



Annual Report

2020/21

The right help at the right time
in the right way

**Building resilient children,
young people, whānau
and communities**



Chair's Report



2020/2021 saw a marked shift in demand for Skylight's services. While we saw fewer fee-paying clients, demand for government-funded services soared, which was not always matched by funding. Overall, we finished the financial year with a small loss. Our overall financial position remains sound, and I am pleased to report that we have gained several important new contracts beginning in 2021/22.

As I write this, CEO Heather Henare is about to hand over the reins to Anthony de Rose. I want to particularly thank Heather for her commitment and leadership over the last year. When she joined Skylight at the beginning of 2015, she only intended to stay for 5 years, but she stayed on for an extra 18 months to lead our successful business continuity response to Covid, while negotiating future funding and developing new digital delivery programmes. Skylight today is a respected national leader in online and in-person preventive and restorative mental health services helping children, young people, and their families to cope with trauma, loss, grief, and change. Our counselling network and our programmes for young people are highly regarded, and we have sound clinical and business processes and leadership, overseen by professional governance. With this solid platform in place, Heather thinks this is the right time to hand over to someone new to lead Skylight's next phase of development, with an increasing national presence, digital delivery, and greater connectedness with Māori and other ethnic communities. Anthony brings a wealth of leadership experience in business and mental health, as well as working with community organisations, and I am sure Skylight will continue to thrive under his leadership.

Last year, we unexpectedly lost the services of Bruce McGregor from the board (due to family circumstances) but gained those of Nik Coupe and Marcus Porter. David Clarke and I are due to stand down at the end of 2021, and the search for our replacements is underway.

This is my last report as Chair. It has been a privilege to work with so many talented and committed people to fulfil Skylight's mission, and I thank you all – clients, funders and donors, delivery partners, suppliers, and especially all our staff, patrons, and trustees. During my tenure, I have seen a major shift in the issues which face Skylight's clients. Shootings, earthquakes, pandemics, overseas turmoil, and climate change have engendered a rising tide of fearfulness and despair among children and young people. Skylight will help, but it will be far more effective if we give our tamariki and rangatahi hope for their future.

Jim Donovan

CEO Report



As the outgoing Chief Executive, it has been a pleasure to work with the Skylight Team over the last six and a half years. This year has seen Skylight's counselling requests double in numbers with an increase in the complexity of needs, a stretch on resilience and demand for services. To manage this, the Clinical Team have worked hard to bring in a range of options to provide a variety of counselling therapies. These have included Art, Music and Drama. The emotional needs of tamariki and rangatahi and their families have been well served by the various skills and services provided by the Clinical Team. As the demand for Counselling has increased, we have grown our team and worked to triage cases to ensure we are getting the right services, to the right people, at the right time. This has meant not having a waiting list, so people's needs are prioritised accordingly.

Covid has meant we have had to play catch up. Skylight's Travellers and Waves programmes are an essential tool for supporting rangatahi and whānau through difficult times. Managing service delivery through Covid has been challenging, delivery at times has been compromised. Skylight has been encouraged by the support of the various Ministries and funders who have worked alongside the organisation. This year has been about consolidation of our services, building on what we have done before and looking at ways in which we can increase access to online services.

As I hand over to Skylight's new CEO Anthony de Rose, I am reminded of how far we have come and all the great people who have been part of the Skylight journey. I have been fortunate to have Jim Donovan as Chair throughout my tenure as the CEO. Jim has provided me with excellent governance and management. He has continued to build a solid governance team alongside him which continues to grow in its knowledge and expertise, to provide excellent governance and leadership as they move forward.

Finally, I want to talk about the Skylight Team, you have all stood alongside me and worked with passion and commitment to prioritise our services to tamariki, rangatahi and their whānau through very tough times. Your loyalty and support have not gone unnoticed, it is because of this, I know it is the right time to leave. Skylight has a solid team of committed people who care about their job and the people they serve. With you we have built the capacity of our services and contracts, we have maintained a stable financial position and have proven our resilience as a service.

With this I sign off as the Skylight CEO, I thank you all that make this service possible. The emotional and mental health needs of our tamariki and rangatahi have never been as great as they are right now. As a country for us to move forward from all the negative statistics that make our country stand out for all the wrong reasons, we must make this our priority.

Heather Henare

Skylight's programmes and services include:



Providing counselling services, with a fully trauma informed team of counsellors across Aotearoa



Collaborating with parents, caregivers, and extended whānau to help them deal with difficult issues, shared and safe parenting and conflict resolution



Providing group programmes for tamariki dealing with family change



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 support to assist the NSVSA to operate efficiently and effectively



Skylight's 0800 number provides phone support and a way for people needing information and resources to share their issues. This 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, designed to provide support and build resilience for individuals, whānau and communities. Tailored information packs are emailed and posted throughout Aotearoa

The Skylight Resource Centre

The resource centre is used extensively nationwide and often the first line of support in areas such as trauma. The organisation's personalised e-packs provide important mental health resources equipping parents, teachers, and clinicians.

The e-packs can also be posted out on request and cover topics such as: family break-down, resilience, and anxiety, as well as grief, loss, and trauma.

The tailored information packs include relevant resources for each enquiry, crisis helplines, and local community services and support groups. Most enquiries come through the web-based Resilience Hub, with phone and email as the next preferred methods of contact.

There has been a drop in pack requests in the past year due to the increased range of digital resources now offered directly from the websites of several mental health/wellbeing NGOs.

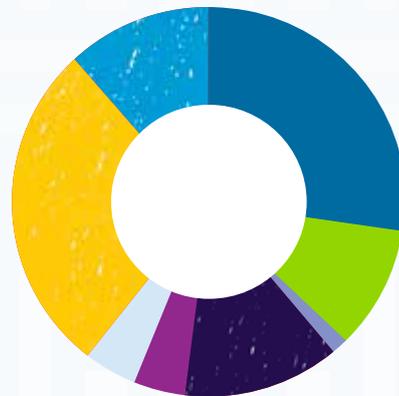
Resource Centre stats:

868

e-packs were sent out

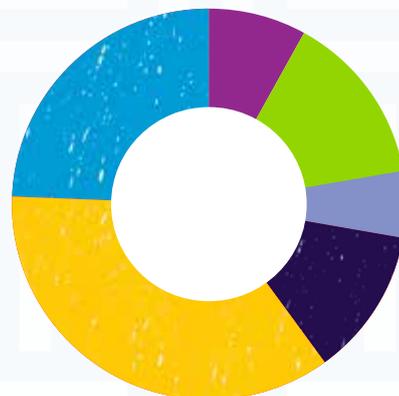
E-pack Themes

- Bereavement
- Grief
- Family change
- Illness or disability
- Family violence
- Resilience
- General services
- Suicide
- Trauma



Enquirers

- Education
- Individuals
- Family and friends
- Primary caregiver
- Healthcare
- Support services



E-pack feedback

"Thank you so much for our chat last week and all the resources you have provided - very helpful. I think I'll look into some of the support books too to help my daughter understand when the time is right. I have forwarded your email onto my friend, and she is very appreciative - things are moving very quickly unfortunately so we are just trying to tap into as many resources as possible."

(Parent)

"Many thanks for the resources you sent for my young girl and her dad. They have arrived and look great - I am meeting up with them this week so am looking forward to being able to give them something that will be helpful and mindful of the situation."

(Public Health worker)

"A HUGE, BIG THANK YOU for all your help and support yesterday when I contacted you about our little boy who is going through a difficult time because of the loss of his dad. Thanks so much for the resources that you have shared with me. They will come in very handy. I have also ordered the book that you have suggested: "When someone important has died". As soon as we receive this book, we will start working through it."

(School)

Skylight Support Library

The Skylight library is a specialist issues and concerns library. Its collection includes books on current topics of concern such as: family break-up, self-harm, anxiety, and bereavement.

Board games and strength cards are also included in the library stock. Members are both children and adults as well as clinical practitioners, social support workers and teachers.

Its primary school collection of picture story books continues to be the library's most popular. This financial year three books were tied for the place of most borrowed book: "Sad Isn't Bad: a good grief guidebook for kids," "It's Just Different Now," and "Frog's Breathing Speech." A grief book, a family break-up book, and a book on anxiety, all reflecting current key areas of Skylight's work.

Library membership continues to grow with an additional 100+ new members in the last financial year. The library is a free service for lenders and books are posted nationwide or browsed and issued direct from the Wellington Office. Books need to be returned by post, which is a small cost. The library books can also be accessed through the webapp from a library button at the bottom of the Skylight Resilience Hub.

	2018	2019	2020	2021 (to date)
Library issues	338	431	370	230

100+

new Library members in the last financial year



Counselling Services

Skylight's counselling service experienced an escalation in requests following the March - May 2020 lockdown. This escalation was experienced nationwide. The number of counselling sessions doubled in the first six months after June 2020 and continued to rise over the remainder of the year.

The clinical team worked hard to increase the numbers of contract counsellors to best respond to the high community needs. Many agencies struggled to respond to the demand (with an average waiting list of 4 to 8 months). Skylight's counsellors responded quickly and were able to see clients within two weeks.

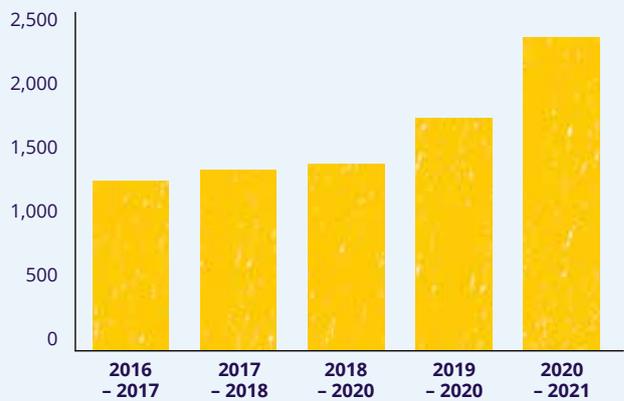
Skylight accepted six counselling interns from various educational providers during the year. Supported by the clinical team, these students were able to see clients with mild to moderate issues without charge during their placement.

While many counselling sessions were delivered face to face, there was a rise in the delivery of online and phone counselling.

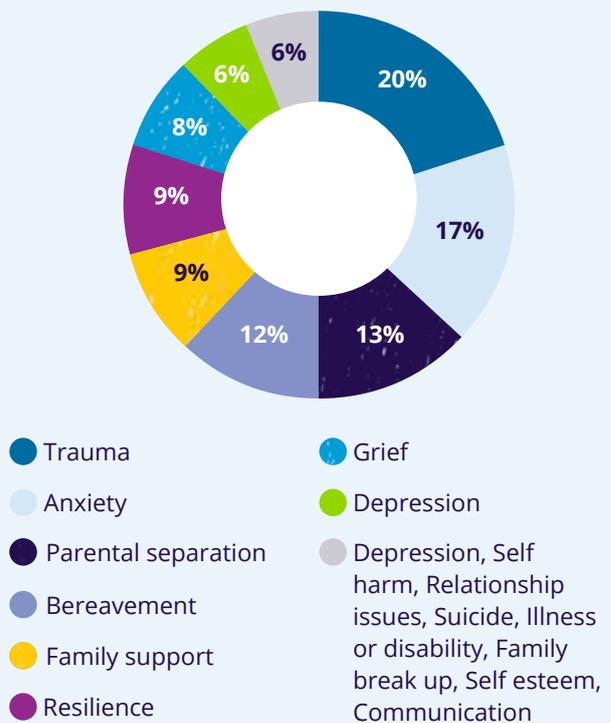
Skylight counsellors noticed that clients presented with more complex issues than in the past. Traditionally, Skylight would see people with mild to moderate mental health issues. During this financial year, there was an increase in clients presenting with complex trauma or other complex issues. These clients were either declined to be seen by Primary Health Services and/or verbally advised to seek counselling while waiting to be seen. Skylight accepted these clients and provided initial care until they were able to see a psychologist.

The most common issues noticed by Skylight's counsellors were trauma (current, historic), anxiety (with returning to school, as the most common trigger for anxiety) and the impact of parental separation on children.

Counselling Sessions



Enquirers



Travellers

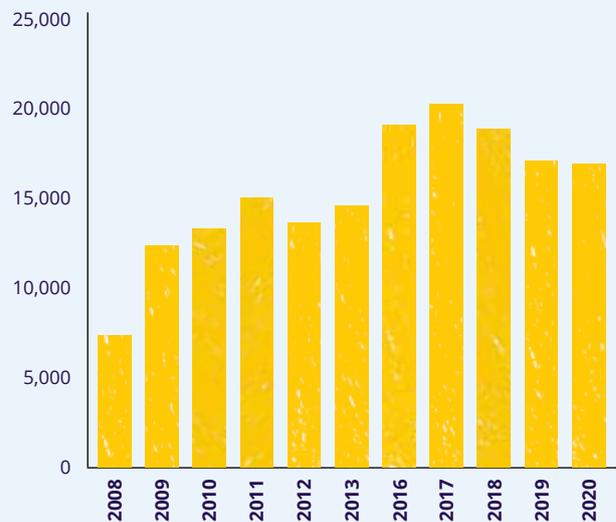
Skylight's Travellers programme is an in-school early intervention programme for rangatahi, to build their resilience and key life skills, and enhance connections.

Travellers is an innovative education programme that enables rangatahi to learn the skills to cope with change, loss, and transition and to build their self-esteem and confidence, to face life's future challenges. The students take a Travellers wellbeing survey which is a measurement of hauora and encourages rangatahi to self-report on a variety of issues. This identifies those most at risk.

16,950

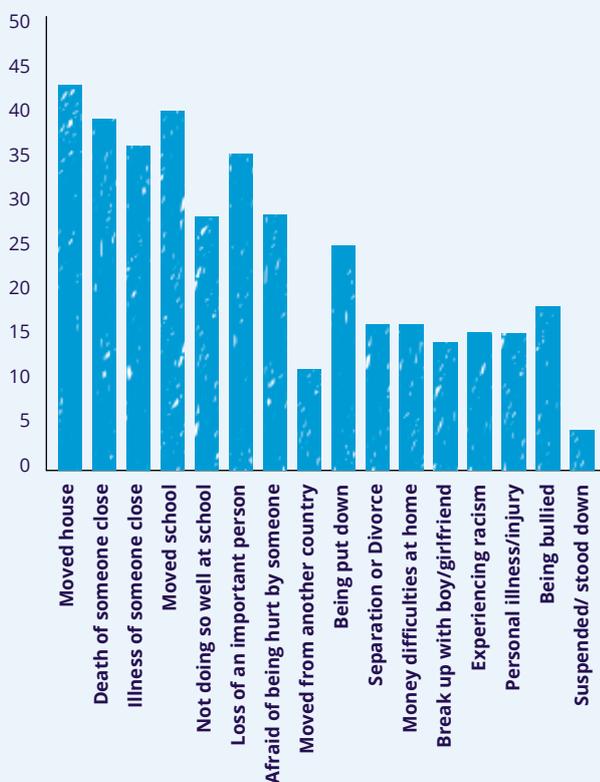
wellbeing surveys were completed by students

Number of students who completed the wellbeing survey



16,950 surveys were completed by students, this is a slight drop compared to other years. The Covid-19 pandemic had an impact on this programme for schools.

Percentage of most common life events



The graph shows the percentage response to the most common life events which impact rangatahi. The data represents 81 schools that completed the youth wellbeing survey. These figures show only 21.5% of what is happening in New Zealand's 376 secondary schools.

Highlights from the wellbeing survey

1,815

students moved to New Zealand between July 2020 to June 2021

6,520

students dealt with the death of someone close

4,718

students are afraid of being hurt by someone

4,703

students feel they are not doing so well at school

Positive benefits of this programme are:

- Reduce the stress in rangatahi
- Reduce mental health issues in rangatahi
- Rangatahi have strategies and skills to navigate future tough times
- Reduce rangatahi suicide numbers
- Build rangatahi self-esteem and confidence

Waves training and support programme delivery

Waves is an 8-week programme that aims to support those 18 years old and over who have been bereaved by suicide. The programme combines 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.

The impact of Covid-19 Lockdowns in New Zealand has seen an increase in requests for Waves training and programmes. Twenty-two Waves programmes were held over 2020 – 2021.

Feedback from the Waves programme

- The facilitators have a lot of experience and I felt they were always very considerate of the group's feelings and high emotions at times
- Celebrate the life, do not focus on the death
- Meeting and talking to people with a similar experience
- Being able to talk about your own experiences with your grief amongst the group and hearing everyone's story and experience, that really helped me
- Wonderful people. Such warmth. I hope to see them again in better times

“Being able to talk about your own experiences with your grief amongst the group and hearing everyone's story and experience, that really helped me”

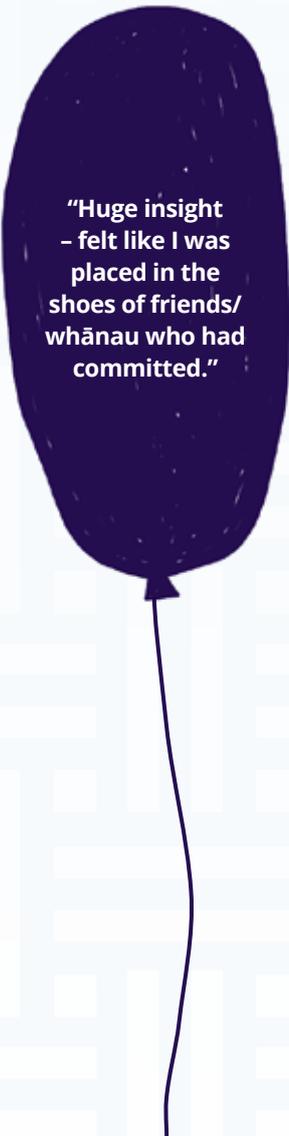


Workshop on Youth Suicide for Wera Aotearoa Charitable Trust

Skylight engaged Dr Chris Bowden for the 6-hour workshop and development day, on 7th April. The day was hugely successful with around 50 people attending.

Attendees were social workers, whānau support, school counsellors, social work students and others. Dr Chris Bowden discussed and shared information, from prevention, postvention, resources and everything suicide related. Chris promoted the Waves programme.

Below is feedback from the workshop attendees:



"Huge insight – felt like I was placed in the shoes of friends/whānau who had committed."



"Authentic delivery makes information digestible. Covered a lot of vital areas."



"It filled my Kete up with powerful knowledge".



"Today's seminar touched on basically everything surrounding suicide, risk protection factors, what to look out for and how to cope."



"Great job Chris! Loved today's seminar, learnt a lot. I'll be taking this Whakaaro back to my mahi".

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. This free information programme is for individuals who have separated or who are contemplating separation. The programme helps them understand and manage the effects of separation on their tamariki and learn how to put their needs first.

The small group course creates a safe space that allows parents to share their experiences with others who are 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 courses in the Wellington CBD, Kāpiti Coast, Lower Hutt, Porirua.

In 2020 – 2021, 265 people attended the Parenting through Separation course.

265

people attended the Parenting through Separation course in 2020 – 2021



Attendees highlighted the benefits:

- Tips for language to use when talking to my child about his father, so it remains positive
- Parenting Plan information
- Supportive environment to bring issues relevant to my position
- Leaving with more knowledge than I came with "re tamariki"
- Learning how to better engage calmly when disputes occur with partner
- Talking about the mediation process and understanding the court process
- Being around other parents in similar situations

Heart Song

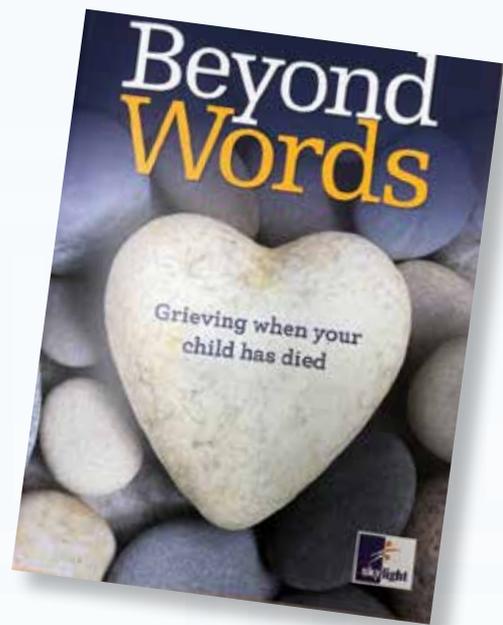
Heart Song is a facilitated support group for Wellington parents whose tamariki have died. Group members find support from other bereaved parents who understand this unique experience. It supports the parents to manage their situation, understand their grief and learn coping/resilience skills. Each group 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 also 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 tamariki.

This year we had a change in facilitators. Skylight wants to acknowledge Harry Verhagen for the support and dedication he has given over the past several years to families who have lost loved ones.

We welcomed Moira Broughton who has kept this support alive and is dedicated to helping families through very difficult times.



National Sexual Violence Survivor Advocate Services

Skylight Trust oversees the National Contract for NSVSA on behalf of Louise Nicholas and her team. The team covers the central North Island and National Advocacy.

Louise Nicholas, as the National Sexual Violence Survivor Advocate provides support services to people personally affected by sexual violence (victim/survivors and, where appropriate, their families, whānau and close friends).

- Provides information to victims/survivors and their families
- Provides support services to victims/survivors throughout the criminal investigation and court processes
- Connects victims/survivors to appropriate external support services
- Helps victims/survivors to access appropriate therapeutic support
- Helps victims/survivors access financial entitlements

The trials that the NSVSA team attend to support survivors can last anywhere from one to ten days. There is no way to determine the length of time the trial will take prior to its commencement. The trials caseload over 2020 – 2021 has been uncertain due to Covid-19. The calendar had rescheduled trials and less notice than usual, for upcoming trial dates.

Over 2020 – 2021 NSVSA had an increase in caseload from 46 in July 2020 to 85 June 2021.

46

caseload in July 2020

85

caseload in June 2021

Feedback on NSVSA

NSVSA received an email from an Officer in Charge thanking the team for the support in a difficult week. There were six survivors and close family members involved in the trial. The officer in charge manages the practicalities of the trial, keeping everyone involved with timings and requirements and felt that due to the explosion of emotions that occurred within this whānau, she would not have managed without NSVSA support. The survivor and her whānau would not have received the support they needed.

Advocacy training

Louise Nicholas provides training on Adult Sexual Assault, across New Zealand. She also presents twice a year to recruits at the Porirua Police College.

Feedback on the training:

- Awesome person. Pleased to meet her and listen, keep her coming to this course.
- In the ASA world there is nothing more beneficial than hearing a survivor's perspective, point of view. Well worth listening to.
- Amazing lady – privilege to be able to listen to her. Some good take homes – especially around court process.
- Great perspective from a victim's point of view.
- Great to listen to and hear from a victim's perspective. Good learnings for what to work on improving.
- A meaningful discussion, highlighting how important having a victim focus is.
- Excellent speaker. Kept our attention. Excellent viewpoint from victim's side.
- Provided good detail into her experience. Great speaker, lots of respect for coming forward against Police.
- Her insight and experience into how police failed and how to improve our victim relations was incredibly worthwhile.



Skylight Trust
**Financial
Statements**

For the year ended 30 June 2021

Financial Statements

Statement of Comprehensive Revenue and Expenses

Skylight Trust
For the year ended 30 June 2021

	NOTES	2021	2020
Revenue - Exchange		\$	\$
Core Service Delivery	5	419,412	292,960
Interest		285	247
Total Revenue - Exchange		419,697	293,228
Revenue - Non Exchange			
Contract Income		945,403	1,140,522
Special Funding		-	74,683
Donations		9,399	19,368
Grant Income		150,020	30,124
Sponsorship		950	762
Other revenue	6	30,291	89,848
Total Revenue - Non Exchange		1,136,064	1,355,307
Total Revenue		1,555,761	1,648,535
Expenses			
Administration Expenses	7	529,365	464,408
Depreciation and Amortisation		43,060	43,018
Publications Cost of Sales	7	61,066	40,791
Service Provision	7	777,419	911,268
Other expenses	9	153,942	103,702
Total Expenses		1,574,843	1,563,187
Surplus for the Year		(19,081)	85,348



Statement of Changes in Net Assets

Skylight Trust
For the year ended 30 June 2021

	Notes	Accumulated Surpluses \$	Flashlight Fund \$	General Reserve \$	Total \$
Opening Balance 1 July 2019		232,447	16,438	-	248,885
Net surplus for the year		85,348	-	-	85,348
Movement to General Reserves	19	(97,366)	-	97,368	-
Donations for Flashlight	19	(14,439)	14,439	-	-
Flashlight Funds Utilised	19	16,652	(16,652)	-	-
Closing Balance 30 June 2020		222,642	14,224	97,366	334,233

	Notes	Accumulated Surpluses \$	Flashlight Fund \$	General Reserve \$	Total \$
Opening Balance 1 July 2020		222,642	14,224	97,366	334,233
Net Deficit for the year		(19,081)	-	-	(19,081)
Movement to General Reserves	19	(50,632)	-	50,632	-
Donations for Flashlight	19	(22,747)	22,747	-	-
Flashlight Funds Utilised	19	4,440	(4,440)	-	-
Closing Balance 30 June 2021		134,622	32,531	147,998	315,152



Statement of Financial Position

Skylight Trust As at 30 June 2021

	NOTES	2021	2020
		\$	\$
Assets			
Current Assets			
Bank Accounts and Cash	10	472,306	532,705
Receivables from Exchange Transactions	16	18,890	17,051
Receivables from Non-exchange Transactions	16	-	-
Inventory	11	71,179	75,866
Total Current Assets		562,375	625,621
Non-Current Assets			
Property, Plant and Equipment	12	15,518	6,575
Intangible Assets	13	82,991	124,486
Total Non-Current Assets		98,509	131,161
Total Assets		660,884	756,783
Liabilities			
Current Liabilities			
Creditors and Accrued Expenses	14	82,342	119,216
Employee Costs Payable	17	45,089	54,884
Revenue in Advance	15	218,301	248,450
Total Current Liabilities		345,732	422,550
Total Liabilities		345,732	422,550
Total Assets less Total Liabilities (Net Assets)		315,152	334,233
Accumulated Funds			
Accumulated Surpluses		134,622	222,642
Reserves	19	180,530	111,591
Total Accumulated Funds	18	315,152	334,233

Signed for and on behalf of the Board of Trustees who authorised these financial statements for issue on

Date: 25 October 2021

Trustee

Trustee



Statement of Cash Flows

Skylight Trust

For the year ended 30 June 2021

	2021	2020
Cash Flows from Operating Activities	\$	\$
Receipts from Donations, Sponsorship and Other Income	41,545	108,114
Contract Income and Core Service Delivery	1,451,538	1,714,418
Interest	285	269
GST Paid	7,620	(12,942)
Payments to Suppliers	(854,749)	(750,451)
Payment to Employees	(706,639)	(722,368)
Total Cash Flows from Operating Activities	(60,399)	337,040
Total Cash Flows from Financing Activities	-	-
Cash Flows from Investing Activities		
Cash Flows from Purchase of Intangible Assets	-	-
Cash Flows from Other Investing Activities	-	-
Total Cash Flows from Investing Activities	-	-
Net Increase in Cash	(60,399)	337,040
Cash Balances		
Cash and cash equivalents at beginning of period	532,705	195,665
Cash and cash equivalents at end of period	472,306	532,705
Net change in cash for period	(60,399)	337,040



Thank you



During the financial year end 30 June 2021, Skylight contracted with:

- Te Puni Kōkiri
- Ministry of Social Development, Oranga Tamariki
- Ministry of Social Development
- Ministry of Health
- Ministry of Justice

Grant funding and support

Community Organisations Grants Scheme (COGS)

– Auckland, Hutt Valley, Whitireia – These grants to community organisations help improve the quality of people’s lives in their communities. The grant funding received is used to either fully or partially subsidise counselling costs for people going through tough times. A grant to support intern placements was received from the Wellington committee.

New Zealand Lotteries Board (National) – funded salaries and supervision to support Skylight’s counselling services.

InternetNZ – Funding to support Skylight to capture data to analyse and measure the impact of its Resilience Hub, during the Covid-19 lockdown.

Wellington Community Trust – Lift Grant – Skylight staff members and contract Counsellors were able to receive professional development training.

Vodafone Foundation – Funding to produce a training package to increase the capability of meth-related support services and an e-learning kete of e-resources that parents and caregivers can access on-line.

ZX Security – A “Hacking for Heroes” grant to carry out penetration testing and training on cyber protection.

Sponsorship

New World Wellington City – Skylight really appreciates this partnership and the support of the many shoppers who choose to ‘donate their docket’ to community organisations, at this supermarket.

Craigs Investment Partners – for their generous gift which we allocated to the rental costs of our Porirua counselling rooms.

Thank You to Donors

A huge thank you to **Skylight’s Regular Donors** – we really appreciate their continued generosity. Spontaneous donations were also received from many New Zealanders throughout the year.

Generous donations were also received from **The Good Registry**, during this financial year.

These donations go towards the provision of clinical services and the Flashlight Fund to assist those who cannot otherwise afford Counselling.

Patrons

Skylight acknowledges and sincerely thanks Patrons Louise Nicholas and Judy Bailey.

Volunteers

Thank you to all the Skylight Volunteers. We include the amazing Wellington based interns who complete their practical placements with Skylight. All are amazing, loyal individuals who give their time and expertise to the organisation. We are so very grateful for their knowledge and generosity.

Contact

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