



# Pūrongo ā-tau Annual report 2022-2023



**CCS**  
**disability action**  
Including all people

TE HUNGA HAUĀ MAURI MŌ NGĀ TĀNGATA KATOA

CCS Disability Action Northland Incorporated



# Mō mātou

## About us

CCS Disability Action  
Northland Incorporated

### Contents

- 3 About us
- 10 Branch report
- 14 Local Executive Committee report
- 16 Hollie's story
- 26 Financials
- 30 Our supporters



# Te Aronui



Every disabled person/whānau hauā is interwoven into the lives of their whānau and community.

# Ā mātou whāinga rautaki matua

## Our strategic priorities

### Disabled people – Whānau hauā

Our purpose and focus. This sits centrally in Te Aronui as a reminder that everything we do will be underpinned by the self-determination of disabled people.

### Knowledge – Mātauranga

All people have knowledge to contribute to our society. We recognise disabled people/whānau hauā as the experts in their own lives. We recognise that we benefit from receiving the knowledge that disabled people hold. We will also share our knowledge freely to ensure disabled people can access the information that they need.

### Connectedness – Whanaungatanga

Understanding that all people and systems are interconnected. We will seek to identify connections between people and systems to ensure that disabled people have access to the relationships and resources they need.

### Wellbeing – Hauora

Acknowledges that being well means different things to different people. We will ensure that the voices of disabled people/whānau hauā guide us in enabling people to lead their own lives, in their own way.

Our work will be organised to ensure that:

- Disabled people and their whānau have access to information, resources, support and advocacy at the right time.
- The community is supported to become disability aware, engaged, physically accessible, inclusive and welcoming of all people.

# Te hunga hauā mauri mō ngā tāngata katoa

## Our foundation statement

This statement forms the foundation of our identity and means that all people have Mauri, unique life force, and that we value every person equally.

## Te whakatara

### Our challenge

One in four New Zealanders lives with an impairment. Our society does not always operate in a way where everyone can participate. This lack of participation can be due to a physical barrier; a barrier created by other people's attitudes and behaviours; or by a lack of access to information, resources and support. These barriers create an environment that can make life even more challenging for disabled people.



# Tō mātou tōpūtanga

## Our organisation

CCS Disability Action, formerly known as the Crippled Children Society, was founded by Rotary in 1935 to support children affected by polio.

CCS Disability Action is the largest disability support and advocacy organisation in Aotearoa New Zealand.

We support people with all types of impairments and have been working alongside disabled people since 1935. We are at the forefront of service provision, advocacy and information sharing in the disability sector. We partner with disabled people, their families and whānau to enable them to have choice and control in their lives. Our vision is to see every disabled person and whānau hauā interwoven into the lives of their whānau and community.

We work from a Human Rights perspective within a disability rights framework, and this is reflected in everything we do. We partner with disabled people, their families and wider whānau, to support them having choice and control in their lives. We also work with local communities, to assist and challenge them to become more inclusive.

In our work, we connect with all parts of Aotearoa/New Zealand. We acknowledge Māori as Tangata Whenua. We are committed to being in relationships with Hapū and Iwi so that we continue to develop our ability to support disabled Māori and their wider whānau.

We use the term “disabled person” in our documents to align our vision with the social model of disability, Enabling Good Lives Principles, and the NZ Disability Strategy. We respect the right of all people to define their individual and varied identities for themselves.

# Ā mātou peka

## Our branches

CCS Disability Action is a national organisation made up of 18 incorporated societies. These consist of 17 branches and a national entity (CCS Disability Action Inc.).

The 17 branches are organised into four regions (Northern, Midland, Central and Southern) and provide a range of direct support services as well as community development programmes to disabled people and the communities they live in. Each region operates a business support hub.

CCS Disability Action Northland was incorporated in 1991 and serves the large, substantially rural geographic area from Te Hana in the south to Cape Reinga in the north. It includes the main Northland city of Whangārei where the branch is based.



# Branch report

**Bettina Syme, general manager**

**Jordan Slater, chairperson, local advisory committee**

**Revd. Vicki Terrell, regional representative to the national board**

## Emergency response and planning

During the civil defence emergencies in February 2023, our staff supported Civil Defence and Whaikaha to understand and respond to the needs of disabled people. We met daily with Whaikaha and other providers to advocate for the needs of disabled people and then support coordination of the response in the community. This included access to mobility equipment that had to be left behind when evacuating, generators for those with sustained loss of power (for medication that needed to be kept cool, charging of power wheelchairs and beds etc.), and access to communication platforms. This has also led to an increased focus on supporting disabled people to have personal emergency response plans.

## Mental wellbeing and social support

At this time, our staff noted a further decrease in mental well-being as people's resilience has already been lowered due to the ongoing pandemic. As a result, we have seen a corresponding rise in the number of referrals where there is an underlying mental health condition alongside a disability diagnosis. The rising cost of living pressures are also impacting the people we support. 70% of our referrals require a social support element to source employment, transport, and housing alongside support needs to access the community.

## Children's respite service

There are limited options for respite for whānau in Northland. It has been pleasing to see parents' confidence returning to send their children to community-based activities including respite as the year progressed. We have seen a rise in referrals for our children's respite service Te Whare Taonga with 23 new referrals in the reporting period and 63 children supported overall to access regular respite. Our children's respite service enables parents and caregivers to take a break and build resilience, focusing on themselves and/or their non-disabled children for a period, while our staff support children to have culturally responsive everyday ordinary experiences as other children do. ►



### ◀ Local Advisory Committee (LAC) activities

The Northland branch has an active Local Advisory Committee (LAC) who have enthusiastically advocated for the needs of disabled people in Northland and across the motu. Some highlights from the year include:

- We welcomed Jordan Slater as the new chair for the LAC. It is fantastic to see a younger person growing into a leadership role and this is an example of growing disabled leadership in practice.
- LAC expresses their thanks to the outgoing chair Elinor Niha and are delighted Elinor remains on the committee.
- LAC have met with guest speakers and leaders in the disability community and have had active conversations around disability needs and community improvements with accessible housing and streetscapes as a focus.
- Participated in the Regional Accessible Strategy. This strategy will be adopted by all three councils (Whangarei, Kaipara, and Te Hiku).
- Adoption of the Te Aronui framework within the Northland branch and its strategy.

### Acknowledgements

On behalf of governance and our staff, we want to thank the people we support for trusting us to partner with you, as well as our community partners and funders who enable us to deliver on our “why”. We also want to thank our staff who have demonstrated resilience, creativity, and adaptability in the face of ongoing adversity to ensure disabled people receive the support they need.

*“It has been pleasing to see parents’ confidence returning to send their children to community-based activities including respite as the year progressed. We have seen a rise in referrals for our children’s respite service Te Whare Taonga with 23 new referrals in the reporting period and 63 children supported overall to access regular respite.”*



# Local Executive Committee report

**Neil Ruddell, chair, local executive committee**

I report to you as Chair of the Local Executive Committee Northland Branch for the year ending 30 June 2023.

## Financial:

### Operating summary of the last five years

|                                 | 2019               | 2020             | 2021            | 2022            | 2023            |
|---------------------------------|--------------------|------------------|-----------------|-----------------|-----------------|
| Total income (before bequests)  | \$2,146,235        | \$3,193,526      | \$3,669,868     | \$3,013,817     | \$2,783,099     |
| Less total expenditure          | \$2,424,210        | \$3,381,489      | \$3,581,596     | \$2,971,817     | \$2,826,239     |
| Net operating surplus (Deficit) | <b>(\$277,975)</b> | <b>(187,963)</b> | <b>\$88,272</b> | <b>\$42,000</b> | <b>(43,140)</b> |
| Bequests received               | \$245,455          | \$2,770          | \$Nil           | \$11,800        | \$Nil           |

The branch budgeted for an end of year operational budget of (\$216,162) which was not approved by the LEC as the LEC in good faith could not support a budget deficit that was not sustainable for the branch. As CCS Disability Action Northland Inc., is a part of the wider CCS Disability Action national organisation, oversight, including financial is also assured through the National Board.

The LEC sought to understand why the significant budgeted deficit followed a favorable financial position in 2020/21 and 2021/22 financial years. The difference was attributed to a large variance in grants income, and increase in staff costs (wages increases, training – new IT system introduced) and rising expenses related to the cost of doing business such as travel. The branch continued to be affected by Covid and the two adverse weather events that impacted on service delivery and therefore associated income.

The budgeted position was conservative as there are many variables that can significantly improve the financial position over the year as was evident in the final end of year operational financial deficit (\$43,140). It is with confidence that we look ahead to the 2023/24 financial year, as branch management have



made operational improvements to better reflect the changing needs of the branch as we return more towards pre Covid levels of service delivery and maximise efficiencies in the work we do.

The budget prepared for the 2023/24 year has budgeted total operating income of \$2,865,242 and budgeted total operating expenses of \$2,913,644 leaving a deficit of (\$48,402).

Thank you to the LEC, the LAC, Bettina Syme, and her business support team and to all who have helped the branch throughout the year.



# Hollie's story

*"I would describe Hollie as a 'super mum'. She is a very caring person and just loves all her kids to bits. I was so pleased that she reached out so we could give her a hand," says Robyn.*

While being a parent or caregiver is never an easy ride, for busy mum-of-five Hollie Haitoua, life has been more challenging than for most. Hollie had called rural Kaipara home for around two and a half years when she was forced to move after the devastation of Cyclone Gabrielle saw her whānau lose everything – with their home destroyed by flooding. At the time, Hollie, her partner, and their three children Islah (9), Jamal (7), and Maliah (3) were loving rural life and all the fun and freedom that came with it.

*"The nearest town was Dargaville and that was an hour away, so we learnt to be completely self-sufficient. We wanted to give the kids opportunities to connect with the land and raise them to have a different set of skills," she says.*

Jamal uses touch and some sounds to communicate and he's good at getting his point across this way. He is a curious kid and is keen to explore his environment, but his impairment means that he is constantly at risk of getting lost or finding himself in unsafe situations.

*"We had some great support in his earlier years before we moved out to Kaipara, so I felt like I had a clear idea of how to give him a good life. He has his quirks, but he's so intelligent and cheeky. He's a lovely boy."*

With their local primary school unable to keep him safe or offer any additional support for his learning, she enrolled him at Te Aho o Te Kura Pounamu (formerly known as The Correspondence School).

There were limited options for formal support in the isolated community so she managed as best she could, while juggling a busy family life. *"I became his Teacher Aide during that time to support his learning – and that worked well,"* says Hollie.

Then came February 2023's extreme weather event and their world was turned upside down.

With no rental options available, Hollie and her whānau were forced into emergency housing in Whangārei. While they were extremely grateful to have a roof over their heads, caring for three young children while living in a hotel room was a constant juggle.

Hollie is an upbeat and positive person, and her response to the situation they found themselves in was no different.

*"We treated it as a holiday for the first few days – and it was! It did become harder after we had been there a while as there was no outdoor area for the kids. We made it work as best we could, but it was very stressful ensuring Jamal was safe,"* she says.

A friend of Hollie's suggested she get in touch with the CCS Disability Action Northland branch. There she met Linda Halls, community coordinator for Te Whare Taonga, and Robyn Hansen, a community coordinator who specialises in working with families.

*"I would describe Hollie as a 'super mum'. She is a very caring person and just loves all her kids to bits. I was so pleased that she reached out so we could give her a hand,"* says Robyn. *"The family had been through a traumatic time and Hollie was, not surprisingly, exhausted. My job was to support Hollie to put some immediate things in place."*

Robyn's first area of focus was to support the family to find somewhere to live that suited a family, and more specifically Jamal's needs. *"He's a rural boy and just isn't used to navigating city hazards,"* says Robyn.

She connected Hollie with the Ministry of Social Development to try and get the family into transitional housing – a short-term measure until a suitable long-term home was available. They were successfully placed into a fully fenced, single level property in Whangārei. Robyn also put in some calls to fit all the windows and doors with high-quality fixtures, to ensure Jamal is safe and Hollie doesn't have to worry about him escaping. ►



Hollie & Jamal.

◀ *“The house is awesome, and it’s got a big back garden for the kids to play in,”* says Hollie.

The branch had been given an anonymous and generous donation of \$500 – it was specifically requested that it was used for an individual or family impacted by the cyclone. Robyn contacted Hollie to find out what would make the biggest impact to their lives. Hollie suggested a television as anyone with young children – but particularly families with disabled children – will know having your child briefly entertained while you cook dinner or spend a little bit of one-on-one time with another child is priceless.

Robyn approached Noel Leeming in Whangārei who gave a generous discount on a television to bring it down to the \$500 budget.

*“TV is a treat for our kids. We don’t have any other devices in the house. It’s nice for Jamal to watch TV and have a bit of downtime while I spend some time with the other kids. Sometimes, they’ll all watch a movie together. It’s made a big difference,”* says Hollie.

Robyn also supported Hollie to get an assessment for formal disability support through the local Needs Assessment and Service Coordination (NASC) agency. The outcome of this would free up funding for much needed resources for the family.

With funding allocated via the NASC, Robyn worked to organise respite for Jamal at CCS Disability Action’s respite house Te Whare Taonga. This service provides a caring home away from home for disabled children and young people in the Northland region.

*“Caring for Jamal takes a lot of our attention as parents, and I wanted to be able to spend some special time with his sisters. Things like going to the playground is difficult as he can run away, so I wanted some respite so we could have some special ‘girl time’ together so they know how much they are loved too,”* Hollie says.



**Robyn Hansen.**



**The backyard of Te Whare Taonga respite house.**

Unfortunately, on his first visit to the house, intrepid climber that he is, Jamal found a hidden way of accessing an off-limits area.

*“I thought: ‘Oh no, that’s it for us, we won’t be allowed back’,”* says Hollie. But instead, Linda and Robyn organised a builder to make some modifications. *“We’re looking forward to sending him on his next visit soon. They have been awesome,”* says Hollie.

While they certainly miss their connection with the beautiful natural environment of Kaipara, life is looking up for the loving family. Hollie has taken over the full-time care of two other disabled children from her family, six-year-old twin girls called Alexis and Olivia. Jamal is enrolled at a local school and is beginning to meet children his own age.

Hollie is philosophical about the upheaval. *“I think we were starting to feel that we wanted more for our kids than we could offer them in Kaipara, so in a funny way the cyclone has had a silver lining.”*

Robyn – known as ‘Auntie Robyn’ to the kids – feels her role was simple: to connect Hollie with the ‘right’ people, to allow her to tap into the support available. It’s a relationship she feels lucky to have. *“Jamal is such a great kid. He has the biggest, cheekiest smile and loves to have a laugh. We’ll be here for the family as long as they need us.”*

Asked if there’s anything else she would like to share, Hollie offers: *“I would encourage people to ask for support. I understand why people do want to go it alone, but there’s no judgement or shame from people like Robyn. Having CCS Disability Action in our lives has done so much good for our family. I think more people should ask for help.”*

**Te maha o ngā tangata i  
tautokohia e mātou**  
**Number of people we  
supported in Northland**

Last year

**321**

This year

**319**

<17 years of age

**156**

<17 years of age

**148**

17- 65 years of age

**161**

17- 65 years of age

**165**

Māori

**154**

Māori

**140**

Pasifika

**8**

Pasifika

**8**



# Mahi kirimana

## Branch contract performance

Hours last year

**16,899**

Whaikaha - Ministry of Disabled People

**2,627**

Ministry of Social Development

**2,277**

Oranga Tamariki

**2,393**

ACC

**58**

Other (Individuals or non-Ministry)

Hours this year

**28,389**

Whaikaha - Ministry of Disabled People

**2,234**

Ministry of Social Development

**2,021**

Oranga Tamariki

**2,095**

ACC

**367**

Other (Individuals or non-Ministry)



# Te poipoi i te tapatahinga o ngā hapori

## Building inclusive communities

Last year

**266**

total number of  
branch members

**1,830**

Mobility Parking  
permits issued

**7,764**

people using Mobility  
Parking Scheme

**0**

education or training  
sessions provided

**0**

local council  
submissions made

This year

**292**

total number of  
branch members

**2,470**

Mobility Parking  
permits issued

**8,415**

people using Mobility  
Parking Scheme

**0**

education or training  
sessions provided

**0**

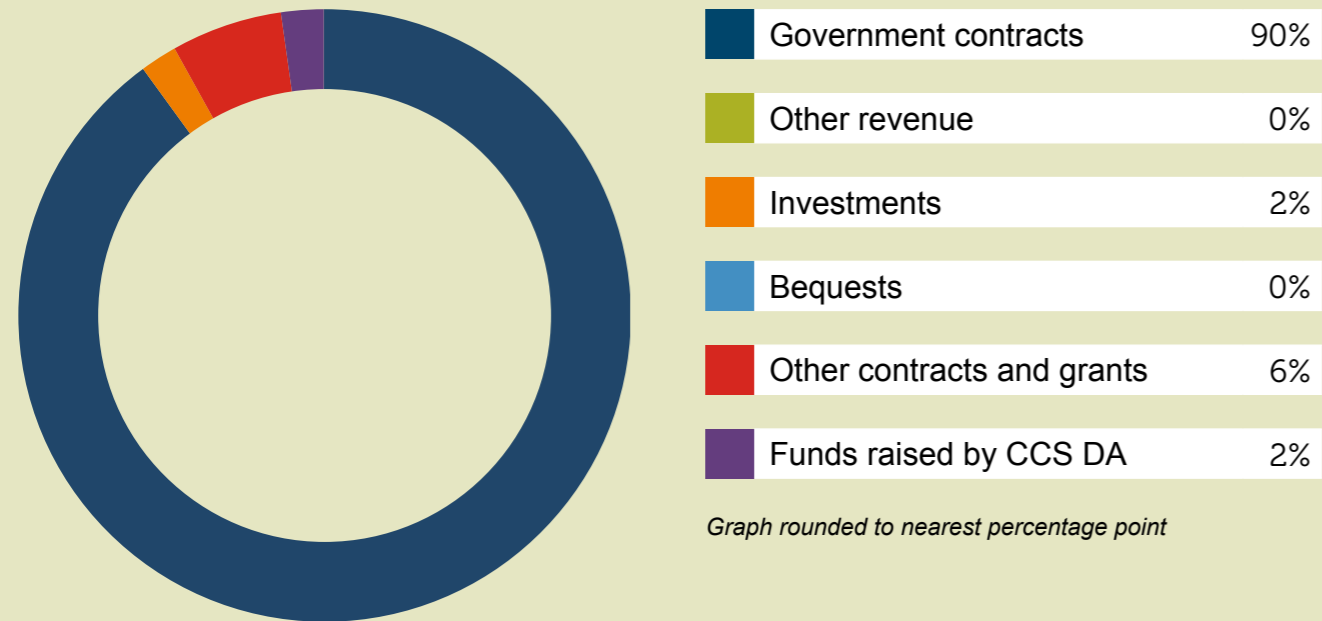
local council  
submissions made



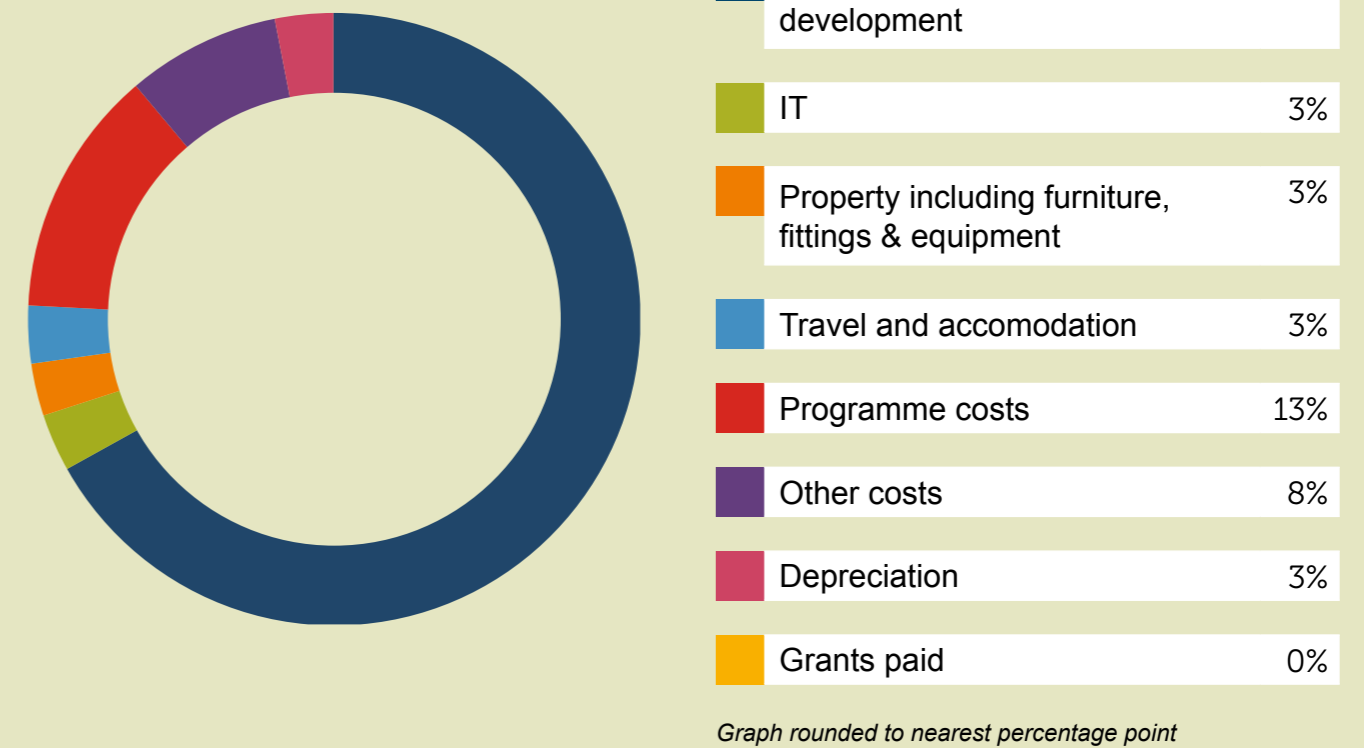
# Financial summary

For the year ended 30 June 2023

## Revenue



## Expenditure



## Summarised statement of comprehensive revenue and expense

|  | 2023 \$000's | 2022 \$000's |
|--|--------------|--------------|
| The operating revenue was  | 2,783        | 3,014        |
| The expenditure was  | 2,826        | 2,972        |
| <b>Operating surplus/(deficit) before bequests, gains on investments and gains on sale of assets</b> | <b>(43)</b>  | <b>42</b>    |
| Bequests received  | -            | 12           |
| Less social innovation fund contribution   | -            | (1)          |
| Grants received/(paid)   | 21           | 32           |
| Realised gain/(loss) on sale of fixed assets   | -            | 4            |
| Realised and unrealised gain/(loss) on investments   | 13           | (62)         |
| Other comprehensive revenue and expense  | -            | -            |
| <b>TOTAL COMPREHENSIVE REVENUE AND EXPENSE</b>   | <b>(9)</b>   | <b>27</b>    |

## Summarised statement of changes in equity

|   | 2023         | 2022         |
|---|--------------|--------------|
| Opening society funds as at 1 July      | 2,364        | 2,337        |
| Total comprehensive revenue and expense | (9)          | 27           |
| <b>Closing Balance as at 30 June</b>    | <b>2,355</b> | <b>2,364</b> |

## Summarised statement of financial position

|                          | 2023 \$000's | 2022 \$000's |
|--------------------------|--------------|--------------|
| Current assets           | 1,003        | 1,060        |
| Non-current assets       | 1,993        | 2,004        |
| <b>Total assets</b>      | <b>2,996</b> | <b>3,064</b> |
| Current liabilities      | 432          | 466          |
| Non-current liabilities  | 209          | 234          |
| <b>Total liabilities</b> | <b>641</b>   | <b>700</b>   |
| <b>Net assets</b>        | <b>2,355</b> | <b>2,364</b> |
| <b>Represented by:</b>   |              |              |
| <b>Society funds</b>     | <b>2,355</b> | <b>2,364</b> |

## Summarised statement of cash flows

|                                      | 2023       | 2022       |
|--------------------------------------|------------|------------|
| Cash flows from operating activities | 52         | 66         |
| Cash flows from investing activities | (48)       | (212)      |
| Cash flows from financing activities | (25)       | 164        |
| Operating cash and bank balances     | 364        | 346        |
| <b>Total cash and bank balances</b>  | <b>343</b> | <b>364</b> |

# Notes to the financial summary of CCS Disability Action Northland Incorporated

A summary of the CCS Disability Action Northland Incorporated (“the Society”) unaudited financial statements for the year ended 30 June 2023 is shown in the Financial Summary section of this annual report. The summary financial statements have been prepared in accordance with PBE FRS-43 Summary Financial Statements.

The full financial statements have been prepared in accordance with Tier 2 PBE Accounting Standards as issued by the New Zealand External Reporting Board. The summary financial statements are presented in New Zealand dollars.

The amounts stated in these summary financial statements have been extracted from the full financial statements of the Society dated 3 November 2023.

Copies of these are available from the Society. This summary has been authorised by Bettina Syme, general manager Northern region on 3 November 2023 and has not been audited.

The summary financial statements do not include all disclosures provided in the full financial statements and cannot be expected to provide as complete an understanding as provided by the full financial statements of the Society.

The summarised financial statements should be read in conjunction with the statement of accounting policies and notes to the full unaudited financial statements.



**Bettina Syme**  
General manager



**Neil Ruddell**  
Chair, local executive committee



# Ō mātou kaitautoko

## Our supporters

CCS Disability Action Northland is grateful for the support received from government and other agencies, individuals, trusts and foundations during this year.

### Major donors

- Russell Redfern
- The late Marie Terry
- Alfred and Rawhiti Clarke Charitable Trust
- Estate of John Spencer Dobson (Trust)

We would also like to acknowledge our supporters who prefer to remain anonymous.

### Life members

- Paul Bathurst
- Angela Cartwright
- Terry Healey
- Theresa Lynn
- Vanassa McGoldrick
- Una Morgan
- Robert Nathan
- Elinor Niha
- John Povey
- Neil Ruddell

### Government and other agencies

- Accident Compensation Commission
- Ministry of Social Development
- Oranga Tamariki – Ministry for Children
- Te Whatu Ora
- Whaikaha – Ministry of Disabled People

### Trusts and foundations

- Pub Charity Ltd.
- Lottery
- A K Franks Charitable Trust
- Oxford Sports Trust Inc
- L W Nelson Trust
- Foundation North
- Four Winds Foundation
- Tikipunga Protestant Children's Trust
- Grassroots Trust
- Rano Community Trust

### Donations received

Last year

**234**

This year

**255**







CCS  
disability action

Including all people

TE HUNGA HAUĀ MAURI MŌ NGĀ TĀNGATA KATOĀ

# Whakapapā mai

## Get in touch

### Northland

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- 📄 Registered Charity Number: CC24019