Pūrongo ā-tau

# Annual report 2022-2023

CCS disability action  
Including all people

CCS Disability Action Canterbury West Coast Incorporated

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Mō mātou

# About us

CCS Disability Action Canterbury West Coast Incorporated

Te Aronui

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

Ā mātou whāinga rautaki matua

## Our strategic priorities

### Disabled people – Whānau hauā

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

### Knowledge – Mātauranga

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

### Connectedness – Whanaungatanga

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

### Wellbeing – Hauora

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

Our work will be organised to ensure that:

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

Te hunga hauā mauri mō ngā tāngata katoa

## Our foundation statement

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

Te whakatara

## Our challenge

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

Tō mātou tōpūtanga

## Our organisation

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

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

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

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

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

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

Ā mātou peka

## Our branches

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

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

CCS Disability Action Canterbury West Coast was incorporated in 1935 and includes Christchurch, the South Island’s largest city, Ashburton to the south and the small township of Cheviot to the north. The region also includes the West Coast towns of Westport, Greymouth and Hokitika. The branch has offices in Christchurch, Ashburton, Greymouth and Westport.

# Branch report

## Richard Buchanan, general manager Andrew Kidd, chair, local advisory committee Sally Thomas, regional representative to the national board

In the Canterbury West Coast branch, we have seen a significant increase in demand for our services across the range of supports we provide. Referrals for more flexible funding have continued to increase throughout the year and we are also noticing an increase in the complexity of support required. While this can be challenging mahi, this is an area of strength for CCS Disability Action and our approach to this work is what sets us apart from others in the sector.

We have seen an increase in Flexible Disability Support and Enabling Good Lives referrals, resulting in Service Coordinators needing to spend longer with each person we support than we might typically see under other contracts (e.g., Supported Living under 19 contract). Our ACC, Ministry of Education, and Ministry of Social Development contracts have performed well during the financial year. While the number of Flexible Disability Support packages grows, income from these can fluctuate depending on how the people we support use their funds.

Our new Strategic Priorities, symbolised by Te Aronui, provide focal points for our work in four key, interconnected areas. Our strategic areas of focus are Disabled people: Whānau hauā, Knowledge: Mātauranga, Connectedness: Whanaungatanga and Wellbeing: Hauora.

What this means for us in the branch, is to ensure that whānau hauā and disabled people are central to all we do. We must remain committed to supporting people in a way that enables self-determination in all aspects of life. These priorities also remind us that good relationships with all people we work alongside are vital in ensuring knowledge is shared and, the wellbeing of people we support and staff is maintained at all times.

We recently held a successful branch planning day where we discussed how we could bring our new strategic priorities to life. The resulting branch plan identified the need to strengthen connectedness, knowledge, and wellbeing across our teams.

We will also work to ensure that staff are well resourced and supported to understand their role and how their work connects to colleagues across the branch – with systems and processes developed to guide this work.

### Acknowledgements

We would like to take this opportunity to thank all branch staff who have worked tirelessly throughout the year to support the many people who choose to use our services. Our branch covers a wide area with many rural and isolated places. We would like to thank those who went the extra mile to ensure that those in these places were able to benefit from the support we provide. Your commitment is truly appreciated.

We would like to extend my gratitude to Sheryl Catchpole and the Business Support Team for all their assistance to our branch throughout the year. Sadly, a number of long-standing team members resigned during the year, and we acknowledge them as we extend a welcome to new members of our team.

Finally, we would like to thank:

* Branch service managers – Jenny Bush (Early Intervention), Steve Kinnings (Family and Youth), and Matthew Whiting (Adult Services) for their management and leadership of our branch throughout the year.
* Our branch members.
* Volunteers, funders, and sponsors.
* The local committee for their guidance and support.

“...we have seen a significant increase in demand for our services across the range of supports we provide. Referrals for more flexible funding have continued to increase throughout the year and we are also noticing an increase in the complexity of support required. While this can be challenging mahi, this is an area of strength for CCS Disability Action...”

# Local Executive Committee report

## Andrew Kidd, chair, local executive committee

The local executive committee (LEC) is appointed by the CCS Disability Action National Board to oversee the finances of a branch. Our aim is to ensure that the Canterbury West Coast branch continues to deliver high quality services that reflect the needs of disabled people.

### Financial snapshot

During the 2022/23 year we not only emerged from the Covid-19 restrictions that we lived with for nearly three years but have also faced the challenge of increasing costs – across the organisation and in our day to day lives.

While the branch recorded an operating deficit for the year, it was pleasing to note this was significantly less than budgeted for. Though operating income increased, this improvement is largely due to the careful management of our operating expenses. The branch remains well placed to cope with the challenges it continues to face.

### Acknowledgements

Firstly, I would like to acknowledge every one of our staff for all your work over the past year. You continue to make a difference to people’s lives every day.

Sheryl Catchpole is the regional business support and human resources coordinator and will be leaving us at the end of November 2023 after over 20 years’ service to the organisation. Sheryl has been a great support to the LEC members and contributed greatly to the organisation during her tenure. We wish Sheryl all the best for her next ventures.

Finally, to my fellow LEC members Sally Thomas and Colin Henderson for your contribution.

# Iris's story

“Iris has had people tell her that she’s no good at things, for much of her life. It takes time for a person to be able to build themselves back up when that’s been your experience. I would love to see Iris believe in herself and have the skills needed to deal with what life throws at her. She can be an independent woman, so it’s our job to bring that self-belief to the surface,”

**– Jeanne.**

Westport-based Iris, now in her 60s, has spent much of her life being taken care of by others. She lives with a learning disability, which impacts her literacy and ability to understand some information.

Loren Cropp has known Iris for around five years, first having worked as a support worker for her daughter – who is also disabled – and later as a community support coordinator for Iris herself.

She describes Iris as a **“kind, generous, and honest person who really loves her family.”** She also explains how she dotes on her two adult children and three beloved grandchildren.

Iris agrees that the time she spends with her family is a highlight and that her grandkids inject something special into her daily life – **“they’re neat fun,”** she says.

Her husband Kevin has spent all their married life managing their household, including cooking, budgeting, and day-to-day tasks. **“He is her everything,”** says Loren. It was while Loren was working with Iris’ daughter that she began to suspect Iris might have her own unidentified support needs.

**“We organised for Iris to have an assessment via Lifelinks [the local Needs Assessment and Coordination Service (NASC)] and they put together a package for support aimed at building Iris’ independence.”**

While Iris had lived most of her life without any formal disability support, Kevin’s declining health made the need for Iris to learn to manage things for herself all that more essential.

Iris takes time to build trust and relationships with new people, so the Westport team organised for two support workers, Jeanne and Sharron – with Loren occasionally pulled in as needed – to get to know her and what she wanted to get out of their time together.

Jeanne has worked with Iris for a couple of months now and saw her most important role as building her trust. She also describes Iris as a caring person, with a good sense of humour reserved for those who know her best.

**“Change is challenging for Iris, and she can get anxious with new people and things, so establishing a relationship with her was my initial focus. I wanted to look holistically at how I could best support her, so we did a lot of talking initially so we could get to know each other and then figure out how we could best work together,”** explains Jeanne.

**“I get nervous meeting new people and I find it hard when things change,”** says Iris. **“I Iike Loren and Sharron and Jeanne – we get on well. I know them now and I like doing things with them,”** she says.

Iris – who says the things she enjoys most are **“cooking, making diamond art, jigsaw puzzles, and crochet”** – identified that she wanted to build her confidence at cooking as it wasn’t something she’s ever been able to do at home. Jeanne approached the Westport Community House, who kindly agreed to let Jeanne and Iris use the kitchen.

Iris’ impairment makes reading or remembering recipes a challenge, so Jeanne came up with the idea of creating a visual cookbook to make the information accessible. Iris was interested and keen to give it a go.

**“We practice cooking simple, budget-friendly meals together that Iris can recreate at home. So, we’ll take a picture of each of the steps and the ingredients, with easy-to-follow written instructions. It’s given Iris the confidence to test the ideas out, which is fantastic.”**

Iris’ favourite recipe to cook and share has been sweet and sour pork. Homemade pizzas have also gone down very well with her family.

As well as continuing their work learning new recipes, Loren has planted the seed of potential literacy courses for Iris – something Iris is considering, providing they can find the right tutor to suit her.

Iris’ time with her CCS Disability Action support workers is more than just a chance to upskill. They’re also an important opportunity for Iris to focus on herself and what makes her happy.

To this end, Iris and Jeanne visit Iris’ friend Melva each week in a local rest home. Melva was a parent help/teacher at Iris’ daughter’s Playcentre and the two have remained in touch ever since. It’s a friendship that has lasted around 30 years. **“Iris is very loyal – it means a lot for Melva to see Iris each week,”** says Jeanne.

Iris gets a lot out of these visits too, describing "nana Melva" – as her kids call her – as her most important friend.

Jeanne is seeing a slow, but noticeable shift in Iris’ confidence because of their time together.

**“Iris has had people tell her that she’s no good at things, for much of her life. It takes time for a person to be able to build themselves back up when that’s been your experience. I would love to see Iris believe in herself and have the skills needed to deal with what life throws at her. She can be an independent woman, so it’s our job to bring that self-belief to the surface,”** says Jeanne.

“We practice cooking simple, budget-friendly meals together that Iris can recreate at home. So, we’ll take a picture of each of the steps and the ingredients, with easy-to-follow written instructions.”

**– Jeanne.**

Te maha o ngā tangata i tautokohia e mātou

## Number of people we supported in Canterbury West Coast

| **Last year** | **This year** |
| --- | --- |
| Last year **831** | This year **688** |
| <17 years of age **348** | <17 years of age **314** |
| 17-65 years of age: **448** | 17-65 years of age **343** |
| Māori: **98** | Māori **84** |
| Pasifika: **20** | Pasifika **14** |

Mahi kirimana

## Branch contract performance

| **Hours last year** | Hours this year |
| --- | --- |
| **40,697** Whaikaha - Ministry of Disabled People | **48,056** Whaikaha - Ministry of Disabled People |
| **6,645** Ministry of Social Development | **6,505** Ministry of Social Development |
| **664** Oranga Tamariki | **9,380** Oranga Tamariki |
| **5,912** Ministry of Education | **6,104** Ministry of Education |
| **1,188** ACC | **1,831** ACC |
| **11,652** Other (Individuals or non-Ministry) | **7,876** Other (Individuals or non-Ministry) |

Te poipoi i te tapatahinga o ngā hapori

## Building inclusive communities

| **Last year** | This year |
| --- | --- |
| **1,096** total number of branch members | **1,095** total number of branch members |
| **5,496** Mobility Parking permits issued | **6,678:** Mobility Parking permits issued |
| **20,040** people using Mobility Parking Scheme | **21,821** people using Mobility Parking Scheme |
| **5** education or training sessions provided | **1** education or training sessions provided |
| **0** local council submissions made | **7** local council submissions made |

# Financial summary For the year ended 30 June 2023

## Revenue

* Government contracts: 65%
* Other revenue: 1%
* Investments: 12%
* Bequests: 5%
* Other contracts and grants: 6%
* Funds raised by CCS DA: 11%

Rounded to nearest percentage point

## Expenditure

* Staff costs including training & development: 65%
* IT: 4%
* Property including furniture, fittings & equipment: 4%
* Travel and accommodation: 2%
* Programme costs: 16%
* Other costs: 8%
* Depreciation: 1%
* Grants paid: 0%

Rounded to nearest percentage point

## Summarised statement of comprehensive revenue and expense

|  | **2023 $000's** | **2022 $000's** |
| --- | --- | --- |
| The operating revenue was | 6,483 | 5,877 |
| The expenditure was | 6,529 | 6,127 |
| **Operating surplus/(deficit) before bequests, gains on investments and gains on sale of assets** | **(46)** | **(250)** |
| Bequests received | 370 | 138 |
| Less social innovation fund contribution | (18) | (7) |
| Grants received/(paid) | 5 | 27 |
| Realised gain/(loss) on sale of fixed assets | – | 16 |
| Realised and unrealised gain/(loss) on investments | 443 | (1,056) |
| Other comprehensive revenue and expense | – | – |
| **TOTAL COMPREHENSIVE REVENUE AND EXPENSE** | **749** | **(1,132)** |

## Summarised statement of changes in equity

|  | **2023 $000's** | **2022 $000's** |
| --- | --- | --- |
| Opening society funds as at 1 July | 15,670 | 16,802 |
| Total comprehensive revenue and expense | 749 | (1,132) |
| **Closing Balance as at 30 June** | **16,419** | **15,670** |

## Summarised statement of financial position

|  | **2023 $000's** | **2022 $000's** |
| --- | --- | --- |
| Current assets | 2,681 | 2,312 |
| Non-current assets | 15,271 | 14,677 |
| **Total assets** | **17,952** | **16,989** |
| Current liabilities | 1,533 | 1,319 |
| Non-current liabilities | – | – |
| **Total liabilities** | **1,533** | **1,319** |
| **Net assets** | **16,419** | **15,670** |
| **Represented by: Society funds** | **16,419** | **15,670** |

## Summarised statement of cash flows

|  | **2023 $000's** | **2022 $000's** |
| --- | --- | --- |
| Cash flows from operating activities | 327 | 36 |
| Cash flows from investing activities | (54) | (341) |
| Cash flows from financing activities | – | – |
| Operating cash and bank balances | 381 | 686 |
| **Total cash and bank balances** | **654** | **381** |

## Notes to the financial summary of CCS Disability Action Canterbury

## West Coast Incorporated

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

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

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

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

Copies of these are available from the Society. This summary has been authorised by Janine Hoete-Thornton, general manager Central region on 3 November 2023 and has not been audited.

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

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

**Richard Buchanan**General manager

**Andrew Kidd**Chair, local executive committee

Ō mātou kaitautoko

# Our supporters

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

## Government and other agencies

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

## Major donor

* Maurice & Sue Collins
* D Hogan
* Bridget Mather
* Bernie Pope
* The Easy Gardening Disability Charitable Trust

## Trusts and foundations

* Aotearoa Gaming Trust
* Braided Rivers Community Trust
* E L & J B Sanderson Cerebral Palsy Trust
* Frozen Funds Charitable Trust Canterbury & West Coast
* H E Fairey Trust
* Kiwi Gaming Foundation
* Mainland Foundation
* NZ Community Trust
* One Foundation
* Pub Charity
* Rano Community Trust
* The Lion Foundation
* West Coast Community Trust

## Bequests

* Estate of Albert James Hern
* Estate of Derrick James Osborne
* Estate of Freda Lorde
* Estate H T Adams
* Estate of K L Rutherford
* Estate of Marion Green
* Estate of Valerie Isabelle Mackay
* Estate of W E S Boyd
* Alfonso & Enid Weaver Charitable Foundation
* The Arthur & Agnes Thomas Perpetual Trust
* Ena M Gillespie Estate
* Huntley Charitable Trust
* J & E Walsh Trust
* The Jack Roud Trust Fund
* McNeill Charitable Fund

## Patron

* Ben Lucas

### Donations received

Last year: **527**

This year: **484**

Whakapā mai

## Get in touch

**Christchurch**

Phone: (03) 365 5661 or 0800 227 2255

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Post: PO Box 1506, Christchurch 8140

Email: [**Canterbury@ccsDisabilityAction.org.nz**](mailto:Canterbury@ccsDisabilityAction.org.nz)

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Email: [**Greymouth@ccsDisabilityAction.org.nz**](mailto:Greymouth@ccsDisabilityAction.org.nz)

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Instagram: @ccsdisabilityaction

LinkedIn:  
[**http://nz.linkedin.com/company/ccs-disability-action**](http://nz.linkedin.com/company/ccs-disability-action)

Website: [**www.ccsDisabilityAction.org.nz**](http://www.ccsDisabilityAction.org.nz)

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