

Petersgate Trust Annual Report 2011



Prepared May 2011

Chairperson's Report

This year past has been challenging and upsetting for people throughout our community. Petersgate has been placed under some significant pressures and hopefully the way our organisation has responded to the challenges has had a positive effect on those involved in their own particular way with us.

Earthquakes are upsetting and in some cases terrifying events. We each respond in our own way and try to deal logically with something so large in our lives. All of us are affected in some way or other.

Petersgate's doors remained open to those who needed help and we were grateful to be offered governmental assistance to provide counselling support for those who sought it. This appears to be an ongoing issue and Petersgate will continue to help its clients where it can.

Elsewhere in these reports you will see the detail of what happens in this place. I want to place on record the Board's heartfelt thanks to all those who have helped us for another year.

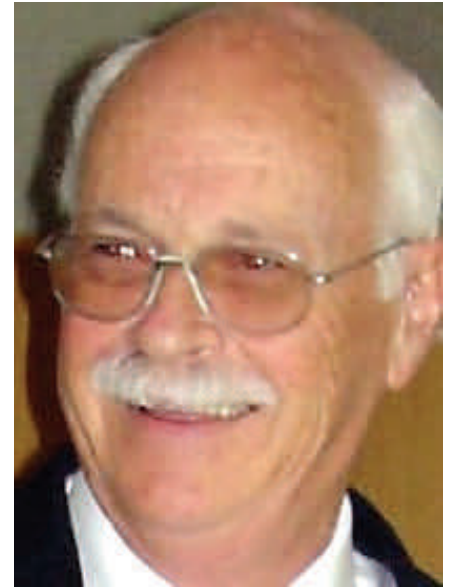
A significant amount of time and effort both at Board and Administrative levels has been focussed on progressing our building programme. Our fundraising target of \$300,000.00 had reached the amount of \$180,000.00 by the end of our year. Significant contributions were received from Rotary Clubs, St Marks Presbyterian Church, LB

Miller Charitable Trust and Keith Laugesen Charitable Trust. A steady stream of donations throughout the year ensured our "thermometer" kept rising.

Regretfully with the earthquake in September processing of plans through to Council Consent was held up. Unfortunately the Board had to terminate the services of the Architectural Draughtsperson in February 2011 and retain a new contractor. We believe that with this change our extension and refurbishment programme could be completed in 2011.

Petersgate's financial situation for 2010 regretfully recorded a loss. To ensure we provide the best service possible for our clients meant we decided to enhance the contract payments to our counsellors. This ensured we could give our counsellors some better recognition of the work they do for Petersgate. The Board understood when this decision was made it could result in a deficit for the year.

A number of things happen that make Petersgate what it is and I would direct you to the reports which make up the rest of this document. In past years we have quantified a dollar amount saved by utilising volunteers in our office. Our treasurer, Paul Dawson, has taken the analysis a little further and provided us with additional data demonstrating what other areas provide "subsidies".



Finally I want to commend our Counselling Team under the capable and dedicated leadership of Struan and the senior counsellors, the Volunteers under the guidance of Denis Warren – Manager and Susan Higgins - Administrator and my fellow Board Members. We look forward to a challenging and successful 2011.

Dick Clayton

Director's Report

This is the fourteenth time I have written a Director's annual report for the Petersgate AGM. I am writing it in 2011, to talk about 2010 in hindsight. As I write this, we have four fewer counsellors than at the beginning of the year, and we have 25% fewer people coming to counselling. Our waiting list is at an all-time low, and for the first time in memory I have to say that we are not busy. The earthquakes have changed everything, and it is really hard to anticipate future trends.

But, back now to 2010. Up until the September quake we were having a record year – averaging over six new clients each day. We had a very strong and efficient counselling team, and were able as usual to report some amazing results in our work with clients. Our 27 counsellors were reduced in number by the end of the year with the resignation of Tonia Denize, Jackie van Litsenburg, Lorraine Green, Karen Thompson, Dinah Kohner and Ramon York. They all worked well, and we were sad to see them go, as they moved to new opportunities in the community. At the end of the year, we welcomed Carmen Hazlett to the team.

Prof Bob Manthei conducted a clinical audit during the year, and I hope that you all have an opportunity to look more closely at his work, as it tells a story of excellence in counselling of which we are very proud.

It also tells us that we have things which we can improve, and these will be addressed this year as we seek higher standards of professionalism. I wish to acknowledge the work which Bob has done. His contribution to Petersgate over the years has been very important. Thank you.

I want to thank everyone in our team for making Petersgate one of the premier agencies in Christchurch: The Trust Board, with special mention to the enthusiasm and leadership of Dick Clayton. The supporting parishes, with special mention of the generosity of effort which St Mark's put into their fundraising efforts on our behalf. Our administrative staff who have given so much over the years – with special mention to our team of volunteers, and to Susan and Denis who work so conscientiously to make the wheels of Petersgate turn. Our clinical team work as a family to provide counselling with

kindness and warmth. Thank you to these people, too – with special mention of the loyal support of the senior team: Margie, Priscilla and Mary.

We have largely resolved frustrating delays in the production of working drawings for our new building. Those old problems have been replaced by new earthquake issues which could delay the project even further. However, our resolve to provide a new and improved workplace is undiminished, and it would be good to believe that the project will be completed next year. So – in hindsight – it was a great year – made incredibly difficult and complicated by the earth-quakes. We will now face new challenges and new opportunities, which I expect the team to be able to meet with the same flare and vigour which has served us so well in the past. I hope that this time next year I will be able to report a successful resolution of these things.

Struan Duthie



Manager's Report

The 2010 year was memorable for the record number of counselling interviews conducted by our counsellors and the major earthquake that hit the region in September. Clearly we had planned for the demand for our counselling services and we were able to meet the needs of our clients.

We had no way of knowing we were going to be subjected to a violent earthquake in the wee small hours of 4 September, followed by hundreds of aftershocks. Fortunately all our staff and volunteers escaped personal injury; however many had damage to their homes and varying amounts of loss of personal possessions. Our premises were largely undamaged and we were able to continue providing services without significant interruption.

The devastating earthquake on 22 February impacted on our staff and we had a small number of counsellors not able to function at full capacity because of personal injury, destruction of, or severe damage to homes, and personal trauma that affected us all in different ways. We recruited experienced counsellors to supplement our counselling team in the period following the February 'quake; that way we were able to continue providing trauma counselling for our clients. Our counsellors conducted a record 7,983 interviews during 2010, with 1,461 new clients and many returning clients.

Regrettably we didn't make as much progress with our plans

to improve our counselling premises as we would have liked. However, our new architect is close to finalising drawings and specifications for building consent.

It is a real pleasure to welcome Paul Dawson as our new Honorary Treasurer. Paul has already made an impact with his wise counsel on financial matters.

The generous individuals and trusts who have supported our Building Development Appeal to the tune of \$177,000 to December 2010 have been incredibly patient and we thank you for that and for your support. Special thanks to the many individuals, including the Friends of Petersgate, who have donated and to St Marks Presbyterian Parish for extremely generous support, the Rotary Clubs of Riccarton and Avonhead who have donated very generously, the Keith Laugesen Charitable Trust, the Jones Foundation, the LB Miller Charitable Trust, the Bishop of Christchurch's Mission Fund, the Methodist Women's Fellowship, the St Marks Charitable Trust and to the many people who purchased the Bob Lowe CDs.

The 22 February earthquake caused an unavoidable delay in the preparation of the 2010 Annual Accounts and the audit has just been completed. The financial result for the 2010 year is a deficit of \$17,735 which includes the write off of \$4,374 on our investments in the Canterbury Mortgage Trust. Income from all sources,



including for the Building Fund, was \$531,890 with \$333,824 coming from Client Fees at an average of \$41.82 compared with \$38.98 in 2009. The cost of providing a counselling session increased from \$55.16 in 2009 to \$59.34 in 2010.

A small increase was applied to the fee scale from October to recover the increase in GST and other costs. The minimum fee is still an affordable \$21.00 for those whose household income is under \$20,000.

The income we received from Grants & Donations was an incredibly generous \$135,657 including \$71,507 for our Building Development Appeal. We wish to acknowledge the hugely important and very much appreciated support we received towards meeting our operating costs from The Canterbury Community Trust \$25,000, New Zealand Lottery Grants Board \$25,000, Christchurch City Council \$5,000, Community Organisation Grants Scheme \$3,000, Christchurch Casino Charitable Trust \$2,000, and the Association of Anglican Women \$1,000.

To the wonderfully supportive Friends of Petersgate who

donated \$9,969 we say a special thank you. We truly value the support you give us; it is sincerely appreciated.

The six Parishes who contribute both governance and financial assistance have again been generous in their financial support with donations totalling \$32,155. At times of severe financial pressure it is humbling to be the recipients of such generosity.

Administrator's Report

In terms of lack of progress with our building redevelopment plans, 2010 was a frustrating year. However, within the office environment, it was definitely business as usual. There are moments when the office resembles a railway station and the prospect of a larger space when the building redevelopment does come to fruition will be very much welcomed. The momentum has continued with the number of clients seen by counsellors; this number continuing to grow each year. It is so heart-warming to see the counsellors often putting themselves out, going the extra mile and showing true compassion to meet the needs of those clients requiring urgent support.

Our volunteers continue to do a sterling job and it is a pleasure to have Paula Stevens, Marie Coleman and Mara Abrams join our team of committed office helpers. A pinboard in the office displaying photos of all our volunteers has been very well received by counsellors, clients and the volunteers, who

That amazing group of more than 20 office volunteers have again provided a friendly, welcoming reception service for our clients. They have assisted our counsellors with administrative tasks and kept the office environment functioning efficiently. We will never take for granted the vitally important role you play at Petersgate.

Sincere thanks to Struan Duthie (Director), Susan

frequently do not have the opportunity to get to know each other. It continues to be a pleasure for me to feel such a pivotal part of the day-to-day office happenings and witness your commitment and loyalty to Petersgate. Thank you all for everything you do – collectively you bring a sense of warmth and comfort to our centre which I am sure is lacking in many other similar organisations. I would like to especially acknowledge Elizabeth Cant's contribution for the flexibility she offers, often filling in at short notice, keeping our waiting list pages typed up and actioning the phone messages received during the Christmas closure.

The clinical audit undertaken by Bob Manthei in the latter part of the year was a very worthwhile exercise. While we can all admit that completing additional paperwork is time-consuming and something we dread, the end result of Petersgate being acknowledged as a reputable and efficient counselling centre is something we can all be proud of. Struan should be

Higgins (Administrator), Marilyn Dempster (banking), Rosie Hancock (computers and IT adviser), Bruce Williams (Honorary Accountant), and Ian Bell (Honorary Auditor).

Finally my thanks to Dick Clayton (Chairperson), Paul Dawson (Honorary Treasurer) and the Trustees for their support and the work they do.

Denis Warren

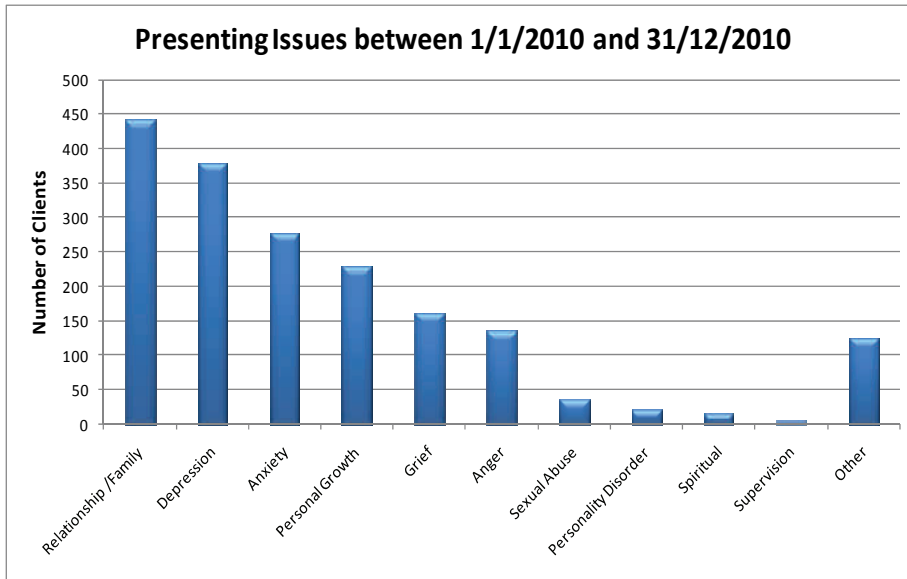


especially proud of this result – you are the absolute heart and soul of Petersgate, inspire us all and are a wonderful leader. Struan and Denis: I enjoy working alongside you both and thank you for your support and encouragement.

The earthquakes in September and February have affected us all. Despite the devastation to our city and the upset to so many lives, Petersgate stands strong and we can look to the future knowing we are a constant support and place of comfort to so many people in their time of need.

Susan Higgins

Statistical Information

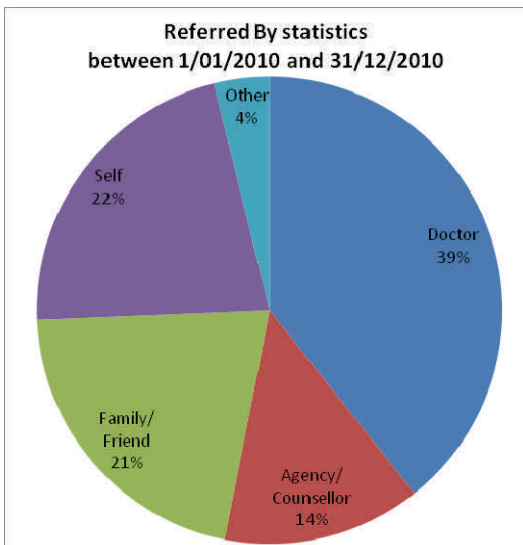
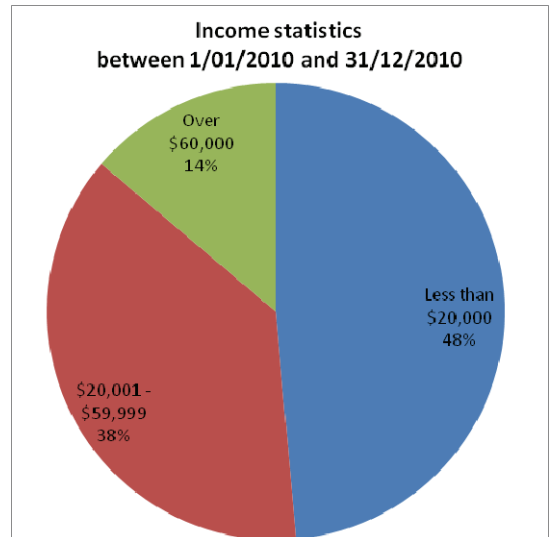


Presenting Issues

The issues for which clients sought counselling in 2010 were very similar to those in previous years. Relationships/family issues, depression, anxiety, personal growth and grief accounted for 82% of presenting issues.

Income

We continue to provide counselling to a large group of clients with very limited income. 48% of clients received an income of less than \$20,000 in 2010. This highlights the importance of Petersgate retaining the ability to subsidise fees for those on low incomes.

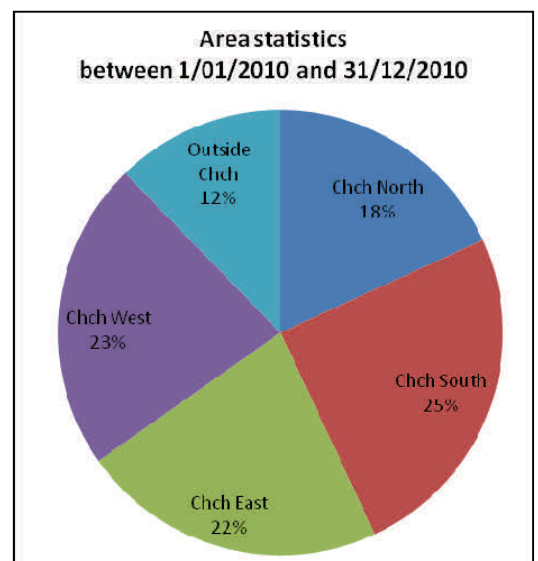


Referrals

Petersgate is well respected and supported by doctors and other health professionals. In 2010, 53% of our referrals were from doctors or other agencies/counsellors.

Area

Our clients came from all over Christchurch and the surrounding districts. There was a fairly even spread of clients from the north, south, east and west of Christchurch, while 12% came from outside Christchurch, which highlights the fact that our services are meeting a metropolitan-wide need throughout the region.



Treasurer's Report 2010

I have pleasure in presenting the Annual Financial Report for the year ended 31 December 2010.

Income and expenditure have both increased over the past year and the deficit of 17k is mainly due to reduced fees received for counselling services based on what was budgeted, but in terms of a comparison to last year is due to income increasing at a lower

rate than what expenses have done. Having said this I think the management team, counsellors and volunteers are doing an amazing job of keeping operating costs to a minimum.

In terms of the Financial Position the Trust is still in a healthy position although the general reserve has fallen from covering 5.5 months of operating costs in 2009 to 3.9

months in 2010. This is of concern to the Board and will have to be carefully monitored especially given the tough financial environment that the Trust is operating in at present.

I have completed some further analysis of the financial results which provide some additional information as to the activities of the Trust.

The main thing that I wanted to point out from this analysis is the value of the discount provided to the community by Petersgate Trust. \$382,180 in 2009 and \$404,604 in 2010. This is a massive contribution and in future I would like to be able to provide a further breakdown of how this discount is provided. Things that do contribute to this figure, and estimated figures where possible, are:

- Counsellor fees (significantly lower than market rates)
- Volunteer labour (45,000 – 60,000)
- Reduced operating costs (50,000 – 100,000)
- Donations and Grants (106,000)

Petersgate Trust			
Year ending 31 December 2010			
Financial Analysis			
	Change	2010	2009
Client Fees Received	14%	333,824	292,010
Donations for operating activities	5%	106,276	101,433
Investment Income	16%	15,589	13,463
Total Income for Operating Activities	12%	455,689	406,906
Counselling Fees	19%	334,319	281,562
Other Operating Costs	12%	139,425	124,215
Operating Expenses	17%	473,744	405,777
Operating Surplus/(Deficit)	(19,184)	(18,055)	1,129
Client Sessions	7%	7,983	7,491
Average Fee	7%	41.82	38.98
Full fee	3%	92.50	90.00
Market value of services provided	10%	738,428	674,190
Discount provided to community	6%	404,604	382,180

One challenge for the Board and Management of Petersgate is in assessing what level of discount can be provided based on the resources available and ensuring that the Trust is operating within its means.

Given the conditions that the Trust is operating in it is prudent to closely monitor the

financial health of the Trust so that it can continue to provide the outstanding service that it does.

On a personal note, it has been an absolute pleasure to have joined the Board of Trustees and to be involved in an organisation which does such an amazing job for the

community, to the extent of saving lives. I would like to thank the Trustees for the warm welcome of me and want to pass on my gratitude to Denis, Susan, Bruce Williams and Ian Bell in the preparation of the audited financial statements.

Paul Dawson, Treasurer

Financial Performance

Income was received from	2010	2009
Counselling Fees	333,824	292,010
Grants & Donations	64,150	61,140
Parish Contributions	32,155	32,213
Friends of Petersgate	9,969	11,227
Bequest Estate John Dean	-	21,397
Investment and Sundry Income	20,285	13,463
Building Development Donations	<u>71,507</u>	<u>25,858</u>
Total Income	531,890	457,308
Expenditure		
Counsellors' Wages & Support	334,319	281,562
Advertising & Promotion	7,464	5,908
Occupancy Costs	44,211	42,332
Administration	80,998	75,975
Depreciation	6,752	7,413
Investment Writeoff	4,374	-
Transfer to Building Development Reserve	<u>71,507</u>	<u>50,402</u>
Total Expenditure	549,625	463,592
Surplus/(Deficit) of Income over Expenditure	(17,735)	(6,284)

Grants and Donations

	2010	2009
The Canterbury Community Trust	25,000	25,000
NZ Lottery Grants Board	25,000	26,000
Community Organisations Grants Scheme	3,000	-
United Way	-	3,250
Christchurch City Council	5,000	2,000
Christchurch Casinos Charitable Trust	2,000	3,000
William Toomey Charitable Trust	-	1,000
St Peters & St Lukes Parish	20,000	22,453
St Marks Parish	5,500	3,000
Hornby-Riccarton Methodist Parish	2,255	1,160
Our Lady of Victories Parish	1,200	2,000
St Ninians Parish	1,200	1,200
St Barnabas Parish	2,000	2,400
Association of Anglican Women	1,000	-
General Donations	3,150	890
Building Development Fundraising	<u>71,507</u>	<u>25,858</u>
	167,812	119,211

Financial Position

Equity	2010	2009
General Funds	167,213	184,948
Building Development Reserve	167,909	96,401
Asset Replacement Reserve	<u>3,000</u>	<u>3,000</u>
Total Equity	<u>338,122</u>	<u>284,349</u>

This is represented by:

Current Assets

Westpac Bank	6,631	707
Cash on Hand	200	100
Prepayments	200	178
Building Development in Progress	16,258	8,082
Accounts Receivable	<u>13,455</u>	<u>-</u>
	36,744	9,067

Less Current Liabilities

Westpac Bank	-	-
Accounts Payable	<u>49,807</u>	<u>38,544</u>
	<u>49,807</u>	<u>38,544</u>

Net Current Assets (13,063) (29,477)

Non-Current Assets

Investments

Westpac Bank	62,173	
Westpac Bank	52,260	50,000
Westpac Bank	151,922	113,307
Marac Finance	60,000	60,000
South Canterbury Finance	-	51,271
Canterbury Mortgage Trust	<u>3,477</u>	<u>11,490</u>
	329,832	286,068

Tangible Assets

Leasehold Building Alterations	15,005	19,733
Plant & Equipment	5,973	7,599
Library	<u>375</u>	<u>426</u>
	21,353	27,758

Net Non-Current Assets 351,185 313,826

NET ASSETS 338,122 284,349

**PETERSGATE TRUST
AUDIT REPORT ON FINANCIAL STATEMENTS
FOR TWELVE MONTHS TO 31 DECEMBER 2010**

To: The Trustees, Petersgate Trust.

I have audited the financial statements on pages 1 – 8 attached. The financial statements provide information about the past financial performance of The Petersgate Trust and its financial position as at 31 December 2010. This information is stated in accordance with the accounting policies set out on pages 5 to 8 attached.

TRUSTEES' RESPONSIBILITIES

The trustees are responsible for the preparation and presentation of the financial statements which fairly reflect the financial position of The Petersgate Trust as at 31 December 2010 and its financial performance for the year ended 31 December 2010.

AUDITOR'S RESPONSIBILITIES

It is my responsibility to express an independent opinion on the financial statements presented by the Trustees and report my opinion to you.

BASIS OF OPINION

An audit includes examining, on a test basis, evidence relevant to the amounts and disclosures in the financial statements. It also includes assessing

- The significant estimates and judgements made by the Trustees in the preparation of the financial statements, and
- Whether the accounting policies are appropriate to the Petersgate Trust's circumstances, consistently applied and adequately disclosed.

I conducted my audit in accordance with generally accepted auditing standards in New Zealand. I planned and performed my audit so as to obtain all the information and explanations which I considered necessary. I obtained sufficient evidence to give reasonable assurance that the financial statements are free from material mis-statements. In forming my opinion, I also evaluated the overall adequacy of the presentation of information in the financial statements.

Other than in my capacity as auditor, I have no relationship with or interests in the Trust.

OPINION

In my opinion, the financial statements fairly reflect the results of operations for the twelve months ended 31 December 2010. In my opinion, the financial statements attached fairly reflect the financial position of The Petersgate Trust as at 31 December 2010. My audit report was completed on 22 May 2011 and my opinion is expressed as at that date.



I J BELL
CHARTERED ACCOUNTANT, CHRISTCHURCH

The Petersgate Team

Counsellors

All our counsellors have full MNZAC (New Zealand Association of Counsellors) membership or are working towards it through courses of study and placements with appropriate service providers. They have all gone through a rigorous selection process that demands a high level of competency before they join the team. All counsellors receive professional supervision and are required to participate in our fortnightly in-house development programme. Our counsellors come from a wide variety of backgrounds and bring an enormous wealth of life experience to the work that we do.

Struan Duthie	Director, MEd (Counselling), BA, LTh, Dip.Pub.Spkg. (NZ), DipEd, MNZAC
Margie Phillips	Senior Counsellor, SRN, Cert. Counselling, MNZAC
Mary Whalan	Senior Counsellor, MEd. Counselling (Distinction), BA (English), Cert. Adult Teaching, Primary Cert. Cognitive Behaviour Therapy, MNZAC
Priscilla Brown	Senior Counsellor, Dip. Counselling, MNZAC
Anita Koziarski	Dip. Counselling, MNZAC
Annekatrien Verbraak	BA (Social Work), MSc (Psychology), MEd Counselling, MNZAC
Barbara Hayman	Dip. Counselling, MNZAC
Carmen Hazlett	
Christine Frost	Dip. Counselling, MNZCCA
Darren Cuskelly	BA Social Science, Dip. Gestalt Therapy, Dip. Social Science, MNZAC, MGANZ
David Cartwright	PhD (Education Psychology), Dip. Counselling, BEng (Electronics/Computing)
Di Ellis	European Dip. Counselling, MNZAC, Member of BACP
Fumiko Wakeham	Dip. Counselling, MNZAC
Gerda de Kleyne	Dip. Counselling, MNZAC
Ivan Jones	BA (Sociology), LTh, Dip. Ed, Dip. Psych, Adv Dip. Teaching
Jacqueline Scott	Dip. Gestalt Therapy, MNZAC
Karey Meisner	BA (Psych & Criminology), MEd Counselling (Distinction), MNZAC, CCA(Cdn)
Lindy Elliot	Dip. Gestalt Therapy, PBANZ, MGANZ, RGON
Martin Dorahy	D.Clin Psych, PhD
Sophie Toutain	BA, Dip. Int Com
Sue Molloy	MEd (Counselling), Dip. Teaching, Cert. TESOL

Board of Trustees

Dick Clayton (Chairperson)	Neville Ross
Paul Dawson (Hon. Treasurer)	Lindsay Stowell
Barrie Greenwood	Kip Powell
David Kent	
Judi Miller	
Margaret Brosnan-Hempseed	

Management & Administration

Struan Duthie, Director
Denis Warren, Manager
Susan Higgins, Administrator

Volunteers

Our team of 26 volunteers are the first point of contact for our clients when they arrive at Petersgate or call us on the telephone. We are indeed very fortunate to have such a dedicated and able group of people whose voluntary services are worth tens of thousands of dollars every year. Our volunteers include:

Ann Schrader	Fay Mangos	Jonnie Macdonald	Marilyn Dempster
Anne Bray	Heather Mitchell	Linda Cowan	Pam Keelty
Anne Wright	Helen Bishop	Louise Tillaart	Paula Stevens
David Howarth	Helen McDermott	Lynn Anderson	Ron Cormack
David & Margaret Kent	Ivan Marshall	Mara Abrams	Terry Perkins
Dianne Parry	Jan Stewart	Marie Coleman	
Elizabeth Cant	Jean Prest	Marie Irvine	

Our Supporters

We are fortunate to have the support of the following organisations and grant funding bodies. We'd like to thank them for their support. They include:

The Canterbury Community Trust
NZ Lottery Grants Board
Christchurch Casinos Charitable Trust
Christchurch City Council
William Toomey Charitable Trust
Friends of Petersgate
Keith Laugeson Charitable Trust
Jones Foundation
LB Miller Charitable Trust
Rotary Club of Riccarton
Rotary Club of Avonhead

St Peters Anglican Parish
St Marks Presbyterian Parish
Hornby Riccarton Methodist Parish
Our Lady of Victories Catholic Parish
St Barnabas Anglican Parish
St Ninians Presbyterian Parish
Association of Anglican Women
Methodist Church
Methodist Women's Fellowship
Bishop of Christchurch's Mission Fund

About Petersgate

The Petersgate Trust governs the Petersgate Counselling & Education Centre in Christchurch. The main goal of Petersgate is to provide affordable, non-psychiatric, generic counselling and group work services to the Christchurch and Canterbury communities. Although supported by mainline Christian churches, Petersgate maintains a professional secular stance and counsellors come from an ecumenical background. Founded in 1996, Petersgate has grown from an idea into a highly successful and respected counselling service that respects the needs of everyone who uses its services, regardless of their creed, culture or socio-economic background.



**PETERSGATE
DEVELOPMENT
APPEAL**

Raising funds
to develop our
premises to meet
the counselling
needs of the
Community

**HELP US TO
HELP YOU!**

Ph 343 3391
www.petersgate.org.nz

PETERSGATE

The poster features a thermometer on the left with a scale from \$50,000 to \$300,000. The red liquid in the thermometer reaches the \$200,000 mark. The background is light blue with a sunburst effect behind the text.

The Petersgate Trust

Affordable, professional counselling

DIRECTORY

AS AT 31 DECEMBER 2010

Nature of Business: Charitable Trust
Registered No. CC21784

Address: 29 Yaldhurst Road
P O Box 6088
Christchurch 8442

Contact: Phone (03) 343-3391
Fax (03) 343-2934
Email: director@petersgate.org.nz
Website: www.petersgate.org.nz

Accountants: Williams Accountants
105 Gasson Street
Christchurch

Treasurer: Paul Dawson

Bankers: Westpac, Upper Riccarton

GST: 65-099-772