

Anglican Care – Canterbury Westland, (operating as the Christchurch City Mission)

The year since last synod has been a continuation of change within the organisation which has built on changes started in the previous year, with improved data management systems, better interdepartmental coordination and the implementation of new and updated policies and procedures to enhance organisational transparency, accountability and risk management.

We have successfully implemented a new Payroll and HR system, which has given staff greater access to their own data and given managers online access to their employee's information. We have commenced work on a new financial/accounting system which will give managers increased and real time accessibility to their financial information and provide improved month end reporting capabilities. I thank staff involved in these implementations which has been additional to their busy normal workload. We have been blessed to have two donations to cover the cost of these three implementations.

Our employees across the organisation have gone above and beyond in supporting clients with multifaceted and urgent needs. Each year our clients present with ever increasing complex issues. Whether it is navigating housing instability, food insecurity, mental health challenges, drug and alcohol dependency, trauma, or family issues, our integrated support team across the Mission works tirelessly to provide high quality support for these clients, the most vulnerable in our city. This year we helped 12,000 clients with over 90,000 interactions with them. We provided 865,000 meals from our foodbank, provided from 400 food parcels every week. Our services have grown by 20% year over year. Growth in the demand for our services means that we cannot always meet demands on our services.

I extend my heartfelt thanks to the board members who have ceased their time on the board this year. Rev'd Wendy Heath, and Cam Moore, have both shown strong leadership and commitment during their many years with both the City Mission and Anglican Care. I also acknowledge Dr Dean Mannis, Alison Jephson and Katrina Hill who ceased their role on our Elder Care Advisory Board, which was disestablished this year.

During the year we welcomed on to the Anglican Care Trust Board, Rev Peter Beck and Shaun Stockman. I am grateful for the broad skills which they bring to the team. We also look forward to welcoming Judge Tom Gilbert who will join the board shortly.

Thanks go to all board members, including Bishop Peter Carrell as Warden, to the members of the Christchurch City Mission Foundation, the Investment Committee. All these people give willingly to the Mission in a voluntary capacity.

None of the work that we do could be achieved without the efforts of our dedicated staff and our selfless volunteers—their passion, skills and perseverance are the foundation of our success. Thank you to each and every employee and volunteer for your tireless service to our community. And finally, my personal thanks to our individual donors, the community agencies that provide us with funding and grants, Local Body and Central Government for their contracts to provide funding for some of our services. Without this financial support we could not do what we are currently doing and have been doing for over 95 years. Together we are investing in our community and making a difference in the lives of our citizens.