

General Managers annual report 2022-2023

The 2022-2023 year at Grief Support Services has been marked by staff changes and increasing demands for our services.

GSS has successfully navigated the changes and is in good heart going forward. I am writing this report as Acting Manager, from March 2023-August 2023 as our Service Manager Janet Baird resigned effective from the end of February 2023. Janet was Team Leader and then Service Manager for 15 years. Her long and energetic service saw Grief Support Services grow and thrive. I would like to thank her for her many years of dedicated work at GSS. Our Business Develop Manager, Jen Murray resigned in December 2022. She has stayed on as a subcontractor, and is of great importance to us, to keep our fundraising applications and accountabilities on target. She has also continued to help us with the website and social media. Thank you.

We fare welled Jamie Winders and Julia Milne, volunteers with GSS. Anne Shilston has taken up a volunteer role, moving from student to volunteer. Thank you both for the work you do for GSS and the clients. Otherwise staff have remained stable at GSS. Thank you to those who have taken on extra hours to see GSS through the staff changes.

GSS has always had our clients' best interests at heart, this continues to be the motivation of all, paid staff, volunteers and students. The results are clear in our satisfaction and client outcomes responses. (attached in summary at the end of this report)

We also receive support from funders, supporters and donations. This aspect of our finances accounts for two thirds of the money we need to operate the service. The remainder comes from the Te Whatu Ora (TWO) contract to support those bereaved or affected by suicide/suicidality.

Throughout the year we have averaged 15 staff members, most of them part time. Scheduling and managing the clients' comings and goings is effectively organised by the administration staff. This is a big job especially as did not attend's (DNA's) occur for many reasons. Not least the lingering effects of Covid 19 circulating at work and in the community. It is a source of ongoing problem solving, to see how we can maximise our efficiency through reducing the wasted time and opportunity these DNA's cause. It is one of many KPI's the Board actively monitor.

I would like to thank the philanthropic groups, donors and corporates who have supported us this year. We have received money, grants, discounted services and free services from our donors. It keeps our doors open and clients able to access the services they desperately need.

We are currently looking for volunteers to help as Board minute taker and a web site and social specialist.

This year our routine work has continued, Horizons, SLS Peers and Waves groups for those bereaved by suicide, or impacted by someone's suicidality. We also organise a remembrance concert to recognise the loss of loved ones to suicide. Counselling sessions are provided to those affected by grief and loss. The demographics of those using our services are shown in the data at the end of this report. We see children from the age of 6 and support the parents of younger children. This is a growing and specialist area of the services provided by GSS.

The year has seen rationalisation of some expenses and also preparation for moving to more IT based HR and communications tools. This will form a body of work in the upcoming year. And will allow us to ramp up the services by making administration behind the scenes simpler. We are able to continue for some time providing the services from our current rooms. With outreach into the community for those who cannot travel, or negotiate our rather steep stairs. The final aspects of the refurbishment of the rooms; furniture, signage etc have been completed. We thank the local artists that have placed art on the walls, for all to enjoy. And a reminder that if something takes your interest, most pieces are for sale.

Staff have been encouraged to engage with professional development activities, as a way to keep learning and bring back to GSS latest thinking in the area of counselling and grief and loss. New HR systems will help us get a good overview of what is available and ensure staff can access the best training available. APG has also negotiated training opportunities for our staff. These are taken advantage of where possible and relevant.

We have not had any major health and safety issues over the last year. Health and safety information is monitored by the Board to make sure if anything arises it is addressed promptly. This includes the upgrade to security, through reinstalling the alarm and security cameras in the corridors.

Bronwyn Jackson
Acting Manager March 2023-August 2023
Chairperson
November 2023

Annual Statistics

	2022/2023	2021/2022	2020/2021	2019/2020	2018/2019
EOY Waiting List	115	46	62	45	49
Carried fwd clients from previous year	491	127	86	123	75
New clients	568	476	435	392	419
Total clients seen	1059	605	521	515	494
TWO sessions	634	734	816	564	470
Other/PHO sessions	2296	1900	1592	1557	1431
Total sessions	2930	2634	2408	2121	1901
Av. Sessions/month	244	220	201	176	158.42
Attendance rate	77%	80%	81%	81%	77%
<24 hours notice	15%	13%	13%	12%	13%
Did not attend	7%	7%	6%	7%	10%
Rescheduled appts due to Covid 19	99	165	4	-	-
WAVES attendance	51	73	90	50	105
Horizons T07	37	20	60	0	NA
SLS Peers	33	21	28	0	NA
Av. Wait time (calendar days)	27.2	39.0	24	30.3	20.6
Breakdown sessions:					
Pd staff	83%	78%	72%	76%	82%
Volunteer	7%	11%	11%	14%	14%
Student	10%	11%	17%	10%	4%

1st July 2022 – 30 June 2023 EOY Statistics / 1st July 2021 – 30 June 2022 EOY Statistics

Ethnicities

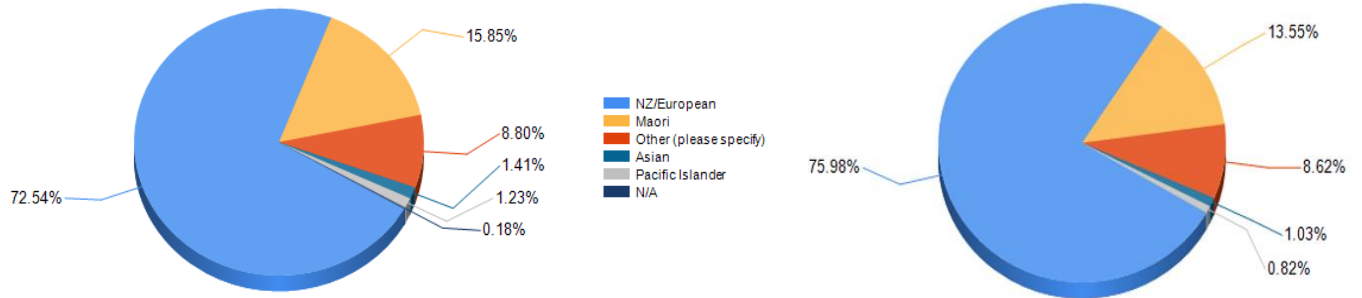


Figure 1: Clients by ethnicity

Gender

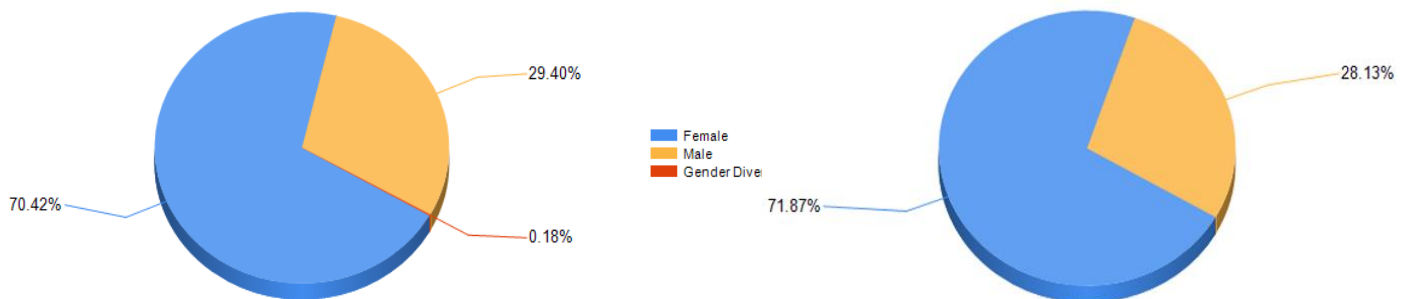


Figure 2: Clients by Gender

Funders



Figure 3: Clients by Funder

Age Referred

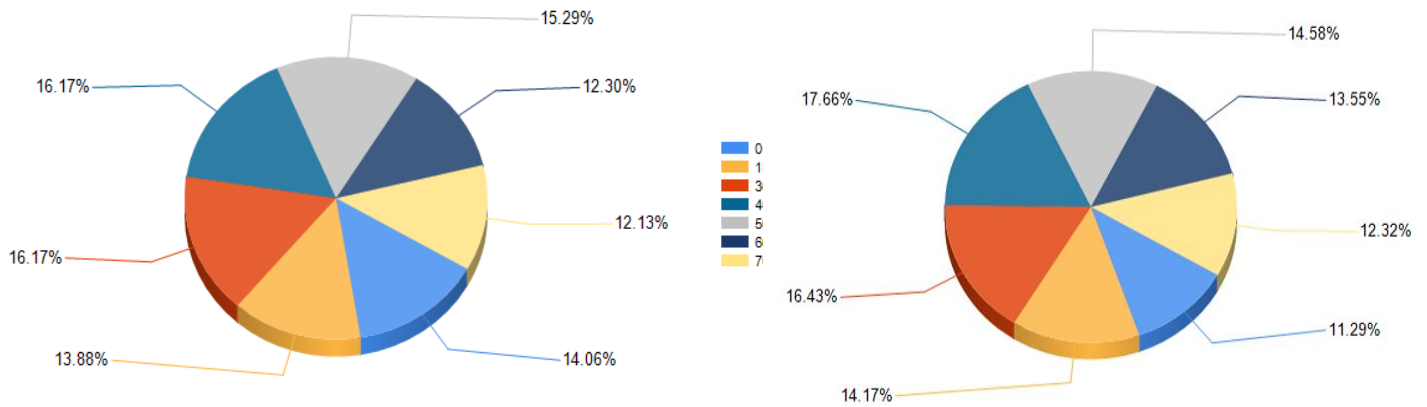
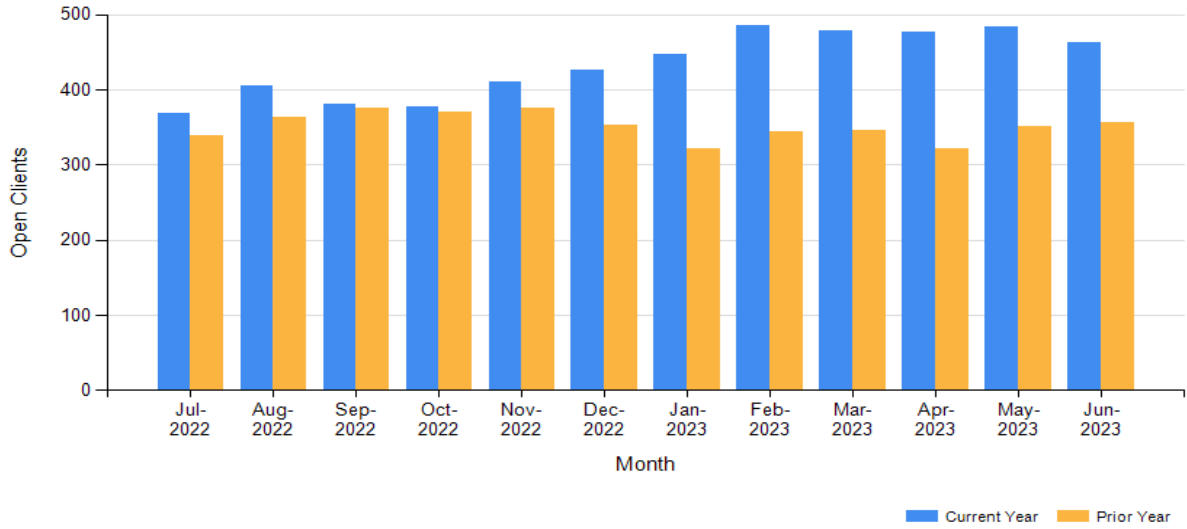
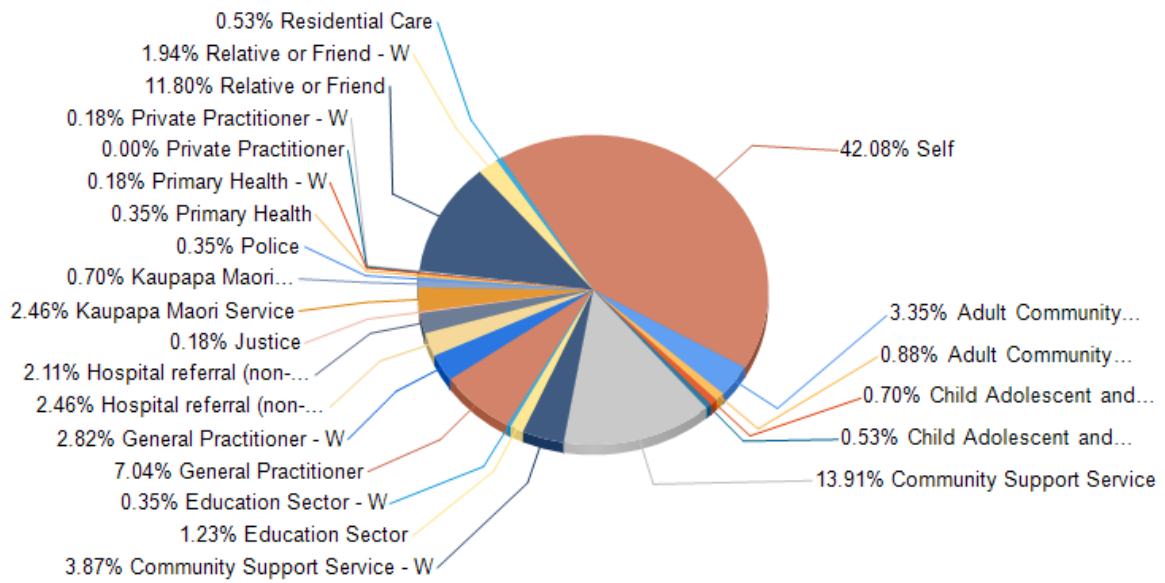


Figure 4: Clients by Age

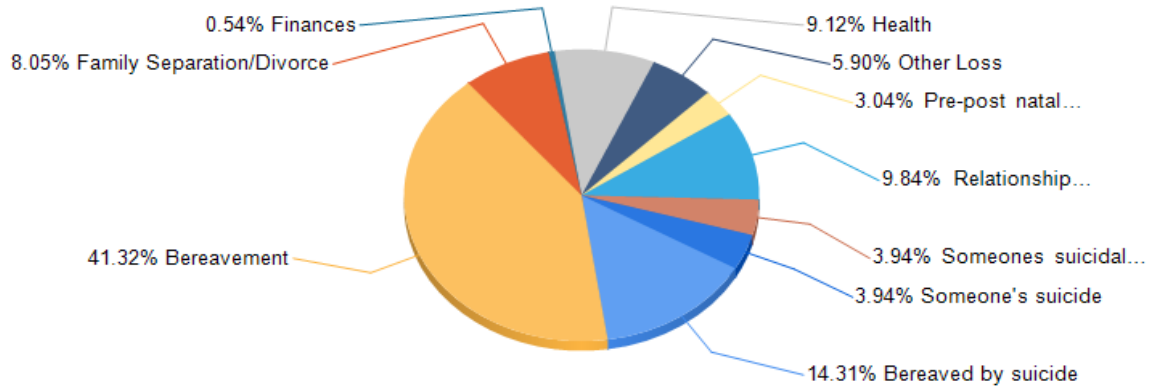
Number of Open Clients per Month



Referral From



Reason for Counselling



Following are the 12 outcome questions posed to clients at completion of counselling.
Not all clients complete the questionnaire. The number followed by 'R' shows how many people completed it in each period.

ANSWER CHOICES	20/21 125 R	21/22 122 R	22/23 134 R
▼ I feel calmer	76.00%	72.95%	73.88%
▼ Daily life feels a bit more manageable	76.40%	69.00%	78.36%
▼ I have worked some thing(s) out	87.20%	84.43%	77.61%
▼ I can think a bit more about other things as well as my loss	72.00%	65.57%	67.16%
▼ I am taking some time for myself	71.20%	56.56%	67.91%
▼ I am eating better	45.60%	26.23%	35.82%
▼ I am getting some exercise	54.40%	40.98%	44.03%
▼ I feel more able to participate socially	56.00%	41.80%	50.00%
▼ I feel more able to participate in family life	55.20%	45.06%	42.54%
▼ I feel more able to participate in work / study / general life	49.60%	45.06%	45.52%
▼ I am more inclined to speak up for myself or not get drawn into situations that are uncomfortable for me	64.80%	45.90%	50.00%
▼ I have new (or remembered) knowledge / skills to help manage difficulties when they come	77.60%	65.57%	63.43%

Some feedback from a few clients:

Counselling has helped me, remember to take deep breaths and check in more with how i am feeling, we did some work around boundaries also

Made so much difference. I can now manage life, the counseling helped me sort my thoughts out which I couldn't have done by myself

The counselling conversations made me look at my life (Pass and present) and by doing this I realised that I am actually stronger than I thought.

In my sessions we explored various aspects that was able to support new insights and raised my awareness . I appreciate how [redacted] respected my current knowledge of various coping strategies and didnt try to teach me the same coping strategies as i have experienced previously. She maintained focus on what was important and more useful to me, which was processing and understanding. [redacted] was amazing at ensuring the focused remained where i wanted to, which also ment tapping into some deep traumas which she did amazingly, without me feeling to overwhelmed whilst unpacking these. I feel i have gained so much and have direction of how i can continue with the progress i have made. Would highly recommend [redacted].

They have made me feel less alone and like the world isn't against me. I also feel more comfortable with myself and more confident

The counselling has helped with inner discovery and discipline.I feel happier now.

[redacted] was absolutely the right fit for me and his advice (I specifically asked for someone who would give me some as opposed to someone who would just "let me talk things through") was excellent and helped immensely.

Grateful thanks to our clients who have generously made donations to our Service and to our funders, listed below, for supporting this work.

Tauranga City

TECT

Lotto

Acorn Foundation

The Lion Foundation

Bay Trust

ANZ

Pub Charity

NZCT

COGS Trustpower (now Mercury)

Grassroots

Akarana Community Trust