

FRAMEWORK

recovery through partnership



ANNUAL REPORT
2010-2011



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EXECUTIVE TEAM

Chief Executive Officer: **Dr. Colin Hayes**

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General Manager, Vocational Services: **Helen Robertshaw**

General Manager, Human Resources: **Beverley Pollard**

General Manager, Finance: **Spencer Beazley**

Framework acknowledges the generous support by these contract funders.





From Left:

Dr. Colin Hayes

Chief Executive Officer

John Syme

Chairman of the Board of Trustees,



INTRODUCTION:

Chairman & Chief Executive Officer

The 2010 – 2011 year could be described in sporting terms as “a game of two halves”. The first half of the year was dominated by Framework working towards merger with another organisation. This was a process that was made in response to our evaluation of the complex financial environment for the mental health sector. It also incorporated governmental encouragement for enhanced consolidation and collaboration within the NGO sector. Late in the process the decision was made to not proceed with the merger. While this was a

disappointing result Framework will continue to seek opportunities for collaborative activity within our sector.

The second half of the year has therefore been focused upon the strengthening of Framework within an environment characterized by tight fiscal conditions and limited opportunities to grow within our traditional areas of strength. It is however important for us to recognise that Framework is a high quality organisation, a reality that has been consistently reinforced over the past 12 months.



CEO Colin Hayes (at right) at the Skills Highway Celebration

HERE ARE JUST SOME OF THE YEAR'S HIGHLIGHTS:

- An excellent Ministry of Health Certification Audit report that resulting in another three year period of certification. The Certification Report is notable for the rating of three areas of “continuous improvement”, which is the highest rating and very rarely awarded, and is what tipped the report from very good to excellent. The three areas were: Consumer Rights (good practice), Quality and Risk Management, and Human Resources Management. The service was commended for the way in which systems and processes have been “consistently and cohesively” implemented with outstanding results. Staff were acknowledged and congratulated on their continued excellence of service delivery.
- Some other great external feedback was the outcome reports for the Contract Audit conducted on behalf of the Waitemata, Auckland and Counties Manukau DHBs in February. The auditors found our services to be of the very highest quality. The services audited include Res Rehab (Kingsland and Massey), CSW, CLS and Personal Focus. The auditors expressed that the implementation of the Strengths Model continues to be a critical foundation in enriching the lives and recovery of our consumers.
- Engagement of all staff at ISS in Level 3 Certificate in Support Work.
- Ongoing progress in Framework collaborating with the Careerforce ITO to pilot the workplace delivered Level 4 Certificate in Mental Health and Addictions Support Work.
- Pre-vocational Team (Personal Focus, Woodwork & Organic gardens) provided 40,888 hours of programme delivery to 596 individuals from across the Auckland Region.
- The Framework Touch Tournament and the Framework Cup Indoor Soccer Tournament were outstanding successes. Both of these events draw teams and spectators from all across the mental health sector. This year celebrated the 10th anniversary of the touch tournament. The event has grown over the past couple of years with a record breaking, 20 teams entered in this tournament. Each team consisted of 12 players with additional support including friends and Whanau, an estimated 300+ people altogether. These events provide excellent opportunities for client leadership and participation.



Above: Touch tournament April 2011
Below: Touch tournament trophies





Above: A group of Framework's sustainability champions at Kelmarna Organic Gardens

Below: Kelmarna Gardens celebrates its 30th birthday in 2011



Below: Framework's participation with Habitat for Humanity



- Framework celebrated the significant life changes of many consumers who have gained their learner driver licence, stopped smoking for over 3 months, obtained employment or have reached their goal weight.
- The Woodwork Department produced a number of handcrafted wooden toys which were presented to the Salvation Army for their annual Christmas toy appeal. This year the service users presented 99 toys to the Salvation Army at a morning tea celebration.
- Woodwork clients have also celebrated a year and a half of involvement with Habitat for Humanity. For one and a half days each week consumers work on a volunteer basis with the crew at Habitat. This provides an opportunity for participants to gain valuable experience in working on a professional building site.
- The Organic horticulture programme has continued the high profile that our two gardens hold in the Auckland area. The gardens have been used on several occasions as a location for a number of TV programmes and have also featured in several magazine & newspaper articles. The gardens are also well known by many

school children in the Auckland area with several schools visiting throughout the year. We have also celebrated several of the programme participants moving into employment.

- The Community Support Services participated in the first Strengths Model Fidelity Review done in partnership with other NGOs. Our services scored very well on the fidelity scale and minimal recommendations were made. It was very clear that the Strengths Model has well and truly been imbedded in our practice at Framework.
- 76 clients discharged from Community Support Services during the year are now living independently in the community.
- Community Living Services discharged 40 clients, resulting in better housing and or job outcomes for them.
- A women's group was established in Papakura with some great results. With the support of staff, the groups of around 12 women have learnt numerous skills and built great friendships that have enabled them to grow in confidence. They have now taken ownership of this group and decide what they want to do and how they can each contribute to the group. This group has been acknowledged on numerous occasions by clinical



Framework's Patricia Rameka and Jennifer Stowers discuss benefits of our literacy project

team members for the positive changes they have seen in clients since becoming part of the group.

- Seven residents of Residential Rehabilitation were successfully integrated into independent community living.
- Residential Rehabilitation maintained a high occupancy rate in excess of 95%.
- The Intensive Support Services (ISS) have had several successful transitions of clients back into the community, some have returned to their family and have gone overseas to pursue new opportunities and take up employment, whilst others have successfully completed court orders, developed skills and knowledge while attending ISS and are now living more independently in community based organisations.
- Clients that have remained with Framework at ISS have focused on developing leadership skills with the support of staff. The importance of peer support and guidance has been a valuable tool in nurturing the confidence and special qualities of many of our clients. Facilitation of programmes as well as peer support in areas such as health and fitness encourages all clients to develop a sense of holistic wellbeing.

Framework as a business is in good heart. Financially in the midst of challenging circumstances Framework managed a small surplus. We have minimal staff turnover and so can boast both a long serving and well qualified workforce.

The efforts of all staff and trustees are greatly appreciated

This year Jenny Paine who had rejoined as a Trustee during the proposed merger process left the Board. We valued her understanding of the sector and wise counsel during her time on the Board.

In the remainder of this report we are presenting a number of heartening and moving stories of those who use Framework's services. We are honoured as an organisation to serve the communities of Auckland, and are delighted to share with you the accounts of a few of those that have utilised Framework.

John Syme

Chairman – Board of Trustees

Dr. Colin Hayes

Chief Executive Officer



Testimonials



Marilyn Ah Wa

In early 2010, the mental health radio show Take It From Us talked to Framework client and mental health consumer, Marilyn Ah Wa, about how she had turned her life's journey and experiences into a programme of empowerment. Marilyn's life had been a journey through abuse, grief, loss and eventual return to recovery, and she used those experiences to develop an empowerment programme called Pathways of Power. Her workbook was originally written for women living with - or moving on - from domestic violence, however, the nature of the tools enabled it to be used on a wider basis with a broader range of mental health issues as these tools had been successful in helping Marilyn through some of her challenges.

Pathways of Power was an extremely powerful and successful programme, achieving a response from Raeburn House, in that they ran this programme throughout 2009 and 2010. Client feedback reports were independently assessed with 100% positive feedback. Marilyn was very fortunate in being given a WINZ Start up Business Grant at that time after successfully completing a business course to create her business plan.

Unfortunately the grant was for six months only and once it ran out, Marilyn had no financial back up of her own and was unable to sustain the cost of materials and run the programme independently. It was her goal to create an independent income from the programme.

Marilyn has experienced ups and downs recently, however, with further support from Framework, she has changed direction and applied for a Framework Floris de Groot scholarship in 2011. In her application, she says: "I am applying for the Scholarship as I would sincerely like to undertake a course of study that aligns with my beliefs, passions, strengths and long term career goal. This is to become a trained holistic practitioner by studying the Diploma in Holistic Living Counselling NZ, which is offered by the Holistic Living Training Institute.

"I am being comprehensive (in the application) because this is the only way I know of being able to try to paint a picture of the passion I have for the long held vision I want. The path, I believe my life with all its learning is guiding me to follow."

Marilyn Ah Wa



Testimonials

Success Stories

With the support and encouragement from his Community Support Worker and Framework, Joseph was able to fulfil a much sought after ambition. In Joseph's own words – a dream come true. "I got to fly in a plane and my Support Worker came with me. I never believed I could ever do this but I did, and I have booked another 20 minute flight for myself and I can do this one all by myself. Personally I'm doing well, this has been a huge stepping stone for me and I would like to move on to bigger and better things"

Anna was consciously looking for work when one of her support people directed her towards a pre employment programme being run by Framework specifically for people aged 18 – 26. The 'Youth Focus' programme was facilitated as a joint project by Personal Focus and Workfocus teams. The 8 week programme focused on developing self confidence and preparation for employment. At the completion of the programme a vacancy for a programme coordinator opened within the Personal Focus team. Anna applied for the position and was the successful applicant. During the 2 years that she was with the team she was also supported to complete her National Certificate in Mental Health Support Work.

Intensive Support Service (ISS)

Keith came to ISS after several years in the special unit at Paremoremo Prison. At 19 years of age he required skills and support to help him integrate back into the community. During a two year period Keith was initially under strict conditions imposed by the court which at times limited what options were available to him. Over this period Keith worked hard on developing new skills, building up his confidence, social skills and developing community networks. When Keith left the service he was employed full time as a cabinet maker, had established community networks and has since moved in with his girlfriend and is living successfully within the community

The Residential Rehab team is inspired by its longest-stay resident, Michael, moving to independent living in the community after 13 years. The transition for Michael, who is diagnosed with Paranoid-Schizophrenia, has spanned at least three years and has involved a series of small, measurable, achievable steps. There was a time when it would have been inconceivable for Michael to believe that he could live successfully in an independent community environment. However, using the strengths model and good comprehensive support from the res team, Michael's experience was one of enlightenment as to what he could achieve, rather than being overwhelmed. Michael continues to live independently since April 2010.

Community Living Service (CLS)

Upon being introduced to Framework's Community Living Services, Lucy was able to take positive steps in creating a fulfilling and meaningful life. In Lucy's own words "They didn't judge me on my past, race, colour of my skin or my mental illness. I was living on the streets with no family support. Within a short time Framework helped me to get my own place and helped me with things in my home that I need. I am very grateful that I can now get on with my life".

A CLS client won the Tautoko award at the Like Minds Maori Respect Awards. Altogether 3 other staff, a CSW client and the Framework Waiata group were finalists in different categories.



ANNUAL REPORT:

Summary

SUMMARY FINANCIAL REPORT OF FRAMEWORK TRUST FOR THE YEAR ENDED 30 JUNE 2011 Financial Performance and Financial Position

	2011 \$	2010 \$
INCOME		
Revenue from Ministry of Health	4,445,862	4,686,490
Revenue from Ministry of Social Development	1,446,950	1,473,561
Revenue Other Government & Non Agencies	0	0
Donations & Other Revenue	153,477	146,183
TOTAL INCOME	6,046,289	6,306,234
EXPENDITURE		
Wages & Salaries	4,312,954	4,390,549
Depreciation	222,433	240,045
Other Operating Expenditure	1,508,519	1,506,468
TOTAL EXPENDITURE	6,043,906	6,137,062
NET SURPLUS FOR THE YEAR	2,383	169,172
ACCUMULATED FUNDS		
Accumulated funds at start of year	2,842,074	2,672,902
Plus Net Surplus for year	2,383	169,172
ACCUMULATED FUNDS AT YEAR END	2,844,457	2,842,074
CURRENT ASSETS		
Bank Accounts & Funds on Short Term Deposit	1,012,447	1,490,577
Accounts Receivable & Prepayments	354,111	384,354
TOTAL CURRENT ASSETS	1,366,558	1,874,931
CURRENT LIABILITIES		
Funding Contracts in Progress	10,307	443,567
Payables, Accruals, Employee Entitlements & Lease Liabilities	593,235	663,380
TOTAL CURRENT LIABILITIES	603,542	1,106,947
WORKING CAPITAL	763,016	767,984
NON CURRENT ASSETS		
Property, Plant & Equipment	2,081,441	2,074,090
NET ASSETS	2,844,457	2,842,074
Net Cashflow from Operating Activities	-289,855	301,042
Net Cashflow from Investing Activities	-188,275	-151,304
Net Cashflow from Financing Activities	0	0
NET INCREASE/(DECREASE) IN CASH HELD:	-478,130	149,738


The summary financial report:

- has been extracted from the full Financial Report dated 21st September 2011; and cannot provide as complete an understanding as the full audited Financial Report.

The full Financial Report is available in hard copy from Framework Trust Head Office.

Trustee
John Syme

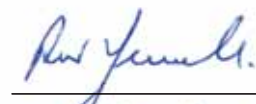
Date



21/9/11

Trustee
Ross Jewell

Date



21. September 2011



REPORT OF THE INDEPENDENT AUDITOR ON THE SUMMARY FINANCIAL STATEMENTS

To the Trustees of Framework Trust

The accompanying summary financial statements, which comprise the summary statement of financial position as at 30 June 2011, the summary statement of financial performance and summary statement of cash flows for the year then ended, and related notes, are derived from the audited financial statements of Framework Trust for the year ended 30 June 2011. We expressed an unmodified audit opinion on those financial statements with an emphasis of matter related to a contingent liability at balance date with regard to payments for sleepovers of between \$59,723 and \$238,893 in our report dated 21 September 2011.

The summary financial statements do not contain all the disclosures required for full financial statements under generally accepted accounting practice in New Zealand. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of Framework Trust.

Board of Trustees' Responsibility for the Summary Financial Statements

The Trustees are responsible for the preparation of a summary of the audited financial statements in accordance with FRS-39: Summary Financial Statements.

Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810, "Engagements to Report on Summary Financial Reports."

Other than in our capacity as auditor we have no relationship with, or interest in, Framework Trust.

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of Framework Trust for the year ended 30 June 2011 are consistent, in all material respects, with those financial statements, in accordance with FRS-39.

CST Nexia Audit

CST Nexia Audit
Chartered Accountants
Manukau City

21 September 2011

audit and assurance services **CST NEXIA AUDIT** visit us at www.cstnexia.co.nz

Level 3, CST Nexia Centre, 22 Amersham Way, PO Box 76 261 Manukau City New Zealand, Tel 0-9 262 2595 Fax 0-9 262 2606 Email: team@cstnexia.co.nz

CST NEXIA AUDIT is an independent member of Nexia International Ltd.



FRAMEWORK
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57 Market Road, Epsom, Auckland
PO Box 99653, Newmarket, Auckland 1149
Ph: +64 9 523 2790 Fax: +64 9 523 2149 Email: reception@framework.org.nz

www.framework.org.nz