



TE MANAWA FAMILY SERVICES  
a space for the heart

## RESULTS BASED ACCOUNTABILITY REPORT

**1 July 2024 to 30 June 2025**

- Performance Measures - Data
- Performance Measures – Report
- RBA Schedule
- Financial Report

**Te Manawa Youth and Parenting Programme Data  
Report**

Performance Measures	01 Jul-31 Dec	01 Jan-30 Jun	Total 01 Jul-30 Jun
<b>How much: Quantity of effort</b>			
Total # active clients (individuals)	18	29	47
Total # families/whānau engaged (family comprises 2 or more individuals)	6	10	16
# 1-1 sessions delivered to individuals	40	31	71
# sessions delivered to families/whānau (2 or more members of the same family unit)	30	35	65
<b>How Well: Quality of effort</b>			
# clients who answered the client satisfaction question in the survey (denominator)	7	10	17
# clients who were highly satisfied OR satisfied with the content and delivery of the programme (numerator)	7	10	17
<b>% clients who were highly satisfied OR satisfied with the content and delivery of the programme</b>	100%	100%	100%
<b>Better Off? Effect of effort</b>			
# clients (parents or caregivers) who answered the 'parenting skills' question in the survey (denominator)	4	7	11
# clients (parents or caregivers) who strongly agree OR agree they learnt new parenting skills as a result of the programme (numerator)	4	7	11
<b>% clients (parents or caregivers) who strongly agree OR agree they learnt new parenting skills as a result of the programme (SK,S)</b>	100%	100%	100%
# clients (parents or caregivers) who answered the 'strategies for managing' question in the survey (denominator)	4	7	11
# clients (parents or caregivers) who strongly agree OR agree they learnt new strategies for managing their emotions and triggers linked to stress (numerator)	4	7	11
<b>% clients (parents or caregivers) who strongly agree OR agree they learnt new strategies for managing their emotions and triggers linked to stress (SK,S)</b>	100%	100%	100%
# clients (parents or caregivers) who answered the 'relationship' question in the survey (denominator)	4	7	11

# clients (parents or caregivers) who strongly agree OR agree their relationship with their child has improved as a result of the programme (numerator)	4	7	11
<b>% clients (parents or caregivers) who strongly agree OR agree their relationships with their child has improved as a result of the programme (AO,S)</b>	100%	100%	100%

**Te Manawa Family Services**  
**Results Based Accountability Narrative Reporting**  
**1 July 2024 to 30 June 2025**

<p>Describe the key factors impacting on the performance measures.</p> <p>The Whānau Connect team have been busy during the January to June 2025 period, particularly in their focus of creating connections within the Feilding Community. They have visited all primary schools in the township and this resulted in a partnership with Manchester St School who have given use of their hall for free for the Kids Connect sessions.</p> <p>The team have also connected with the local RTLB cluster and Sport Manawatū.</p>
<p>Briefly describe any ideas or approaches you may have to improve or accelerate your performance.</p> <p>Over this period, we offered evening parenting programme sessions one term and daytime sessions the next to ensure a range of parents could attend. Having the Kid's Connect programme sessions at Manchester St School has been helpful in that it is central to other schools and ensures the participants can arrive on time. Food is provided at all sessions as a way of grounding the groups in manaakitanga and also to ensure the young people can settle and recharge before heading into the activities.</p> <p>We have experienced less engagement with teens and Luke is working to put together a modified programme for this age group - targeting 14-17 year old young men. He has connected with outdoor recreation groups and is planning an overnight camp in Pohangina over summer as part of the wider programme. This camp will be focussed on connection with te taiao, skills building and mindfulness; with the young people fully involved in planning and taking roles to support the wider group experience.</p>
<p>Please provide a detailed explanation of any non-reporting or variances in reporting against the contract.</p>
<p>We have met the requirements of the contract.</p>
<p>Is there anything else that you need to bring to our attention?</p> <p>The team have completed several training opportunities recently including Family Systems Therapy, Working with Neurodiversity and Youth AOD.</p>

Do you have a success story that you would like to share? (This may include a case study, video clip, presentation or other).

When seven-year-old Olivia joined the Kid's Connect Programme she had already shown remarkable bravery by speaking up about the harm she had experienced. Her mum, determined to support her daughter's healing, sought help so Olivia could learn new ways to manage her emotions and build her self-esteem.

From the very first session, Olivia felt at ease with her facilitator. Together with her mum, they built a safe and supportive relationship that encouraged Olivia to open up and fully engage. Ten sessions were scheduled at school and in our office during holidays, with the school enthusiastically accommodating the process. Olivia set her own goals: to find ways to manage "big emotions" and to grow her resilience and confidence.

Olivia thrived in the programme. She loved the games and creative activities, which made learning about emotions and safety both fun and meaningful. Along the way, an application to the Ministry of Justice Child Flexi-Fund was successful, allowing Olivia to access equine therapy — another safe and empowering space to grow.

By the end of the programme, Olivia was confidently identifying her feelings, using new tools for self-regulation, and showing she understood what to do if she ever felt unsafe again. Both Olivia and her mum gave glowing feedback:

"Sarah went above and beyond to create a safe and communicable space for my daughter and our whānau. We are beyond grateful for your mahi."

Olivia's journey is a shining example of how early intervention, compassionate support, and strong whānau involvement can empower children to heal and embrace their futures with resilience and confidence.

A mother and her twelve-year-old daughter came to Te Manawa knowing they needed change. Their relationship had become marked by frequent conflict — arguments, yelling, even physical aggression — leaving both feeling anxious and disconnected.

Together, they joined our Whānau Connect services, with Mum participating in Parent Connect and her daughter in Kids Connect. Both programmes complemented each other, offering individual learning as well as opportunities to come together.

At first, both were nervous, but they quickly grew comfortable. The daughter thrived in Kids Connect, showing leadership and building empathy, while her mum bravely engaged in Parent Connect, reflecting on her parenting and trying out new approaches at home. They also accessed extra support, including individual counselling for Mum.

By the end of the programme, the transformation was clear. Conflict, once happening every 1–2 days, reduced dramatically. Instead of bottling up emotions, the daughter learned to communicate her feelings, while Mum introduced daily rituals of connection, like sharing "good and bad" moments at dinner and practicing mindfulness together.

The daughter even took her kindness beyond the home — stepping into a leadership role at school. At home, she proudly told facilitators, “We are a team.”

Mum summed up their experience by saying:

“I appreciate how comfortable and non-judgmental Moana and Luke made each session. They made it easy for me to be open and honest. They reminded me each session that I was doing better as a parent.”

This story captures the heart of Whānau Connect — building stronger, kinder, and more resilient family relationships.

## Schedule 1

Name of service, programme or initiative	Te Manawa Family Services
Funding Amount	\$30,000
Term of contract	3 years
Direct Client/s	Families/Whānau collectives Individuals; Parents/caregivers with children and youth
Funded Activities and Goals	<ul style="list-style-type: none"> <li>• Youth and Parenting Programme</li> <li>• Providing education to parents to feel supported and make positive informed parenting decisions</li> </ul>

		QUANTITY OUTPUTS	QUALITY OUTPUTS	SKILLS & KNOWLEDGE	ATTITUDE & OPINION	BEHAVIOUR CHANGE	CIRC. CHANGE	POPULATION OUTCOMES
Service component	Direct Clients	How much	How well	Better Off				
Parenting Programme	Whānau collectives	Total # families/whānau <sup>i</sup> engaged	% whānau report they are highly satisfied/satisfied <sup>ii</sup> with the content and delivery of the programme					
	Individuals of whānau collectives	Total # active clients (total) <sup>iii</sup>						

		# 1-1 individual sessions delivered <sup>iv</sup>						
	Individuals parents or caregivers engaged in the programme	# family/whānau sessions delivered <sup>v</sup>		#/% clients who strongly agree/agree <sup>vi</sup> they learnt new parenting skills as a result of the programme	#/% clients who strongly agree/agree <sup>vii</sup> there has been an improvement in their relationship with their child as a result of the programme			<b>Hinengaro – We are lifelong learners</b>
				#/% clients who strongly agree/agree <sup>viii</sup> they learnt new strategies for managing their own emotions, stress and triggers				<b>Whānau – We are actively engaged</b>

Notes: All outcomes have been designed based on their application with previous reporting on programme outcomes. Note; there are no outcomes directly linked to children and youth associated with this programme.

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<sup>i</sup> Families/Whānau = 2 or more individuals from the same household, or who self-define as family/whānau. This is the count of family/whānau collective groups who are engaged in the programme

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<sup>ii</sup> Note; 5point likert scale from highly dissatisfied to highly satisfied

<sup>iii</sup> Active clients = all individuals who are actively engaged in the programme, i.e. has engaged in 1 or more sessions in the reporting period. This is the count of individuals including youth and parents/caregivers.

<sup>iv</sup> 1-1 individual sessions = sessions that are delivered to an individual. Youth or parent/caregiver.

<sup>v</sup> Family sessions = sessions that are delivered to family/whānau collectives. This is the count of sessions that are delivered to 2 or more people from the same household. To be agreed and defined with the group.

<sup>vi</sup> Note; 5point likert scale from strongly disagree to strongly agree

<sup>vii</sup> As above

<sup>viii</sup> As above

# Balance Sheet

## Te Manawa Family Services Charitable Trust As at 30 June 2025

30 JUN 2025

### Assets

#### Bank

Bus First Transact	83,602.27
Non-Profit Account	9,837.35
Savings Account	186,907.77
<b>Total Bank</b>	<b>280,347.39</b>

#### Current Assets

Accounts Receivable	49,641.67
Accounts Receivable Year End Adjustment	1,669.73
Westpac Bank - Term Deposit No 4	75,000.00
Westpac Bank - Term Deposit No 6	75,000.00
<b>Total Current Assets</b>	<b>201,311.40</b>

#### Fixed Assets

Buildings	144,081.66
Furniture & Fittings	55,118.41
Less Accumulated Depreciation Furniture & Fittings	(42,940.54)
Less Accumulated Depreciation Buildings	(65,436.51)
Less Accumulated Depreciation Palmerston North Premises	(46,298.12)
Less Accumulated Depreciation Plant & Equipment	(111,478.01)
Palmerston North Premises	58,474.00
Plant & Equipment	129,833.00
<b>Total Fixed Assets</b>	<b>121,353.89</b>

#### Total Assets

**603,012.68**

### Liabilities

#### Current Liabilities

Accounts Payable	14,331.38
Accrued Expenses	13,500.00
Accrued Holiday Pay Liability	73,789.52
Accrued Wages Liability	32,230.13
Deferred Revenue	6,312.62
GST	(4,608.73)
PAYE Payable	33,599.32
Rounding	(0.03)
Te Manawa Credit Card	1,680.90
<b>Total Current Liabilities</b>	<b>170,835.11</b>

#### Total Liabilities

**170,835.11**

### Net Assets

**432,177.57**

### Equity

30 JUN 2025

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Correction of Prior Year Errors	7,572.73
Current Year Earnings	(167,557.06)
Retained Earnings	592,161.90
<b>Total Equity</b>	<b>432,177.57</b>

# Profit and Loss

## Te Manawa Family Services Charitable Trust For the year ended 30 June 2025

	YTD
<b>Trading Income</b>	
Contract Funding - Manawatu District Council	30,000.00
Contract Funding - MSD - SFCWFV	50,885.52
Contract Funding - MSD - YTHHIGH	37,883.32
Contract Funding - MSD FVLTREC - WP	162,500.00
Contract Funding - MSD FVNMPERP - MP	205,666.67
Grants & Donations - Client Donations	129.00
Interest Received	23,798.05
MSD FCS	227,500.00
PNCC - Strategic Priority Grant	40,271.00
Service Fees - CPS	96,873.00
Services Fees - MOJ - Family court & FV Court	388,497.08
MOJ CSP	30,000.00
Overheads - ICR Governance Grant	4,320.00
Grants & Donations - MHERC	330.43
MSD Pay Equity Remuneration	89,580.00
MOJ Pay Equity Remuneration	84,702.00
Grants & Donations - Tu Manawa Active Aotearoa	9,784.00
CPS Pay Equity Remuneration	26,071.00
MOJ Flexible Funding	23,541.88
Honorarium - Te Kupenga Whakaoti Mahi Patunga NNFVS	1,200.00
<b>Total Trading Income</b>	<b>1,533,532.95</b>
<b>Gross Profit</b>	<b>1,533,532.95</b>
<b>Other Income</b>	
Overheads from Adult Programmes	327,720.00
Overheads from FWSS	93,636.00
Overheads from Whanau Connect	46,812.00
Te Kauru Management Fee	10,000.00
<b>Total Other Income</b>	<b>478,168.00</b>
<b>Operating Expenses</b>	
Accounting	5,000.00
Administrators' Salaries	135,441.98
Adult Programme Overheads	327,720.00
Audit Fees	6,915.00
Bank Fees	229.28
CE - Wages	164,802.75
Charities Commission Return Fee	88.88
Communication Costs - Internet	2,822.86
Communication Costs - Landlines	877.56
Communication Costs - Mobiles	13,735.30

FWSS Overheads	93,636.00
FWSS Supervision	2,321.30
FWSS Training and Accreditation	825.65
FWSS Travel and Parking	1,642.12
FWSS Wages	153,891.52
G/A - Minor Equipment	1,928.30
G/A - Postage & Stationery	8,238.02
G/A - Repairs & Maintenance (IT & Equip)	24,513.25
G/A - Tearoom and First Aid	9,331.61
CE - Training & Professional Development	7,313.55
CE - Travel & Parking	2,241.72
H/R - ACC	3,339.16
H/R - Indemnity Insurance	3,053.77
H/R - Resignations, Recruitment & Appointment	26,093.64
H/R - Staff & Agency Meetings	8,400.68
Promotion - Advertising	1,335.00
Promotion - Meetings/hui	957.83
Promotion - Website and Branding	3,857.94
PL - Supervision	220.00
PL - Wages	35,908.51
PNCSC	99.00
Premises - Cleaning	15,116.68
Premises - Electricity	12,268.57
Premises - Insurance - contents	2,130.44
Premises - Rental	92,855.18
Premises - Repairs and Maintenance	9,905.00
Premises - Security	1,518.78
Premises - Sundry Supplies	710.00
Resources	214.56
Resources - Module Booklets, posters etc	1,055.60
Resources FWSS	155.00
S & L - NNSVS - Membership Fee	500.00
S & L - NZAC/NZCCA/SWRB/ANZASW	8,217.14
S & L - Social Service Providers Aotearoa	60.87
Supervision	7,273.00
Supervision, observation & reports	12,173.10
Training	3,091.13
Training & Accreditation	5,752.96
Travel & Parking	3,868.77
V/C - Trust Board	4,764.07
Wages - Adult Programmes	603,908.69
Wages - Whanau Connect Programme	184,668.50
XERO	1,334.00
Whanau Connect Overheads	46,812.00
Legal	1,901.27

	YTD
Strategic and Cultural Planning	8,137.50
MHERC Grant	313.04
G/A - Software monitoring and security	22,431.32
MoJ Flexibility Funding	5,714.78
Travel and Parking	2,222.99
Tu Manawa Active Aotearoa	2,524.49
H/R - Health Insurance	16,922.09
<b>Total Operating Expenses</b>	<b>2,125,303.70</b>
<b>Net Profit</b>	<b>(113,602.75)</b>