



S K Y L I G H T

ANNUAL REPORT

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Skylight: Because Grief Happens and Support Matters

Skylight's Mission

As the leading provider of support for children, young people, adults and their families/whānau impacted by change, loss, trauma and grief, we will actively provide specialised services partnering with other agencies where appropriate to provide high quality counselling, professional development, education, support resources and information to meet their needs.

We will ensure that the voice of these children, young people and their families/whānau is heard by advocating on their behalf to central government, policy makers and other providers.



A Story of Hope

Emily came to Skylight because her mother, Mary, was worried about the effect her recent separation had had on her daughter. Talking with a Skylight counsellor helped Mary to differentiate her own concerns from her daughter's, and to feel clear enough to really listen out for Emily's perspective and feelings. Emily enjoyed her own Skylight session too.

"I feel sad and lonely in my head."



"Emily had lots of mixed-up feelings and it helped her to talk about them and to know that other kids have them too."



Chairman's Report

Who would have predicted the events of the last twelve months and the impact that they have had on us all? The Christchurch earthquakes brought home to each of us the vulnerability of life – in a matter of minutes, life changed and continues to change for so many people. There were very

few people across New Zealand who were not affected in some way, either through family members, friends, employers or colleagues.

We saw nationally the pain, tragedy and loss so many experienced. But we also saw the resilience, the courage and the support that immediately swung into action from across New Zealand and the world.

Who can forget the UC Student Volunteer Army, the teams of volunteers from Australia, Japan, Singapore, to name just a few? **Skylight was there as well.** Our team, within almost one week of the February quake wrote, produced and delivered **When Trauma and Grief Come To Work**, a resource for business leaders and managers faced with trauma and grief amongst their staff, clients and customers.

Nearly ten thousand copies have been delivered to Christchurch employers, Government, non-governmental organisations (NGOs) as well as many other organisations including the New Zealand Institute of Chartered Accountants and Rotary International.

Skylight responded to this and other tragedies, including having Skylight counsellors support those affected by the earthquakes in Christchurch, and many of Skylight's own print resources have been distributed across the country and overseas, in particular for the Queensland floods.

Skylight's reputation continues to grow internationally. Resources are being requested and supplied to Australia, Denmark, Saudi Arabia, Canada, United States and United Kingdom.

The recent development of the **Getting Stronger** game has created another dimension to our business, as sets have been supplied across New Zealand as well as to Australia. In July 2011 it will be introduced in the United Kingdom at an international conference for school trauma specialists.

Whilst I use Christchurch to evidence the work that the Skylight team do, it is an example only. Each and every day the phone calls arrive and the requests for support, advice and counselling come in. Each and every day our team responds with love, care and compassion: **because grief happens and support matters.**

Whenever I hear the question "So what is Skylight?" I answer with these stories because they tell in graphic detail the work that Skylight does, quietly, without great fanfare and without much funding from government agencies.

The challenge that the Board of Trustees faces is that alongside the increasing recognition and demand for our services comes the reality that we have to continually look for avenues to raise the funds required.

The Board is most appreciative of those who advocate on our behalf, who support our ability to meet client needs through funding in cash and kind – individuals, corporate and philanthropic groups – and to the dedicated Skylight staff whose passion and commitment continues to be stretched and who work so hard to make a difference to those who contact us for help. We must also recognise with enormous gratitude our amazing group of volunteers who are always ready to step in when needed. Skylight would not be the organisation it is without all of these people.

Lastly I place on record my appreciation to the Skylight team and my Board colleagues for making a difference to the world we live and work in. Last year I quoted Albert Einstein **“What counts can’t be counted”** and I do it again because for me this one statement sums up why we all contribute the way we do!



Patrick Waite

Chair, Skylight Board of Trustees



Chief Executive’s Report

This has been an incredible year. We have found ourselves following on from the disastrous fires in Australia to trauma in our own South Island region. We would never have envisaged that this would be the case.

Yes, we say **because grief happens and support matters** but the impact of the continuity of the trauma in people’s lives has been so unexpected. The Christchurch earthquakes in September and the Pike River Mine disaster in November last year and the further major and devastating earthquake in Christchurch in February, 2011 – all had, and continue to have, such terrible effects on families and communities.

Our only thoughts during such times have been about the ways that

we can be of assistance, directly to those involved, as well as indirectly by supporting the other amazing organisations that have been on hand.

It is testament to all the Skylight team that their focus and commitment, whether it was through phone counselling, training, information or specific resource development, was constant. We know that after natural disasters, uncertainty about the future continues for a very long time and we will continue to make a difference wherever we can.

Skylight’s resources have been used extensively – we have written and developed innovative new resources that have met specific needs in these times. Understanding the importance of the added value that Skylight provides in this area, we have commenced a significant strategic planning process to determine how we can become more effective and efficient in what we do and how we do it.

This is critical to Skylight’s sustainability as an organisation, to be there for the communities across New Zealand, particularly as the nominal resource funding that we contractually received from Ministry of Social Development was cut on the basis that resources are not deemed to be “essential services”.

The fact that more than 2,500 individuals and agencies access multiple resources from us annually, to support them through these difficult times, is evidence that there is an essential need for them.

It is only through Skylight operating as a social enterprise that we can continue to make these services possible, to support the everyday lives of everyday people in New Zealand – irrespective of their need.

Social enterprise is a simple, yet complex philosophy, but it is what drives what we do, how we do it and where we see ourselves in the future. It is an approach that needs to be recognised and supported by Government, as a way of achieving NGO self-sustainability similar to other countries around the world.

Skylight’s Board of Trustees focuses on the organisation’s strategic ability to do this sustainably and I would like to thank them for the stewardship that they give to Skylight. The support from the Board, and the way in which I work with them, ensures that we can provide our services in a respectful, safe and professional way for both the Skylight team and those who access us.

I always look forward to another year in terms of the opportunities to work with a team who look to the strength that they see in others and apply this resilience building to make a difference to those whose lives have been impacted by grief and trauma.



Bice Awan

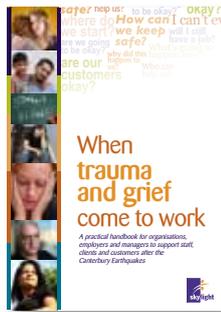
Skylight Chief Executive and Mental Health Commissioner

Earthquake Support

The first earthquake in Canterbury in September resulted in a huge increase in requests for support. After the major and devastating February quake in Christchurch, Skylight received an even greater amount of requests to support those in need. In both cases, Skylight responded.

In February and March, Skylight had a huge office-wide focus on providing earthquake support. Skylight was asked to provide thousands of copies of Skylight's own resources by government departments, as well as large businesses, schools and community organisations seeking to support those affected.

Within a week of the event, a handbook for businesses, organisations and community leaders, **When Trauma and Grief Come to Work** was developed. 10,000 copies were distributed, 6,000 of them by the UC Student Volunteer Army Christchurch. Additionally, it was available online and downloaded by a large number of businesses.



"I have just read your new booklet, 'When Trauma and Grief come to work.' I wanted to immediately say what a very fabulous resource this is. Thank you so much to Skylight for your incredible work in getting this resource out to schools and in such a timely manner. I like the very simple and clear way that it is written. The 'looking after yourself page' had great ideas, many of which I could add to my own repertoire!"

Along with developing specialist information, Skylight created an earthquake web page dedicated to linking people to all kinds of information and resource support. We also sent resources to especially vulnerable groups. Skylight counsellors provided free phone counselling support.

Skylight received financial support from some special people and organisations prepared to help out. Skylight acknowledges these wonderful people and organisations who donated including Kensington Swan, Wellington City New World, Genesis and Kidz Corner. The Todd Foundation also contributed to Skylight's earthquake support efforts.

A raft of volunteers stepped up also, helping us prepare packs for families and pack up box after box of resources to send to Christchurch. A big thank you goes to these wonderful volunteers.

Administration and Finance

It has been a very busy yet fulfilling year as Skylight assists not only people in distress here in New Zealand but increasingly, those who live overseas as well. We at Skylight have worked hard to respond as best we can in the most appropriate ways, and this in turn has impacted this department as we support the different teams at Skylight.

As you can appreciate, financial management is vital, especially in the current tough economic climate. As a social enterprise, the balancing act between generating revenue with Skylight's social mission becomes even more difficult.

Counselling Support

"Just realising you're not alone and others are in similar situations. Plus help with the children when you are struggling to help yourself."

"... , learning that all of my feelings I've had, everybody else has had them too. They're just all normal. And it's not just my complete despair."

"Yes, much more forthright in stating how they felt about things, even when it might hurt my/their father's feelings. This is a good thing."

Having developed and implemented counselling and school based support programmes in the United States and New Zealand, Linda Karlin, Skylight's new Counselling and Training Manager, has brought a fresh new sparkle to the team.

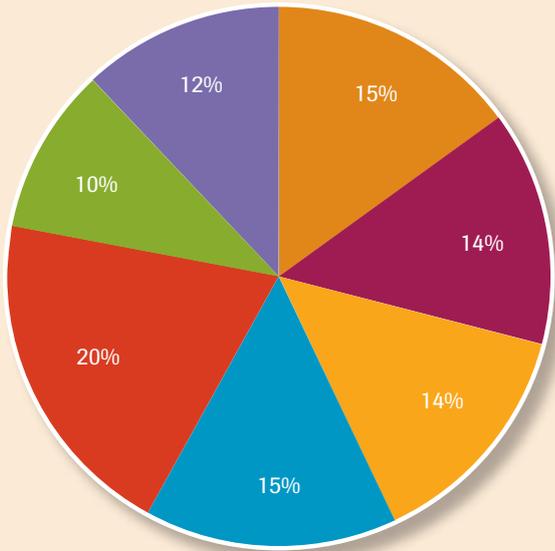
In the past year, Skylight counsellors have seen increasingly complex issues, and provided support to 991 individuals and families through our individual and group counselling sessions.

Skylight gave children, young people and their families support with our therapeutic facilitator-led support groups covering issues of family change, bereavement, domestic violence, mental illness, suicide, and for those with learning disabilities (provided in conjunction with SPELD).

We have explored a new group for children who live in foster care, broaching the issues of family change and associated feelings and challenges of having two families. This is a reflection of Skylight working in partnership to meet community needs.



NATURE OF SUPPORT



This year saw two counsellors leaving Skylight to explore new career opportunities. Skylight thanks Caroline Cole and Peter Tia for all they did for Skylight and the difference they have made in the lives of the many people they counselled.

Skylight is currently exploring new and exciting ways of providing our counselling services, including expansion into the Wairarapa and Auckland.

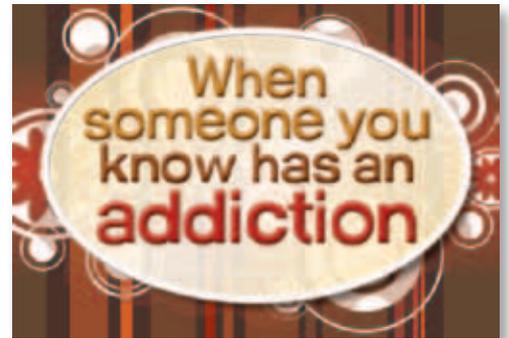
Smiles after completing a Family Change group.



Training

Over the past year Skylight provided training to more than 800 individuals around the country. These participants came from a broad spectrum of professional environments and organisations. The training team presented at 22 conferences and seminars, encompassing organisations in health, education and government sectors.

A new direction for training is a series of workshops titled **Talking to Kids About...** offering specific topics to professionals working in environments supporting young people through challenging life events and crises.



One title from the Children's Support Booklet Series.

Each month will focus on a different topic covering life issues such as Stress and Coping, Parental Separation, Blended Families, Suicide, Bereavement, Eating Disorders and Mental Illness. All are provided by subject matter experts.

Associate Minister of Health, Hon Dr Jonathan Coleman – hosting Skylight's launch of the Getting Stronger game at Parliament.



Using the Getting Stronger game at the launch at Parliament.



Travellers Programme

"Travellers showed me that there are positive ways of looking at life. That it is ok to have support."

"... after this programme it is easier to handle challenges that will happen in the future."

It is heartening to know that 101 secondary schools in New Zealand are currently registered with **Travellers**. This is a programme that schools can use to build their student's resilience, especially those who are under the radar. This is good news amongst a background crowded with sad stories for many New Zealand teenagers.

Ten new Secondary Schools joined the **Travellers** programme in 2010 and it is now operating in all regions of New Zealand. More than 45,000 students have accessed the online wellness survey since **Travellers** became a national programme in 2008. It is the power of this survey and screening tool, which Year 9 students complete themselves, that makes **Travellers** unique.

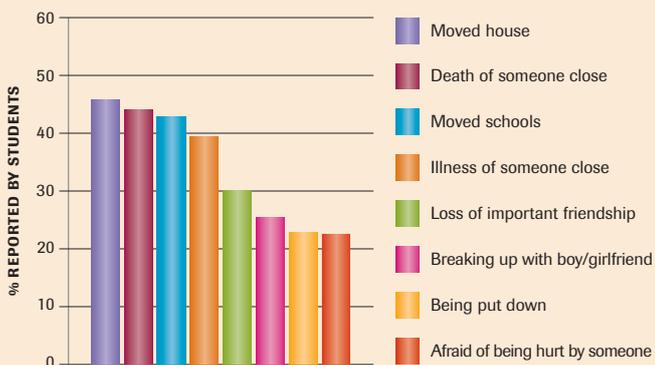
Evaluation is important in keeping the programme relevant. In 2010, the *Roy McKenzie Centre for the Study of Families* was contracted to undertake a qualitative evaluation of the programme. From interviews with programme facilitators and school principals, and using focus groups of students who had been through the programme, the conclusion is that **Travellers** is a successful and worthwhile programme.

The plan now is to undertake a qualitative evaluation of the programme in the coming financial year.



MOST COMMON LIFE EVENTS

Survey results from Year 9 students in 2010



Resource & Information Centre

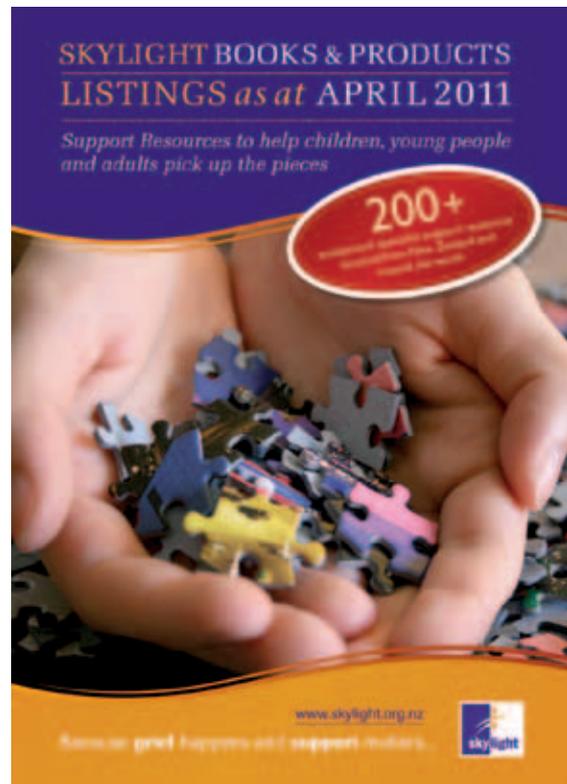
"I'm a 13yr old and I found that all the information was easy to understand and very useful...Thanks for the information and a great service."

"Many thanks for the bundle of support that arrived today you have no idea (well you probably do) how much this means to me..."

"Thank you so much for the resources that you sent to me in response to my request for info for bereaved parents, grandparents and friends. I run support groups for grieving people and your hand-outs will certainly be useful."

Skylight's Resource & Information Centre is faced with complex issues every day. It is incredible that Skylight is able to support so many people with the information we have, as well as the capacity to source additional support resources if necessary.

There have been an increasing number of visitors to the centre. Not only are we contacted by people for themselves, or their family or friends, but also by professionals, who access Skylight as part of the support they provide to their clients and customers.



We continue to offer a wide range of excellent support resources from all around the world, including our own publications.

Skylight launched the *Getting Stronger* game to support young people 8-14yrs facing really tough life situations.



Skylight, offering a unique, personalised service for those who request support for themselves, or those they care for, hears from families and professionals from all across New Zealand. In response, we put together and send out about 25 specialist support information packs via mail or email every week. We get amazing feedback about the difference this service makes.



One of the books Skylight sent to support children affected by Canterbury's earthquake.

The earthquakes in Christchurch caused our requests to grow substantially and Skylight was able to meet that need. We are still continuing to respond.

Skylight's website (www.skylight.org.nz) offers articles, links, training, support group information and news updates. This newly updated website is more engaging and was launched this year. Statistics from our website indicate that people from all over the world access it for information and feedback has been excellent.

Skylight's new website is worth a look www.skylight.org.nz.



Publishing & Sales

"Skylight resources give families ready access to knowledge, skills and tools that help them respond safely and with resilience when tough times arise..."

"Skylight's youth support leaflet series, which covers key youth issues and aim to build resilience, are invaluable in assisting young people gain insights and strategies to cope with life."

Skylight produces and sells its own specialist publications, as well as sourcing others from New Zealand and around the world. When times are tough, Skylight's goal is to offer the best resource tools and information for children, teens, adults and families/whānau, as well as for those caring for them.

Skylight added new resource tools to our Skylight publication list starting with five more titles in the **Children's Support Booklet Series** for children. Dr Fiona Pienaar collaborated with Skylight in their development. The new topics are: **When someone in your family has an addiction, When someone you love has died, When someone in your family is seriously ill or injured, When someone in your family has a mental illness,** and **Keeping myself safe** (a sexual abuse prevention resource).

We built on these topic areas and incorporated them into our brand new board game, **Getting Stronger**. It was developed to support especially vulnerable children affected by some of life's toughest issues and designed to be used by professionals or support workers who work with them. The game topic cards focus on natural disaster, bereavement, domestic violence, serious illness or injury in their family, and addiction or mental illness in their family.

Skylight was honoured to have **Getting Stronger** launched at Parliament on November 29, 2010 by the Associate Minister of Health, Hon Dr Jonathan Coleman. During the launch, which was only days after the tragedy of the Pike River Mine disaster, those in attendance stopped, along with the rest of the country, for a minute's silence to remember the Pike River Mine victims, their families and the whole community. This was especially poignant as the game features a set of cards for children impacted by disaster.

Thanks to AXA who helped fund the game's development, 35 were sent directly to those in the Greymouth area shortly after the launch.

Skylight also launched twelve updated information leaflets, published for teens and adults including topics such as: **When your Mum or Dad dies, When your brother or sister dies, When a friend dies, Supporting a friend going through difficult times, Keeping your child safe from sexual abuse, Supporting someone bereaved by suicide** and **Answering a child's question about death and dying.**

Skylight staff worked very hard to respond to the ongoing Christchurch earthquakes, the Pike River Mining Disaster, and requests for resources after the Australian floods. It was a privilege to have, on hand, so many resources that could make an immediate difference to so many.

In the year ahead, Skylight is looking forward to developing new resources, all of which will help fill the gaps in what resource tools are available.

Skylight Thanks and Acknowledgements

Skylight would not be what it is today without the passion and dedication of staff, volunteers, Board of Trustees, Sponsors and all those individuals, organisations and businesses that have joined our world – people who share our vision of making a difference to the thousands of people whose lives are rocked by change, loss, trauma and grief.

Individuals

Skylight wishes to say thank you to:

Sheryl Baines – for her library expertise and for volunteering for nine years.

Lis Davys – for volunteering support at Skylight.

Ian Klinac – for his wonderful support as auctioneer at many of our events this year as well as ongoing support year in and year out.

Murray Brocklesby – for providing a free counselling room in Lower Hutt.

Associate Minister of Health, Hon Dr Jonathan Coleman – for hosting Skylight's launch of the *Getting Stronger* game at Parliament.

All of the *Skylight volunteers* that give of their time, energy and enthusiasm.

All of the members of the Funding and Sponsorship Committee: *Steven McLauchlan, Willie Wong, Fraser Carson, Pat Waite, Sue Johnston, Matt McLaughlin* and the chair, *Mark Cassidy*, a Skylight Board member.

Sponsors



Wellington City New World has been an extraordinary supporter of Skylight over many years and we are grateful to all the Directors who have totally understood and supported the work of Skylight. Through this association with Wellington City New World, we have also been able to host the *Skylight Golf Classic* over a number of years.

A very special thank you goes to Director, **Bruce McLauchlan**, Skylight's Deputy Chair and **Steven McLauchlan**, who both provide invaluable expertise and advice.



As a sponsor and Skylight's preferred printer, one only needs to look at the professional quality of our print resources to see the value we have gained. Working on our behalf to provide the best print quality for the best price means that this partnership is immensely valuable to Skylight.

Format Print are exceptional to work with and they clearly understand Skylight's social mission as they work alongside us identifying opportunities where they can to support our work. Thanks to the whole team at Format Print.



HomeTech Solatube and Skylight formed a sponsorship relationship beginning in 2010 whereby HomeTech make a donation to Skylight in recognition of every Solatube Daylighting System sold. This partnership is a natural fit, with HomeTech Solatube letting light in to peoples' homes, while Skylight supports children, young people and their families/whānau giving light and hope during dark times.

It is such a natural partnership, with HomeTech able to make an ongoing difference in the lives of those we help through tough times. Thank you.



A big thanks goes to the **FRESCO** team for their interest in supporting Skylight and using their skills to help develop and implement a new, vibrant website. What a huge difference this has made to keeping our website up to date and current. We continue to work with Fresco on further developments for our e-business world and are grateful for their knowledge and capabilities in this area.



Skylight has enjoyed a lasting and long term relationship with the **Radio Network**. They are a wonderful team of people who are ready and willing to do what they can to support our work. We look forward to continuing our association with the Radio Network, who have been such great supporters for many years.

Trusts and Philanthropic Organisations

Grants continue to make up an integral part of our funding strategy. Thanks to the following organisations for their support:

Trusts Charitable Foundation
Todd Foundation
Lion Foundation
NZCT
Pelorus Trust
Thomas George Macarthy Trust
Hutt Mana Charitable Trust
Winton & Margaret Bear Charitable Trust
COGS: Whitireia Committee
COGS: Hutt Valley Committee
New Zealand Lottery Grants Board

Government, Agencies and Organisations

Skylight thanks the following for their invaluable support:

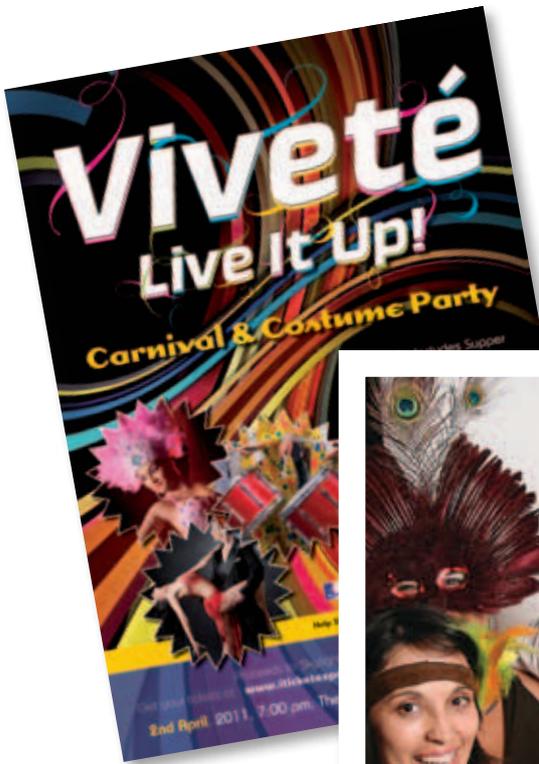
Grant Thornton - Auditors
Mark Wotton Design
Konica Minolta
Ministry of Social Development – through Child, Youth and Family
Ministry of Health - for funding Travellers
Ministry of Justice
Wellington Institute of Technology (WellTec)
Well Health
Compass Health

Funding Development

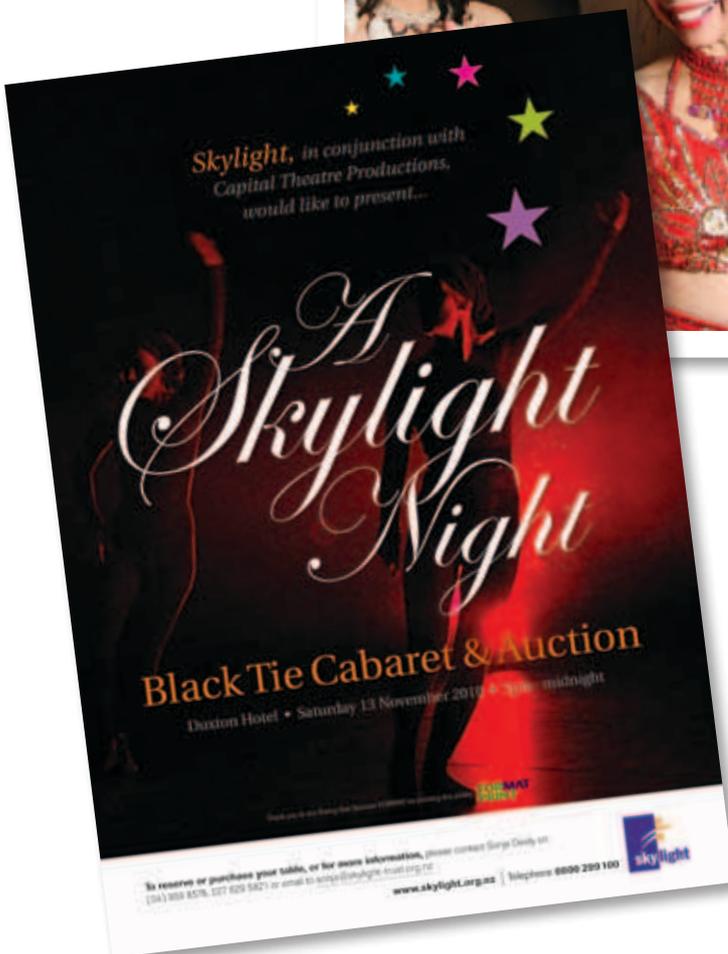
Much needed funds for Skylight are raised through a variety of streams including sponsorships, grants, donations and events.

This year, Skylight had a long list of fundraising events. Starting with the imaginative *PerkJobs Charity Slave Auction* (April), followed by the *Stella Ball – Casino Royale* featuring Peter Urlich Sextet at Four Kings (August), the inaugural *Reel Brazil Gala Opening* (September), our own *A Skylight Night* cabaret gala dinner (November), *Skylight Golf Classic* with massive support from Wellington City New World (February) and finally, an inspired dance event *Vivete – Live It Up!*

Clube do Choro performing beautiful Brazilian music at Reel Brazil Gala Opening Night.



Fun and fiesta at Vivete – Live It Up!



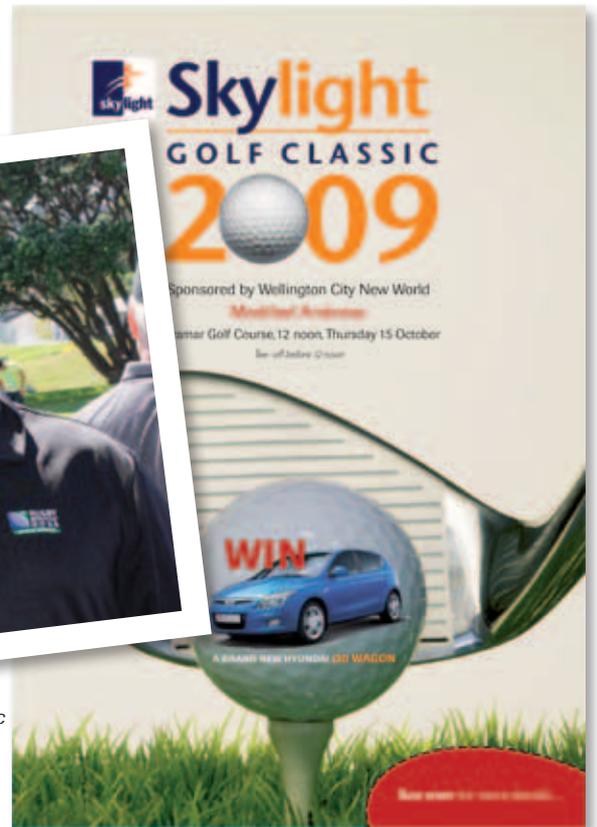
Skylight Ambassador and PATU Mentor Paul Whatuira performing a haka at A Skylight Night.



The fabulous Peter Urlich performing at Stella Ball – Casino Royale.



Auctioneer extraordinaire Ian Klinac with a promising young golfer at Skylight Golf Classic.



A massive thank you to all who put in so much effort and help and who all contributed in their own special way.

- | | | |
|---|---|---|
| Air New Zealand | H.E. Renate Stille - Brazilian Ambassador | Paul Ifill and the members of the Phoenix A-League Team |
| Allan Youll - Capital Limos | HomeTech | Paul Whatuira |
| Andrew Jones - Red Bull | Ian Klinac | Paula Barletto Andrade |
| Brendon Pongia and the Good Morning Team - TVNZ | Intercontinental Hotels | Petone PAK'nSAVE |
| Brian Childs - Gillies and Mark Realty | Jam Hair | Petra Buergelt |
| Bridget MacDonald - Te Papa | JH Whittaker & Sons Ltd | Red Bull |
| Cameron Sang | Jill Murphy - Abel Tasman | Rob Slater - The White Swan Hotel |
| Canon | Jo Frances Photography | Rodney Moore |
| Carmel McGlone | Jo Matsis | Royal NZ Ballet |
| Carol Ratnam | Jose Ubiaga | Samuel Family Dancers: Matiu, Marie, and Aroha |
| Christian Cullen | Kadima | Shakespeare's Globe Theatre |
| Clube do Choro | Kathi Nettles | Simon Manning - Harbour City Funeral Home |
| Constable Richard Chambers and PATU | Kathryn Wilson Photography | Simon Woolf - Woolf Photography |
| Dan Herbison - PerkJobs | Kylie Law | Steven McLaughlan - Wellington City New World |
| DB Breweries | Leandro Cavalcanti | Ted Jewett |
| Downstage | Maria Luisa Ulloa-Ceron | The Cheeki Shop |
| Earth 174 | Marina Scoble - Just Paterson | The Radio Network |
| EECA | Marlborough Vintner's Hotel | The Village Goldsmith |
| Emma Davies - Beauty SOS | Matt McLaughlin - Four Kings | Vintners Retreat Resort |
| Felicity Nettles | Matt Tolhurst - Lion Nathan | Wellington City New World |
| Flight Centre Newtown | Mike Egan - Monsoon Poon Restaurant | Willie and Loretta Wong |
| Format Print | Mission Estate | Yelena Barbalich |
| Four Kings | Nathan Greenham | |
| Graeme and Barbara Holland | Norm Hewitt | |
| Grouse Lighting | NZSO | |

Annual Report printing generously sponsored by



Charities Commission

Skylight's registration number is CC27206. We are registered with the both the Charities Commission and the IRD Donee List as: *The Children's Grief Centre Charitable Trust.*

FINANCIAL RESULTS

Service Performance

For the Year Ended	31-Mar-11	31-Mar-10
Education and Training	16,148	36,254
Publications	274,398	248,810
Counselling	111,134	79,056
Services Revenue	401,680	364,120

Statement of Financial Performance

For the Year Ended	31-Mar-11	31-Mar-10
Services Revenue	401,680	364,120
Net contract income	498,222	586,900
Grants, Donations and Fundraising	446,883	353,360
Interest Income	8,496	5,296
Other Income	74,291	78,483
Total Revenue	1,429,572	1,388,159
Operating Expenses	1,393,420	1,278,812
Net (Deficit) Surplus	36,152	109,346

Statement of Financial Position Summary

As at	31-Mar-11	31-Mar-10
Current Assets	464,214	372,490
Current Liabilities	306,335	242,731
Working Capital	157,879	129,759
Fixed and Intangible Assets	59,169	51,137
Trust Capital	217,048	180,896

A copy of Skylight's full Financial Report is available on request.

DIRECTORY

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PATRONS

Dame Kate Harcourt
 Dame Cath Tizard
 Kerry Prendergast

AMBASSADOR

Paul Whatuira

BOARD OF TRUSTEES

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 Bruce McLauchlan (Deputy Chair)
 Ben Stockbridge (Treasurer)
 Barry Brook
 Mark Cassidy
 Marlin Dalglish
 Liz Koh
 Simon Manning
 Richard Uerata-Jennings
 Ann Wilson

CHIEF EXECUTIVE

Mrs Bice Awan

AUDITOR

Grant Thornton
 AXA Centre
 80 The Terrace
 Wellington

BANKER

The National Bank
 Corporate & Business Banking
 PO Box 2846
 Wellington



Courage doesn't always ROAR.

Sometimes
courage is the quiet voice at the end of the day saying,

"I will try again tomorrow".

Mary Anne Radmacher



Skylight because grief happens and support matters.

Phone **0800 299 100** or **+64 4 939 6767**

www.skylight.org.nz

