of the old hostel, and regularly volunteers at Haeata.*

*Client name changed to protect their privacy.

Focusing on Homelessness

With the opening of Haeata in 2018, we made some significant changes to the way we work to support Auckland's homeless community. Our Homeless Outreach and Support Services, which traditionally provided Outreach, Case Management, and services for elderly people, was expanded to incorporate the Brief Intervention Team. This allowed for ready access to skilled Key Workers in Haeata, to connect with people experiencing homelessness, and link them with support and housing options.

Brief Intervention

Seven days a week during mealtimes at Haeata, dedicated and experienced Key Workers from our Brief Intervention Team engage with individuals to learn about their immediate needs and provide practical pathways out of homelessness.

Brief Intervention is a 12-week intensive programme of targeted individual assistance, with

the goal of supporting people from living on the street into suitable housing, incorporating medical and mental health care, financial assistance, and access to services and community connections. Homelessness is a complex issue – and we know there's no easy solution. The Brief Intervention Team create meaningful connections and support individuals to access support and establish pathways to wellbeing.

Outreach

For our Outreach Team, what we do is in the name – we go out into the Auckland community to make connections with people sleeping rough. Through Outreach we aim to build trusting relationships, provide Case Management services and connect people with services that are suitable and appropriate to their unique situation. People who are seen by our Outreach service may have experience of mental distress, violence, trauma, housing instability or have experienced stigma and discrimination which has made it difficult to access other services. In January we partnered with ADHB to bring an Outreach Mental Health Nurse into the team. She provides specialist services and consultation for people living with mental illness, and brings a unique skillset to our team. Our Outreach service's primary focus is to provide quality health and housing interventions for people who are sleeping rough, with a commitment to collaboration and individual choice.



Nicola Bowden, from our Outreach Team, at work.
Photo: Magnetic Pictures

“Just being able to be there for people, to listen to them without judgment, and to meet them in their space, wherever they are at right now – those things are very important to our homeless whānau.”

– Outreach Key Worker

Case Management

Homelessness is complex, and people come to be living on the streets for a multitude of reasons. Our Key Workers each work alongside a number of clients, providing long-term support to reach their goals, and maintain wellbeing. These things are different for different individuals and key-work support is delivered through strength-based, person-centred practice.

Last year, 188 people were supported with case management by our Key Workers. They regularly connect with these clients, travelling

to the places where they live, supporting them to navigate a variety of systems and agencies. The team are committed to demonstrating manaakitanga, with a focus on genuine connection and providing a flexible, consistent service. Our Key Workers are highly skilled, experienced and compassionate, coming from a range of backgrounds. Respect and dignity are key values we uphold in our daily interactions with others.

Elder Person's Service

As we grow older, our connections to others – and to our community – can decline, leading to feelings of isolation and loneliness. Family and friends grow older, too, meaning that many of us lose key social supports as we age. Our Elder Person's Service reaches out and visits people over age 55 who are unable to access services and support to meet their basic needs.

We help people to remain independent in their own homes for as long as possible, while coordinating between outside agencies and community services to assess and meet their unique individual needs.

On a practical level, we also facilitate access to food parcels, financial management, affordable medical care, setting up meal deliveries, and in-home support or assistance to relocate to long-term residential care.

Our Elder Person's Service Team has experienced an upsurge of complex cases, and this past year has seen a particularly large number of male clients who live on their own, with no family, friends, or community links. As our population ages, the need for advocacy and support for our elderly will continue to increase.

Acknowledgement:

We acknowledge with gratitude the Selwyn Foundation which supports us to provide this service.

Randall's story

80-year-old Randall was born and raised in New Zealand, but lived overseas for several decades with his wife. After her death a few years ago, Randall returned to Auckland and was shocked – and deeply unsettled – by the many changes that had taken place in his absence. Life skills that we take for granted, like opening a bank account or finding a GP, were unfathomable to Randall after such a long time away, and he struggled to reintegrate into society. He had also lost touch with his extended family, and when our Elder Person's Service team met Randall, he was in poor health, both physically and mentally, and was not safe living on his own.*

We were able to assist Randall to register with the Calder Health Centre so he could begin receiving necessary medical treatment, and helped him to navigate the challenges of obtaining ID, learning how to use a mobile phone, and accessing financial entitlements through WINZ. We also encouraged Randall to reconnect with his family, whom he had not seen for many years. After some time, with the support of our Elder Person's Service and his family, Randall moved into a rest home, where he could receive the care he needs in a safe, secure environment.

*Client name changed to protect their privacy.

Housing First

A place to live, and support to thrive

What's happening:

Traditional thinking requires people to be 'clean and sober' before finding housing for them. Housing First turns that thinking on its head. The philosophy is to find people housing first and then support them to address other issues once they have a safe, secure place to call home.

What we did in response:

- 1 Worked with homeless people to provide immediate access to housing.
- 2 Provided wraparound services after people are housed in order to help them address their challenges.
- 3 Continued to support people with ongoing check-ins and community services.



Why this is important:

We believe we can end homelessness in Auckland. There's no "one size fits all" approach to ending homelessness, and Housing First gives individualised support to those in need.

Tell me more:

The Housing First model is internationally proven and flips the traditional thinking about homelessness upside-down, placing homeless people into housing before surrounding them with wraparound support that is tailored to their individual needs. The Housing First programme is an innovative, proven approach to housing people experiencing chronic homelessness. It's based on five key principles:

- > Immediate access to housing with no attached conditions
- > Client choice and self-determination
- > Focus on recovery
- > Individualised support

> Social and community integration

Once people are housed, the Mission provides wraparound services to help address underlying issues such as addiction, illness, and mental health. Together with Lifewise and Airedale Property Trust, the Mission has housed 99 people to date. The name gifted to the central city programme is Te Pou Tuatahi o Tamaki.

Our major challenge continues to be housing – or the lack thereof. We're constantly searching for safe, secure housing that our clients will feel comfortable in, to give them that necessary foundation for recovery. The past year has seen an increase in housing pathways, but the supply of housing remains inadequate.

Acknowledgements:

We acknowledge Lifewise and Airedale Property Trust with whom we work to provide the Auckland City Centre Housing First Programme, and the Ministry of Housing and Urban Development (HUD) which funds this programme.

"The ache for home lives in all of us, the safe place where we can go as we are and not be questioned."

– Maya Angelou

By the numbers: Te Pou Tuatahi o Tamaki



121 participants in the city centre



44 years is the average age of those housed through Housing First



74% of participants have been homeless for more than five years



26% of participants have spent over 20 years homeless

James's Story

James was born with a disability that made communication difficult, and his family were unable to access appropriate help for him. He grew up in an abusive household where he couldn't express himself. Feeling isolated and misunderstood, James left home at a young age, started drinking to dull the effects of his childhood trauma, and had been living on the streets for 15 years when the Mission learned about him.*

In his years sleeping rough, James had developed a number of health problems, some due to exposure, and others caused by his addiction to alcohol. We presented James with the option of being housed via the Housing First programme, realising that with a safe, secure home, he might be in a better position to address his alcohol abuse and health problems. James agreed, and we helped him to shift into a flat, where we provided furniture and food parcels to help him get settled.

We brought in wraparound support services to help James, including Drug and Alcohol Services, WINZ, and the Calder Health Centre, and were able to help James make a start at improving his health and wellbeing. James has a long road ahead of him, but we are committed to walking with him on this journey.

*Client name changed to protect their privacy.

Building Respect



Progress on site to date.



Our new Auckland City Mission – Hobson Street view.

The Mission works with people and organisations every day to stand alongside clients to help them build self-respect and to believe that their dreams are attainable. Recently our construction partners have employed two people who have experienced homelessness, Hux and Rex, as labourers on the Mission HomeGround site project. They participated in the Street Guardians project, a partnership between Heart of the City, inner city businesses and the Mission to address homelessness through a positive experience of work.

Hux says, “the Mission has helped me, it’s great I’ve now got the opportunity to give back.”



Hux and Rex ready for their first day of work onsite.



Hux (in green safety wear) oversees progress on-site.

In 2019, the Mission began a new era beyond our last 99 years when we commenced construction of our new home, due for completion in early 2021 on our Hobson Street site.

Our new Mission facility provides the opportunity to build on our record of service to Auckland and beyond, through the expansion of services. The new space includes a single site, high-density, supportive housing initiative for 80 residents as well as a health and social service support centre. The building has been purposely designed and developed to incorporate the key principles that underpin successful housing outcomes and the delivery of the Mission's services.

"We are creating a new foundation for social connection, a sense of place that is often denied to our people through chronic homelessness and poverty."

*– Chris Farrelly,
Auckland City Missioner*

Design

A thoughtfully designed and well-maintained positive environment that includes spaces and opportunities for wider community participation. An asset for the whole community.

Permanency & affordable housing

Housing is permanent and affordable and self-contained with rent calculated as a percentage of income.

Tenancy mix

There will be a mix of tenants with a proportion having experienced homelessness and some who have not. The mix ensures a vibrant and diverse building community.

Safety

A security and social work service will be provided 24 hours a day, 7 days a week to ensure a welcoming but controlled access to the building and support for residents.

Social inclusion

Each element of supportive housing aims to create the greatest possible degree of empowerment and independence for individuals as well as a thriving community for tenants and neighbours.

The building will offer a conference centre, retail and community facilities.

Accessible healthcare

Our Calder Health Centre will expand to provide services for up to 3,000 patients, beyond the current 1,559 and will include a dedicated pharmacy service, dentistry and further capacity to provide mental healthcare support.

Detox

25 social and medical detox beds will be provided in conjunction with local DHBs. This is an increase from the current 10 social detox facilities at the Mission.

Food

Our Community Centre will provide food for up to 150 guests twice daily 365 days a year. The new design will also enable more effective management and distribution of emergency food parcels.

Work and daily activity

Access to a range of support to enable clients to maintain social, recreational, educational, occupational and vocational activities including an onsite WINZ worker, literacy and social enterprise training opportunities.

Thank you

Thank you so very much. As at 30 June 2019, our donors have generously assisted us to raise \$83.3 million, which includes a further \$10.4 million since the last annual report towards our current target. We are extremely grateful to have received public, private and community contributions including a \$10 million grant from Foundation North and a \$5 million grant from Auckland Council. We also acknowledge the \$34.7 million contribution from government, in particular the Ministry of Health and Ministry of Housing and Urban Development.

This project is our biggest yet. The good news is we've secured the majority of funds – but we still need some serious help to finish our new home.

If you're interested in donating to the Mission HomeGround project please visit www.aucklandcitymission.org.nz/homeground

If you have any questions please contact:

Mandy Mee – Mission HomeGround Campaign Manager
m. 021 867 322
e. mandy.m@aucklandcitymission.org.nz

Revitalised Op Shops

Giving a second life to second-hand goods

Op Shops are experiencing a renaissance, and for good reason: they're representative of a circular economy. For donors, having a place to drop off good-quality items rather than sending them to landfill prolongs the life of usable goods. For shoppers, the opportunity to purchase good-quality items at affordable prices helps those on tight budgets. For the Mission, money raised through the sale of these goods supports our programmes, which help the most marginalised in society. This high-level recycling is a win-win-win system.

Our refreshed and rebranded Auckland City Mission Op Shops – formerly called

New Beginnings Op Shops – are treasure troves for the savvy bargain hunter, and the money we raise through the sale of donated goods directly funds our social services. A preloved handbag will help us to provide food parcels to families and individuals in desperate need.

Our Op Shops collect donated household goods, clothing, and food items from organisations, businesses, and members of the community. These donations are sorted and either delivered to people in need, or earmarked for our four Op Shops in Glen Innes, Grafton, Takapuna, and Karangahape Road.



We're always in need of good quality furniture, household items, clothing and food. If you'd like to make a donation, call us on **09 377 4322** for more information.

"I've never worked in an environment with people who have so much heart,"

– Tracy, Distribution and Retail Manager

Glenda's Story

Many of the staff at our Op Shops started out as volunteers and became so valuable to us, we simply can't let them go. Glenda is one of those volunteers-turned-employees. With years of retail experience, she started volunteering in one of our Op Shops several years ago and found she absolutely loved it. When a part-time support role opened up, she applied even though it was a big step back from her previous career. Glenda had experienced depression, and saw this new role as a way to ease back into work in a supportive environment she enjoyed.*

A lot of our Op Shop staff have similar stories of working on a volunteer basis, then becoming employed part-time, and eventually transitioning into full-time jobs. And some of our volunteers are content to stay in their unpaid roles, finding great satisfaction in donating their time and efforts – in fact, we have a few who have been volunteering at our Op Shops for over 20 years!

*Name changed to protect their privacy



Dress made from second-hand men's ties by our very own fashion designer & shop assistant, Dru Douglas.

Together We Stand to Help

People in Desperate Need

Donate Money

It costs over \$9 million a year to provide our services of which 13% of this is government funded. We simply wouldn't survive without the generosity of Aucklanders like you. There are a number of ways to make a donation:

Regular Donations

This form of payment allows the Mission to budget more effectively for the coming year as it provides a dependable source of income. You can make regular donations to the Mission a number of ways:

- > **Direct Debit:** Set up a regular direct debit donation by downloading an authorisation form from our website at www.aucklandcitymission.org.nz
- > **Automatic Payments:** Set up regular payments to the Mission directly from your bank account to ours using the following details:
Auckland City Mission, ASB, Auckland.
Account number: 12-3011-0520064-00
Reference fields: please include your name, your donor ID number if you have it and the words 'AP Donation' so that we know this is a regular donation.
- > **Credit Card:** Make regular credit card donations online at www.aucklandcitymission.org.nz
- > **Payroll Giving:** Ask your employer if they are part of the IRD's Payroll Giving scheme and make regular donations direct from your pay, applying the tax credit immediately.

For more information about setting up a regular donation, phone us on **09 303 9209** or email fundraising@aucklandcitymission.org.nz

One-Off Donation

You can make one-off donations to the Mission in a number of ways:

- > **Credit Card:** Donate online at www.aucklandcitymission.org.nz, by calling 09 303 9209, or by stopping in at 23 Union Street, Auckland Central.
- > **Cheque:** Post your donation direct to – Auckland City Mission, PO Box 5352, Wellesley Street, Auckland, 1141.
- > **Direct Credit:** Donations may be paid directly into the Mission's bank account either in a branch or via the internet using the following bank details:

Auckland City Mission, ASB, Auckland.

Account number: 12-3011-0520064-00

Reference fields: please include your name, your donor ID number if you have it, and the word 'Donation' if you are making a one-off donation.

Donate Food

In the last financial year, the Mission distributed **23,020** emergency food parcels and provided food to 60 local food banks and community organisations. We rely on donations of food from individuals and companies to ensure we can provide emergency food for those who need it most. Small amounts of food can be dropped off at our **Distribution Centre at 15 Auburn Street, Grafton**, or to arrange to donate a large amount of food please contact us on **09 303 9209**, or email fundraising@aucklandcitymission.org.nz

Leave a Legacy

Leaving a gift to the Auckland City Mission in your Will is a very special way to make a lasting difference to the lives of marginalised and excluded Aucklanders. Legacies are an extremely valuable source of income for the Mission and we are incredibly grateful to those individuals who have already remembered the Mission in their Will. To leave a legacy or to find out more, please call us on **09 303 9209** or email fundraising@aucklandcitymission.org.nz

Events

You can support the Mission's work by running your own fundraising event, or getting sponsored to take part in a challenge. Individuals, community groups and businesses have assisted our work in the last year by holding events ranging from sausage sizzles to fancy-dress days. If you want to discuss arranging a fundraising event for the Mission, or if you would like to get sponsored for taking part in an event such as the Auckland Marathon, call **09 303 9209** or email fundraising@aucklandcitymission.org.nz

Corporate Partnerships

The Mission is grateful to all the businesses that support our work. Companies can support the Mission in a number of different ways.

For more information about becoming an Auckland City Mission Corporate Partner call **09 303 9209**, or email fundraising@aucklandcitymission.org.nz

Our Volunteers

Giving time and heart

Volunteers are the lifeblood of the Mission's programmes. From packing emergency food parcels and serving meals at the Haeata Community Centre, to running a class at the Activities Programme and doing data entry, volunteers provide essential support to our services.

Our shift from Hobson Street to Union Street was the catalyst for an updated Volunteer Programme, with a dedicated Volunteer Coordinator tasked with helping fill regular shifts

in Haeata, Distribution and Op Shops; and occasional shifts in Detox and Administration. With streamlined volunteer processes, a regular volunteer newsletter, and even an app that lets people sign up for shifts, the Mission's Volunteer Programme has embraced technology this year.

Whether someone has one day a month or one day a week, we have volunteer roles that suit everyone, from all walks of life.



Find out more at:

www.aucklandcitymission.org.nz/get-involved/volunteer

By the numbers



5,858
volunteers



28,783
hours of volunteering

"We're trying to create a warm, welcoming space for our homeless community, so that they feel safe and welcome. So I ask people to bring their best selves when they come to volunteer. I really believe in the value of manaakitanga – behaviour that acknowledges the mana of others through the expression of aroha, hospitality, generosity, and mutual respect – and I try to align our volunteers with that value."

– Anne, Volunteer Coordinator

"I think the Mission is a very significant part of the inner city in what it provides, and I enjoy contributing."

– Gil, Volunteer



Group volunteers helping pack emergency food parcels for struggling families in our Distribution Centre.



Volunteers from the Church of Jesus Christ of Latter-Day Saints ready to serve food in Haeata.

The Missionaries' Story

Every Tuesday and Thursday, six missionaries from the Church of Jesus Christ of Latter-Day Saints volunteer as kitchen hands at Haeata, contributing a large number of volunteer hours to the Mission each year. Going by the title "Sister" and "Elder", these hardworking young adults help to prepare and serve food to the homeless people who come in for lunch, and help with clean-up and kitchen tasks afterward. "I love seeing the people – the looks on their faces when they receive the food. Life is hard, but when they come in, smile, and say thank you, it makes me happy that they're able to eat," said Elder Mason Fakahua, a recent volunteer.

These young adults are serving "missions" – for males, the term is two years, and for females, 18 months – of service to others as part of their commitment to their church. In groups of two, they move to new assignments every six weeks, which means the faces at Haeata are always changing. But their energy and willingness to get stuck in remain the same. "They do a lot of service, and I think it gives the missionaries a lot of satisfaction," says Elder Rand Clark. "There's a great deal of satisfaction in serving."

Looking Ahead to Next Year

James Liston Hostel

The James Liston Hostel Trust, of which the Auckland City Mission is one of the Foundation Trustees, has operated the Hostel as an emergency accommodation facility since the late 1960s, and has recently carried out an extensive refurbishment. While the Trust still owns the building, the Mission has leased the building and will assume the operations of the Hostel service from 1 July 2019. In partnership with the Ministry of Housing and Urban Development, and Housing New Zealand, the Mission will not only provide 50 beds of transitional accommodation through the James

Liston Hostel, it will also integrate with other wraparound Mission services.

Residents at the James Liston Hostel will be supported over a 12-week period with meals, laundry services, WINZ support, alcohol and drug addiction rehabilitation pathways, healthcare at the Calder Health Centre, and access to a key worker who will help them to develop a transition plan that is tailored to their individual situation and needs. This is all part of the Mission's vision to provide an integrated continuum of care that seeks to end homelessness.



The recently refurbished exterior.



The James Liston Hostel staff.

Te Whare Manaaki Wahine

In 2018, a 12-week pilot project provided a “house of hospitality for women” known as Te Whare Manaaki Wahine. Funded by the Ministry of Social Development and supported by donors, the project offered 54 women overnight accommodation and food. During the 547 bed nights that were provided during the pilot, women were supported to share the story of their individual journey, draw strength and support from each other, and access the Auckland City Mission and allied services including referral into housing, counselling, WINZ assistance, medical care, mental health services, and addiction treatment.

Since Te Whare Manaaki Wahine finished due to the demolition of our buildings on Federal and Hobson Streets, we’ve been working toward a rebirth of the service in a nearby property, and are in the process of securing funding toward a new transitional housing service for women and those who identify as women. We anticipate this new service will open late in 2019, and will again provide women with a safe, supportive space to reconnect with themselves and their community.

“The gift and the heartbreak of Te Whare Manaaki Wahine is that we were able to see the immense difference this made in the lives of the women who stayed there, and yet it was only a 12-week pilot project. We’ve learned so much during the process, and now we’re preparing to re-open the service, it’s a dream come true.”

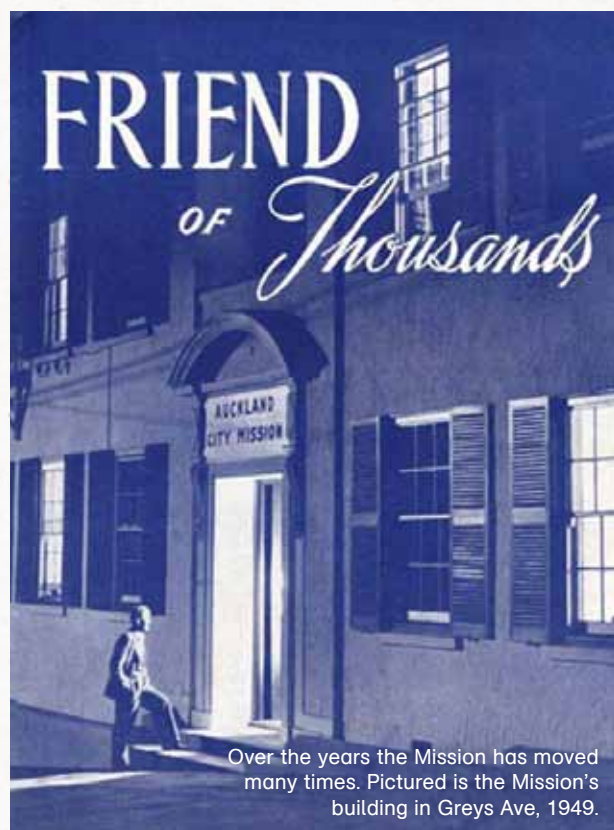
– Helen, General Manager, Social Services

Celebrating our Centennial

Auckland City Mission was established in 1920 by Reverend Jasper Calder, providing clothing, food, social support and financial assistance to the poor, with the motto “Not a charity but a chance.” During the 100 years since our inception, the Mission has been dealing with the same issues: hunger, homelessness, and health. The services we offer have developed over time to reflect social changes, but our purpose remains to help people in desperate need.

Over the years, we’ve adapted our services to reflect the needs of our most marginalised members of society. At one time or another throughout the past century, we’ve assisted soldiers returning from wars with what was then called “shell shock”, rehabilitated ex-prisoners, opened a care facility for HIV-positive patients, hosted a youth hostel and night shelter, and had many changes of address as our programmes have grown and changed. We innovate, adapt, and introduce new solutions, and we’re not afraid to admit when something isn’t working – and to look for better answers to age-old problems.

In 2018, demolition began at our Hobson Street and Federal Street buildings, and we shifted to our current – yet temporary – home in Union Street. In 2020, we’ll celebrate the 100th anniversary of the Mission’s founding, and we’ll continue the work that Reverend Calder began all those years ago. We look forward to celebrating this milestone with you, our supporters and clients!



Over the years the Mission has moved many times. Pictured is the Mission’s building in Greys Ave, 1949.

Board Members

Auckland City Mission Board Members as at 30 June 2019



Linley Wood

Linley has extensive senior management experience having held executive leadership roles at the ASB for the past 25 years. She has strong legal and financial expertise and is passionate about building organisational culture. Her governance work has included a heavy focus on education and literature, youth and families, creating safe, caring communities and sustainable community development. Linley is currently a Director at King's School where she has been involved in a number of building projects. Linley is particularly drawn to the important phase that the Auckland City Mission is entering in its building programme.

Celia Caughey

Celia is a lawyer and former partner at Russell McVeagh. While living in Vietnam for many years, she held various positions, including New Zealand Consul-General in Ho Chi Minh City and New Zealand Trade Commissioner, and remains actively involved with the Ba Chieu Home for homeless and disadvantaged girls. She is also a Trustee of the Caughey Preston Memorial Rest Home.

Evan Davies

Evan is the Managing Director of Todd Property Group Limited, Director of Panuku Development Auckland, Chair of the Capital Investment Committee and Chair of the Christchurch Hospital Redevelopment Partnership Group. Previously, he was Managing Director of SkyCity Entertainment Group and General Manager of Brierley Properties.

Joanna Pidgeon (Acting Chair)

Joanna is a lawyer and the founding partner of Pidgeon Law, a boutique property and commercial law firm. Joanna has a particular interest in property matters, sitting on the New Zealand Law Society Land Titles Committee and formerly chairing the Auckland District Law Society Inc Property Disputes Committee. Joanna is the Immediate Past President of the Auckland District Law Society Inc. Joanna was formerly a trustee of the Selwyn Foundation, where she chaired their Property and Development Committee.

Gavin Rennie

Gavin has been a lecturer in the Department of Social Practice at Unitec since 1991. He has a longstanding interest in church social services, social justice, and housing issues.



Claire Szabó

Claire grew up in South Auckland, the daughter of a Hungarian refugee and a nurse from Southland. She has run her own business in Europe and been the CEO of English Language Partners New Zealand, a migrant/refugee support agency. Claire has degrees in music (Auckland), education (Trinity College, Dublin), commerce (Victoria), and public administration (Harvard). She is currently the CEO of Habitat for Humanity for New Zealand, Samoa and Tonga and is married to Rowan with two children.

Graeme Birkhead

Graeme has over 30 years' experience in the building sector. He is a Director of Graeme Birkhead Consulting, and has considerable governance experience. He is National President of the New Zealand Institute of Building, a board member of the Property Council of New Zealand's Auckland Branch and an advisory board member of the Auckland Council Urban Design Panel. During his career he has led major projects including large scale housing developments, business parks, manufacturing facilities, infrastructure works and public-sector facilities.

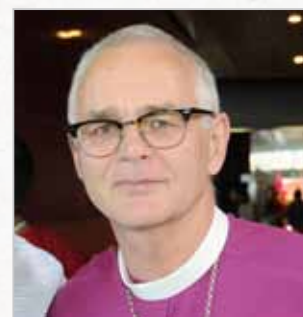
From left to right:

Linley Wood, Celia Caughey, Evan Davies, Joanna Pidgeon (Acting Chair), Gavin Rennie, Claire Szabó, Graeme Birkhead.

Absent: Lyndon Drake, Bishop Jim White



Lyndon Drake



Bishop Jim White

Lyndon Drake

Lyndon Drake is an Anglican Minister in the Te Tai Tokelau diocese where he oversees six South Auckland churches. He is of Ngai Tahu descent. Lyndon is a former Vice President of Barclays Capital in London. He has a broad knowledge of capital market practice and conduct and specialist expertise in pension ALM structuring and risk management, derivatives collateral, counterparty risk management, and systemic risks in capital markets. He has a long-standing history of involvement in the community. Sitting on a number of parish boards, Lyndon has been an active member of outreach programs seeking to address the hardships of poverty.

Bishop Jim White

Bishop Jim is Assistant Bishop of Auckland and formerly Dean of St John's Theological College. He now serves on the Boards of the College – Te Kaunihera and Te Kotahitanga. He is also on the Board of the College of St George's, Jerusalem. Bishop Jim has stepped down temporarily from his duties as Chair while he undergoes health treatment.

Acknowledgements

Our Partners

Heartfelt thanks to all of the wonderful people, companies, groups and associations who help people in need through their generous support of the Auckland City Mission's work. We simply can not do what we do for others without you. Special thanks to the following supporters:

Key Service Providers

Solicitors – **Chapman Tripp**
Creative Agency – **99**
Design Agency – **Origami**
Media Agency – **Zenith**
Recruitment Services – **Hobson Leavy**

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Foundation North
Southern Cross Health Trust
Estate of Ernest Hyam Davis & The Ted and Mollie Carr Endowment Trust
The Selwyn Foundation

Major Food and Goods Donors

Goodman Fielder
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Legacies

Estate of C J Bullock, Estate of Mr & Ms Butland, Estate of Eileen Elizabeth Phipps, Estate of Elaine Marjorie Robinson, Estate of Geoffrey Brian Bailey, Estate of Ina Curtis, Estate of John Crawford Wilson, Estate of Margaret Campbell, Estate of Olive June Goldsmith, Estate of Reginald Hugh Taylor, Estate of William John Hoyle, Eve Otway, J M Miss Reynolds, Kathleen Farrelly, Malcolm Stone, Margaret Stewart, Ms Svetlana Stojankina, Noel Renner

Supporting Businesses, Community Groups, Churches, Schools and Other Organisations

2 degrees, 300 Richmond, 3D NZ, 90 Seconds NZ, A Step Ahead Early Learning Centre, AAW Group St Peters, Abano Healthcare, ABB Limited, Abbey Antiques, ACC, Accessable Accordo Group, ACG Parnell College, Aciem, Acorn Children's House, ACP Online, Active Healthcare, Adis International, Agility Logistics, AIG Insurance NZ, Air Mark Services, Air New Zealand- Digital, Airport Palms Hotel, Aktive- Auckland Sport and Recreation, Albany Junior High School, Alexander & Co, All Branded Group NZ, All Saints (Birkenhead) Mothers' Union, All Saints Anglican Church Birkenhead, All Saints Anglican Church Howick, All Saints Anglican Church Ponsonby, All Saints Ponsonby, All Saints Presbyterian Church Birkenhead, Allen & Unwin, Allianz NZ, AlSCO NZ, AMA Capital Management, American Express, AMMANZ, AMURT, Anderson Lloyd, Anglican Parish of Clevedon, Anglican Parish of Warkworth, Antares Restaurant Group, Antipodes, ANZ Bank, Aorere College, Apra Amcos, Aristotles North Shore Motel, Arkham City Comics, ASB, ASC Architects, Aspire2 International, Assured Food Safety, AsureQuality, Athfield Architects, Auckland Bioengineering Institute, Auckland Bowling Club, Auckland Buddhist Centre, Auckland Central Library, Auckland Christian Mandarin Church, Auckland City Stamps, Auckland District Law Society, Auckland Girls Grammar School, Auckland Grammar School, Auckland Mandolinata Orchestra, Auckland Palm Centre, Auckland Rotary, Auckland Santa Parade, Auckland Syro Malabar Catholic Mission, Auckland Taiwanese Presbyterian Church, Auckland Transport, Auckland University, Auckland War Memorial Museum, Auckland Women's Centre, Australian Women's Weekly, AUT Hospitality Services, AUT Millennium, AUT School of Hospitality and Tourism, Avanti Finance, Axis Survey Consultants, B & M Associates, B2B Clothing, Baldwins Intellectual Property, Balmoral School, Bank of Tokyo, Baradene College, Barfoot & Thompson, Baycorp NZ, Bayer NZ, Bayleys Real Estate, Bayview School, Bear Park, Bespoke Media Marketing, BestStart Meadowbank, Bikaner Foods, Biodet Services, Birkenhead Primary School, BiteMe, Black Grace, Black Pepper NZ, Blair Building, Blockhouse Bay Primary School, Bluegates Real Estate, BNI Metro, BNZ, Body Corporate Legal Services, Boffa Miskell, Border Clearance Service (BioSecurity), Botany Junction Medical, Brand Spanking Promotional Company, BreastScreen Waitemata, Breville Bridgestone NZ, British American Tobacco, Britomart Group, Brotzeit German Bakery, Buddhist Youth Association, Buildtech, Bulletin.net, Bundle Findlay, Bunnings Mount Roskill, Buteline NZ, Calliope Athletic and Harrier Club, Cancer Society Auckland, Carbine Club, Carlton Cornwall Bowling Club, Carmel College, Carnoustie Management, Carter Business Solution, Catholic Parish of Point Chevalier, Cavalry Marketing and Design, Cavell Guide Garden, CCG Industries, Certus Solutions, Chambers Consultants, Chemical Freight Services, Chemiplas NZ, CHEP New Zealand, China Chamber of Commerce NZ, Chinese Methodist Church, Choice TV, Chorus, Chrisco Hampers, Christ Church Anglican Ellerslie, Christ Embassy New

Zealand, Church of the Good Shepherd – Massey, Church of Jesus Christ of Latter Day Saints, Church of the Holy Sepulchre, Church of the Saviour, Churchill Park School, City Fitness Queen Street, Civil Contractors NZ, Clariant, Clayton Park School, Clemenger Group, Coffee Lab, Coffey, Colenso, Colliers International, Colmar Brunton, Community Housing Aotearoa, Connect 8, Cookie Time Franchise, Cordis Hotel, Cornerstone, Cornerstone OnDemand, Cosgrove School, Counties Manukau DHB, CPB Contractors, Craigs Investment Partners, Cricket Hop Productions, Crimson Education, Crockers Property Group, Crombie Lockwood, Crosby's Properties, Crossroads Clubhouse, Cushla's Village Fabrics, Danara, Datacom Systems, Dave Clark Design, Day Consultants, Dear Reader Debit Success, Def Store Ataria Def Mfg Co, Delegat, Delight Events, Department of Conservation, Dera Sacha Sauda, Derceto, Devere Apparel, Devo Homes, Devonport Chocolates, Devonport Methodist Church, Devonport Naval Base, Dexion New Zealand, Dial A Drape, Dilworth School, Dinner Dance Party, Dissero Brands, Downer, Dreamcatchers Worldwide, Duncan Cotterill Lawyers, DX Mail, Dyer Whitechurch Lawyers, Eco Maintenance, Ecodesign & Automation, EcoStore, Eden Epsom Playcentre, Eden Village, Eighthirty, Elite Thai Kickboxing, Elizabeth Knox Home and Hospital, Elle Hair & Beauty, Ellerslie Bakery & Café, Ellerslie School, EMA, Endemic World, Engineering NZ, Envivo, Epiphany Café, Epsom House Vacations, Epsom Methodist Church, Epsom South Kindergarten, Equippers Church, Everglade Primary School, Evergreen Life, Fabric Merchants, Fairview FairWay Resolution, Federation, Festive Treats, Ficino School, Fidelity Life Assurance Company, FILTEC, First Steps, First Travel Group, Fisher and Paykel, Fit Factory Kumeu, Fit Me In, Flashlight Film Services, Flava Radio, FMA Auckland, Fofa'anga Inc Society, Food Writers NZ, Forsyth Barr, Four Points, Franklin Garden Club, Freemans Bay Kindergarten, Freemans Bay School, Fresh Concept, Fuji Xerox, G S Fresh, Genesys, Gentrack, Get Fit Fast, Glamorgan Kindergarten, Glass Relate, Glen Innes Community Cooks, Glenfield St Barnabas Church, GLG Lighting, GNFK, Godfrey, Godfrey Hirst Carpets, Grace Joel Retirement Village, Graham Consulting, Grand Windsor Hotel, Greenscene, Grey Lynn School, Growing Minds ELC, Haka Hotel, Halcyon Design, Hallensteins Brothers, Harvey Norman Manukau, Hawkins Construction, Hawkins Watts, Health and Disability Commissioner, Health and Research Council NZ, Heimsath Alexander, Helping Hands Foundation, Henslow Holdings, Herne Bay Play Centre, Hilton Brown Swimming, Hingaia Peninsula School, Holy Cross Anglican Church, Holy Cross Church, Holy Sepulchre Church, Holy Trinity Anglican Church Otahuhu, Holy Trinity Cathedral, Holy Trinity Church Devonport, Hoop, House of Eden, Housing New Zealand, Howick College, Howick Intermediate, Howick Village Optometrists, HSBC Bank, Hudson Recruitment Agency, Huffer, Human Rights Commission EECA, Hustle and Bustle, Ichiban, IHC Shop, Immigration & Protection Tribunal, Information Tools, Ingram Micro, Inland Revenue - Shared Services Unit, Inspire, Intrepid Travel, Invenco, J. A. Russell, Jade Software, Jasmax, Johnston Associates, Jomac Construction, Juno Kiwisaver, K & S Communications, Kadimah School, Kapa Force, Karen Murrell, Kaurilands School, Kerridge and Partners, KF Bush, Khaos Cakery,

Kindercare Learning Centre, King of Glory Chirstian Church, KINZ Myers Park, Kiwibank, Kiwivelo, Knit in Public Group, Knit One, Purl One, Gift One (KOPOGO), Knowledge Tree, Konnect Net, Korn Ferry, Kowhai Intermediate School, KPMG, Kristin School, Kshatriya Society of New Zealand Inc, La Samsara, Lainston Trading, Landmark Homes, Lane Capital Group, Lansdowne Farm, Lavalava me up, Lincoln Bakery, Lindsay Construction, Link Agencies, Lion Beer, Spirits & Wine NZ, Lions Club of Howick, Lions Club of Pt Chevalier, Little Gems Cakes, Little Kiwis Early Learning Centre, Lloyd East & Associates, Long Bay Baptist Church Foodbank, Long Bay College, Lukas Design, Lush, Lynfield College, Lynfield Community Church, M Social Hotel, MA Chopping, Maersk Line NZ, Maitreya Great Tao, Mandi Bazaar, Mangere Bridge Baptist, Mangere Central School, Mangere Seventh-day Adventist Church, Manukau SuperClinic, Manurewa High School, Mariposa Kids, Mark Gray Architects, Market Men, Marvellous Marketing, Mary Egan Publishing, Masport, MAURI ANZ, Max Health & Living International, Mayfair Christian Fellowship, Maygrove Life Care Mazda Motors of NZ, McConnell Dowell Constructors, McGregor Bailey Chartered Accountants, Medicare Kiwi, MedPlus Takapuna, Mental Health Foundation, Mercy Hospice Shop Ellerslie, Mercy Radiology, Meredith Connell - Barristers and Solicitors, Merquip, Metlifecare, MG International, Michael Park School, Mighty Ape, Milford Baptist Kindergarten, Milford New Age Centre, Millwater Community Church, Milly's Kitchen, Ministry of Business, Innovation and Employment, Ministry of Justice, Ministry of Social Development, Miss Higgins, Mitre 10 NZ, Moet Hennessy, Mount Albert Grammar School, Mount Albert Kindergarten, Mount Roskill Fire Station, Mount Roskill Grammar School, Mount Roskill Primary School, Mountainside Lutheran Women, Mum's Mince, National University of Singapore Alumni, Natricia, NeedScope International /Focus Research, Nestle NZ, New Shoots Pakuranga, New World, NZ Artificial Limb Service, NZ Human Rights Commission, NZ Nepalese Association, NZ Post, NZ Winegrowers, Nimrod Properties, Norfolk Instruments, North Comms Social Club (NZ Police), North Port Events, Northcote College, Northcote Primary School, Northern Regional Alliance, Northpower, Novotel Hotel, Number 1 Shoes, Nurture Early Learning, Nutra Foods, NW Grad, NZ Breakers, NZ Customs Service, NZ Human Rights Commission, NZ Safety Blackwoods, NZMA Catering School, NZME NZ Herald, OCG Consulting, Odyssey Youth Res, Off The Fringe, Olympic Pools and Fitness Centre - Social Club, Olympic Software, Om Yoga Studio, Oma Rapeti Early Learning Centre, Omaha Orchards, Onceit, Onehunga Library, Onerahi- Manaia Local Shared Ministry Unit, Oooby, Ora Innovations, Orakei Tennis Club, Oranga Catering, Oranga Tamariki, Ormiston College, OTT Patisserie, Pacific Cooperation Foundation, Pacific Forest Products, Pak n Save, Pakuranga Baptist Kindy, Pakuranga Chinese Baptist Church, Pakuranga College, Pakuranga Heights School, Pakuranga Park Village, Papakura Anglican Parish, Paparimu School, Papatoetoe Methodist Samoan Parish, Paper Plus, Partners Life, Pasadena Intermediate, Pattle Delamore Partners, Payments NZ, Perpetual Guardian, Pharmacy Retailing NZ,

Pickled Possum Productions, Play Specialists, Point Property Management, Ponsonby Central, Ponsonby Intermediate, Ponsonby Laughter Club, Ponsy Kids Preschool, Ports of Auckland, Possum Down, Powershop, Powerstation NZ, Pragmatix, Prasansha Christian Fellowship, PricewaterhouseCoopers, PricewaterhouseCoopers Foundation, Professional Skin & Beauty, Programmed Facility Management, Progressive Enterprises, Promapp Solutions, Providence Group Properties, Pt Chev Book Club, Pukekohe Anglican Op Shop Committee, Pushien Temple, Pyrios, Quality Hotel, Random Fashions, Rangeview Intermediate, Rangitoto College, Rawiri Hourse, Raymond Salon De Coiffure, RDT Pacific, Reddy Group, Remuera Gardens Retirement Village, Remuera Intermediate School, Remuera Lions Club, Renault Auckland, Reserve Bank of New Zealand, Results Fitness for Women, Richmond Road Primary School, RightWay, Riverhill School, Robertson Lodge, Robertson NZ, Robin O'Donnell Architects, Roche Products NZ, Rocpac International, Rosehill Intermediate, Rosenfeld Kidson & Co, Rotary Club of Auckland Harbourside, Rotary Club of Ellerslie, Rotary Club of Remuera, Rotary Club of Waiheke Island, RSM NZ, Ryman Healthcare, Safe Work NZ, Safeway Scaffolding NZ, Saint Thomas Church - Whitford, Sally O'Rourke's, Samoa House, Sam's Butchery Silverdale, Sanofi, Santa's Workshop, SBA Freemans Bay, SBM Legal, Scentre Group, Schindler Lifts NZ, Science of the Soul Study Centre, Scolzo Warehouse, Sealegs, Secret Chef, SecureCom, Selwyn Heights Village, Selwyn Village, Senior Net Northshore, Sero Event Management, Service IQ, Shalom Vision Ministries, Shaw Diesels, Shine, Shore Surgery, Shuriken MMA, Sibuns Funeral Directors, Sign It, Silver Chef Hospitality, Simplicity CRM, Simpro, Sing For Joy Choir, Sisters Of St Joseph, Sisters of St Joseph Of Cluny, Sit & Blake, Sit Fit Exercise for Seniors, Skills Update Training Institute, Sleepyhead, Slocombe Jewellers, Smartlife Financial Solutions, Smartpay, Totara Club - Epsom, SMX Limited, Snap Fitness, SnapComms, Sofitel, Solutions House, South Auckland Spiritual Church NZ, South Hokianga Co-operating Parish, South Kaipara Co-operating Parish, South Pacific Pictures, Southern Stars Charitable Trust, Spine Evolution, Spirax Sarco Ltd, Springbank School, Springer Nature, St Aidan's Afternoon Fellowship, St Aidan's Anglican Church Remuera, St Andrew's Anglican Church Epsom, St Andrew's Anglican Church Kohimarama, St Andrew's Church, St Andrew's First Presbyterian Church, St Andrew's Howick Presbyterian Church, St Andrew's Presbyterian Church Opportunity Shop Committee, St Barnabas' Anglican Church Mt Eden, St Barnabas' Glenfield, St Bride's Anglican Church, St Chad's Anglican Church Meadowbank, St Chad's Brownies, St Columba Church Op Shop, St Columba Presbyterian Church, St Cuthbert's College, St Dominic's School, St Francis & St Therese Parish, St Francis Anglican Church, St Francis Presbyterian, St George's Anglican Church Epsom, St George's Presbyterian Church Market Shop, St James' Anglican Church Mangere, St John the Baptist Anglican Church, St John the Baptist Women's Evening Fellowship, St John's Anglican Church, St Joseph's Catholic School, St Joseph's School, St Jude's Church, Avondale, St Jude's

Mothers' Union, St Leo's Catholic School, St Luke's Anglican Church, St Luke's Community Mental Health Centre, St Luke's Kindergarten / Little Treehouse Kindergarten, St Mark's Anglican Church, St Mary's Avondale Parish, St Mary's College, St Mathew's Church, St Matthew-in-the-City, St Michael's Anglican Church, St Michael's Catholic School, St Oswald's Anglican Church, St Patrick's Cathedral, St Paul's Anglican Church, St Paul's Anglican Parish of Milford, St Paul's School Massey, St Therese Parish, St Thomas Anglican Church, St Thomas Church Whitford, Stake Property Rentals, Stantec, Stepping Stones Daycare, Stevenson Concrete, Stylus Publishing, Subud NZ, Sue Tierney Mortgages, Summerland Primary, Summerset Falls Retirement Village, Summerset Retirement Village, SunFlow, Sunnybrae Normal School, Supporting Growth Alliance, Surreal Creations, Sustainable Coastlines, Sweat Shop Brew Kitchen, Syro Malabar Catholic Church, Sysmex New Zealand, Tairua Pauanui LSMU, Takapuna Kids Early Childhood Centre, Takapuna Normal Intermediate School, Takapuna Shoe Repairs, Talent International, Tamil Christian Fellowship, Tantalus Estate, Tatty's Designer Recycle, TCL Hunt, Te Ako o te Tui Early Childhood Centre, Te Kura Correspondence School, Teaz Tea, Tegel Foods, The Athlete's Foot, The Apartment Renovation Co., The Auckland Rockshop, The Choir, The Collective Force, The Conference Company, The Eastern Order of International Co-Freemasonry, The Father's House, The Flying Moa, The Gusstop Café, The Health Media, The Kid's Studio, The Open Door Church, The Orchards - Metlifecare Glenfield, The Product Room, The Red Cross - Browns Bay, The Serbian Orthodox Church, The Silva Method, The Waterview Friendship Club, The Way Worship Centre, The Women's Fellowship St Philip's Church, Thermo Fisher, Theta Systems, Three Bees Distributors, Tiger Transport, Titirangi Primary School, Todd Property Group, Tomahawk, Tonkin & Taylor, Totally Kids Childcare, Tourism NZ, Toybox, Toymaker's Cottage, Transdev Auckland, Transport Guys, Travelwise Holidays, Trinity at Waiake, True North, TSB, Tuakau and Districts Anglican Church, Tupu Ora - Auckland District Health Board, Turner Lim Orthodontist, Tutbury & Associates, Tyson Tools, Tzu Chi Foundation, U3A Takapuna, Ubiquity Software, UNITE Aotearoa, Unitec Institute of Technology, UN Youth, United Pacific Corporation, University Hall, University of Auckland, Urban Butler, US Consulate General, Vector, Victoria Avenue School, Victoria Avenue Butcher, Visions of a Helping Hand Charitable Trust, VisionWest, Vista Trust, Vocus Group, Waitakere Hospital, Waitakere Women's Centre, Wat Yarnprateep Buddhist Temple, Well Presented, Wellesley Apartments, Western Springs College, Westlake Boys' High School, Westmere Kindergarten, Whitcoulls, White Elephant Opportunity Shop, Wide Horizons, Wilderness Motorhomes, Wildernest, William Aitken & Co, Wolters Kluwer, Women's Centre Waitakere, Work Communications, Workday, Workwear Group, World Relocations, WorleyParsons NZ, Wotton & Kearney, YHA, Z Energy, Ziera Shoes NZ, Zorilla, Zumba Dance Fitness

Food and Goods Donors

Angel Food, Asaleo Care NZ, Astro Hospitality, Balle Bros Trading Co, Barker Fruit Processors, Best Eggs, Biopak, Bunzl Outsourcing Services, Burns and Ferrall, Cardinal Logistics, Ceres Organics, Charlie's - Better Drinks Co, Community Fruit Harvesting, Countdown, Cowells Pavlovas, Cucina Foods, Davis Food Ingredients, Delta Produce, DHL, Doric, DSL Logistics, E-pack, Earthwise, Eclipse Wholesale, Ecoware, Ecoya, Every Bite Counts, Farros, Ferrier Industrial, Fix and Fogg, Foodstuffs, Fonterra, French Bakery, Frucor, Girl Guiding NZ, Griffins Foods, GS Fresh Food, Hansells Group, Healthpak, Heinz Watties, Henkel, Hubbards Foods, Innocent Packaging, James Crisp, JD NZ, Karajoz Coffee Company, Kaweka Foods Company, Kelloggs, Leader Food Partners, Life Health Foods, Little Island Coconut Creamery, Max Health & Living International, Martin Bower NZ, Meadow Mushrooms, Milwaukee Tools, Moana NZ, Mondiale NZ, Moustache Milk & Cookie Bar, Mr Chips, Nando's, New World, Nutritious Foods, NZBC Logistics, OB Enterprises, Organix Wholesale Foods, Pitango, Puriri Downs, Rapid Relief Team NZ (rrt), Rocket Foods, Scalzo, Sealord, Smart Foods, Start A Fresh, Supply Chain Solutions, Tasti, Tiny Foragers, Toll Group, Top Trade International, Travama Trust Company, Tresmarías, Unilever, Vegetarian Delights, Vista Entertainment Solutions, Vittoria Food and Beverage, Walter & Wild, Ward Demolition

Media Donors

Bauer, Google, Lumo, MediaWorks, Metservice, NZME, Outbrain, QMS, Sky, Stuff, TradeMe, TVNZ

Mission HomeGround

Donors and Organisations contributing to the Mission HomeGround Project will be acknowledged in our 2020 Annual Report.

Summary

Financial Statements

For the Year Ended 30 June 2019

The following Financial Statements are the Mission's Summary Financial Statements. Our full Financial Statements are filed with the Charities Services.

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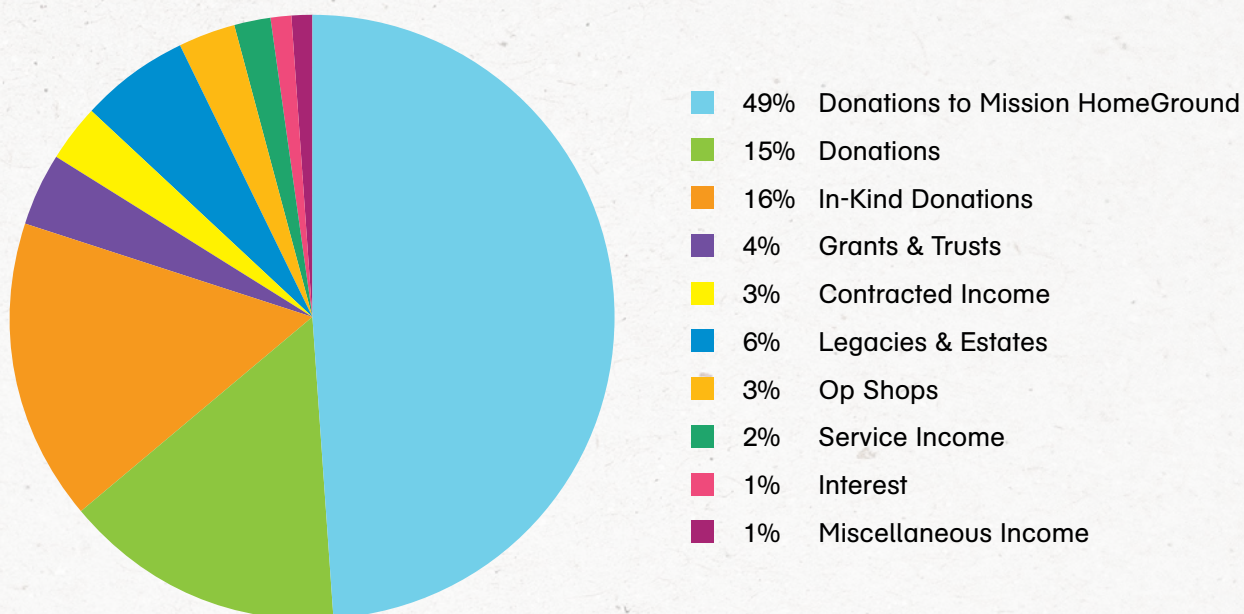
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Business Directory

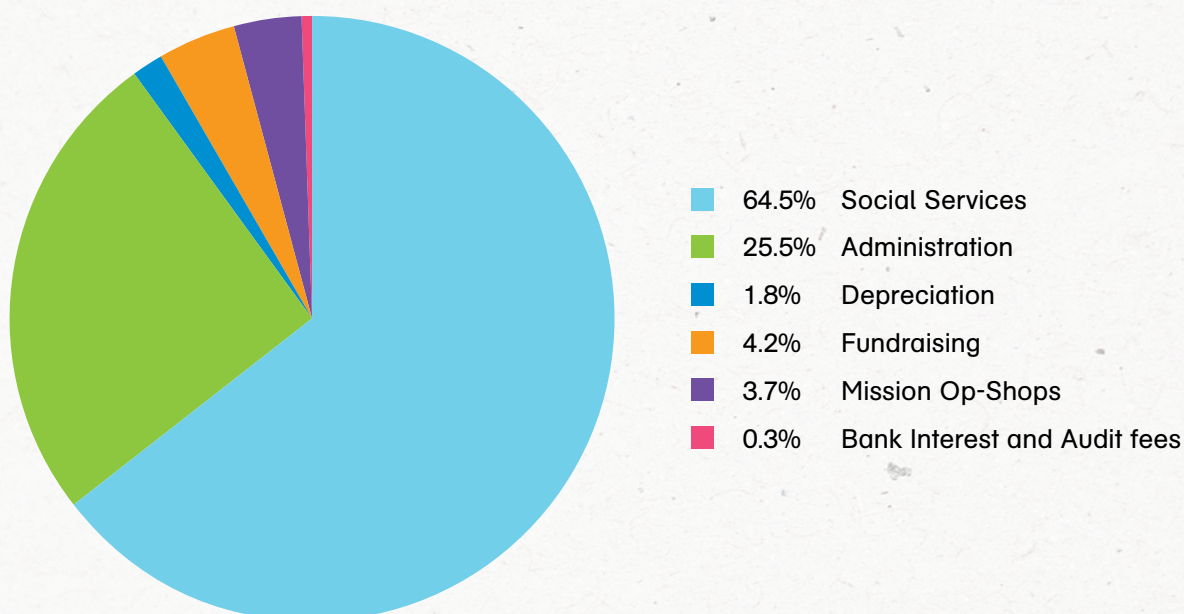
For the Year Ended 30 June 2019

Total Equity	\$42,332,446
Year of Commencement	1920
Address	23 Union Street, Auckland
Principal Business	Helping people in desperate need by providing excellent integrated services and effective advocacy.
Banker	ASB Bank
Solicitors	Chapman Tripp
Auditor	Grant Thornton New Zealand Audit Partnership
Charities Commission Registration Number	CC22938

Where our funding came from in 2019



How we applied these funds in 2019



Summary Statement of Comprehensive

Revenue and Expenses

For the Year Ended 30 June 2019

Revenue

Group	Notes	2019 \$	2018 \$
Revenue from Non-Exchange Transactions			
Donations		3,679,287	3,630,110
Donations to Mission HomeGround		12,357,439	2,563,175
Donations In-Kind	5	4,131,880	3,379,711
Grants and Income from Trusts		1,011,841	916,175
Legacies and Estates		1,387,440	643,986
Income from Government Contracts		849,876	846,407
Income from Residents (Detox)		60,105	74,274
Income from Medical Services		253,982	204,625
Income from Social Service Contracts		134,947	-
		23,866,797	12,258,463
Revenue from Exchange Transactions			
Sales – New Beginnings Opportunity Shops		763,688	630,470
Interest		233,854	233,529
Miscellaneous Income		116,552	97,928
		1,114,094	961,927
Total Revenue		24,980,891	13,220,390

The attached notes form part of and are to be read in conjunction with these Summary Financial Statements.

Summary Statement of Comprehensive

Revenue and Expenses

cont.

For the Year Ended 30 June 2019

Expenditure

Group	Notes	2019 \$	2018 \$
Administration		1,650,209	1,369,700
Audit Fees		32,000	28,000
Depreciation		247,398	162,536
Fundraising and Communications		570,911	534,067
Interest and Bank Charges		13,937	9,526
New Beginnings Opportunity Shops		405,861	271,068
Rent – New Beginnings Opportunity Shops		108,852	46,847
23 Union Street		103,897	-
Mission HomeGround (Non-Capital Expenses)	6	1,707,912	207,571
Social Services			
Christmas Event		82,216	52,961
Reception Services		198,154	-
Homeless Outreach and Support Services		674,260	432,659
Homeless Community		618,215	477,777
Social Detoxification		957,908	731,590
Calder Centre (Medical Services)		883,303	745,962
Distribution Services		1,270,156	636,157
FoodLink		2,726,254	2,497,400
Crisis Care and Community Services		1,288,985	1,412,312
Women's Shelter		104,958	-
Other Social Services Development		2,570	17,798
Total Social Services		8,806,979	7,004,616
Total Expenditure		13,647,956	9,633,931
Operating Surplus		11,332,935	3,794,031
Other Gains/(Losses)			
Profit/(Loss) on Sale of Fixed Assets		3,180	3,610
Profit/(Loss) on Write off of Fixed Assets		(345,227)	-
Realised Profit/(Loss) on Investment		(45,739)	-
Income Received from ACM Foundation		350,000	350,000
Increase in Interest in ACM Foundation	8	431,898	827,848
Gain on Discounting Liability for Non Exchange Revenue	14	2,286,569	-
Amortised Interest	14	(57,392)	-
Total Surplus for the Period		13,956,224	4,767,917

The attached notes form part of and are to be read in conjunction with these Summary Financial Statements.

Summary Statement of Changes in Net Assets

For the Year Ended 30 June 2019

Group	Accumulated Surplus \$	Restricted Equity Reserve \$	Facilities Development Reserve \$	Total \$
Balance at 30 June 2017	16,515,413	304,449	6,807,546	23,627,408
Surplus for the Year	4,767,917	-	-	4,767,917
Other Comprehensive Revenue and Expenses	(19,083)	-	-	(19,083)
Transfers to Accumulated Surplus	77,593	26,305	(103,898)	-
Balance at 30 June 2018	21,341,840	330,754	6,703,648	28,376,242
Surplus for the Year	13,956,224	-	-	13,956,224
Other Comprehensive Revenue and Expenses	-	-	-	-
Transfers to Accumulated Surplus	1,749,658	25,039	(1,774,697)	-
Balance at 30 June 2019	37,047,722	355,793	4,928,951	42,332,466

Summary Statement of Financial Position

as at 30 June 2019

Group	Note	2019 \$	2018 \$
Total Current Assets		12,413,286	9,915,880
Total Non-Current Assets	7	37,759,270	19,654,170
Total Assets		50,172,556	29,570,050
Total Current Liabilities		5,069,267	1,193,808
Total Non-Current Liabilities		2,770,823	-
Total Liabilities		7,840,090	1,193,808
Total Net Assets		42,332,466	28,376,242
Net Assets			
Accumulated Surplus		37,047,722	21,341,840
Restricted Equity Reserve	4	355,793	330,754
Facilities Development Reserve	4	4,928,951	6,703,648
Total Equity		42,332,466	28,376,242

The attached notes form part of and are to be read in conjunction with these Summary Financial Statements.

Summary Cash Flow Statement

For the Year Ended 30 June 2019

Group	2019 \$	2018 \$
Net Cash Flows from Operating Activities	14,841,032	1,134,402
Net Cash Flows from Investing Activities	(16,695,889)	3,909,925
Net Cash Flows from Financing Activities	5,000,000	-
Net increase in Cash and Cash Equivalents	3,145,143	5,044,327
Cash and Cash Equivalents as at 1 July	5,790,080	745,753
Cash and Cash Equivalents as at 30 June	8,935,223	5,790,080

The attached notes form part of and are to be read in conjunction with these Summary Financial Statements.

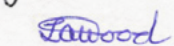
For and on behalf of the Board of Trustees who approved these Summary Financial Statements for issue.



Chair, Board of Trustees

26 September 2019

Date



Board Member

26 September 2019

Date

The attached notes form part of and are to be read in conjunction with these Summary Financial Statements.

Notes to the Summary

Financial Statements

For the Year Ended 30 June 2019

1. Reporting Entity

The reporting entity is the Auckland City Mission (the "Mission"). These summary financial statements comprise of the Auckland City Mission and its controlled entities, the Auckland City Mission Incorporated (the "Society"), Auckland City Mission Housing Ltd. and its associate, the Auckland City Mission Foundation (the "Foundation"). The Mission and the Foundation are charitable organisations registered under the Charitable Trusts Act 1957 and the Charities Act 2005. The Society is an Incorporated Society under the Incorporated Societies Act 1908. Auckland City Mission Housing Ltd. is incorporated under the Companies Act.

2. Segmented Revenue and Expense

The Mission is developing the existing building sites located in Hobson Street and Federal Street over the next 2 years. The Mission is setting up a new fit for purpose multi storeyed building to house all our existing services, including a 25 bed Detox facility and 80 apartments' for tenants sourced from the social housing register. This new facility will be known as "Mission HomeGround".

The Group Revenue and Expenditure Account prepared in accordance with "PBE IPSAS" for the year ended 30 June 2019, includes Donations received specifically for the Building Project (Mission HomeGround) and not for the day to day operations of Auckland City Mission.

Below is a Summary of Revenue and Expense segmented separately to better reflect the Auckland City Mission Revenue and Expenditure for its day to day operations as distinct from the Building Project.

3. Basis of Preparation

The summary financial statements are presented for the Auckland City Mission and are for the year ended 30 June 2019.

The full consolidated financial statements were prepared in accordance with Generally Accepted Accounting Practice in New Zealand ("NZ GAAP"). They comply with Public Benefit Entity International Public Sector Accounting Standards ("PBE IPSAS") and other applicable financial reporting standards as appropriate that have been authorised for use by the External Reporting Board for Not-For-Profit entities. For the purposes of complying with NZ GAAP, the Group is eligible to apply Tier 2 Not-For-Profit PBE IPSAS on the basis that it does not have public accountability and it is not defined as large. The Mission has elected to report in accordance with Tier 2 Not-For-Profit PBE Accounting Standards and in doing so has taken advantage of all applicable Reduced Disclosure Regime ("RDR") disclosure concessions.

The full consolidated financial statements and the summary financial statements were authorised for issue by the Board of Trustees on 26 September 2019.

The summary financial statements have been prepared in accordance with PBE FRS-43 Summary Financial Statements. The specific disclosures included in the summary financial statements have been extracted from the full consolidated financial statements authorised for issue on 26 September 2019 and have not been restated or reclassified.

The summary financial statements cannot be expected to provide as complete an understanding as provided by the full financial statements. The full consolidated financial statements are available on the Mission's website www.aucklandcitymission.org.nz and with the Charities Service www.charities.govt.nz

The full consolidated financial statements have been audited and an unqualified audit opinion has been issued.

The summary financial statements are presented in NZ dollars and all values are rounded to the nearest dollar.

Summary of Segmented Revenue and Expenses

For the Year Ended 30 June 2019

	2019			2018		
	ACM Operations, Revenue and Expenditure	Mission HomeGround Revenue and Expenditure	Total	ACM Operations, Revenue and Expenditure	Mission HomeGround Revenue and Expenditure	Total
	\$	\$	\$	\$	\$	\$
Revenue from Non-Exchange transactions	11,509,358	12,357,439	23,866,797	9,695,288	2,563,175	12,258,463
Revenue from Exchange transactions	1,114,094	-	1,114,094	961,928	-	961,928
Total Revenue	12,623,452	12,357,439	24,980,891	10,657,216	2,563,175	13,220,391
Expenditure – Administration	3,133,065	1,707,912	4,840,977	2,421,745	207,571	2,629,316
Expenditure – Social Services	8,806,979	-	8,806,979	7,004,616	-	7,004,616
Total Expenditure	11,940,044	1,707,912	13,647,956	9,426,361	207,571	9,633,931
Total Operating Surplus	683,408	10,649,527	11,332,935	1,230,855	2,355,604	3,586,460
Other Gains/(Losses)	394,113	2,229,176	2,623,289	1,181,458	-	1,181,458
Surplus for the period	1,077,521	12,878,703	13,956,224	2,412,313	2,355,604	4,767,918

For the Year Ended 30 June 2019

4. Reserves**Facilities Development Reserve (FDR)**

The Facilities Development Reserve comprises retained surpluses that have been set aside to assist funding the development of the Auckland City Mission's building facilities, and are invested until utilised.

Restricted Equity Reserve (RER)

The Restricted Equity Reserve comprises the retained surpluses from the Whitney Trust which is now consolidated into the Mission's financial statements through Auckland City Mission Incorporated. The major asset of the Whitney Trust is a property which was gifted to the Society and was to be used exclusively as a seaside convalescent home for poor persons. As a result, the accumulated surpluses from the Whitney Trust cannot be used to fund other charitable purposes of the Auckland City Mission.

5. Donations In-Kind

Food Donations in kind comprise bulk donations from corporate donors and general donations from the public including food. The value of general donations and bulk donations is recorded as revenue in the financial statements.

Foodbank donations relate to the food parcels provided to those Mission clients in need and FoodLink services relate to the food received for further distribution to the wider Foodbank network across Auckland.

The corresponding expense for Foodbank is recognised under 'Crisis Care & Community Services' and for 'FoodLink' as a separate items in the Summary Statement of Comprehensive Revenue and Expenses.

6. Building Development Project Cost (Mission Homeground)

In October 2018, the Mission entered into a contract with McConnell Dowell Constructors Limited, to build a ten storey building which will accommodate social housing (80 apartments), detox facilities, all of the Mission's existing social services and administrative offices, at its previously occupied sites at 136-140 Hobson Street and 201-203 Federal Street.

The Mission has incurred costs of \$1,707,912 (2018: \$207,571) during the year on the Mission HomeGround project which has been recognised as an expense in the Statement of Comprehensive Revenue and Expenses.

	2019 \$	2018 \$
Opening Cost	3,030,634	262,572
Additions	17,887,945	2,768,062
Closing Cost	20,918,579	3,030,634

7. Non-Current Assets

As at 30 June, non-current assets are as follows:

	2019 \$	2018 \$
Property, Plant & Equipment	5,413,764	5,596,867
Investment Property	48,130	93,948
Investments	5,500	5,500
Interest in Auckland City Mission Foundation	11,359,118	10,927,221
Housing First Project Costs	2,125	-
James Liston Project Costs	12,053	-
Building Project Development Costs	20,918,579	3,030,634
Total	37,759,270	19,654,170

8. Interest in Auckland City Mission Foundation

	2019 \$	2019 \$
Interest in Auckland City Mission Foundation	11,359,118	10,927,221
Total	11,359,118	10,927,221

As the Foundation is not controlled by the Mission, the Mission's interest in the Auckland City Mission Foundation is accounted for under the equity method. The balance at 30 June represents the investment cost plus post acquisition changes and share in surplus or deficit of the Foundation.

9. Related Party Transactions**Controlled Entities**

The Mission controls the Auckland City Mission Incorporated on the basis that all trustees of the Society are the same as the Mission's.

Key Management Personnel

The key management personnel, as defined by IPSAS 20 Related Party Disclosures, are the members of the governing body which is comprised of the Board of Trustees, the CEO/ City Missioner, General Manager (Social Services) and General Manager (Corporate Services). The aggregate remuneration of key management personnel and the number of individuals, determined on a full-time equivalent basis, receiving remuneration is as follows:

Group	2019 \$	2018 \$
Total Remuneration	503,660	\$473,908
Number of Persons	3	3

Total employee benefit expense is \$5,549,073 (2018: \$4,576,812)
No remuneration is paid to Board members.

10. Volunteer Time

The Auckland City Mission recognises that volunteers are an integral part of its operations. Volunteers assist in fundraising, in the New Beginnings Shops, in Distribution, in providing social services, in organising and providing Christmas lunch and in Mission governance. However, the value of the services provided cannot be reliably measured as there are no equivalent paid positions available in the local labour market, and in the absence of volunteers, the services may not be provided. The Mission does not recognise the value of these services in the Statement of Financial Position or Statement of Comprehensive Revenue and Expense.

During the year, volunteers (excluding Board Members) donated an estimated 28,784 hours of their time to the Mission (2018: 25,425 hours).

11. Subsequent Events

The Mission has taken over the day to day operations of James Liston Hostel from James Liston Trust effective from 1 July 2019 as per the terms of the Agreement.

The Trustees are not aware of any other matters or circumstances since the end of the reporting period, not otherwise dealt with in the financial statements that have significantly or may significantly affect the operations of the Auckland City Mission (2018: nil).

12. Capital Commitments

The Mission is developing the existing building sites located in Hobson Street and Federal Street over the next 2 years. The Mission is setting up a new fit for purpose multi storeyed building to house all our existing services, including a 25 bed Detox facility and 80 apartments for tenants sourced from the social housing register. This building project is known as the "Mission HomeGround."

As at 30 June 2019, the Quantity Surveyor's budget estimate for the development (including the fit out of the detoxification and accommodation floors) is \$97.2million.

As at 30 June 2019, the Mission has \$85million committed to the development which includes its own contribution, central and local government grants, and donations and pledges from private funds, charitable organisations and individuals.

13. Contingent Assets and Liabilities

There were no other contingent assets or liabilities as at 30 June 2019 except those mentioned above.

14. Ministry of Housing and Urban Development

During the year ended 30 June 2019 the Mission received \$5million out of \$18million of dedicated funding from the Ministry of Housing and Urban Development to be used in the construction of Mission HomeGround. The funding received is subject to a number of conditions relating to the construction of the HomeGround building and also to making the property available for letting to specific tenants for the next 25 years. The conditions in the agreement have resulted in the funding received being recognised as a liability. The amount repayable to the Ministry of Housing and Urban Development will decrease proportionately during the 25 years after the property is completed and then made available to specific tenants and the debt forgiveness will be recognised as revenue over that term.

As the funding is repayable over a significant period of time the amount to be repaid has been discounted to take the time value of money into account.

Group	2019 \$	2018 \$
Amount Received from Ministry of Housing and Urban Development and Repayable in the Event of a Breach of Conditions	5,000,000	-
Initial Discounting to Take Time Value of Money Into Account (Using 4%)	2,286,569	-
Interest for Period (6 Months)	2,713,431 57,392	-
Total	2,770,823	-

If conditions in the agreement are not met by the Mission, the Ministry of Housing and Urban Developments will have the right to request repayment of \$5,000,000. This is considered a contingent liability for the Mission as at 30 June 2019. The amount repayable to the Ministry of Housing and Urban Development is secured by a general encumbrance over the land at 136-140 Hobson Street and 201-203 Federal Street.

15. Going Concern

The financial statements were prepared on a going concern basis which anticipates the Group will be able to continue its operations for the foreseeable future and will be able to realise its assets and discharge its liabilities and commitments in the ordinary course of business.

As detailed in Note 6 and 12, the Group is in the process of constructing a new building. As at 30 June 2019 the Mission's Quantity Surveyor's estimated that the total cost of the development (including the fit out of the detoxification and accommodation floors) is \$97.2million. As at 30 June 2019, the Mission has \$85million committed to the development which includes its own contribution, central and local government grants, and donations from pledges from private funds, charitable organisations and individuals. The Mission is dependent on non-contractual amounts pledged (\$12.1 million) to the Mission being collected and raising additional funds or obtaining a bank facility to cover the shortfall of \$12.2million for the project.

The dependency on these events and cash flows creates a material uncertainty that may cast significant doubt on the Group's ability to continue as a going concern, and therefore if not met the Group may be unable to realise its assets and discharge its liabilities in the normal course of business.

These consolidated financial statements do not include any adjustments relating to the recoverability and classification of recorded asset amounts, nor to the amounts and classification of liabilities that may be necessary should the Group be unable to continue as a going concern.

Notwithstanding these dependencies the Trustees are confident the Group remains a going concern and will continue to collect the outstanding pledges and raise sufficient additional funding to cover the current shortfall.

Accordingly, the Trustees believe the going concern assumption is valid and have reached this conclusion having regard to the circumstances which they consider likely to affect the Group during the period of one year from the date these financials are approved.

Independent Auditor's Report

To the Trustees of Auckland City Mission

Report on the Audit of the Summary Consolidated Financial Statements

Opinion

The summary consolidated financial statements, which comprise the summary consolidated statement of financial position as at 30 June 2019, the summary consolidated statement of comprehensive revenue and expenses, summary consolidated changes in net assets and summary consolidated cash flow statement for the year then ended, and related notes, are derived from the audited consolidated financial statements of Auckland City Mission ("Mission") for the year ended 30 June 2019. In our opinion, the accompanying summary consolidated financial statements are consistent, in all material respects, with the audited consolidated financial statements.

Material uncertainty relating to Going Concern

We draw attention to Notes 6 and 15 in the summary consolidated financial statements, which indicates that the Mission has capital commitments of \$97.2 million and has only secured funding for \$85 million. Further the Mission is dependent on its ability to collect non-contractual pledges of \$12.1 million and raising additional revenue from donations or bank funding for \$12.2 million. As stated in Note 15, these events or conditions, indicate a material uncertainty exists that unless met may cast significant doubt on the Mission's ability to continue as a going concern. Our opinion is not modified in respect of this matter.

Summary Consolidated Financial Statements

The summary consolidated financial statements do not contain all the disclosures required by Public Benefit Entity International Sector Accounting Standards (Not For Profit) Reduced Disclosure Regime. Reading the summary consolidated financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited consolidated financial statements and the auditor's report thereon.

The Audited Consolidated Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited consolidated financial statements in our report dated 30 September 2019.

Trustees' Responsibility for the Summary Consolidated Financial Statements

The Trustees are responsible on behalf of the Mission for the preparation of the summary consolidated financial statements of the Auckland City Mission in accordance with PBE FRS-43: Summary Financial Statements.

Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary consolidated financial statements are consistent, in all material respects, with the audited consolidated financial statements based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810 (Revised), Engagements to Report on Summary Financial Statements.

Other than in our capacity as auditor we have no relationship with, or interests in, Auckland City Mission.

Other Information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report, but does not include the summary consolidated financial statements and our auditor's report thereon. The annual report is expected to be made available to use after the date of this auditor's report.

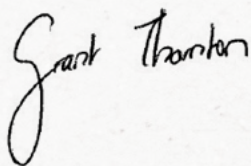
Our opinion on the consolidated summary financial statements does not cover the other information and we will not express any form of audit opinion or assurance conclusion thereon.

In connection with our audit of the consolidated financial statements, our responsibility is to read the other information identified above when it becomes available and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

Restriction on use of our report

This report is made solely to the Trustees, as a collective body. Our audit work has been undertaken so that we might state to the Mission's Trustees, as a collective body those matters which we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Trustees, as a collective body, for our audit work, for this report or for the opinion we have formed.

Grant Thornton New Zealand Audit Partnership



Auckland, New Zealand
30 September 2019

How you can stand with us:

- > Make a donation
- > Leave a bequest
- > Volunteer with us
- > Organise a canned food drive

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