



Bay of Plenty Sexual Assault Support Services Annual Report | 2018





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Mission

Produce a High Quality Wrap Around Service for Clients and Families Affected by Sexual Assault



Vision

Breaking the Generational Cycle of Abuse

BOARD OF MEMBERS 2017- 2018



Stephanie Parker
Chair



Sue Burger
Treasurer



Nicola Daisley
Health & Safety



Jackie Aveling
Secretary
Property & Assets



Heather Shepherd
Clinical

Message from the Chair

Stephanie Parker

New Members

We continue to seek nominations and expressions of interest for additional board members with specific skills and expertise.

Staff

Many staff changes throughout the year and I acknowledge Sonny Williams who accepted the responsibility of Acting CEO whilst we worked towards a permanent appointment.

Accomplishments

The uniqueness of the organisation as an independent NGO provider has seen an increasing profile in terms of demand from other providers and organisations for expertise and knowledge with additional contract opportunities on offer.

This year BOPSASS accepted contracts for service in the Waikato region and this work has begun.

During the year we worked to open our Louvain Street offices and were very excited to start delivering services from this site. This meant a move away from the MSD building and it was great to receive the positive feedback from guests at the opening. There was a consensus that this move was long overdue and will certainly provide a great environment to deliver services from.

Challenges

In the last year, BOPSASS has seen changes at board and chief executive level and within the team with various members taking on added responsibilities and roles stepping in during times of absence and pending recruitment.

These factors have signalled to the board the need to focus work on capitalising on what has been achieved, what works well and what could be

improved, to inform planning for the future growth of the organisation.

During this process we considered

- Capability of current systems and processes to triage and respond to referral patterns
- Impacts of current and future patterns of demand on resources
- Multidisciplinary and interdisciplinary roles in model of care development
- Considering the differing needs of the two main hubs
- Development needs and supports for staff.

BOPSASS has been incredibly well supported as a single point of entry for sexual harm and regarded as specialist service provider with capability for:

- Leadership in the sector in developing pathways within context of where sexual harm fits on the framework and championing trauma based approaches to designing interventions
- Offering training and advice to wider sector organisations re responding to sexual harm
- Partnering around workforce development
- Possibly joint service intersection for domestic violence perpetrators who are also victims of sexual harm.

Next Steps

The move outside of the BOP region signals the need for BOPSASS to re-brand. Work on this is set to begin early in 2019.

We also prioritised the need to review and strengthen the governance arm of BOPSASS and this work is currently underway.

Lastly, I would like to thank everyone for their support, hard work and commitment to BOPSASS and people who have been affected by sexual assault. It is always heartening to hear great stories where the support that has been provided through BOPSASS has made such a difference in people's lives.

Stephanie Parker

BOPSASS Chair



Acting CEO

Sonny Williams

Over the past financial year, Bay of Plenty Sexual Assault Support Service (BOPSASS) has continued to develop service and program delivery, drawing on the organisation's previous experiences, successes, utilising audits, evaluation and service delivery feedback.

During this period BOPSASS undertook a service review with the findings providing a catalyst on how the organisation's potential can be achieved. The reviewed covered areas of financial sustainability, improvements in efficiency and effectiveness and provided a snap shot of reputation and perceptions of success.

Internal

During the course of the year BOPSASS fare welled staff who moved into new areas and arenas of work across the region and beyond. Movement of staff in and out of an organisation is not always a seamless proposition or process; rather an opportunity that reflects a commitment to smooth service delivery across the Bay of Plenty and beyond.

Organisational

Expansion of program and service delivery provides opportunities for an organisation to look at how it represents itself, and can be the catalyst to re-freshing its brand at all levels, updating mission statements, strategic and business plans so they become living documents and can be an active means of engaging with community and stakeholder engagement through the development process.

Partnerships and Representation

As the organisation develops the ability to collaborate with a range of service providers, our links with stakeholders and funding bodies remain a critical component of our work. This is important as the organisation looks ahead and continues building sustainable relationships reflecting the diversity of communities.

Representation happens at multiple levels of the organisation; delivery of front line services, presentations at meetings, training sessions or forums and remains one of the corner stones of the organisations service delivery. The outcome of this work remains the same: not always immediate and tangible, each with their own set of unique challenges and sits across BOPSASS as a shared responsibility carried by the CEO, all staff and the Board, which reflects a commitment to service delivery.

What Next for BOPSASS

A responsive and strong strategic direction will reflect the organisations ability *'to speak with one voice'*, reinforce good culture, leverage solid management principles and support the team as a whole, to move forward courageously and positively.

Finally

Thankyou past and present board members, contractors, service partners, stakeholders and staff, all who have contributed in different ways your commitment to the community, promotion and seamless service delivery.

ACC Integrated Services for Sensitive Claims (ISSC)

Sensitive Claims Counselling

Julie Wilson: Contract Manager

The financial year 2017 to 2018 has seen service increase for ACC ISSC Sensitive Claims in both client referral numbers and Treatment Provider numbers as people become aware of access to service and the options available. The ACC ISSC Sensitive Claims Service commenced in 2014 with a core of six Treatment Providers, and now at the end of the 2018 financial year we currently have 47 Treatment Providers contracted Bay of Plenty wide to provide services to clients.

Reviewing the administrative processes to reduce the paper flow as client and contractor numbers have increased, has necessitated the need to investigate new processing systems e.g. Client Management System (CMS) or equivalent. By implementing CMS, the expected impact on the ACC ISSC contract is a smoother more efficient workflow, which in turn will free up time and create opportunity to network and build on the foundation that we have.

At last year's Annual General Meeting, the Board set a target of zero weeks on the ACC ISSC waitlist, acknowledging that this has been an ongoing pressure point. As a service, we have been working towards this goal. Our priority is to have clients referred to Treatment Providers

as soon as possible with minimum wait time. BOPSASS is in the fortunate position whereby clients have access to our face-to-face Crisis Counselling service for stabilisation while waiting to be referred to an ACC Treatment Provider. This is what makes the BOPSASS service unique in New Zealand. Any client is able to access any of our core services at any time.

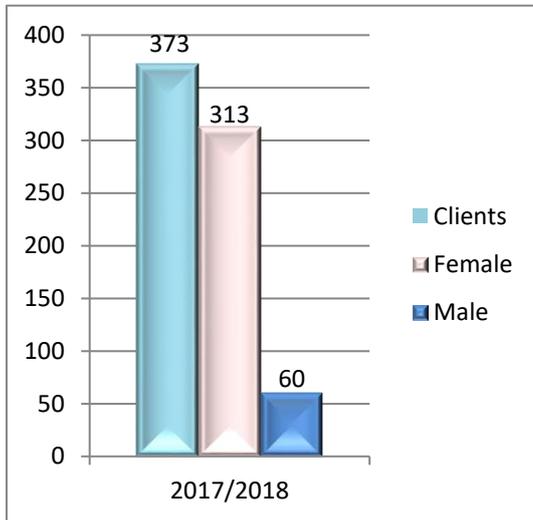
- Medical (SAATS)
- Crisis Support Service
- ACC ISSC

Referrals for service comes through multiple avenues; Doctors, crisis counselling, external services, stakeholders and self-referral. This has led to the need to change the intake process and move to a triage approach: identifying the specific need, type of service required, client understanding of a waitlist, at the same time maintaining regular communication with clients.

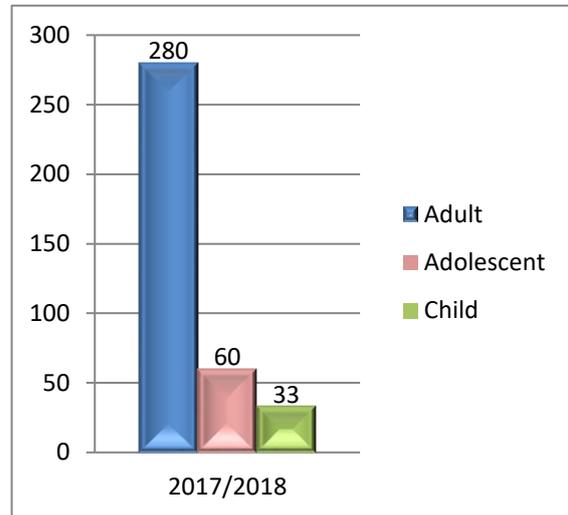
In the last financial we have placed 373 clients with our ACC Treatment Providers.

To date as a service we have placed 1446 clients with ACC Treatment Providers since the ISSC contract began.

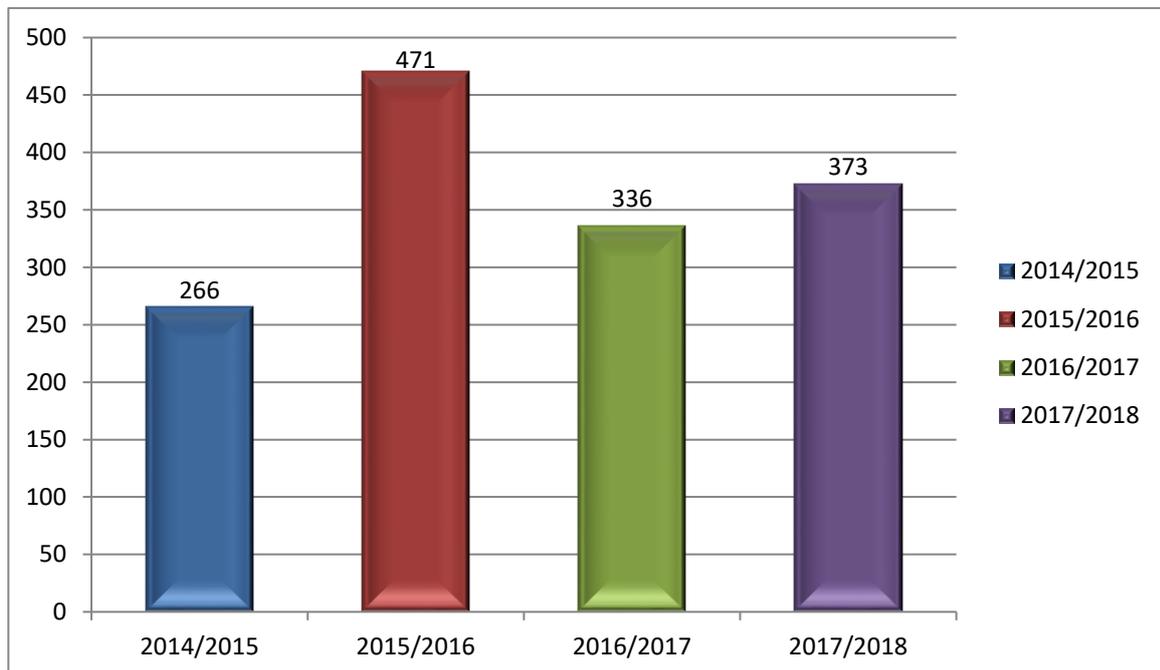
Client Intake Profile



Breakdown of clients by Gender for 2017 / 2018



Breakdown of clients by Age for 2017 / 2018



Client total by year from 2014 - 2018

Ministry of Social Development (MSD)

Sexual Harm Crisis Support Services

Catherine Buckley: Manager Crisis Support Services

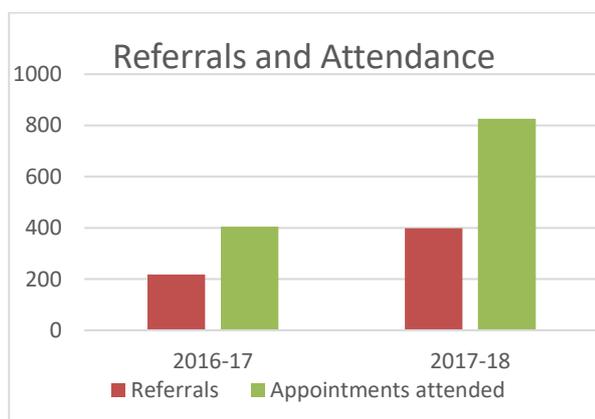
The core activity of this service is to provide brief intervention crisis counselling and social support for people affected by Sexual Assault. The service has expanded over the past 12-month period, the first year of a new 3-year Sexual Harm Crisis Support Services contract. It has been a busy year with an almost 90% increase of referrals on the previous 1 year pilot contract. Evidence of positive client experience and impact has been identified, and the service has sought and responded to constructive feedback from all stakeholders. The service enjoys respect and trust amongst our many external stakeholders. Of particular importance is the level of communication with MSD National Office – informing of gaps, trends and processes, including input regarding national Services Evaluation.

Ages and Genders			
		2016-17	2017-18
Age	<18	43%	30%
	>18	57%	70%
Male		15%	16%
Female		82%	82%
LGBTQ		3%	2%

Services

Crisis counselling has been the main avenue of client support this year. Services have been developed in both Bay of Plenty locations. Our Whakatane base, with outreach clinics available in Kawerau and Opotiki, currently provides services 3 days per week. Our services in Tauranga are available 5 days a week, delivering client appointments at our Kauri Street office, specific school premises, and at Papamoa, Te Puke and Katikati. Services have been available for all ages, genders and cultures.

Support services not previously available within BOPSASS have proved invaluable since the appointment of a Social Navigator. Due to our highly skilled and experienced staff, we have the capability and capacity to support clients at a comprehensive level, through the breadth and depth of their needs. Our client profile has become significantly more complex particularly, influenced by the effect of homelessness, as well as mental health and addiction complications.





Further Social Support services will be developed in Whakatane over the coming year.

Our after-hours Helpline has been dis-established due to the launch of the Safe-to-Talk National Helpline, who refer clients directly to BOPSASS, if follow-up is requested by the client.

24/7 Counselling and/or Social Work Support is available at Forensic Examinations, again based on client's individual needs.

Staffing

Staff numbers within the Crisis Support team have increased again this year, in response to client need. We have a cohesive and committed team of six counsellors and one Social Navigator, collectively encompassing an impressive breadth and depth of training and experience. The Crisis Support team is expected to expand further over 2018/19 to provide services under an additional three contracts, recently secured to support clients throughout the Waikato district, complementing our Bay of Plenty services. This will bring a total of five MSD contracts to the

service reaching a potential population base of up to 600,000 across the Bay of Plenty, and the Waikato.

Significant training and supervision has been encouraged and supported for all staff to ensure safety and sustainability in this high-risk arena.

Quality control included a Crisis Support team survey with anonymous feedback and the results indicate a positive, inclusive and progressive culture within the team.

Internal processes and systems are ever evolving to accommodate clerical, contractual and service requirements as well as risk and opportunity management.

It is an exciting period for all working within the Sexual Harm Services. We believe the current political climate is sensitive and responsive, providing opportunities and support with the potential to positively influence the impact of sexual harm on individuals, communities and society, and we are focused on that outcome.

Sexual Assault Assessment and Treatment Services (SAATS)

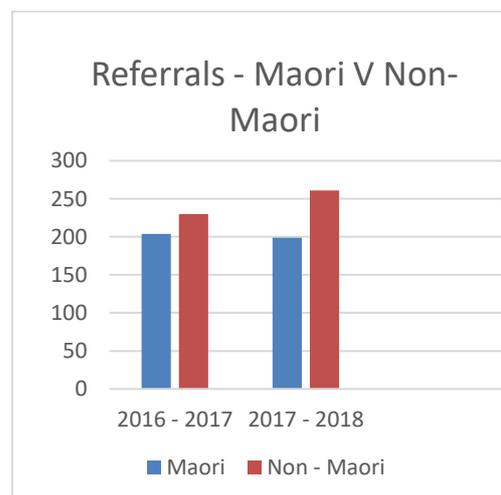
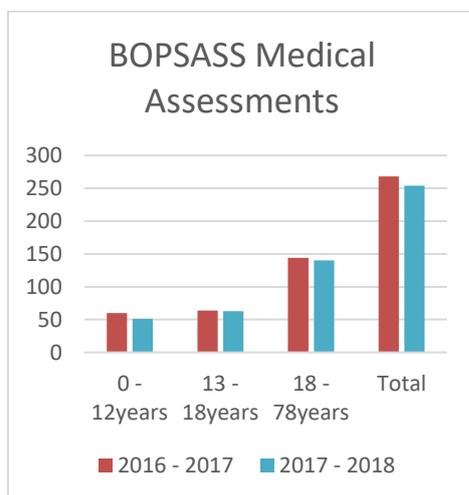
Medical Assessment and Treatment

While we have had an Acting Clinical Manager for a short time (due to the unexpected exit of the Clinical Manager for medical reasons) we can report, the core professional and dedicated staff continues to ensure ongoing provision of services that best assists our clients.

Our clients across the Bay of Plenty, Western and Eastern are facing increasingly complex issues that require repeated, extensive and sometimes intensive support, on their road towards recovering from a sexual assault. Expansion of our services internally – providing crisis social work support and counselling provides a more comprehensive choice of service for clients and whanau.

Meetings with our local partner agencies (Oranga Tamariki, Women’s Refuge, Shakti, DHB, Police, & Child Protection Team) provide the opportunity for Service Managers to meet and discuss emerging trends, plans and activities, as well as any feedback or service improvement suggestions. BOPSASS engages well with Maori, and is keen to strengthen relationships with local iwi.

The following graph is a breakdown of age related medical assessments carried out at BOPSASS over the previous two twelve month periods. The comparison of each period indicates little change in the volume of referral or the number of referrals per age group.





Clinic appointments were regularly held in Whakatane, Tauranga and periodically in Opotiki, Muruparu and Kawerau, based on client and whanau needs.

While there have been staff changes over the last 12 months, BOPSASS maintains a highly skilled, and dedicated workforce experienced in this sensitive arena. Most of our Paediatricians

and G.P. doctors have full MedSac accreditation or are working towards it. Accreditation will be mandatory by MEDSAC in the near future.

BOPSASS have the following MedSac trained staff, based in Tauranga or Whakatane.

Role	Tauranga	Whakatane
Clinic Doctor	2	2
Clinic Nurse	2	1
Clinic Paediatrician	4	1
On Call Doctors	5	1
On Call Nurses	3	4
On Call Paediatricians	4	1

Bay of Plenty Sexual Assault Support Services continues to be a well-respected organisation within our communities and is working hard to meet the needs and provide equitable access for our constantly changing community. The provision of specialist, client-focused care has

meant that our mainly word-of-mouth services continue to expand and blossom.

We look forward to continuing partnership with our community and stakeholders.

Treasurer's Report

For 1 July 2017 – 30 June 2018

Sue Burger: Treasurer

BOPSASS has completed now the 8th year of working in the community and what a journey we have had again: From humble beginnings with part-time staff to a proper organisation with 23 staff and about 100 contract doctors, nurses and counsellors. Accordingly, also the financial side shows substantial changes and developments.

The total contract revenues have provided us again with an increase of 14.1% (previous year: 26.1%). The grant revenues show 34.4% increase compared with last year. This results in an increase of 14.7% for the overall income (previous year: 30.1%). However, the expenses associated with our contracts show an increase of 21.7%, compared with the previous year of 37.5%, leaving us with a decrease of 21.5% of our Gross Profit, compared with the small increase of 1.8% in the previous year. The operating costs have increased by 12.8% (previous year: 28.6%).

Under "Other Income", there is part of our bequest from December 2016 of \$340,000 recorded which was used for the purchase of the Whakatane property at 14 Louvain Street.

This leaves us with a net profit overall of \$191,438, compared with the small deficit \$10,562 for last financial year.

The balance sheet shows again the purchase of our Whakatane property (January 2018) under fixed assets with \$340,000 and the Current Liabilities contain the balance of \$220,000 of the bequest. The total equity shows therefore an increase of \$191,438 compared with last year's small decrease of \$10,562.

Please refer to The Charities Commission website for more details: <https://www.charities.govt.nz/>

Statement of Comprehensive Revenue and Expenses

Bay of Plenty Sexual Assault Support Services Trust
For the year ended 30 June 2018

	NOTES	2018	2017
Revenue from Non-exchange transactions			
Donations & Bequests	3	340,600	10,324
Grants revenue	3	73,699	72,310
Total Revenue from Non-exchange transactions		414,299	82,634
Revenue from Exchange Transactions			
Investment Income	3	21,366	17,361
Other Revenue	3	533	941
Revenue from providing goods or services	3	2,615,468	2,271,322
Total Revenue from Exchange Transactions		2,637,366	2,289,624
Total Revenue		3,051,665	2,372,258
Expenses			
Costs related to providing goods or service		1,963,195	1,625,855
Depreciation and Loss on Disposal		16,300	16,560
Interest costs		392	624
Volunteer and employee related costs		876,446	732,587
Other expenses		3,895	7,195
Total Expenses		2,860,227	2,382,820
Total Comprehensive Revenue and Expenses		191,438	(10,562)

Statement of Changes in Net Assets

Bay of Plenty Sexual Assault Support Services Trust
For the year ended 30 June 2018

	2018	2017
Net Assets		
Opening Balance	415,882	426,444
Comprehensive Revenue and Expenses		
Surplus/(Deficit) for the Year	191,438	(10,562)
Total Comprehensive Revenue and Expenses	191,438	(10,562)
Total Net Assets	607,320	415,882

Statement of Financial Position

Bay of Plenty Sexual Assault Support Services Trust As at 30 June 2018

	NOTES	30 JUN 2018	30 JUN 2017
Assets			
Current Assets			
Cash and cash equivalents	5	42,996	437,710
Receivables from exchange transactions	7	40,982	52,934
Prepayments		1,535	-
Other Current Assets		2,109	-
Total Current Assets		87,622	490,644
Non-Current Assets			
Property, Plant and Equipment	8	423,054	85,956
Investments	6	514,457	620,679
Total Non-Current Assets		937,511	706,635
Total Assets		1,025,133	1,197,280
Liabilities			
Current Liabilities			
Creditors and accrued expenses		157,674	109,430
Employee costs payable		38,533	61,147
Unused donations and grants with conditions		220,162	560,162
Other current liabilities		1,443	47,057
Total Current Liabilities		417,813	777,796
Non-Current Liabilities			
Loans	9	-	3,601
Total Non-Current Liabilities		-	3,601
Total Liabilities		417,813	781,397
Total Assets less Total Liabilities (Net Assets)		607,320	415,882
Net Assets			
Funds settled		1,000	1,000
Accumulated comprehensive revenue and expenses		606,320	414,882
Total Net Assets		607,320	415,882

Cash Flow Statement

Bay of Plenty Sexual Assault Support Services Trust For the year ended 30 June 2018

	2018	2017
Cash from Operating Activities		
Cash was provided from:		
Receipts from Donations	600	10,324
Receipts from Grants	73,699	72,310
Interest, dividends and other investment receipts	18,171	9,705
Cash receipts from other operating activities	2,583,773	2,299,052
GST	(5,912)	8,763
Total Cash was provided	2,670,330	2,400,154
Cash was applied to:		
Payments to suppliers and employees	(2,810,640)	(2,369,957)
Total Cash was applied	(2,810,640)	(2,369,957)
Total Cash from Operating Activities	(140,309)	30,198
Cash Flows from Investing and Financing Activities		
Cash was provided from:		
Receipts from sale of property, plant and equipment	11,212	-
Receipts from maturity of investments	1,000,162	-
Total Cash was Provided	1,011,374	-
Cash was applied to:		
Payments to acquire property, plant and equipment	(365,765)	(37,900)
Payments to purchase investments	(892,854)	(561,834)
Repayments of loans borrowed from other parties	(3,601)	(5,888)
Cash Flows from Other Investing and Financing Activities	(3,558)	562,863
Total Cash was applied	(1,265,779)	(42,760)
Total Cash Flows from Investing and Financing Activities	(254,405)	(42,760)
Net Increase/ (Decrease) in Cash	(394,714)	(12,563)
Cash Balances		
Cash and cash equivalents at beginning of period	437,710	450,273
Cash and cash equivalents at end of period	42,996	437,710
Net change in cash for period	(394,714)	(12,563)

Statement of Accounting Policies

For the year ended 30 June 2018

Basis of Preparation – ‘How did we do our accounting?’

The entity has elected to apply PBE SFR-A (NFP) Public Benefit Entity Simple Format Reporting - Accrual (Not-For-Profit) on the basis that it does not have public accountability. Total annual expenses have exceeded \$2,000,000 however; the entity has elected to continue applying the current reporting basis until the \$2,000,000 threshold has been exceeded in two consecutive financial years. All transactions in the Performance Report are reported using the accrual basis of accounting.

The Performance Report is prepared under the assumption that the entity will continue to operate in the foreseeable future.

The information is presented in New Zealand dollars. All values are rounded to the nearest \$.

Specific Accounting Policies

The following specific accounting policies, which materially affect the measurement of the Statement of Financial Performance and Statement of Financial Position, have been applied:

(a) Revenue Recognition

Revenue from service contracts is recognised by reference to the stage of completion of the service at balance date. All other significant revenue is recognised when it is received.

(b) Expenses

Wages, salaries and annual leave are recorded as expenses as staff provide services and become entitled to the wages and salaries and leave entitlements. Other costs associated with the delivery of services are expensed when the costs are incurred.

(c) Property, Plant & Equipment

Property, plant and equipment is recognised at cost less aggregate depreciation. Historical cost includes expenditure directly attributable to the acquisition of assets.

All other repairs and maintenance are recognised as expenses in the Statement of Financial Performance in the financial period in which they are incurred.

Depreciation has been calculated on all assets at rates calculated to allocate the asset's cost value over their estimated useful lives.

(d) Goods and Services Tax (GST)

The entity is registered for GST. All amounts are stated exclusive of goods and services tax (GST) except for creditors and debtors which are stated inclusive of GST.

(e) Income Tax

Bay of Plenty Sexual Assault Support Services Trust is wholly exempt from New Zealand income tax having fully complied with all statutory conditions for these exemptions.

(f) Bank Accounts and cash

Bank accounts and cash in the Statement of Cash Flows comprise cash balances and bank balances (including short-term deposits) with original maturities of 90 days or less.

(g) Changes in Accounting Policies

There have been no changes in accounting policies. Policies have been applied on report period consistent.

Supporters and Sponsors

Special acknowledgement and thanks to our many supporters ...

- Accident Compensation Commission
- Bay of Plenty District Health Board
- Bay Trust
- COGS Mataatua
- COGS Tauranga Moana
- Dulcie North Family Trust
- Good Neighbour Food Rescue
- Lottery
- Ministry of Social Development
- New Zealand Police
- Shakti Ethnic Women's Support Group
- Southern Trust
- The Acorn Foundation
- Tauranga Women's Refuge
- Vodafone
- Z Energy (Gillies Group)