

Annual Report

2022 - 2023



We helped

14,917

young people throughout Aotearoa
up from 13,985 young people last year

We managed

260,000

contacts through our Helpline
hubs nationwide
up from 228,336 last year



Helpline

We supported

11,356

clients through our Helpline
up from 10,755 last year

78%

of the Helpline is delivered
by trained volunteers.

Helpline incidents* have increased by

65.5%

in the last three years.

25%

of trained volunteers
are young people.

4%

of clients required
external intervention.

42%

of texts related to suicide risk,
self-harm, anxiety or depression.

For **34** weeks

this year, suicide risk was the top
presenting issue over text.

23%

of texts related to suicide risk.

* An incident report is created any time a Youthline Helpline volunteer or staff member has a conversation over a call, text, webchat or email with a client who is presenting around one or more of the following i) any care and protection risk (this includes physical abuse and sexual abuse), ii) any level suicide presentation, iii) Medium to high self-harm risk.

Counselling

11,930

counselling sessions were provided across Auckland.

53%

of clients self-referred.

9%

of clients were Māori

8.7%

were Pasifika

Youthline supported

944

clients across the region and 83 clients outside of Auckland.

10%

of clients identified as rainbow.

16%

were Asian.

There was a

10%

increase in suicide risk in our counselling service.

Depression

was the top presenting issue.



Youth Development

More than

2,900

young people were supported through our mentoring and youth development programmes.

up from 2,057 last year

39.7%

of the young people who participated were Māori

28.6%

were Pasifika

6.2%

were Asian.

We provided

1,877

mentoring sessions to young people.

We were active in

45

schools across the region.

People and Place

11%

of current staff identify as Māori

26%

Pasifika

8%

Asian

25%

identify as rainbow.

Over

96

groups used our Youthline Centres in Auckland.

Volunteer Pathway

Volunteers contributed

11,365

hours to the Helpline nationally this year.

There are

94

volunteer Helpline Counsellors in Auckland.

We delivered **64**

training programmes for our volunteers in Personal Development, Basic Youth and Community Counselling, Transition and Supervision.

Contents



Statistics	ii
Our Purpose, Vision, Values and Pillars	2
CEO Kōrero	3
Board Co-Chairs Kōrero	5
Kaumātua Kōrero	6
Trust Board	7
Senior Leadership Team	8
Youth Advisory Committee	10
Key Milestones	12
Pathways – Rishi Sund	14
Pathways – Katarina Gordon	16
Pathways – Hannah McHugh	18
Pathways – Steph Oborn	19
Scholarships	20
Our Principal Partner	21
Thank You To Our Dedicated Team	23
Our Valued Supporters	24
Appendix – Financial Statements	26

Our Purpose

Kaupapa

To strengthen hauora through youth voice and youth choice.

Youthline utilises Te Whare Tapa Wha na Sir Mason Durie as its primary model of hauora/ wellbeing. Hauora means health and wellbeing – what you need to be vital and alive. Hauora has a wide and holistic meaning in Te Ao Māori.

Our Vision

Moemoeā

Young people are empowered within their communities.

Youthline considers empowered to mean young people have confidence and agency to live the life they want to live. Young people have the resources within them and our role is to meet young people where they are and walk alongside them, supporting their journey of empowerment.

Our Values

Mātāpono



Manaakitanga

Care & Respect

Youthline will uphold the Mana (agency, autonomy and aspirations), and the Tapu (sanctity and boundaries) of all who we meet.



Whanaungatanga

Connection & Community

Youthline will protect and enhance the spirit of collaboration and interdependence, through knowledge of and connections to self, others, community, place and Te Ao Tūroa (universe).



Kotahitanga

Unity in Diversity

Youthline will enhance and enrich its performance by honouring and harmonising the distinct perspectives and backgrounds in our Team and wider community.



Aroha. Tika. Pono.

Compassion. Accountability. Integrity.

Youthline will achieve ethical practice at every level, by applying compassion to, taking responsibility for, and being genuine in all its actions.

Our Pillars

Pou



Connect

Connecting young people to themselves, their passions, communities and each other to build their sense of self-esteem, agency and purpose. Holding space for connection, collaboration and community building.



Support

Providing a safe place for young people to turn to when they need to. Supporting young people to deal with the hard stuff, to stabilise and reach safety.



Empower

Empowering young people to believe in themselves and to live a life that they choose. Believing in young people, recognising their strengths and inspiring hope.



Advocate

Advocating for youth focus, youth voice and youth choice and providing leadership to ensure young people are prioritised and invested in. Recognising and addressing inequities and upholding safety.

CEO Kōrero

I have had the privilege, challenge and opportunity to lead Youthline as its Chief Executive Officer for five years. In some of their toughest moments, young people trust us. I have made it my mission to make sure we are worthy of that trust.

To understand some of what drives me, my father, who brought my sisters and I up, died of cancer when I was 23. He was a significant anchor in my life, the person I thought was always going to be there. The aftermath of his death was devastating and took me on a distressing and at times, dark journey. I swung between feeling pain to numbness. When I turned 24 I finally asked for help and got some counselling. It changed my life.

I am happy that I have seen good support do the same for the many young people who have been brave enough to reach out to Youthline when they have been going through tough times.

Every day I work to show up as the person I needed when I was growing up, the person I want to be for others, and for myself. Facilitating the voices of those who have no voice, addressing inequities and ensuring support is available to those who need it. Part of that responsibility is acknowledging the world our young people are growing up in is not the same world I experienced as a young person. I am extremely proud that Youthline's new strategic direction firmly centres around youth voice and youth choice.

The establishment of our Youth Advisory Committee (YAC) is a huge point of pride for me over the past two years. The incredible young leaders who make up this group, many past or current Helpline volunteers (and some past Helpline clients), have provided invaluable advice and support to Youthline senior leadership and management, our Trust Board and the mental health sector. It is the insights, wisdom, challenges and appreciation of young people that keep me going and they have acted as a necessary anchor as we've navigated some of the most uniquely challenging years in recent global history.

Through the leadership of our new Pou Ārahi, Katarina Gordon and Kaumātua, John Marsden, we have committed to a multi-year overarching Māori development strategy and Action Plan "Te Ara Hou". Importantly, this commitment is about improving service delivery and health outcomes for Māori in a measurable way, it is (and must be) more than symbolism. Already this journey has been challenging and uncomfortable at times, which I believe means we are asking the right questions about how we need to change.

It has been a year of renewal as we've established significant new partnerships, created new programmes and invested in major projects and upgrades to ensure service and system sustainability.

I would like to extend a personal thank you to all our partners and in particular I would like to acknowledge our principal partner, ASB. Our first year working together has proven to hold benefits beyond what either organisation expected, and I cannot wait to see where the next year takes us with our new Leadership Connect programme in schools and Helpline 24/7 Overnight Expansion.

A special note of thanks - It has been a pleasure deepening our ongoing relationship with Graeme and Robyn Hart. With their support, in July we launched "Services Your Way" to bring more youth-focused, quality therapeutic support to more young kiwis across Aotearoa. This service is being comprehensively evaluated and we are looking forward to sharing the learnings with the mental health sector and wider community. Thank you Graeme and Robyn for your humility and generosity.



Thank you to all of my incredible colleagues in Tāmaki Makaurau Auckland and across Aotearoa. You keep me humble, motivated and connected.



After almost two decades we sadly said farewell to our partnership with Coca-Cola NZ. This iconic brand has been a tremendous partner to Youthline through multiple years of Coca-Cola Christmas in the Park, and the development and delivery of the well received youth leadership programme, Good2Great. The awesome team at Coca-Cola have been beyond supportive. I would like to especially thank Annette Chillingworth for her dedication, generosity and belief in our vision.

Since I started in this role five years ago, Julian Prior, Youthline Board Co-Chair, has been a steadfast mentor, advisor and support to me. More than ever this year I would like to make special mention of his commitment to this organisation. Julian, thank you so much for everything you have done for Youthline and for me in my role. Under your guidance and together with the wider Board we have been able to offer better services to more young people than ever before and help ensure we are fit for purpose for the future. Your impact on the wellbeing of young people in this country has been quiet and significant.

Thank you to all of my incredible colleagues in Tāmaki Makaurau Auckland and across Aotearoa. You keep me humble, motivated and connected.

At time of writing I have recently received a Kings Birthday Honour for services to youth over the past 29 years. I feel humbled and very grateful to all the people who have been a part of this journey.

Be who you needed. Aroha nui.

Shae Ronald, ONZM,
CEO | Tumu Rangatira, Youthline Auckland
Youthline National Coordinator and Spokeperson



Board Co-Chairs Kōrero

Since the launch of Youthline's new strategic direction in November 2021, it has been exciting to witness the many developments so clearly aligned to our strategic priorities.

Aronga Matua | Our Strategic Priorities

Strengthening hauora through youth voice and youth choice:

- Position Youthline as a youth focussed, accessible, culturally and clinically safe service for all young people.
- Demonstrate a practical commitment to Māori and Te Tiriti o Waitangi.
- Hold an equity focus on Pasifika, rainbow, Asian, migrant and refugee and young people with disabilities.
- Build internal and external relationships and spaces that spark and retain engagement with Youthline.
- Demonstrate Youthline's leadership in the youth mental health and development sectors (and wider society).
- Build a fit for purpose organisational infrastructure that supports and evidences Youthline's effectiveness and impact.
- Advocate for and develop a strategy to ensure Youthline's people and culture, financial and environmental sustainability.

The organisational commitment to strengthening hauora through youth voice and youth choice is clear. Young people are engaged at every level of the organisation and as a Board we have thoroughly enjoyed the presence of our Youth Advisory Committee in our meetings; the guidance and advice we have received has been pivotal. We are pleased to be able to share their wisdom and expertise with the wider youth mental health sector as well.

We would also like to acknowledge the progress made this year to improve the clinical and cultural practice of the organisation. The consolidation of our service delivery into one team with shared quality practices has raised the bar. Under the leadership of a single Service Delivery Operational Manager our youth development, Helpline and therapy programmes and services are benefitting from a unified approach with increased opportunity to learn from one another and ensure seamless client care from one service to another.

It has been especially exciting to see much-needed investments in our Helpline finally coming to fruition this year. Several significant projects are poised to be completed in the coming year which includes replacement of our aging Helpline technology infrastructure with new capability to respond directly to young people who reach out through social media. Simultaneously, with the support of ASB we are expanding our Helpline overnight service from crisis only to phone and text. These projects will be accompanied by an increase in supervisory staff, improving overall clinical safety for our volunteers, staff members and the young people they work with. These investments have been long held ambitions we have now been able to realise through the generous support of our partners and funders, namely Te Whatu Ora, Ministry of Justice, Rank Group, ASB and Datacom.

We are also pleased to announce the launch of our joint Youthline and ASB Leadership Connect programme in five Auckland schools with 96 participants. With ASB as our principal partner, this programme will strengthen the peers supporting peers ecosystem in schools and ensure more young people have smooth access to the services they need.

More than ever this year, our team have proven that the most important thing in the world is he tāngata, he tāngata, he tāngata. Once again Youthline staff have demonstrated tremendous resilience through growth and change while retaining



Whāia te huarahi o te tika me te pono kia whiwhi mai ngā mea āhuareka o te tēina me te tuākana.

their exemplary service and nature. As Auckland reeled in the wake of the cyclones and widespread flooding this summer, Youthline staff rallied to support young people and their families who were displaced and many of our team members made personal donations to support those affected.

This year also marks the end of a chapter for Youthline Auckland Central. Over the last year we have worked through a comprehensive process to consider our future in Tāmaki Makaurau property requirements relative to our services to young people and made the difficult decision to sell our premises at 13 Maidstone Street. The iconic “big blue building” in Ponsonby has been an important part of our history since the sale of the original Youthline House in Grafton in 1992. The building is now very old and requires significant work to be fit for our future purpose. We look forward to welcoming you to our new home at 2 Owens Road later in the year, the start of a new and exciting chapter for Youthline Auckland. It is exciting to bring our team and the young people we serve, together into a fresh new space!

Finally, on behalf of the entire Board of Trustees, we would like to offer our heartfelt thanks to Shae and her leadership team as well as the wider Youthline staff members and volunteers. It is a privilege governing Youthline. The passion you all have for your work is evident and your dedication is inspiring.

Julian Prior and Shelley Kopu,
Co-Chairs, Youthline Auckland Board of Trustees



Kaumātua Kōrero

E rau Rangatira mā tēnā tātou katoa. E ngā mate me ngā aituatanga haere atu rā ki te pō roa pōtiwhatiwha ki te pō auē.

As kaumātua of Te Ara Taiohi Whakatapua Kia Ora Ai Youthline it gives me immense pleasure to report my observations in recognising the excellent work undertaken by Youthline within the Auckland region but indeed the shared efforts in Aotearoa through its national Helpline.

Te Ara Hou (The New Path) Youthline’s Māori Development Strategy provides an invigorating roadmap for Youthline into the future through its cultural investments:

- Pou Tikanga Building cultural capability in the organisation
- Pou Hononga Building relationships with key Māori stakeholders
- Pou Whairawa Exploring sustainability opportunities
- Pou Whakatairanga Improving access for taiohi Māori

These Pou can be assimilated to reflect the values and emphasise the integrated approach of the Māori health model ‘Te Whare Tapa Whā.’ I am encouraged that Youthline has designed Te Ara Hou which expresses the importance of Culture and its influence on health outcomes for Māori.

I have observed the simple premise of Youthline, its day-to-day work with taiohi and am encouraged to be part of a team who work in synergy to achieve the absolute best outcomes. Their focus to me is about equitable opportunities in access, early intervention, and transformative changes for those involved in Youthline.

The work of Youthline is a gift to the community. Their integrative model is both valuing and supportive, generating tangible results in the lives of the taiohi and their communities. There is no doubt the Youthline team has a great deal to celebrate and be grateful for.

John Marsden, CNZM, QSO, JP
Kaumātua

Trust Board

Shelley Kopu (Co-Chair)

Te Atiawa (Taranaki/Whanganui-a-Tara).

As Principal of her law firm, Shelley has significant experience in employment law and is a renowned speaker on matters relative to the elevation of Māori. She holds directorships with Te Kotahitanga o Te Atiawa, New Plymouth Airport and Tui Ora and works in a voluntary capacity across her Māori and Pasifika communities. Shelley is Mama to three pēpi and wife to Ray (Vava'u, Tonga).

Maggie Winterstein

Maggie has a strong interest in social justice which is reflected in the work she does as a criminal defence lawyer and youth advocate. She has a passion for supporting young people and enhancing opportunities for their well-being, achievements and success. Maggie has strong ties to her culture and heritage and holds titles from her mother's village in Samoa. Maggie also sits on the Board of the Rise Up Academy, a small special character school in Mangere, and is the Presiding Member of Rangitoto College.

Kerry Gibson

Kerry Gibson is a Professor and clinical psychologist in the School of Psychology at the University of Auckland. She is a former president and a fellow of the New Zealand Psychological Society. Kerry is originally from South Africa but has called Aotearoa home for the past 19 years. She is passionate about including young people's voices in conversations about their mental health. Kerry has always been a fan of Youthline and was delighted to join the Board in 2021.

Julian Prior (Co-Chair)

Julian is a Partner and Chief Financial Officer of PricewaterhouseCoopers (PwC) New Zealand. He has significant finance, operations and governance experience gained through his role at PwC and through working with a wide range of companies and organisations across New Zealand, Asia Pacific and the UK.

Christian May

Christian is Group General Manager of Corporate Affairs at Fletcher Building, one of New Zealand's largest listed companies. Having grown up in Whangārei, he spent several years living and working overseas. As the father of three young children, Christian is a passionate advocate for youth mental health. He is proud to be a member of the Trust Board and to contribute to the incredible work the Youthline team does to support young people throughout Aotearoa.

Matthew Austin

Matt is a senior solicitor in the Employment Law team at Simpson Grierson. Matt is passionate about helping people and feels privileged to sit on Youthline's Board, as it provides a great opportunity to have a positive impact on the lives of young people in New Zealand.

Richard Jolly (Deputy Chair)

Richard started his career with Ernst & Whinney (now Ernst & Young) as an auditor, which included secondments in Sydney and Reading (UK). His first commercial role was as CFO with listed horticulture company Grocorp Pacific, before moving on to Moana Pacific Fisheries. Next he was CFO of listed investment company Hellaby Holdings for over 10 years, prior to its sale in 2017. He is currently a director of Sale Street Holdings. Areas of experience include capital restructuring, treasury, strategy, risk, M&A and governance. Richard has two children and resides on Waiheke Island.

Senior Leadership Team

Shae Ronald, CEO

Shae was appointed CEO in 2018. She practiced as a commercial, family and youth lawyer for 10 years before becoming the Youthline Coordinator in 2001 for two years. She returned to Youthline as the Business Systems and Development Manager in 2014 after working in mental health and human rights. She has over 25 years' experience in senior management roles encompassing youth and community development, mental health, human rights, relationship management, communications and project and contract management. Shae feels privileged to work for an organisation that aligns so well with her own values and advocates for and has a real heart for young people. She is passionate about making sure Youthline is available as a safe place for all young people to reach out to for support.

Megan Grimwood, Service Delivery Operational Manager

With a particular interest in youth mental health and addictions and health equity, Megan is drawn to roles which tackle health inequalities and address the social, cultural and geographical factors that impact hauora. With a broad academic background and experience across the public, private and NGO sector, Megan's career has taken her from frontline clinical roles through to quality improvement and strategic leadership. With a core philosophy strongly embedded to ensure she remains people centred in her approach, Megan feels Youthline's purpose and values align well to her own, supporting her to contribute to this important mahi.

Karen Vernon, General Manager, Business Operations

Karen's professional career has centered around sales, change management, business and HR strategy, and operations. Karen started an HR consultancy business in 2005 and as a member of the Australasian HR Coach Inc, she has provided consulting services to SMEs across New Zealand and Australia.

Karen has been a trusted partner to Youthline as its external HR Advisor since 2011, and in 2022, joined the Youthline whānau as GM Business Operations. With a keen interest in mental health and mental wellbeing, Karen continues to be captivated by the incredible and important mahi Youthline provides to youth in our community. Over the years, Karen's volunteer work has included, Lifeline counselling, Global Youth Foundation mentoring, Dingle Foundation (project k) mentoring, and a Youth Mentor for 7th formers in South Auckland High Schools through the small business association.

Jo Madsen, Clinical Manager

Jo started with Youthline when she was 18 years old as a Helpline volunteer and returned six years later when she moved back home to Auckland from Sydney. She has held multiple clinical and administration roles at Youthline for the last five years. Jo is a qualified counsellor with over 10 years' experience and is ACC ISSC registered. Jo feels deeply grateful for the support Youthline provided her as a young person which inspires her to support Youthline's work by bringing her clinical and management skills, knowledge and experience to the organisation's leadership.

Katarina Gordon (Ngāti Porou, Ngāti Kahungunu), Pou Ārahi

Along with her passion with supporting transformational and inter-generational change for our Mokopuna, Katarina's other specialist interests are suicide prevention, mental health, whānau violence, and more specifically Māori health, well-being and development. With an educational background in psychology and Māori development, along with professional experience within kaupapa Māori health services, government and mainstream health she strives to encourage and support change within communities and organisations to reach greater engagement, collaboration and health outcomes for Māori and all people of Aotearoa.

Elizabeth Maddison, Business Development Manager

Elizabeth is an experienced fundraiser, marketer and communication specialist, with more than eight years' experience working in the not-for-profit sector. She has worked for organisations focused on addressing a wide range of social issues including child health, homelessness, internet safety and international development. Youth mental health is a cause that is very close to Elizabeth's heart. She sees it as a privilege to be able to contribute to an organisation that has made such a positive impact in so many young people's lives.

Poppy Norman, EA to the CEO

Poppy has worked as an office manager, personal assistant, legal executive, administrator, policy advisor and events operations manager in a variety of fields including immigration, law, politics and Te Tiriti settlements. She joined Youthline in 2021 and feels privileged to be a part of an organisation doing such crucial work. Youthline's Mātāpono (values) align with her own which is very important to Poppy.

Kremena Markova, Business Operations Manager

Kremena is the newly appointed Business Operations Manager. She started her career in the year 2000 in a not-for-profit organisation in Bulgaria, her home country. She also volunteered for various charities throughout the years – The International Women's Club, Red Cross, UNICEF, local organisations for people with disabilities. In the past nine years her career and interest have taken her on a journey in the Healthcare sector in Aotearoa. Kremena's passion and focus is helping those in need and giving back to the community. Working for Youthline and being able to support vulnerable young people is a privilege for her.

John Nilsen, Finance and IT Manager

John is a chartered accountant who has worked extensively in the not-for-profit sector in both the UK and New Zealand. He spent nine years in the UK working for local government support services and returned to New Zealand in 2015 to reconnect with the kiwi lifestyle and whānau. Since then, he has worked in the charity sector helping to establish and develop financial systems, meet annual reporting requirements, and provide finance support.

Sue Plowman, Business Systems & Information Manager

Sue Plowman was appointed to the newly created Business Systems and Information Manager role in February 2022. Sue has worked in the not-for-profit sector for many years. Sue has held many advocacy roles including workers and disabled persons rights. In the past few years, she has moved into management roles. She is passionate about working for organisations that make a difference in the lives of the people they support and advocate for. Working for Youthline and supporting the mahi we do with young people, many of whom are facing huge challenges, is perfect for Sue.

Prachin Harakh, Finance Business Partnering Manager

Prachin has been working in the not-for-profit sector for the past four years. In his role, he actively looks to improve financial systems and processes, meet compliance and reporting requirements and be a trusted finance advisor to colleagues. Having worked in a similar values-based organisation, it's great to see the positive impact our work has on young people. Outside of work, he spends most of his weekends with his family.

We welcomed Kremena and Prachin who joined us after 31 March 2023

We farewelled John and Sue earlier this year, with heartfelt appreciation for their valuable contributions

Youth Advisory Committee (YAC)

Finnbar Dowdall

Finnbar is 23 years old and has had the privilege of being a member of the Youth Advisory Committee (YAC) since its inception two years ago. Finnbar began as a volunteer on the Helpline pathway and eventually transitioned to the Youth Advisory Committee. Finnbar is currently studying his Masters of Organisational Psychology and is thrilled to be able to maintain his connection with Youthline and apply what he is learning to Youthline's future direction at a strategic level.

Arian Dodd

Arian Dodd is 23 and was born and raised in South Auckland. She has worked in various roles including administration at Oranga Tamariki and now at Youthline. She is currently studying towards a Bachelor of Applied Science in Communications. Arian has a vested interest in mental health, due to her own personal and familial experience, and is always keen to provide discourse on what her experience has been when engaging with services.

Dea Sikri

Kia ora, my name is Dea and I have the privilege of being a part of YAC. I have over five years of youth counselling experience, and am passionate about supporting young people in Aotearoa. I am particularly interested in creating environments for our rangatahi to thrive, and believe that Youthline can play a pivotal role in this. YAC has given me a platform to kōrero with like-minded individuals and advocate to ensure that young people are at the centre of Youthline's mahi.

Simran Sonawalla

Simran is currently studying for a Bachelor of Science (Honours) in Psychology at the University of Auckland with a focus on community psychology and fostering solidarities. Her strong passion for youth mental health and social justice has led her to contribute to Youthline as a volunteer, mentor, and now as a Helpline triage worker. She is particularly passionate about supporting rangatahi and reducing stigmas within ethnic and diverse communities when it comes to seeking mental health support. Simran has strong ties to her culture and is committed to including diverse perspectives in all discussions related to mental health and well-being. Outside of her studies and involvement with Youthline, Simran is an avid reader, writer, and a (very amateur) photographer.

Emma Cooper-Williams

Emma resides in West Auckland. She has been a member of the Youth Advisory Committee since 2021, and previously volunteered as a Helpline Counsellor. Currently, she is working in the disability sector to address issues of inequity. In her spare time, she enjoys playing and listening to music, and spending time in nature. Having her own lived experience of disability and mental health, she is passionate about improving avenues for rangatahi to access support services, and ensuring the diverse needs of youth are considered.

Rishi Sund

Rishi Sund joined Youthline when he was 19. Youthline has allowed him to grow as an individual, where his values such as empathy and compassion have further grown. The Youth Advisory Committee has given him the ability to serve a purpose much greater than himself.

Charquera Tobin

Tēnā koutou katoa. He uri ahau nō Ngāti Tūwharetoa, Ngāti Porou, Ngāti Kūia, Ngāpuhi me Ngāti Kauwhata. Ko Charquera taku ingoa. I am privileged and honoured to have been a member of the Youth Advisory Committee. As someone who entered Youthline through the volunteer pathway it has been incredible to contribute to the broader kaupapa of the organisation. I am currently completing a Doctorate in Clinical Psychology at the University of Auckland and have been grateful to volunteer at Youthline throughout the duration of my studies. Being able to contribute to Youthline's strategic direction, volunteer engagement and retention plan, brand refresh and get amongst some awesome fundraisers has been thoroughly rewarding. I am grateful to have been involved in YAC to allow me to give back to our community and support rangatahi in need.



Ethan Tauevihi-Kahika

Ethan has whakapapa to Niue, Tonga and Denmark. Currently a Kaiārahi – Family Court Navigator for the Ministry of Justice and a Youthline training Facilitator. He is passionate about supporting our Rangatahi, normalising speaking up, reaching out and asking for help. Ethan is a trustee of Henderson Budget services, Volunteering New Zealand and is a member of the Youth Advisory Committee for Youthline.

Emma Gunn

I joined Youthline in 2018. I had been recommended to complete the Personal Development (PD) training course due to how Youthline as an organisation aligned with my passions. I went on to complete BYCC and transition and became a solo counsellor at the end of November in 2018. I remember feeling so elated to be solo. I did a lot of shifts over that 2018/19 summer holiday and I ended up reaching accreditation (which is the recommended amount of hours for a year (72 hours)) in just five months! I moved on to mentor other trainees coming through on the helpline. I loved this process, as it is not one where just the trainee is learning; I always found I was learning so much from them as well. I did regular shifts balanced amongst my studies. I reached triple accreditation (216 hours) and surpassed 250 hours. In May 2021, I co-founded and led the Youth Advisory Committee with Shae to ensure Youthline stayed a youth-focussed and youth-led organisation. I thank Shae and the other group members for this space and opportunity to grow together.



Key Milestones

April 2022

Emma Timmis 24- hour relay around Hagley Park

Youthline chosen for One Good Kiwi initiative through Te Rouorou, One Aotearoa Foundation

Youth co-creation workshop at ASB to design new school wellbeing programme

May 2022

ASB Principal Partnership announced

Jazz Thornton wins Dancing with the Stars supporting Youthline

Walk the Talk fundraising campaign

June 2022

Matariki Winter Warm-Up event for staff and launch of new Strategic Direction

Mai FM 24-hour Free Throw raised \$81,420

Ethan Tauevihi-Kahika awarded Ministry of Health Volunteer Award

July 2022

Youthline presentation at Transforming Mental Health Conference

Proceeds of Crime funding to upgrade Helpline system announced through Ministry of Justice



August 2022

Annual General Meeting held

Youth Development Manager Natalie Elia is a finalist for the Westfield Local Heroes programme

Domino's launches Give for Good programme in NZ and Youthline becomes the first charity partner for this new initiative

Youthline focus group (incl YAC) for Office of the Auditor General youth mental health and addiction needs consultation

Youthline YAC focus group for Te Hiringa Hauora "Our Youth Project" consultation

September 2022

ASB launches campaign to encourage rangatahi to reach out to Youthline

Domino's Doughraiser raises \$37,627

Youthline YAC focus group for Auckland Council's "Child and Youth Strategy" consultation

Virtual Q&A with Jazz Thornton, hosted by ASB, for Mental Health Awareness Week

October 2022

Marae Wānanga

Auckland Marathon



November 2022

Coca-Cola Christmas in the Park
– Christchurch

Te Ara Hou (New Path) first Māori
Development Strategy launched

December 2022

Te Rouorou, One Aotearoa Foundation
launches the One Good Kiwi
programme, which includes Youthline
as one of its chosen charities

Coca-Cola Christmas in the Park
– Auckland

Te Tohu Mātāpono | Youthline Values
Awards distributed to staff and
volunteers

January 2023

Clinical training calendar with equity
focus launched for 2023

ASB Classic tennis tournament raises
funds for Youthline

February 2023

Domino's for Good Day

ASB Leadership Connect Programme
launched in five Auckland schools

Services Your Way – National
Counselling Project first hui

March 2023

Youthline services promoted at ASB
Polyfest – Auckland

BENEE visits Youthline in support of
Bagels song launch

24/7 Helpline Overnight Expansion
Project planning commenced

Ministry of Social Development
launches Love Better campaign with
support from Youthline Helpline

New Helpline system selected

Past Helpline volunteer and YAC member

Rishi Sund

Rishi Sund recalls growing up as the only “ethnic kid” in a predominantly white European neighbourhood in Auckland and the bullying he faced.

With his father often away for work with the Navy, the play fights Rishi had with his dad during the periods between his father’s deployment served as a catalyst for Rishi to begin martial arts. Martial arts allowed Rishi to boost his confidence and sense of security.

He credits his early martial arts training and the guidance of his parents as the building blocks for his ability to hyper-focus, achieve at a high level and overcome adversity. That dedication led Rishi to become a black belt and eventually a New Zealand champion.

Rishi often returns to these early lessons of resilience.

“Things don’t always work out the way we want but it’s how you react that makes a difference,” he explains. “I always remind myself that when things don’t go the way I want, it’s because things are working out in a way much greater than I can comprehend at that time”.

In Rishi’s case, some of these lessons have come quickly, and others have manifested over time. As a child Rishi had significant dietary and allergy issues, causing him to spend a lot of time in the health care system.



Rishi Sund

“But without these health issues which restricted my growth, I would never have pursued bodybuilding. I wouldn’t be who I am today without that adversity”.

“I’ve always had this underlying dream to be a doctor,” he says, “my family doctor played a very paternal role in my life and having that strong connection really instilled in me the idea of giving back.”

But it took Rishi four years into a Commerce and Property degree at Auckland University to realize that despite his early success academically and in the field, he wasn’t fulfilled.

“I joined Youthline when I was 19 because I was going through a tough time. I learned that pain is a pathway to empathy and I learned that it isn’t an issue to open up and share. It took me a while to have that shift personally and open up to my friends and to tell them what had been going on for me.”

“I not only learned to hold no judgement for other people but I learned that having hard feelings is normal and okay. I learned how to hold space for myself and my own challenges too.”

“The thoughts we have are not who we are. Rather we are a vessel that experiences these thoughts and feelings. I look at my thoughts as clouds drifting across the sky, they aren’t who I am, they are just thoughts. Before Youthline I used to attach myself to those thoughts and ideas and put too much value and identity into my thoughts and feelings.”

For Rishi, the journey to becoming a Helpline Counsellor allowed him to understand his own trauma in a new way. Once again, he discovered the value in adversity.

“I recall the crisis calls and texts I took that were very memorable. One was a very real-time text conversation with a very young person who was self-harming and feeling suicidal. I was able to help her get to a safer place. That was such a powerful moment, I reflected on all the challenges I’d been through and why I joined in the first place, it was for that moment right then. It gave my own journey so much meaning to be able to do that.”

While Rishi was volunteering at Youthline and studying, he was also working as a Marketing Director for a real estate agency.

“Both of those work experiences at once helped me see where my values really were and what I was more in alignment with. This helped me make the decision to shift gears. I decided to chase medicine and pursue my dream. Exploring those two domains of my life gave me perspective and the contrast allowed me to realize what I really wanted.”



Rishi Sund and his mother

With only a year left in his degree, a steady job and top marks, Rishi left the Property and Commerce programme. He dedicated the next six months of his life during 2021 to self-directed science studies and was accepted into health sciences at the University of Auckland in pre-medicine in 2022.

“Life happens for you, not to you, but that choice is on you. Things don’t always work out how we want but it’s how you react that makes a difference. We have to take that first step ourselves.”

A year later, Rishi has been accepted into the medicine programme at Bond University in Australia. His studies begin in September.

“My service at Youthline acted as a catalyst for me going into medicine. Even outside of the realm of counselling psychology, just the soft skills like listening, kindness, not judging I can bring all of those with me.

“Working with a patient is no different to working with someone contacting Youthline.”

“It also taught me that sometimes the worst thing that happens to you can also be the best thing.”

Rishi acknowledges the journey it can be to accept that lesson, and how important friends and good help are along the way.

“I imagine a lot of people are like me. One of the reasons I couldn’t open up to my friends was because I felt shame and fear of judgement. I really want to let young people know that Youthline is here to listen without judgement, that is the entire purpose.”

Te Ara Hou | The new path

Katarina Gordon

“Pou Ārahi is about holding a stance, but also to guide and lead the way. The more literal translation is about guiding a kaupapa and a vision. When I think about that, I think about my responsibility twofold: as an employee of an organisation and my responsibility to my people. That, at times, can be challenging. The pou for me is being true, staying tika and strong for my people.”

Katarina Gordon took on the role of Pou Ārahi for Youthline in 2022.

“It can be a challenge and a blessing understanding and combating challenges facing young Māori,” she says.

Katarina’s whakapapa includes Ngāti Porou and Ngāti Kahungunu, but she grew up in Whakatāne with strong Ngāti Awa and Tuhoe influences.

She describes her whānau as strong and spiritual. Her own experiences as a youth, getting into trouble and attending Turakina Māori Girls boarding school cemented her passion for mental health early on. Throughout her career Katarina has worked in mainstream health services, kaupapa Māori health and social services, adult community mental health, family violence and suicide prevention. Over time she narrowed her focus to Māori health, specifically with children and young people.

“I’ve found where I really want to be and what I’m passionate about,” she says, “our mokopuna, the next generation.”

After working as the Toi Oranga Mokopuna for the Bay of Plenty District Health Board, Katarina was ready for a change. Youthline was not immediately obvious, but ultimately it was a previous connection with Youthline’s Kaumatua, John Marsden, which made her decision clear.

Though a past relationship brought her in, it is the people and the relationships she has made since that have brought her the most joy and fulfillment in her role.

“The passion and the liveliness and life within our staff is amazing. I am in this position where I must engage with staff and be very present and connect with them

and it is probably the best part of my role. Connecting with the team, advising them, and initiating things they have been waiting for, like cultural supervision and cultural understanding opportunities, has been awesome.”

Katarina is living up to her title. Her vision for the future of Youthline is clear and she is providing guidance on how to get there.

Her first task has been the development of a Māori Development Strategy for the organization.

“What we do must influence the best health outcomes for Māori, and leverage culture to enhance outcomes, not leveraging culture just for the sake of it. If we constantly focus on things that are not necessarily influencing better outcomes for health, we are going down the wrong path. Culture can have a significant influence on health outcomes.”

She notes that a common pitfall in organisations seeking to achieve better health outcomes for Māori and to better understand and implement Te Ao Māori concepts and perspectives is the over-reliance on a single person within an organization.

“When that person leaves, the organisation can find themselves back at square one, so it is also about being sustainable and building those values and understanding at a foundational level. It is not easy to do, it takes more time, but it is so important to make sure what I do lives with or without me.”

The strategy, Te Ara Hou, has a single vision of authentically incorporating Te Ao Māori into all Youthline’s work. Moreover, that these practices, approaches, and philosophies be integrated as part of the broader organisational culture and are applied in ways which contribute to the health and wellbeing of taiohi.

The initial focus is on internal capacity and capability building, and later extends towards external opportunities for more cultural relationships and partnerships.

The strategy is broken out into four pou:

1. Pou Tikanga: Building Cultural Capability within the Organisation
2. Pou Hononga: Building Relationships with Key Māori Stakeholders
3. Pou Whairawa: Exploring Sustainability Opportunities
4. Pou Whakatairanga: Improving Access for Taiohi Māori

Te Ara Hou is the first Te Ara Taiohi Whakatapua Kia Ora Ai Youthline Māori Development Strategy. It is designed to foster the growth and cultural development of the organisation, ultimately contributing to greater health and wellbeing outcomes for taiohi Māori, whānau, hapu and iwi of Aotearoa.

“Wider health and social services across Aotearoa are still predominantly informed by western frameworks and medicine. At Youthline we recognise this and remain open to challenging change internally. We know that clinical support can be one piece of the puzzle for achieving health outcomes for Māori and others but acknowledge this is only one piece. To weave the other pieces throughout the organization, the social, the spiritual, the cultural, that is the challenge, which can also have a significant impact on those we serve.”

“Youthline has a culture which is passionate about young people and is committed to strengthening our understanding and openness to other world views to ensure we achieve what I know we all want to.”

“This is all part of us preparing to be around even longer and evolve with the needs of today and the needs of the future. We have an opportunity to evolve, and we should take it.”

He mokopuna taku iti, he tipuna taku rahi.

I am a descendant so I must remain humble, I will also have descendants so what I do is important.



Katarina Gordon



From client to corporate partner

Hannah McHugh

Hannah doesn't remember how old she was the first time she called Youthline, only that it was long enough ago that she had to look up the number in the phone book.

She grew up in the Wairarapa in a loving and community-minded family. In her teens, her parents' marriage fell apart and she found herself stuck in the middle.

Everyone she would have normally asked for help was personally invested in her parents' relationship breakdown and Hannah didn't know where to turn. She didn't want to burden her family who were already going through a tough time.

"That was the first time I called Youthline."

"Someone listened. That really built such an important, formative foundation for me, that asking for help resulted in a positive experience. It inspired me to be able to open up and ask for help closer to home because the initial reaction I had was so positive. This lesson has served me my entire life."

Inspired to help others herself, Hannah went on to study health science at the University of Otago and became a dietitian. After graduating, Hannah got a job with Counties Manukau District Health Board, and relocated to Auckland.

"Big city life in Auckland was a huge change for me at 21, and it played into my overall sense of loneliness. I felt very untethered, and I didn't know where home was anymore because my parents had separated and moved too."

"I called Youthline again."

"I erupted into tears. I didn't realise how much I had been holding onto."

Through her conversation with Youthline, Hannah decided to see her doctor for help managing depression. Looking back, Hannah thinks loneliness was primarily what was driving her deep feelings of sadness. Through her doctor, Hannah ended up connecting with a face-to-face counsellor at Youthline.

"I found my groove in Auckland, developing a solid support network. When I decided to do some more personal development, I signed up for the Youthline personal development programme and after that, the basic youth and community counselling course."



Hannah McHugh

Life got busy for Hannah, she worked in a spinal unit as a dietitian before transitioning into marketing and communications focused on food and nutrition. When a role came up with a charity that included both of her passions: helping people and marketing, she jumped at the chance.

"Working in the non-profit sector was something I loved, especially the charity-corporate relationships and the intersection of skills between organisations. Working as the Community Partnership Manager at ASB is a dream role, all about fostering relationships and helping ASB and its partners achieve more for society than they could on their own.

"Curvy, squiggly careers are really powerful and underrated," says McHugh. "The world view you can apply to things is so helpful - I came into a corporate job working in marketing and partnerships but I bring a health and community lens."

"I wouldn't be in the role I'm in now if I wasn't open about my struggles at different times in my life. Those challenges have shaped me into the person I am now. The silver-lining: through adversity there is strength."

It has been an incredible full-circle moment for Hannah to be working on the Youthline and ASB partnership. Hannah has been a client of Youthline's through the Helpline and face-to-face counselling, a student through personal development and basic youth and community counselling and now has a unique opportunity to give back.

Given all her experiences with Youthline, Hannah shares that her favourite aspect of the organisation is the 'with youth, for youth' focus.

When asked what advice she would like to offer rangatahi her response was quick.

"Being vulnerable and asking for help is a sign of strength. If you're feeling down, please speak up to get the help that you need. In speaking up, you might also help others too."

Youth Development Worker

Steph Oborn

Steph Oborn's pathway into youth work was a fortuitous one. Her diversity of life experience is one of her best assets when supporting young people who are making choices about their future.

Steph was born and raised in Tāmaki Makaurau.

Growing up, school was a challenging place for Steph who identifies as gender diverse (she/they). Wearing school uniforms that forced her to express a gender she wasn't comfortable with led to challenges with confidence, sense of place and sense of self.

"Initially I went to Auckland Girls Grammar School," explains Steph, "it was a great, culturally diverse school, and I valued that time a lot, but it wasn't quite the right school for me. I had a few friends who'd moved to Western Springs College and I thought it might be a better fit.

"That was life changing for me - not having to wear a uniform, being okay with who I was and being more comfortable in my skin."

Towards the end of high school Steph found a part time job, and the taste of independence was too much to resist, so she left school in favour of working full time.

"I could have done with a bit of support around that time and I think that's why youth development work is close to my heart."

Steph is especially passionate about supporting rainbow young people. One-to-one mentoring and the facilitation of healthy relationship material in schools bring her huge satisfaction - things she wishes she had access to growing up.

"A lot of what I do is listen," says Steph.

"Getting on a level with a young person and just listening. Young people really need to feel heard."

The best part of Steph's job is seeing a young person overcome obstacles or barriers.

"What I love about this work is seeing young people gain a sense of confidence and accomplishment and seeing them flourish."

"A lot of young people I work with are coming from difficult family situations and they don't have much support. Helping them find somewhere to live, working on their CV with them, getting them into work, or enrolled in education, and seeing the empowerment that comes with that is amazing.



Steph Oborn

To parents and adults working with young people, Steph counsels patience, understanding and an open ear.

"A lot of young people are going through so much in so many areas of their lives. Most young people just want to be understood. It can be a bit of a battle for them between wanting to be safe and wanting to be independent and push boundaries."

Steph's journey of self-acceptance, confidence and purpose has taken her all over the world. She has spent time working, teaching and volunteering in Australia, Asia, Europe and Africa. After returning to Aotearoa New Zealand following the global pandemic, she wasn't sure what was next for her.

Wanting to ease back into life in Aotearoa, she picked up several odd jobs, including as a receptionist at Youthline Auckland. She quickly fell in love with the people and culture of the organisation.

"There is so much to Youthline and everything it provides for young people," she shares.

"Youthline is a safe, supportive, open space. It is mana-enhancing. It's a place where everyone is welcome."

It is these values that Steph wishes to share with all young people.

"Don't hold back any part of yourself. You are you and you are beautiful."

For Steph, those feelings of community and appreciation for who she was were first felt when she transferred to Western Springs College.

"It was a fresh slate, nobody was judging me for anything. I started out super shy, but quickly formed new friendships and met other rainbow young people."

Now, settling down in Auckland once more in a role where she is able to create space and be the person she needed as a young person, Steph has come full circle.

"My partner is a teacher at Western Springs" she laughs, "it is amazing being back at that school and remembering my life then and seeing how much has changed, but also how much hasn't."

Scholarships

Rainbow Scholarships

Te Hiringa Hauora – Health Promotion Agency generously provided seed funding to fund four rainbow people through Youthline’s personal development training.

Māori and Pasifika Scholarship

Te Ara Hou (The New Path) Youthline’s Māori Development Strategy is committed to growing and diversifying staff and volunteers. This year, with the support of Foundation North, Youthline was given the opportunity to provide scholarships to Māori and Pasifika recipients to support them to undertake training to become Helpline Volunteers.

Brad Cameron Memorial Scholarship

Brad Cameron, who died in an accident in 2009 aged 39, was a youth counsellor and mentor at Youthline. This scholarship helps youth workers to gain formal training. Youthline is also proud to have a special counselling room at Youthline Auckland Central named after Brad. Brad had a great rapport with young people and the Cameron Room at Youthline is warm, bright and inviting.

Sharon Annett Memorial Fund

Sharon began her journey at Youthline Manukau. Sharon’s integrity, sense of humour and passion for people helped her become a Helpline counsellor, and she was enormously proud when she became “Solo”. With Sharon’s passing, the memory of this pride created the inspiration for the Sharon Annett Memorial Certificate – awarded to all those who become solo Helpline Counsellors at Youthline Manukau. Sharon was a beautiful and caring person. Her life, along with the lives of five other young friends, were tragically cut short in an air accident while on holiday in Queenstown on January 3, 1997. Sharon was 22 years old. Through this scholarship we honour Sharon’s memory (9 April 1974 – 3 January 1997) with this scholarship being established to celebrate her life. The fund is available to people who need financial assistance to enable them to train and become active Helpline counsellors in Youthline Manukau.

Michael Tafua Memorial Fund

Michael loved life and never missed an opportunity that came his way. Michael joined Youthline which played an important part of his life until he was tragically taken from us in June 1996. Michael was a caring, sensitive and humble person with a wonderful sense of humour and had a smile that could melt even the coldest heart. The aim of the scholarship is to assist people who work with young people to develop their counselling and group work skills.



te ara taiohi whakatapua kia ora ai
youthline

ASB
 Principal Partner

Our Principal Partner

ASB and Youthline celebrate one year of partnership

This May, Youthline celebrated one year with its new principal partner, ASB.

“It’s been a year full of opportunities, learning and progress,” says ASB Executive Manager Commercial Partnerships Mark Graham. “We’re excited by the impact of our collaboration and the potential of what we can achieve together for young New Zealanders.”

ASB is the first and only principal partner in Youthline’s more than 53 year history.

A feature of the partnership is the Youthline Leadership Connect programme, which has been piloted in five Auckland secondary schools. The programme gives senior student leaders the tools to listen to their peers and direct their mates to further support if required. In its trial year the number of programme participants was more than double the original goal set by Youthline and ASB.

The programme is proving popular and effective, with the Term 2 evaluation finding that 99% of the participants feel they have the knowledge and tools to connect to support when struggling and 93% feel they have the knowledge and tools to connect a peer to support they have learnt about.

“We knew rangatahi would jump at the opportunity to learn how to help their mates through tough

times and we’re proud to play a part in this new programme,” says ASB Chief Executive, Vittoria Shortt.

“ASB wants to help unlock the potential of our rangatahi, and this latest Youthline initiative supports that objective by empowering young people with the skills to make an impact in their community.

“Sadly, there’s been a decline in youth mental health and ASB is determined to take action on this significant social challenge. Together with Youthline, we are working to lift youth mental wellbeing by boosting counselling services and developing new practical mental health tools to support a resilient next generation.”

For years, the overnight service for the Youthline Helpline has been for crisis contacts only. Thanks to ASB’s tremendous support, the Helpline is expanding to a full overnight service, allowing young people to connect with a counsellor at any time.

The safe space Youthline creates for young people through ease of access, anonymity and impartiality is highly valued. The opportunity to support more connection for young people, often at a time of day when they need it the most, was an important initiative for ASB.

Outside of these two important projects, the partnership has unlocked more opportunities than either organisation could have anticipated.

“We were overwhelmed to be the chosen charity partner at the ASB Classic tennis tournament this year” says Shae Ronald, Youthline CEO.

“The teams at ASB have been such a delight to work with. We’ve had several skilled volunteers on some of our bigger projects, people with marketing, project management, design and web development skills who have helped take our work to the next level.

“I would like to personally thank the many ASB staff members who have chosen to donate to Youthline, through payroll giving or choosing a donation in lieu of a Christmas gift. This is a really moving gesture and you are making a real difference in young people’s lives.”

The Youthline and ASB partnership is just beginning and already it is unlocking special collaborations and innovative ways of making good mental health help more accessible.

In May, BENEÉ, Youthline and ASB launched the song *Bagels*, a musical collaboration between the young kiwi artist and leading neuroscientists scientifically designed and tested to help reduce anxious feelings.

The song uses musical elements identified by Auckland University of Technology neuroscientists to relax the nervous system, modify brain activity and ease feelings of anxiousness.

Though Youthline is most known for their Helpline, the organisation recognises a helpline isn’t a one-size-fits-all approach. This project is an exciting example of the possibility in the ASB and Youthline partnership. Youthline is a compassionate, welcoming and non-judgemental space for young people to connect. ASB prides itself on innovation and connecting with New Zealanders. Both partners are passionate about the future and reaching more young people in new and creative ways.

Feedback from Leadership Connect Programme Participants

“The most important aspect of the Leadership Connect Programme for me was the relationship between the mentors and us.”

“I learned that there are people everywhere to talk to and many counsellors and websites that we can use and that we should always speak up if we are struggling with something.”

“The most important part of this programme for me, was having a space where we could come and bond and learn about leadership skills.”

“For me, the most important part of Leadership Connect has been learning about other peoples feelings. Even if they may not look like they are down, you can be more aware.”





Thank you to our dedicated team

‘Mā mua ka kite a muri, mā muri ka ora a mua’

Te Ara Taiohi Whakatapua Kia Ora Ai Youthline acknowledge the importance of collective work and the efforts of each member of our workforce (staff and volunteers) who contribute to the success of Youthline. It is central to us all that we remain as one ‘He kapa kotahi’ in our Mātāpono (values) and Moemoeā (vision) in supporting taiohi on their hauora (wellbeing) journey.

Our Valued Supporters

Principal Partner:



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Aotearoa Gaming Trust

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Auckland Council – Mangere-Otahuhu

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Chartered Accountants Australia and New Zealand

Evre Self Care

Brian and Pam Cameron

Spark New Zealand

L'Oreal

Alison Taylor

Darryl Bishop



Appendix

Financial Statements

For the year ended
31 March 2023



YOUTHLINE AUCKLAND CHARITABLE TRUST

GROUP FINANCIAL REPORT

FOR THE YEAR ENDED 31 MARCH 2023

Mailing Address: Youthline Auckland Charitable Trust, PO Box 8670, Symonds Street, Auckland 1150

Help Line: 0800 37 66 33, **Free Text:** 234, **Email:** talk@youthline.co.nz, **Web:** www.youthline.co.nz

Office Tel: (09) 376 6645, **Fax:** (09) 376 6650

YOUTHLINE AUCKLAND CHARITABLE TRUST

Directory:

Nature of the Organisation	Youthline is a charitable trust. It delivers a wide range of community and youth focused services including individual, group and family counselling, skills training, facilitation, personal development, youth and community counselling training, youth mentoring, support, advocacy and programmes, and a Youth Helpline via phone, text, email, web chat and other relevant technologies.
Registered Office	13 Maidstone Street Ponsonby AUCKLAND 1021 Telephone: 09 376-6645 Facsimile: 09 376-6650
Incorporation Number	1418159
Charities Registration no	CC61248
IRD Number	87-528-601
Board of Trustees	Mr J Prior (Co-Chair) Ms S Kopu (Co-Chair) Ms M Winterstein Mr R Jolly (Deputy Chair) Mr C May Mr M Austin Ms K Gibson Ms S Ronald (non voting Trustee and CEO)
Independent Auditor	KPMG Chartered Accountant
Bank	ASB Bank Ltd
Business Location	13 Maidstone Street Ponsonby AUCKLAND 1021

YOUTHLINE AUCKLAND CHARITABLE TRUST

Contents

	Page
Directory	1
Independent Auditor's report	2
Group statement of service performance	5
Group statement of comprehensive revenue and expenses	6
Group statement of financial position	7
Group statement of changes in equity	8
Group statement of cash flows	9
Notes to the group financial statements:	
1 Overview	10-11
2 Accounting policies	11
3 Assets held for sale	11
4 Property, plant and equipment	12
5 Funding received in advance	13
6 Employee benefits	13
7 Financial risk management	13
8 Scholarship reserve	14
9 Related parties	14
10 Commitments and contingencies	14
11 Subsequent events	14



Independent Auditor's Report

To the trustees of Youthline Auckland Charitable Trust

Report on the audit of the consolidated financial report

Opinion

In our opinion, the consolidated financial report of Youthline Auckland Charitable Trust (the 'trust') and its subsidiary (the 'group') on pages 5 to 14 presents fairly, in all material respects:

- i. the Group's financial position as at 31 March 2023 and its financial performance and cash flows for the year ended on that date; and
- ii. the service performance for the year ended 31 March 2023 in accordance with the Group's service performance criteria;

in accordance with Public Benefit Entity Standards Reduced Disclosure Regime (Not For Profit) issued by the New Zealand Accounting Standards Board.

We have audited the accompanying consolidated financial report which comprises:

- the consolidated statement of financial position as at 31 March 2023;
- the consolidated statements of comprehensive revenue and expenses, changes in equity and cash flows for the year then ended;
- notes, including a summary of significant accounting policies; and
- the consolidated statement of service performance on page 5

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (New Zealand) ('ISAs (NZ)'), and the audit of the statement of service performance, in accordance with the New Zealand Auditing Standard 1 *The Audit of Service Performance Information* ('NZ AS 1'). We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

We are independent of the group in accordance with Professional and Ethical Standard 1 *International Code of Ethics for Assurance Practitioners (Including International Independence Standards) (New Zealand)* issued by the New Zealand Auditing and Assurance Standards Board and the International Ethics Standards Board for Accountants' *International Code of Ethics for Professional Accountants (including International Independence Standards)* ('IESBA Code'), and we have fulfilled our other ethical responsibilities in accordance with these requirements and the IESBA Code.

Our responsibilities under ISAs (NZ) and NZ AS 1 are further described in the *Auditor's responsibilities for the audit of the consolidated financial report* section of our report.

Subject to certain restrictions, partners and employees of our firm may also deal with the group on normal terms within the ordinary course of trading activities of the business of the group. These matters have not impaired our independence as auditor of the group. The firm has no other relationship with, or interest in, the group.

Other information

The Trustees, on behalf of the group, are responsible for the other information included in the trust's Annual Report. Our opinion on the consolidated financial report does not cover any other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the consolidated financial report our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the consolidated financial report, or our knowledge obtained in the audit or otherwise appears materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Other matter

The statement of service performance for the year ended 31 March 2022, was not audited.

Use of this independent auditor's report

This independent auditor's report is made solely to the trustees as a body. Our audit work has been undertaken so that we might state to the trustees those matters we are required to state to them in the independent auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the trustees as a body for our audit work, this independent auditor's report, or any of the opinions we have formed.

Responsibilities of the Trustees for the consolidated financial report

The Trustees, on behalf of the trust, are responsible for:

- the preparation and fair presentation of the consolidated financial report in accordance with generally accepted accounting practice in New Zealand (being Public Benefit Entity Standards Reduced Disclosure Regime (Not For Profit)) issued by the New Zealand Accounting Standards Board;
- implementing necessary internal control to enable the preparation of a consolidated financial report that is free from material misstatement, whether due to fraud or error;
- service performance criteria that are suitable in order to prepare service performance information in accordance with generally accepted accounting practice in New Zealand (being Public Benefit Entity Standards Reduced Disclosure Regime (Not For Profit)); and
- assessing the ability to continue as a going concern. This includes disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless they either intend to liquidate or to cease operations or have no realistic alternative but to do so.



Auditor's responsibilities for the audit of the consolidated financial report

Our objective is:

- to obtain reasonable assurance about whether the financial statements as a whole and the statement of service performance is free from material misstatement, whether due to fraud or error; and
- to issue an independent auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs NZ and NZ AS 1 will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error. They are considered material if, individually or in the aggregate and collectively, they could reasonably be expected to influence the economic decisions of users taken on the basis of this consolidated financial report.

A further description of our responsibilities for the audit of these group financial statements is located at the External Reporting Board (XRB) website at: <https://www.xrb.govt.nz/standards/assurance-standards/auditors-responsibilities/audit-report-13/>.

This description forms part of our independent auditor's report.



KPMG
Auckland

17 August 2023

YOUTHLINE AUCKLAND CHARITABLE TRUST

Group Statement of Service Performance

For the year ended 31 March 2023

Our purpose, what we are seeking to achieve and how we go about this

Our purpose (kaupapa) is to strengthen health and wellbeing (hauora) through youth voice and youth choice. Our vision (moemoeā) and mission (whakatauki) is that young people are empowered within their communities. This means young people have confidence and agency to live the life they want to live. We believe young people have the resources within them and our role is to meet young people where they are and walk alongside them, supporting their journey of empowerment. Our whakatauki was gifted by late, much loved kaumatua of 20 years, Rawiri Wharemate.

The Trust was founded more than 50 years ago as a charitable organisation to support kiwis aged between 12-24 years. We support young people who are struggling (with mental health or other issues) as well as young people who want to learn, grow and give back to their community.

Youthline relies on grants, donations, sponsorships, fundraising, contractual income from government agencies and other income streams. This funding is used to deliver 24/7 helpline services (text, phone, webchat and email), free face-to-face counselling services, youth mentoring and programmes in schools and communities to help young people grow and develop.

The Trustees are responsible for governance and work together with the senior management team to ensure the Trust carries out the core mission (Whakatauki). Youthline relies on its 87 staff, (2022: 82) and 94 volunteers (2022: 97) to deliver core services. Our volunteers play an integral part to help with our helpline services.

What we have done during the period in working towards our objectives

Youthline has a dedicated national helpline (phone, text, webchat and email) facility, which is a free, anonymous and confidential point of contact for any young person who needs support for any issue they wish support for. The helpline communication facility had 11,356 (2022: 10,534) contacts from young people during the year.

Youthline's triage team, which is made up of paid staff and volunteers are trained to listen, support, provide guidance and escalate to the appropriate services as necessary in order to support the welfare and safety of our clients.

Youthline engages in various programmes in schools, community and customised programmes to groups or organisations. Youthline has entered into a partnership in May 2022 with ASB to design a school based 'Leadership Connect Programme' with this project continuing until May 2025.

Youthline also has a Youth Development (YD) team dedicated to providing strengths based, mana enhancing services to young people (taiohi) in need. Our teams are located at three main centres in Tāmaki Makaurau; Auckland Central, Waitemata and Manukau. Our services include one to one mentoring, research-based youth development programmes and workshops, suicide postvention support, youth health council leadership and community events. Each service focuses on a client centred approach that is accessible, culturally, and clinically safe for all young people. The YD team delivered to young people through programmes, and workshops using 45 (2022: 45) education and community providers. Our youth development workers are all mobile and provide support through a variety of different platforms that suit the needs of a young person. We provided support to young people with an equity focus on Māori, Pasifika and Rainbow rangatahi. Therapy services provides counselling services. Therapy is for 6-8 sessions and includes one on one counselling, family counselling and ACC sensitive claims counselling.

Judgements in service performance reporting

The trustees make judgements in the selection, measurement, aggregation and presentation of service performance information. A key judgement is the selection of the most appropriate service performance information that is useful for accountability and decision making purposes. This includes consideration of other information published in the annual report, such as ethnicity, satisfaction ratings and the number of contacts with youth. The trustees have chosen to present the information above as it provides the most useful and meaningful information to users on the organisation's service performance.

YOUTHLINE AUCKLAND CHARITABLE TRUST
Group Statement of Comprehensive Revenue and Expenses
For the year ended 31 March 2023

	Notes	2023 \$	2022 \$
Revenue			
Contracts for service		5,267,501	5,494,623
Sponsorship and partners		1,478,155	1,752,214
Grants		951,379	661,201
Donations		842,501	540,574
Fundraising		744,939	409,357
Social enterprise		205,208	234,136
Training and support services		88,317	68,558
Interest and dividends		101,359	12,965
Gain on disposal of assets		5,905	3,339
Total revenue		9,685,264	9,176,967
Expenditure			
Employee costs		7,070,589	6,078,762
Facilities and technology		769,743	406,604
Service delivery and social enterprise		603,211	362,604
Depreciation	4	286,866	316,968
Travel and vehicles		112,501	102,661
Other expenses		354,449	185,877
Organisation and management		71,947	28,064
Fundraising		353,030	229,106
Total expenditure		9,622,336	7,710,646
Surplus for the year		62,928	1,466,321
Other comprehensive revenue and expense			
Revaluation of land and building	3	913,860	-
Other comprehensive revenue and expense for the year		913,860	-
Total comprehensive revenue and expense for the year		976,788	1,466,321

The notes on pages 10-14 form part of and should be read in conjunction with these financial statements.

YOUTHLINE AUCKLAND CHARITABLE TRUST
Group Statement of Financial Position
As at 31 March 2023

	Notes	2023 \$	2022 \$
<u>ASSETS</u>			
Current assets			
Cash at bank		2,505,467	2,928,217
Short term deposits		3,074,654	1,505,964
Receivables & prepayments		872,722	691,821
Assets held for sale	3	5,250,000	-
Total current assets		11,702,843	5,126,002
Non-current assets			
Property, plant and equipment	4	2,589,569	7,113,426
Total non-current assets		2,589,569	7,113,426
Total assets		14,292,412	12,239,428
<u>LIABILITIES</u>			
Current liabilities			
Funding received in advance	5	1,271,428	871,330
Employee benefits	6	604,393	497,873
Deposits held for sale of property	3	525,000	-
Payables		470,222	425,644
Total liabilities		2,871,043	1,794,847
Net assets		11,421,369	10,444,581
<u>EQUITY</u>			
Accumulated comprehensive revenue and expenses		6,406,605	6,347,677
Asset revaluation reserve		4,893,064	3,979,204
Scholarships reserve	8	121,700	117,700
Total equity		11,421,369	10,444,581

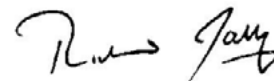
Signed for and on behalf of Youthline Auckland Charitable Trust:



17.08.2023

Julian Prior, Co-Chair

Date



17.08.2023

Richard Jolly, Deputy Chair

Date

The notes on pages 10-14 form part of and should be read in conjunction with these financial statements

YOUTHLINE AUCKLAND CHARITABLE TRUST

Group Statement of Changes in Equity

For the year ended 31 March 2023

	Accumulated comprehensive revenue and expense	Scholarship reserve	Asset revaluation reserve	Total
	\$	\$	\$	\$
Balance at 1 April 2021	4,901,056	98,000	3,979,204	8,978,260
Surplus for the year	1,466,321	-	-	1,466,321
Transfer for scholarships	(19,700)	19,700	-	-
Balance at 31 March 2022	6,347,677	117,700	3,979,204	10,444,581
Balance at 1 April 2022	6,347,677	117,700	3,979,204	10,444,581
Surplus for the year	62,928	-	-	62,928
Transfer for scholarships	(4,000)	4,000	-	-
Revaluation of land and building	-	-	913,860	913,860
Balance at 31 March 2023	6,406,605	121,700	4,893,064	11,421,369

The notes on pages 10-14 form part of and should be read in conjunction with these financial statements.

YOUTHLINE AUCKLAND CHARITABLE TRUST

Group Statement of Cash Flows

For the year ended 31 March 2023

	2023	2022
	\$	\$
<u>Cash flows from operating activities</u>		
Receipts:		
Contracts	5,240,679	4,973,937
Donations	842,501	185,835
Social enterprise	205,208	234,136
Grants	771,392	868,918
Partners-sponsors	1,950,352	2,055,142
Fundraising	744,939	409,357
Training and support services	88,317	68,558
Payments:		
Payments to employees	(7,017,224)	(5,966,643)
Payments to suppliers	(1,663,075)	(1,320,304)
Net cash flows from operating activities	1,163,089	1,508,936
<u>Cash flows from investing activities</u>		
Receipts:		
Interest received	68,354	11,703
Dividends received	827	827
Disposal of PPE	6,791	3,774
Rebate received on purchase of motor vehicle	10,385	-
Payments:		
Investment in term deposit	(1,568,691)	(1,005,964)
Capital expenditure	(103,505)	(149,769)
Net cash flows from investing activities	(1,585,838)	(1,139,429)
Net increase/(decrease) in cash	(422,749)	369,507
Opening cash 1 April	2,928,216	2,558,709
Closing cash balance 31 March	2,505,467	2,928,216

The notes on pages 10-14 form part of and should be read in conjunction with these financial statements.

YOUTHLINE AUCKLAND CHARITABLE TRUST

Notes to the Group Financial Report

For the year ended 31 March 2023

1. Overview

a) Reporting entity

The group financial report includes the activities of Youthline Auckland Charitable Trust and Action Education Incorporated.

Youthline Auckland Charitable Trust (the Trust) is a charitable trust incorporated under the Charitable Trusts Act 1957 and registered under the Charities Act 2005. The group comprises of the Trust and its 100% subsidiary Action Education Incorporated (the Society), an incorporated society incorporated under the Incorporated Societies Act 1908 on 29th June 1992.

The group delivers a wide range of community and youth focused services including individual, group and family counselling; skills training, facilitation, personal development, youth and community counselling training; youth mentoring, support, advocacy and programmes; and a Youth Helpline via phone, text, email, web chat and other relevant technologies.

The Trust and the Society are both public benefit entities as their primary objective is to provide goods or services for community and social benefit. Accordingly, the Trust and the Society have designated themselves as not-for-profit public benefit entities (not-for-profit PBEs) for the purpose of financial reporting.

This group financial report is for the year ended 31 March 2023, and was authorised for issue by the Board of Trustees on the date listed on page 7.

b) Basis of preparation

The financial report has been prepared in accordance with New Zealand Generally Accepted Accounting Practice ("NZ GAAP"). For the purposes of financial reporting, it complies with PBE Accounting Standards Not-For-Profit and Tier 2 reduced disclosure concessions have been applied.

The group has elected to report in accordance with PBE Accounting Standards Not-For-Profit Tier 2 on the basis that it does not have public accountability and has total annual expenses of less than \$30 million.

The financial reports has been prepared on a historical cost basis, with the exception of land and buildings classified as property, plant and equipment, which have been measured at fair value.

The financial report is presented in New Zealand dollars, which is the Group's functional currency, rounded to the nearest dollar.

The group has adopted PBE FRS 48, Service Performance Reporting for the year ended 31 March 2023. The comparative period in the statement of service performance is unaudited.

c) Taxes

The Trust and the Society are registered charities with the Charities Services and have charitable status with the Inland Revenue so are not liable for income tax, under section CW 41 of the the Income Tax Act 2007. All items in the group financial report are stated exclusive of GST, except for receivables and payables, which are stated on a GST inclusive basis. The net amount of GST recoverable from, or payable to, the Inland Revenue is included as part of receivables or payables in the group statement of financial position.

d) Basis of consolidation:

The group financial report has been prepared by combining the financial reports of the Trust and the Society. All intra-group transactions and balances have been eliminated on consolidation. The group uses consistent accounting policies.

YOUTHLINE AUCKLAND CHARITABLE TRUST

Notes to the Group Financial Report (continued)

For the year ended 31 March 2023

1. Overview (continued)

e) Use of estimates and judgements:

The preparation of the financial report requires the Trustees to make judgements, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets, liabilities, income and expenses. Actual results may differ from these estimates. The fair value of the Trust property was a significant estimate in the prior year.

2. Accounting policies

a) Revenue

Revenue is recognised to the extent that it is probable that the economic benefit will flow to the Group and revenue can be reliably measured.

Revenue for contracts for service is recognised as the services are provided by reference to the stage of completion and when conditions in the contract have been met. Where conditions have not been met, the unearned amount is recorded as a liability under funding in advance. Where the contract outcome cannot be measured reliably, revenue is recognised only to the extent that the expenses incurred are recoverable.

Sponsorship and partner income includes both exchange and non-exchange transactions. Exchange transactions are recognised on a straight line basis over the life of the sponsorship agreement. Non-exchange transactions are recognised as revenue on receipt of funds, unless there is a use or return condition, in which case the amounts are recorded as funding in advance until the conditions are met and is then recognised as revenue.

Donations, grants and fundraising are classified as non-exchange transactions. Revenue from these transactions is recognised in full on receipt except where the funding contains a condition that will result in the repayment of the amount if these conditions are not met. In this case the Group recognises a liability for funding in advance and revenue is recognised only once these conditions are satisfied.

Social enterprise revenue is recognised on sale goods and services when the significant risks and rewards of ownership have been transferred to the buyer.

b) Cash and term deposits

Cash includes cash on hand and cash at bank. Short term deposits includes term deposits held with the bank which are carried at amortised cost.

c) Receivables

Receivables are initially recognised at fair value and subsequently measured at amortised cost less any provision for impairment. A provision for impairment of receivables is established when there is evidence that the Group will not be able to collect all amounts due.

d) Payables and provisions

The Group recognises a provision for future expenditure when there is a present obligation as a result of a past event and a reliable estimate can be made of the amount of the obligation.

3. Assets held for sale

The Trustees decided to sell the property at 13 Maidstone Street, Ponsonby during the period and entered into an unconditional sale and purchase agreement in December 2022. Accordingly, the net book value of land and buildings has been reclassified from property, plant and equipment to assets held for sale. Immediately prior to the transfer to asset held for sale, the property was remeasured to fair value being the sale and purchase amount of \$5.25m with the gain recognised in other comprehensive revenue and expense. The deposit received of \$0.525m is recognised as a liability. The settlement is expected to occur subsequent to balance date.

YOUTHLINE AUCKLAND CHARITABLE TRUST

Notes to the Group Financial Report (continued)

For the year ended 31 March 2023

4. Property, plant and equipment

Property, plant and equipment is measured at cost less accumulated depreciation. Cost includes items directly attributable to the acquisition as an asset, have future economic benefits and the cost or fair value of the item can be measured reliably. Where an asset is acquired at no cost, or for a nominal cost, it is recognised at fair value as at the date of acquisition.

Asset revaluations are generally carried out with sufficient regularity to ensure that the carrying amount does not differ materially from that which would be determined using fair value at the reporting date. Any revaluation surplus or loss is recognised in other comprehensive revenue and expense in the period it arises and recorded in the asset revaluation reserve in equity.

Subsequent to initial recognition, land and buildings are measured at fair value. The fair value of land and buildings is their market value as determined by an independent registered valuer. Valuations are performed with sufficient frequency to ensure that the fair value of a revalued asset does not differ materially from its carrying amount. The net book value of land & building at 13 Maidstone Street, Ponsonby has been revalued as at 31 March 2023 as Youthline entered into an unconditional sale and purchase agreement in December 2022.

Depreciation is charged on a straight-line basis over the useful life of the asset. Depreciation is charged at rates calculated to allocate the cost or valuation of the asset less any estimated residual value over its remaining useful life. The useful lives of major classes of assets have been estimated as follows:

Buildings	50 years
Leasehold improvements	Term of lease
Equipment fixtures and fittings	5 years
Motor vehicles	5 years

	Land	Buildings	Leasehold improvements	Equipment fixtures & fittings	Motor vehicles	Total
	\$	\$	\$	\$	\$	\$
<u>Cost or valuation</u>						
As at 1 April 2022	3,850,000	550,000	3,749,713	2,230,096	376,950	10,756,759
Additions	-	-	-	43,811	59,694	103,505
Disposals	-	(2,890)	-	(2,296)	(128,083)	(133,269)
Revaluation	717,500	196,360	-	-	-	913,860
Transfer to held for sale	(4,567,500)	(743,470)	-	(3,361)	-	(5,314,331)
As at 31 March 2023	-	-	3,749,713	2,268,250	308,561	6,326,524
<u>Depreciation</u>						
As at 1 April 2022	-	41,349	1,409,098	1,979,510	213,375	3,643,332
Depreciation	-	25,341	105,477	111,205	44,843	286,866
Depreciation recovered	-	(2,360)	-	(2,296)	(124,257)	(128,913)
Transfer to held for sale	-	(64,330)	-	-	-	(64,330)
As at 31 March 2023	-	-	1,514,575	2,088,419	133,961	3,736,955
<u>Net book values</u>						
As at 1 April 2022	3,850,000	508,651	2,340,615	250,586	163,575	7,113,427
As at 31 March 2023	-	-	2,235,138	179,831	174,600	2,589,569

YOUTHLINE AUCKLAND CHARITABLE TRUST

Notes to the Group Financial Report (continued)

For the year ended 31 March 2023

5. Funding received in advance

The following grant funding and contract revenue was received by the Group prior to balance date and relates to the following financial year:

	<u>2023</u> \$	<u>2022</u> \$
ASB	541,667	-
NZ Lottery Grants Board	190,000	231,000
Foundation North	276,000	345,393
MSD Love Better	133,332	-
Oranga Tamariki revenue	79,429	83,082
Stopify campaign	20,000	-
Auckland City Council	22,000	20,000
Creative NZ	9,000	75,000
Whakatapu Aotearoa Foundation	-	28,180
MSD Capability and Sustainability	-	88,675
	<u>1,271,428</u>	<u>871,330</u>

6. Employee benefits

Liabilities for wages and salaries and annual leave are recognised in the Group statement of comprehensive revenue and expenses during the period in which the employee rendered the services, and are generally expected to be settled within 12 months of the balance date. The liabilities for these short-term benefits are measured at the amounts expected to be paid. Sick leave is recognised as an expense when the leave is taken and is measured at the rates paid.

	<u>2023</u> \$	<u>2022</u> \$
Annual leave provision	298,070	307,962
Other employee benefits	306,323	189,911
	<u>604,393</u>	<u>497,873</u>

7. Financial risk management

Financial assets are classified as loans and receivables and include cash, term deposit and non-exchange receivables (excluding prepayments and other financial assets). Financial liabilities are classified at amortised cost and include trade and other payables. The carrying value of financial assets and liabilities closely approximate their fair value.

As at 31 March 2023 Youthline Auckland Charitable Trust held an overdraft facility with ASB Bank of \$325,000, none of which had been drawn at that date (2022: nil). The Group has pledged the title of the Maidstone Street property as security for this facility.

The Trustees assess whether there is any objective evidence that a financial asset or liability is impaired. Any impairment losses are recognised in Group statement of comprehensive revenue and expenses.

YOUTHLINE AUCKLAND CHARITABLE TRUST

Notes to the Group Financial Report (continued)

For the year ended 31 March 2023

8. Scholarships reserve

These funds were established in memorium for the purpose of providing training. A donation of \$4,000 was received for the Brad Cameron scholarship funds in the year ended 31 March 2023.

	<u>2023</u>	<u>2022</u>
	\$	\$
Scholarship Funds - Brad Cameron	95,700	91,700
Scholarship Funds - Michael Tafua	21,000	21,000
Scholarship Funds - Sharon Annett	5,000	5,000
	<u>121,700</u>	<u>117,700</u>

9. Related parties

The following remuneration and other benefits were paid to key management personnel:

	<u>Number of</u>	<u>2023</u>	<u>Number of</u>	<u>2022</u>
	personnel	\$	personnel	\$
Trustees	8	-	9	-
Senior management	11	1,178,861	7	949,000
		<u>1,178,861</u>		<u>949,000</u>

There were no other related party transactions.

10. Commitments and contingencies

An operating lease is a lease that does not transfer substantially all the risks and rewards incidental to ownership of an asset. Lease payments under an operating lease are recognised as an expense on a straight-line basis over the lease term. Total lease expense of \$50,000 (2022: \$25,000) has been recognised for the year in the statement of comprehensive revenue and expenses.

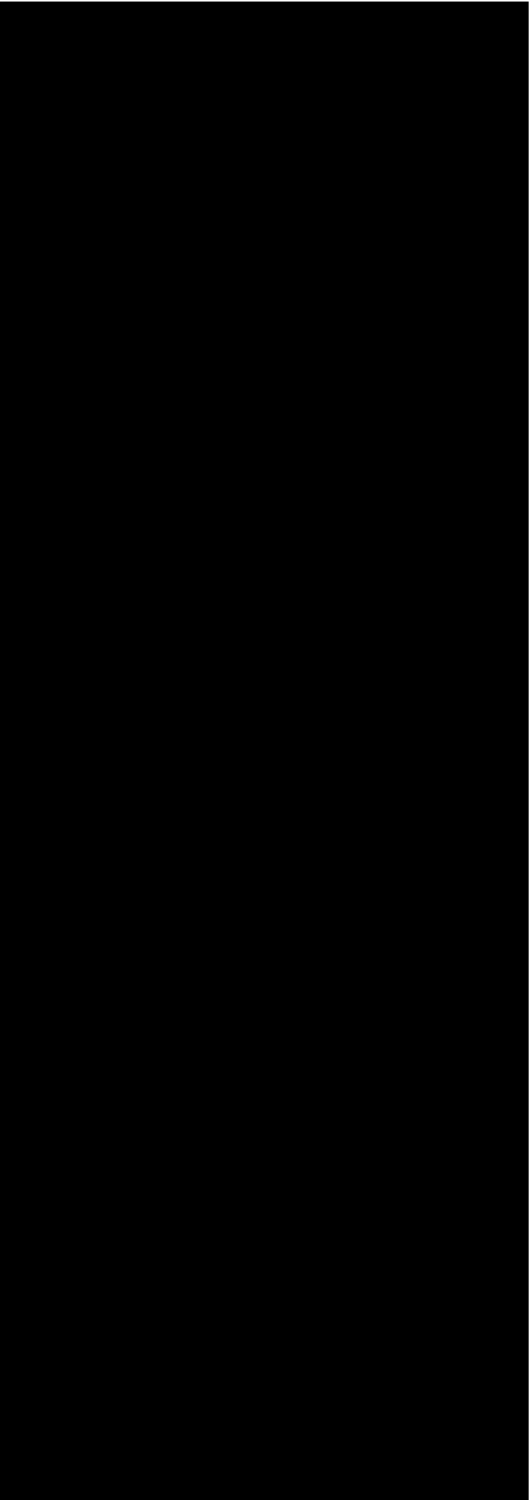
In September 2021 the Trust signed a three (3) year lease contract with Peter John Vincent for premises at 2B Dodson Avenue, Milford, Auckland. This provides accommodation for youth service, helpline and counselling teams delivering services in the North Shore of Auckland.

In 2009 the Trust signed a ten year lease contract with the Manukau City Council for premises at 145 St George Street, Papatoetoe, Auckland. The property has been developed into a Youth & Community Development Centre. The initial term of the lease ran through to January 2019 and has been renewed for a further ten year term. There is one further right of renewal for 10 years following that. The annual rent for each ten year period is \$1.00 per year.

11. Subsequent events

The group has entered into the following agreements post balance date, 31 Mar 2023:

- a.) The group entered into a lease agreement for 2 Owens Road, Epsom to occupy the premises for a minimum of 3 years, with a lease cost of approximately \$345,368 per year.
- b.) The group entered into a capital commitment of \$1,677,000 to overhaul and upgrade its helpline system infrastructure over approximately a three year period. This will be funded by a third party.
- c.) The group entered into a Memorandum of Understanding (MOU) in May 2023 to develop and deliver on a therapeutic counselling programme for young kiwis for 18 months. The delivery and evaluation of the programme will cost \$2,527,988, which will be funded by a third party.





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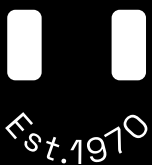
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te ara taiohi whakatapua kia ora ai

youthline

ASB
Principal Partner