

SKYLIGHT



Annual Report

2018 – 2019

The right help at the right time
in the right way

Building resilient children, young people, whānau and communities

Chair's Report

2018/19 was a very challenging year. Philanthropic donors increasingly declined to fund services that they saw, as a government responsibility. The much-promised reviews of government funding did not occur, despite more than 10 years of inflation and growth in demand. This led to a serious shortfall in revenue and cashflow. Government ministers however, recognised Skylight's work and we secured interim funding. Thanks to that and a Herculean contribution of effort and time by our staff, we finished the year in moderately good financial shape. We have since agreed the terms to extend our main contracts with additional funding, for the 2019/20 year. We hope to finalise our discussions with government on their plans for

mental health, and the role Skylight can play.

During 2018/19. Trustees Bernie Grant and Lyn McMorran stepped down. We thank them for their deep commitment and contributions. Recruitment for Trustee replacements is underway.

Finally, my sincere thanks to everyone involved in supporting, funding and working with Skylight.



Jim Donovan

CEO Report

The 2018-19 financial year was a whirlwind of ups and downs. We took some very brave steps, made some hard decisions and participated in significant negotiations, to get to where we are now. While keeping spending down to the minimum, we have re-built the team and the organisation. This would not have been possible without the dedication of a core group of staff, who remained loyal and steadfast throughout the whole process. We worked as a team, we took on multiple jobs, and we jumped through hoops to secure new funding. We stayed strong and we got through. This was made possible with a strong and supportive Trust Board, who backed and supported us, on every level. The result was a new contract, new infrastructure and significant hope for the future. The new contract has meant we have not been able to do things we have done in the past. That unfortunately, is what negotiations are all about.

The resilience hub has been a great success. It has completely changed how we manage the counselling intake and increased the diversity of people accessing our information and services. This has both increased

demand on one level and decreased it on another. As you read through the report you will see the increases and see where we have had to deliver services within budget. Despite this, we have had some amazing highlights, one of which was the Wellbeing Project, funded by Te Puni Kōkiri.

We look forward to securing funding for 2020 and beyond, to ensure the organisation's sustainability into the future. We hope that the work Skylight does, particularly with tamariki and rangatahi, will be valued and given priority within The Wellbeing Budget 2019 and the Improving Child Wellbeing budget, this coming financial year.

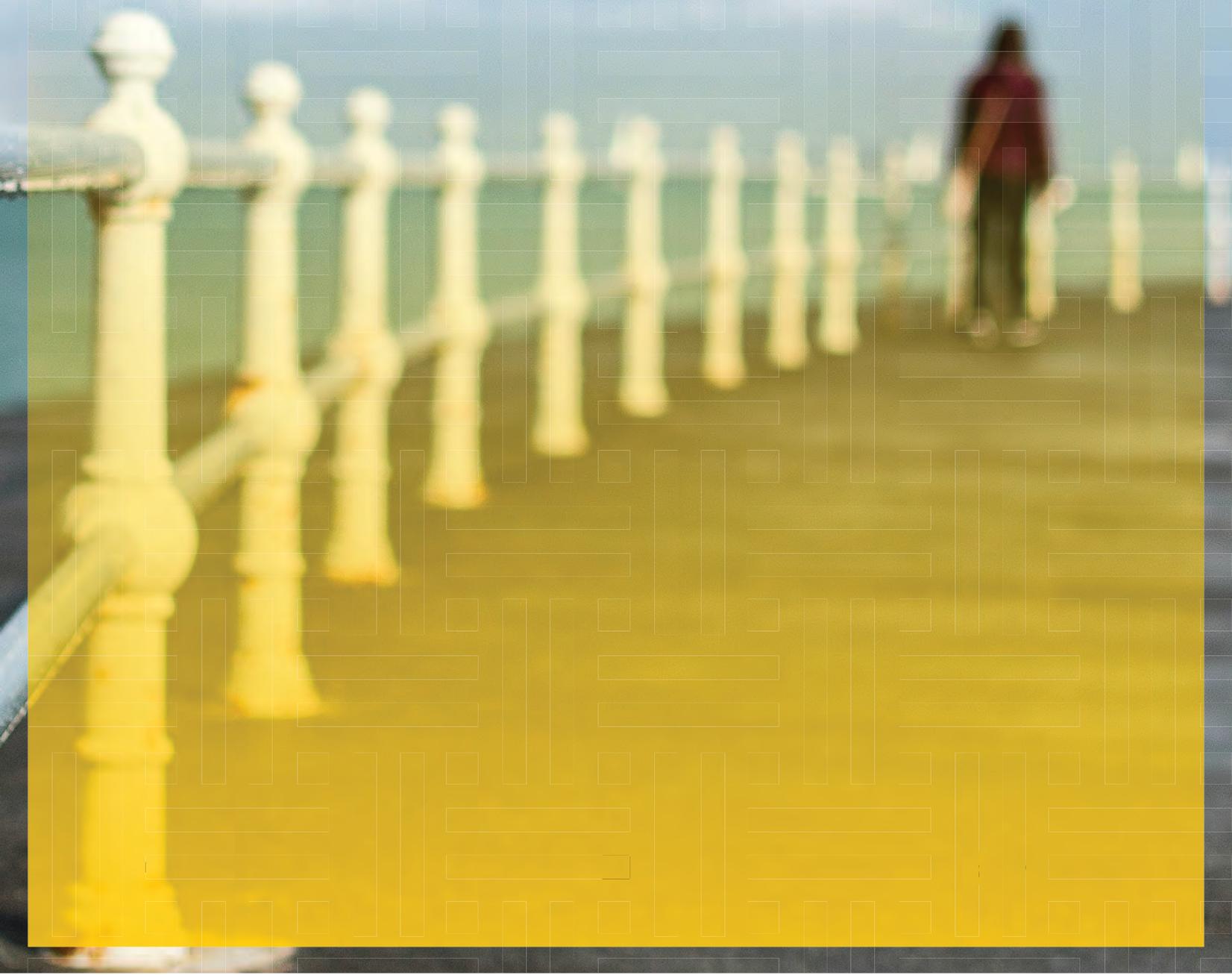
Without the support of our funders, donors and supporters, Skylight would not be here.

Thank you from the whole of the Skylight Team



Heather Henare

**One shop stop, gateway
to support children,
young people, whānau
and communities,
individualised response
and specialising in grief,
trauma and loss**



Tōrua Rangatahi

Rangatahi Maori including takatāpui directing the change to prevent suicide.

The funding received from Te Puni Kōkiri for the Wellbeing Project, was a highlight. We worked in partnership with Film for Change. We trialled a model of going into schools and talking with Year 7 and Year 8 students about mental health and wellbeing. The project was successful and we learned that 10 and 12-year olds do want to talk about wellbeing. They know what happens when someone is bullied or is hurting because of something that has happened to them. The young people from various schools throughout Aotearoa made seven web series. They became the directors, editors and actors of their chosen subject.

The finished short films reflect their stories, told in their words, and are shown in ways that were meaningful for them. The web series are now on YouTube and on the resilience hub.

A film created by the students of Evans Bay Intermediate School

"A recipe for friendship and kindness"



Evaluation feedback from two of the classes revealed:

25%

Increase in the group's knowledge of emotional wellbeing.

32%

Increase in the group's capacity to speak freely about tough stuff.

39%

Increase in the group's capacity to support a friend in emotional distress.

What the students said

Student Reflections:

- Friends help you get through tough times.
- I feel like I've learnt how to support someone, a friend, who is going through tough times.
- I learned you are never alone, you have other people to ask for help.
- There is always someone willing to listen to you.
- I learned how to help a friend if they are sad or have a problem.
- I used to think you left someone alone who was sad or depressed but I learned how to ask them if they need help.
- I learned your whānau aren't the only people who can help, friends and others.
- I learned how to deal with the situation of a friend being distressed.
- I learned that you need to speak up when somethings wrong.
- I learned that it's often the people that say the least that need the most help.
- I learned that if you friend is in distress and you ask if they are okay and they say they aren't you just should just stay with them until they're feeling okay again.
- I learned how to read the signs of emotional distress, and how to tell if someone is lying by saying they are okay when they aren't.
- I learned that everything gets better.

School Reflections:

1. The project was great. The kids really enjoyed it and the film was received very positively by the school community a week or so after completion.
2. This was a massive learning opportunity for our students and each of them learnt valuable skills throughout the project.
3. The project provided a safe forum to explore emotions related to mental struggle, how to support each other during times of distress and the ins and outs of the filming industry. It fitted in with our school story, with the emphasis on diversity and it installed a belief in the group that they can be and do whatever they want. It was amazing to see how quickly students got comfortable with the content and watching them grow in confidence as the sessions went on.
4. We really loved as a school how it was run. Three days was a good amount of time, the kids were always enjoying themselves when I came in, and it was also a bonus that it happened at school because they could then still spend time with friends during the day.
5. Every student I have spoken to afterwards had good things to say about what they had experienced and were glad to have been a part of it.

Organisational Restructure

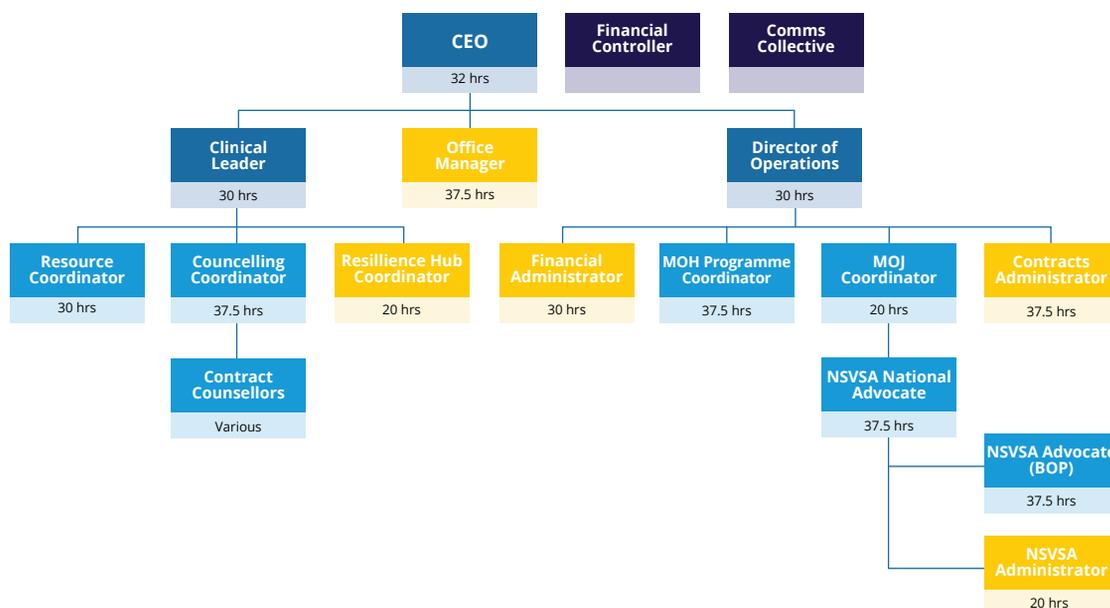
Over the past two years Skylight has been through a significant period of change. During this time the Trust has refined its strategic direction and completed a clinical team restructure.

In July 2018 Skylight launched the Resilience Hub, the largest project the Trust has ever undertaken. With the introduction of the Resilience Hub, we expected to see an increase in demand for counselling services and resources. This occurred as expected.

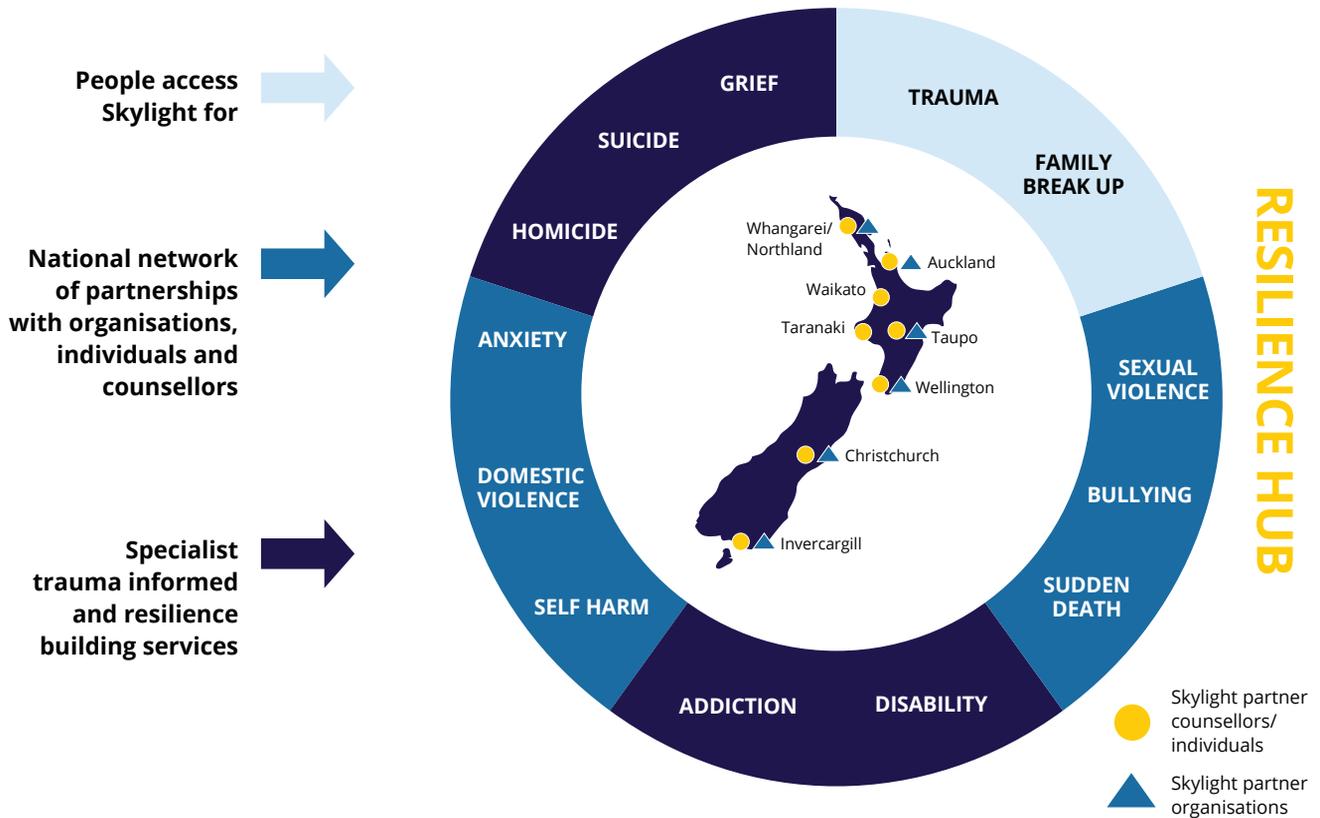
Skylight Trustees recommended that management conducted a review of the organisation's structure. This was to ensure that Skylight operates effectively and efficiently moving forward, to align with the resilience hub and change process. The review resulted in a reduction in administration and national overheads.

It also increased the clinical hours to meet administrative demands and establishment of the Resilience Hub Coordinator.

This review resulted in a new organisation structure which was implemented in March 2019, with the full structure finalised on 1 July 2019.

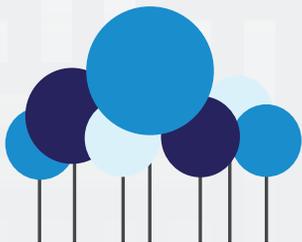


Building resilient children, young people, whānau and communities



Who we support

Supporting children, young people, and their whānau to navigate through tough times by building **RESILIENT INDIVIDUALS** and **COMMUNITIES**



What we deliver

- Resilience programmes
- School programmes
- Suicide prevention programmes
- Post suicide support
- Support groups
- Professional development
- Counselling
- Training
- Games/DVD/Library
- Specialist support information
- Research
- Children's programmes
- Advocacy and support
- Suicide services
- Webinars
- Web-series

How we deliver

- High quality one stop shop through the Resilience Hub
- Increased accessibility to diverse communities
- Innovative, flexible and forward thinking
- Digital products and resources
- Growing community through partnering and networks
- Building community knowledge and capability
- National Network of specialist facilitators and trainers

The right help at the right time in the right way



Skylight's programmes and services include:

- Providing counselling services with a fully trauma informed team of counsellors across Aotearoa
- Working with parents, caregivers, and extended whānau to help them deal with difficult issues, shared and safe parenting and conflict resolution
- Providing one on one counselling support and group programmes for children who have witnessed/experienced domestic violence in the Wellington region
- Providing group programmes for children dealing with family change and other issues (e.g. bereavement of a family member, a parent in prison, being in care, learning behaviour, parents with addiction or mental health issues)
- Skylight has an umbrella agreement with the National Sexual Violence Survivor Advocate (NSVSA), Louise Nicholas and her team. While management of NSVSA remains with Louise; Skylight, as the umbrella organisation provides some support to assist the NSVSA to operate efficiently and effectively.
- Skylight's 0800 number provides phone support and enables people needing information and resources a channel to share their issues which gives us an insight into the individual/whānau needs. Often there are multiple layers of trauma and different issues that can be supported with information, counselling, and links to other organisations
- An extensive specialist resource centre that has books, information, resources, and research designed to provide support and build resilience for individuals, families, whānau and communities. Tailored information packs are emailed and posted throughout Aotearoa.

The Resilience Hub in Action

In July 2018, Skylight launched its Resilience Hub www.skylight.org.nz, adding a new dimension to the way people engage with the organisation. Web based, and smart phone friendly, the Resilience Hub provides a digital gateway for 24-hour access to Skylight services, resources and information.

In the first year of operation Skylight has seen a radical shift in the way people engage with and request services. Online contacts have increased significantly, and there has been a reduction in the number of telephone queries.

This change has been most noticeable in the way users are engaging with the Resource Centre and Counselling Service. Users have been able to browse resources and get a feel for Skylight prior to making contact.

The next steps are to fully operationalise the Resilience Hub, by providing integrated access to all aspects of Skylight's service delivery.

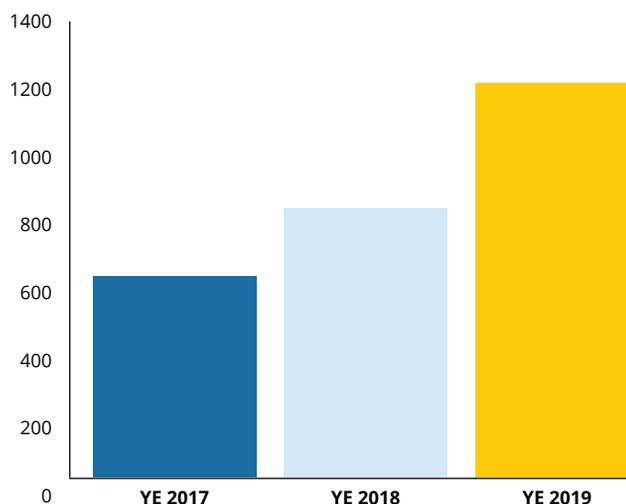
The Skylight Resource Centre

The Skylight Resource Centre has continued to provide free resources to all New Zealanders seeking support through times of grief, loss and trauma. People seeking help can access information and support based on their unique circumstances. Tailored support packs draw together the most relevant resources and connect people with services and groups within their local community.

The launch of the Resilience Hub has seen the national reach of the Resource Centre grow. There has been a 45% increase in the number of support packs requested since the Resilience Hub was launched. Requests have been made from every region in New Zealand and demand continues to increase. The greatest users of the Resource Centre are parents and caregivers (36%). Grief and loss resources for children and young people and the ability to connect them to further supports have been greatly appreciated.

People supporting others going through tough times make up 50% of those requesting support packs. These may be friends, family, community organisations or those operating in a professional capacity. Often Skylight is the first point of contact for supporters, following a bereavement or traumatic event.

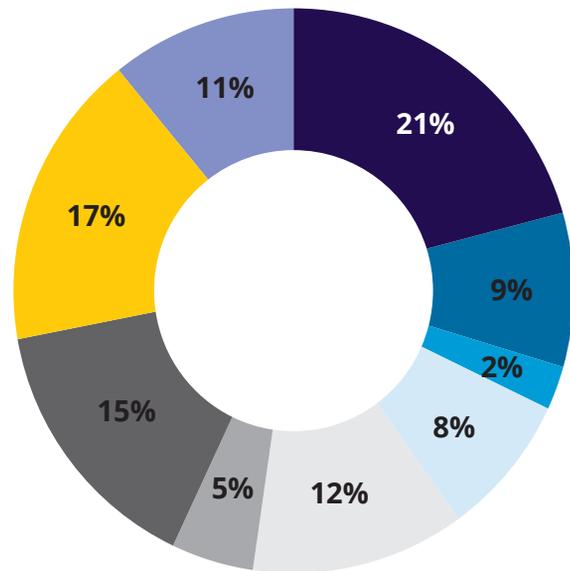
Skylight Support Pack Requests Received



With the increased number of requests, the team streamlined and expanded delivery options for support packs. Packs can now be sent in an interactive digital format, that reflects the way people are using the Resilience Hub.

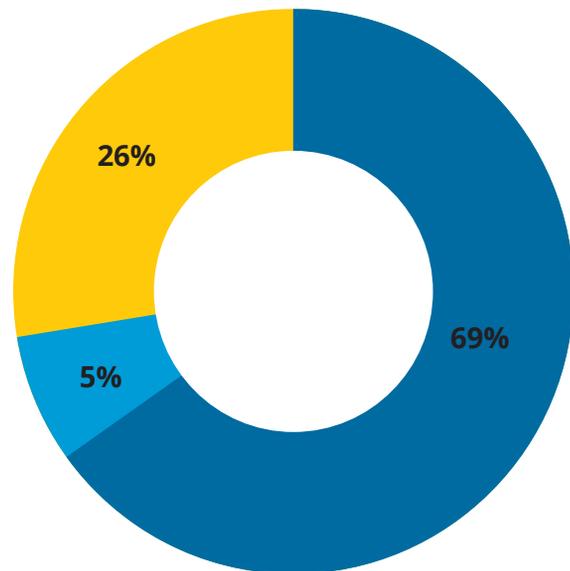
**Support Pack Requests by Topic:
July 2018 – July 2019**

- Bereavement
- Family Change
- Family Violence
- General Services
- Grief
- Illness or Disability
- Resilience
- Suicide
- Trauma



Method of Delivering Skylight Support Packs

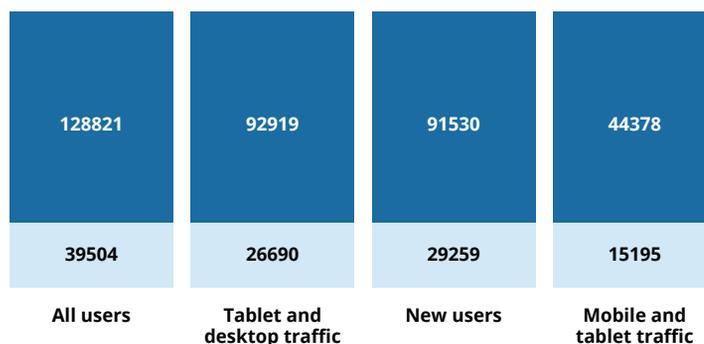
- Emailed
- Given
- Posted



Resilience Hub Traffic

1 Oct 2018 – 30 Sept 2019

■ Sessions ■ Page Views



Resource Centre Stats:

1,183
Packs sent

Thank you so much for sending your email, for all the detail you provided, and in particular for all the documents that you attached. When you sent these, I had a quick read through the first few, and they seemed to be very useful. I hope to read these in more detail very soon. It's great that you've sent resources for me, and others targeted at children and teenagers. It's really good to know that counselling is a possibility as well.

Bereaved Father

What a wonderful service you are all providing, thank you for all that you do for those of us going through such tragic times.

Bereaved Family Member

I've had a quick look and this looks brilliant. Thanks so much for going to this effort to help these families. I'll look through it tomorrow and make a donation too.

Healthcare Professional, supporting bereaved families

Thank you for all of your invaluable advice and resources, I'm very impressed with the level of support you give.

Support Worker, Parents supporting teenage resilience

Thank you so much for the comprehensive bundle of resources you got back to me with. It is very much appreciated, I've sent them on to the family.

Healthcare professional, supporting a family whose loved one was dying

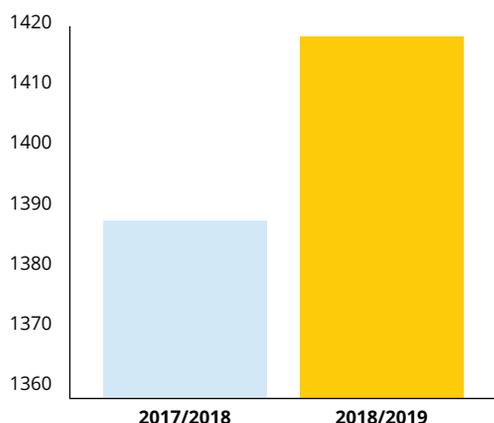
Counselling Services

Skylight ensures excellence in trauma informed and resilience building counselling services.

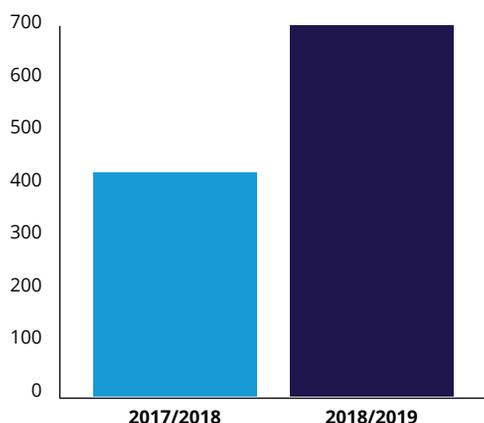
Skylight’s clinical team has seen an increase in the complexity of issues over 2018-2019, that have encouraged people to engage with our services.

Skylight delivers counselling services directly to children, young people and whānau. This is supported by administrative services from the counselling coordinator and overseen by a clinical Service Team Leader.

Comparison in the number of Counselling Client Sessions



Comparison in the number of New Counselling Clients



Professional Development and Webinars

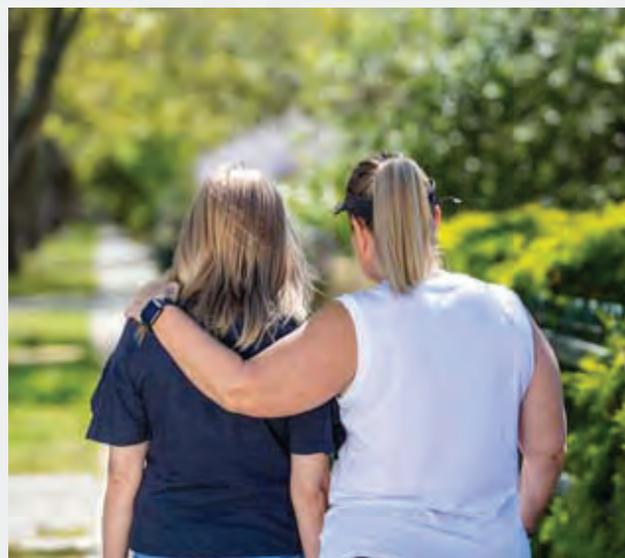


Trauma Informed Care Presenter: Dr. Chris Bowden

Skylight delivered a variety of commissioned workshops during the financial year. We worked with Barnardos, The Salvation Army, He Whānau Manaaki, Mana Ake, and The Child Cancer Foundation.

Getting Stronger workshops were delivered in Christchurch.

Rangatahi talk about Suicide



This web series features rangatahi Māori, including takatāpui, sharing their stories of how they have survived suicide or lost a friend or whānau member to suicide – it is for rangatahi by rangatahi.

www.skylight.org.nz/web-series/rangatahi-talk-about-suicide

Travellers

Skylight’s Travellers resilience programme is an in-school early intervention programme for young people to build resilience, key life skills and enhance connections.

In the 2018/2019 financial year 19,438 Year 9 students took the Travellers well-being survey. This survey is a measurement of hauora and encourages young people to self-report on a variety of issues, therefore identifying those most at risk. Travellers was developed by Skylight, and piloted and evaluated under contract to the Ministry of Health, in partnership with the University of Auckland’s Injury and Prevention Centre.

Travellers is run by trained facilitators from within the school environment, who guide students through fun yet relevant activities, using the “life is a journey” metaphor.

Travellers is an innovative education programme that enables young people to learn the skills to cope with change, loss and transition and to build their self-esteem and confidence to be able to face life’s future challenges. Originally developed for year 9 students, year 8 and year 10 students are also participating in the programme. Skylight has trained over 750 facilitators to run the programme in their schools. The programme is in its 17th year and currently more than 255 schools across Aotearoa offer Travellers to their students.

255

Schools in the programme

17

New facilitators trained

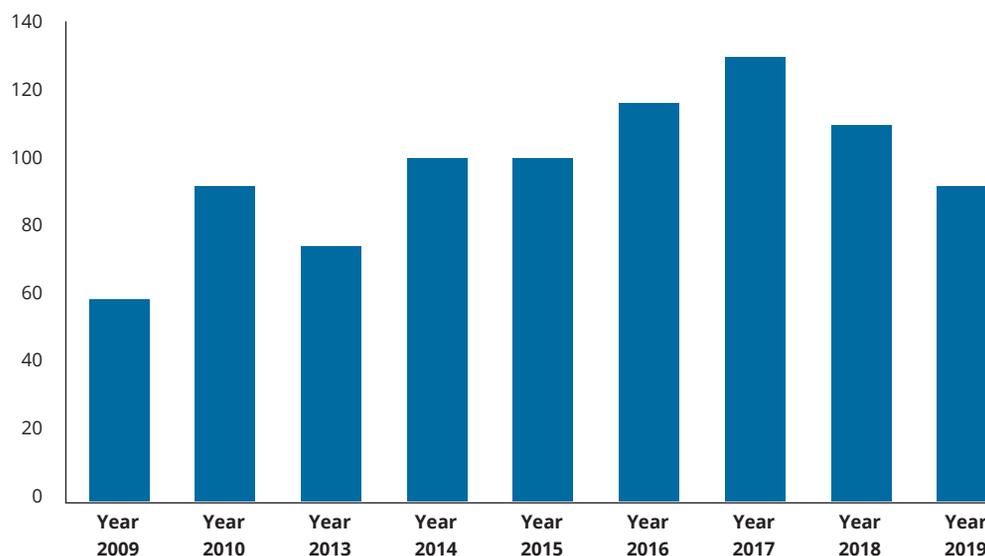
19,438

Students completed the wellbeing survey

6

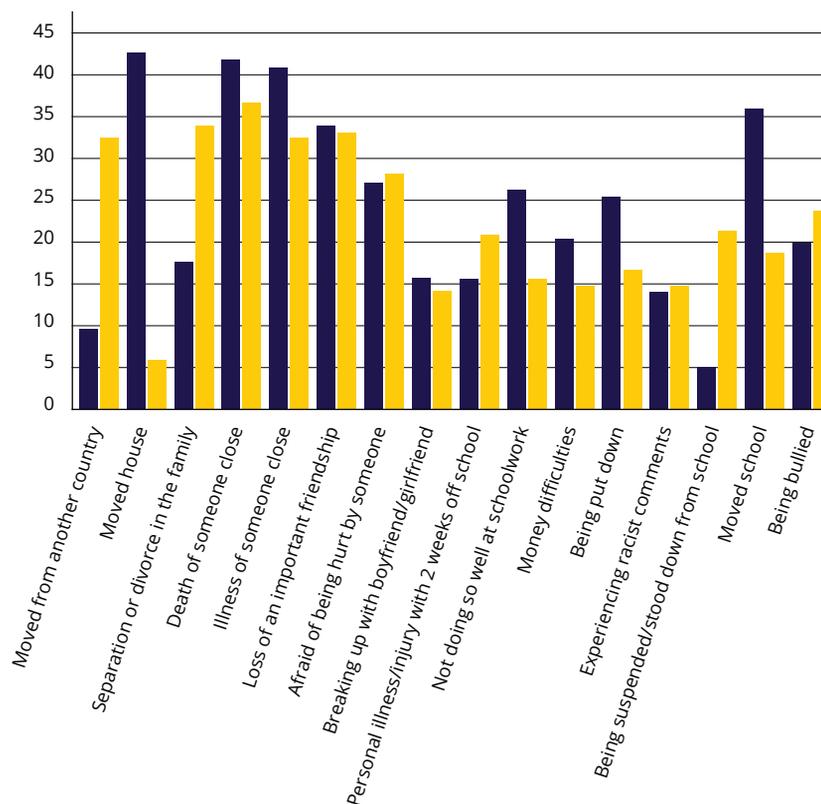
New schools recruited

Number of School running the Travellers survey with their students 2009-2019



Frequent life events that impacted on students and events with major impact on students 2019

■ Frequent event
■ Major impact event



Waves Training and support programme delivery

Waves is an 8-week programme that aims to support adults 18 years old and over who have been bereaved by suicide. The programmes combine learning about suicide and bereavement, with group discussion and support.

The group is facilitated by two facilitators. Skylight has a contract with the Ministry of Health to train facilitators to deliver the programme in their communities. During this financial year, Skylight has trained six facilitators in Wellington and Christchurch and held three WAVES programmes. The slight variation to the national contract meant we were not having to source other funds for programme delivery.

We would like to thank our dedicated trainers and all the facilitators who work voluntarily in their communities, to deliver the programme.



Parenting through separation

Skylight has been a provider of the Ministry of Justice funded Parenting Through Separation programme in the Wellington Region since the inception of the programme.

The Parenting Through Separation course is a free information programme for individual parents who have separated or who are contemplating separation, to help understand and manage the effects of separation on their children, and to help learn how to put their children's needs first. The small group course creates a safe space that allows parents to share their experiences with other people in a similar situation, in a supportive and confidential environment.

Participants receive information and resources on strategies for co-parenting with their ex-partner or other carer, reaching agreement on a parenting plan, and how to navigate the Family Justice System.

Skylight holds 52 courses per year, with regular courses held in Wellington CBD, Kāpiti Coast, Lower Hutt, Masterton, and Porirua. In the last financial year 242 people attended the Parenting through Separation course.



52
Courses per year

242
Course attendees

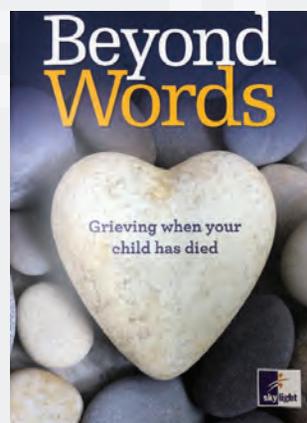
Heart Song

Heart Song is a facilitated support group for Wellington parents whose child/children have died. Group members find support from other bereaved parents who understand the unique experience of losing a child.

It supports the parents to manage their situation, understand their grief and learn coping/resilience skills. Each group is professionally led and facilitated.

Heart Song provides a safe place for people to do the hard work of grief. Parents can externalise and process their feelings in a safe way. The support group builds a community for the attendees, giving them hope and the certainty of not being alone in this difficult process.

At Heart Song we address issues for siblings and encourage the parents to be mindful of other siblings, to ensure they are not 'lost' or forgotten. This in turn will prevent future issues for these children.



Heart Song attendees Feedback

Heart Song has been a significant group for me in sharing and understanding my grief after the death of my son. I have particularly valued being with other parents who have felt and experienced the same – this has been really helpful. Knowing others who have this experience and being with them has given me strength that I am not alone. The empathy with the other group members has been and continues to provide me with resilience and recognize my strength of kindness, gratitude and appreciation of what it is to be human.
Kia Kaha

“There is no other support group for bereaved parents in Wellington. We find it comforting and helpful to meet others who have suffered a similar tragedy. It normalizes our experience and shows us that whatever we feel and do is OK. We can learn ways to cope with our grief and ways to remember our child.”

“The group is so valuable especially for parents who have just lost a child. These newly bereaved parents always say this. Existing parents also say it is very comforting to be amongst parents who have been through the same unfortunate experience. And we have an excellent facilitator.”

National Sexual Violence Survivor Advocate Services

Skylight Trust overseas the National Contract for NSVSA on behalf of Louise Nicholas and her team. This team consists of two FTE and one part time administration position. The team covers Central North Island and National Advocacy.

An Evaluation of the service was completed by Gravitas.

Overall, the evaluation found that:

The current Outcome Agreement states that the survivor advocates will provide services to victims/survivors that are of high quality and responsive to the victim/survivor’s needs. This evaluation found that all survivors, and most stakeholders and organisations included in the evaluation, were overwhelmingly positive about the quality of service provided by NSVSA advocates. Survivors of sexual violence who had used the NSVSA service (and were part of the sample provided by the NSVSA service to be included in the evaluation) were given assistance, information, support and referrals to aid in providing them with positive outcomes.

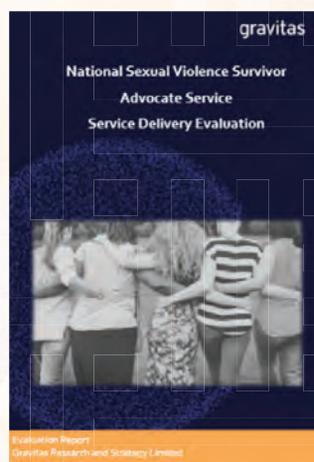
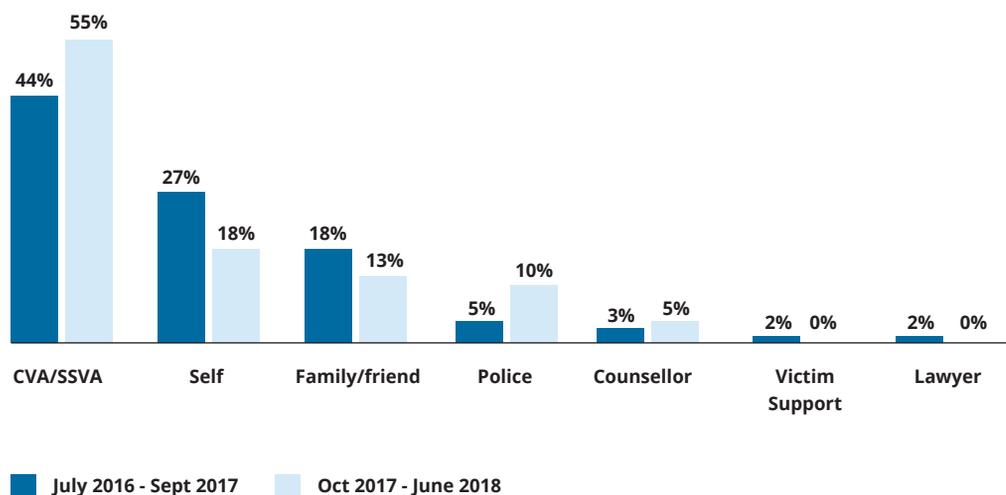


Figure 4.1 Proportion of Referrals by Referrer



Survivor Experience

- Quicker start on the recovery journey – through timely and carefully considered referrals to other agencies. Setbacks in the recovery journey are also able to be identified and addressed more quickly.
- Better prepared for the court process – through being well-informed, less anxious and feeling physically and emotionally safe. Better preparation typically results in better quality evidence (and improved ability to respond under cross-examination) which, in turn, may lead to more successful convictions (although the extent of this has not been quantified in this evaluation);
- Improved wellbeing of the survivor post-trial (regardless of the verdict, through being well-informed and prepared for sentencing and having access to appropriate ongoing support after the court process is complete; and
- Sense of empowerment/taking control back (irrespective of the trial outcome) – through making more informed decisions and having the confidence to speak ‘their truth’.



Skylight Trust
**Financial
Statements**

For the year ended 30 June 2019

Financial Statement

Statement of Comprehensive Revenue and Expenses

Skylight Trust

For the year ended 30 June 2019

	Notes	2018	2019
Revenue - Exchange		\$	\$
Core Service Delivery	5	386,450	385,011
Interest		394	581
Total Revenue - Exchange		386,844	385,592
Revenue - Non Exchange			
Contract Income		1,002,344	1,269,194
Special Funding		269,409	
Donations		24,966	16,682
Grant Income		95,342	158,191
Sponsorship		1,090	38,331
Other revenue	6	11,400	11,264
Total Revenue - Non Exchange		1,404,551	1,493,662
Total Revenue		1,791,395	1,879,254
Expenses			
Administration Expenses		681,354	655,612
Depreciation and Amortisation		43,578	2,984
Publications Cost of Sales		29,914	39,585
Service Provision	7	786,728	922,874
Other expenses		67,218	56,279
Total Expenses		1,608,792	1,677,334
Surplus for the Year		182,603	201,920

Statement of Changes in Net Assets

For the year ended 30 June 2019

	Accumulated Surpluses \$	Flashlight Fund \$	Warehouse Sponsorship \$	Total \$
Opening Balance 1	(172,824)	25,186	12,000	(135,638)
July 2017 Net surplus	201,920	-	-	201,920
for the year	17,174	(5,174)	(12,000)	-
Transfers between Reserves				
Closing Balance 30 June 2018	46,270	20,012	-	66,282

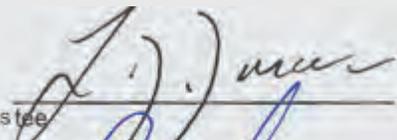
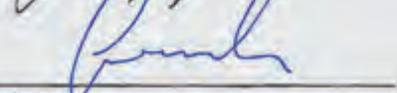
	Accumulated Surpluses \$	Flashlight Fund \$	Warehouse Sponsorship \$	Total \$
Opening Balance 1 July 2018	46,270	20,012	-	66,282
Net surplus for the year	182,603	-	-	182,603
Transfers between Reserves	3,574	(3,574)	-	-
Closing Balance 30 June 2019	232,447	16,438	-	248,885

Statement of Financial Position

As at 30 June 2019

	NOTES	2019	2018
Assets		\$	\$
Current Assets			
Bank Accounts and Cash	10	195,665	103,073
Receivables from Exchange Transactions	16	12,928	5,349
Receivables from Non-exchange Transactions	16	56,12G	
Inventory	11	78,59 1	77,536
Total Current Assets		343,304	185 ,958
Non-Current Assets			
Property, Plant and Equipment	12	8,198	10,281
Intangible Assets	13	165,982	
Work in Progress			182,476
Total Non-Current Assets		174,180	192 ,757
Total Assets		517,484	378,715
Liabilities			
Current Liabilities			
Creditors and accrued expenses	14	99,014	82 ,005
Employee costs payable	17	51,520	67,322
Revenue in Advance	15	118,065	163,106
Total Current Liabilities		268,599	312,433
Total Liabilities		268,599	312,433
Total Assets less Total Liabilities (Net Assets) Accumulated Funds		248,885	66,282
Accumulated surpluses		232,447	46,270
Reserves	19	16,438	20,0 12
Total Accumulated Funds	18	248,885	66,282

Signed for and on behalf of the Board of Trustees who authorised these financial statements for issue on Date: 29 October 20 9

Trustee 
Trustee 

Statement of Cash Flows

	2019	2018
Cash Flows from Operating Activities	\$	\$
Receipts from Donations, Sponsorship and Other Income	37,456	66,907
Contract Income and Core Service Delivery	1,654,859	1,872,908
Interest	372	581
GST	(4,216)	11,640
Payments to Suppliers	(731,348)	(717,199)
Payment to Employees	(839,529)	(983,346)
Total Cash Flows from Operating Activities	117,594	251,491
Total Cash Flows from Financing Activities	0	0
Cash Flows from Investing Activities		
Cash Flows from Purchase of Intangible Assets	(25,002)	(182,478)
Cash Flows from Other Investing Activities		(1,359)
Total Cash Flows from Investing Activities	(26,002)	(183,837)
Net Increase In Cash	92,592	67,654
Cash Balances		
Cash and cash equivalents at beginning of period	103,073	34,739
Cash and cash equivalents at end of period	195,665	103,073
Net change in cash for period	92,592	68,334



Thank you

During the financial year end 30 June 2019, Skylight contracted with:

Ministry of Education

Te Puni Kōkiri

Ministry of Social Development Oranga Tamariki

Ministry of Health

Ministry of Justice

ACC

Received grant funding and support from:

COGS (Auckland, Hutt Valley, Whitireia and Wellington)

Todd Foundation

InternetNZ

The Good Registry

New Zealand Lottery Grants Board

John Ilott Charitable Trust

Wellington Community Trust

Winton and Margaret Bear Charitable Trust

Vodafone Foundation

Help Tank

Comms Collective

Sponsorship:

New World Wellington City

The Warehouse

L'Affare

Donors:

A huge thank you Skylight's regular donors, BNP Paribas and to SC Johnson for their generous donation this financial year. These donations go into the Flashlight Fund which assists those who could not otherwise afford counselling services.

Patrons:

Skylight acknowledges and sincerely thanks Patron Judy Bailey, and Patron Louise Nicholas.

Volunteers:

A huge thanks to Skylight Volunteers. They are amazing, loyal, individuals who give their time and expertise to the organisation. We are so very grateful for their knowledge and generosity.

