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Over the last year ANZASW has worked hard for its membership providing services in a range of ways. Much of this activity is obvious to members with the advertising of webinars and calls of interest for people to contribute to writing submissions to government. Behind the scenes many more hours are devoted to supporting members and the profession generally in ways that sometimes cannot be made public. Some of these activities include advocacy work with employers in cases where social work roles are potentially being subsumed by other disciplines; supporting members who have been subjected to bullying by colleagues or employers; working with numerous organisations such as career force to educate about the role of social work and how social workers can contribute to a broad range of industry interests; political advocacy efforts; and contributing to the work of IFSW.

The Association has a keen eye to the future in terms of developing and delivering services using an online platform that is more appealing and readily accessible to generation X, those members who will be the face of the future in the Association. At the same time we are mindful that our older membership is the backbone of the organisation. We will continue to ensure older members receive information and services in ways that are readily accessible to them. While the Association is concerned with being future focused, preserving and highlighting our impressive history within the context of social work in Aotearoa New Zealand is another priority. Efforts in this direction are well underway through the work of the C50 committee, with the view to honouring the events, members and initiatives from the past that have built the Association into the vibrant organisation that it is today. This next year will be an exciting one for ANZASW, do join us in both celebrating the history and creating the vision for our future for your organisation.

**Future Challenges**
Looking forward there are challenges to be faced.

Firstly the Association must consider the membership age structure and develop a strategy to increase relevance of membership for younger generations of social workers.

In the words of Belinda Moore of Strategic Membership Solutions “A number of powerful generational, cultural and economic forces are colliding to create a perfect storm that will make the next 5-20 years some of the
toughest ever faced by associations. Associations who don’t adapt face a slow decline into obscurity as they are replaced by newer, more innovative, less bureaucratically challenged, less resistant to change competitors. While the idea of membership will continue the antiquated models of recruiting, retaining and engaging members cannot survive in an increasingly challenging and ever changing operating environment”.

It is essential to identify what young social workers expect of a professional body and how to deliver services in a way that realises the value. In the electronic age it is necessary to identify the best means of communicating that value to both prospective and existing members in such a way that it motivates them to join and engage with the association.

A survey of 112 young social workers identified the following expectations of a social work professional body:

- Advocacy for social workers
- Professional development
- Raising public awareness of social work
- Campaigning on social issues
- Professional mentoring
- Job opportunities
- Professional indemnity
- Information & advice about legislation
- Competency assessment

Secondly there is the question of what membership should look like in a mandatory registration environment. From the first constitution in 1964 ANZASW has maintained an inclusive approach to membership, accepting into membership both those with recognised social work qualifications and those with other qualifications. Once social worker becomes the protected title ANZASW will need to consider a membership criterion that clearly identifies social workers.

**The membership profile for the year**

**The membership trends June 2011 – June 2013.**

![Membership Trends Graph]

The steep drop in the August – December 2011 period is due to the application of the constitutional criteria for membership and terminating membership for those who had persistently failed to meet competency requirements or failed to meet their financial...
The percentage of members who are registered with the Social Workers Registration Board is increasing with a corresponding decrease in the number of members not currently registered. A significant number of the non-registered members either hold a recognised qualification or may be eligible for registration under the provisions of Section 13 of the SWR Act (2003).

Immediately following SWRB entering the competency and recertification assessment market there was a drop in the number of applications however it is pleasing to see applications and membership reinstatements are climbing again.

The ‘all other reasons’ category includes those who gave no reason for leaving, were not working or membership was no longer relevant.

It is significant that leaving social work and opting to align only with SWRB only are the next two most often given reasons for resignation.
It is disappointing on a monthly basis there was an average of 293 members with membership subscription accounts that were three months or more overdue over the financial year.

**Professional Indemnity Insurance**
In July 2012 the provision ANZASW Professional Indemnity Insurance was put to tender resulting in a new provider being selected, effective from August 2012.

Member benefits with the current provider includes:
- Access to the ANZASW Liability Helpline
- Defence costs and penalties when there is a complaint about delivery of professional social work services to:
  - The Social Workers Registration Board
  - ANZASW
  - The employer
  - Any Board or Commission with authority to investigate delivery of professional social work services
- Defence costs for the police investigation phase of any criminal offending committed in the course of delivering professional social work services
- Up to 4 EAP sessions

From September 2012 – August 2013 there were 99 calls to the Liability Helpline. There were 11 claims for indemnity insurance with the average claim being $10,200.00 and the largest over $30,000.00. One claim was made for EAP support. A significant amount of advice and support was also provided by Crombie Lockwood and Lumley’s.

**ANZASW Submissions 2012 – 2013**
- Youth Crime Action Plan
- SWRB Tertiary Social Work Education Review
- Housing New Zealand – Access to Advisors
- Epsom Day Unit
- Constitution Conversation
- Enduring Power of Attorney
- Police Vetting & Screening Cost Recovery

**ANZASW participated in the following consultations:**
- The Children’s Action Plan Work Stream - Reporting Child Abuse information & guidance
- The Children’s Action Plan Work Stream – Professionals Helping Children – minimum standards and competency
- The Children’s Action Plan Work Stream – Vetting and Screening
- Careerforce ITO (health & social services) Mandatory Review of the health and social service qualifications NZQA levels three to six
ANZASW has representation on:
- The Social Work Leaders Alliance
- The ACC Sensitive Claims Advisory Group
- The Family Justice Implementation External Working Group

Professional Development
The webinar programme has continued to be a popular medium for the delivery of professional development seminars.
- Allyson Davys - Reflecting Critically in Supervision
- Colin Elliott - Restorative Justice
- Dr Carole Adamson Building resilient practitioners: constructing research out of practice
- Elaine Loch – Imagine a suicide safe community
- Dr Jane Maidment - Student Supervision
- Jill Worrall - A Bicultural Response to Children in Need of Care and Protection
- Justin Canty - Social Media, Social Work Thinking into the Issues
- Madeleine Taylor - Courageous conversations with colleagues
- Maree Macdonald - 7 Stages of Womanhood
- Maree Macdonald - A Maori Practice Model.
- Maree Macdonald - Maori Practice Tools
- Michael O'Dempsey & Kay O'Connor - Power in supervision
- Pamela McCarthy - Behind the line: working in Sonagacchi
- Tara D’Sousa - Community Development - a critical element of social work practice, training and discourse
- Vickie Hirst - Which hat are you wearing? Supervisor? Frontline manager? – or both?

512 members attended webinars over the year with the majority attending one webinar.
While attendance at CPD webinars was high in metropolitan areas when looked at as a percentage of the Branch or Roopu members the uptake was highest in the rural areas where access to CPD is problematic.

### Competency

Colin Elliott was farewelled from the role of Competency Co-ordinator. Colin dedicated considerable time to working with around 700 members who were overdue for competency or recertification assessments. Thanks to Colin’s efforts it is now rare for members to be more than 12 months overdue for competency or recertification assessments.

Janetta Whaley was appointed to the role at the end of July 2013.

Members have frequently commented that the ANZASW documentation for competency and recertification is complicated and cluttered. This has been heard and there is work underway to streamline the templates.

There has been steady growth in the number of members using MY.ANZASW to complete and share their portfolios online, with 26 using this facility in the first three months of 2013/2014.

ANZASW has worked with the Social Workers Registration Board to ensure that members completed competency assessments on time enabling members to maintain a current Annual Practicing Certificate.

Thanks must go to all the members who contribute time to competency and recertification assessment panels. This is a task that is both a responsibility and a privilege.

### Member Contributions

Members have contributed to the Association in many ways during the year including participating in competency assessment panels and complaint resolution panels. Others have worked tirelessly to ensure that there are vibrant and active Branches, Roopu and Special Interest Groups. Others have contributed to the ANZASW effort by contributing to the submissions prepared by ANZASW.
Board members who have so generously contributed their time are acknowledged and thanked. The 2012/2013 Board members were:

- Jane Maidment from Feb 2013, President
- Tauha Te Kani until Feb 2013, President
- Andrew Lynch
- Bella Wikaira
- James Makowharemahihi
- Jim Anglem from April 2013
- John White
- Merrill Simmons-Hansen
- Paula Grooby
- Janine Joyce until November 2012
- John Dunlop until April 2013

In April 2013 Kaumatua Witariana Mita stood down from the Kaumatua role. Jim Anglem, Ngai Tahu, was offered and accepted the role of Kaumatua.

Participation by members in the activities of ANZASW is what makes the Association strong and vibrant. Thank you to all who have contributed over this year.

Finally, I want to thank the National Office Team of Jacqui Christian, Colin Elliott, Margaret Langley, Cinnamon Kouka and Fiona Scott for their dedication and hard work over the 2012/2013 year.

Jane Maidment  
President

Lucy Sandford-Reed  
CE

Lucy Sandford-Reed speaking to South Auckland Branch members about Mandatory Registration
FINANCIAL REPORT

We have pleasure in providing the Annual Financial Report of ANZASW for the 2012-2013 financial year.

This should be read in conjunction with the audited Financial Statements for year ending June 30th 2013, provided by Philip Gainsford, Chartered Accountant, Christchurch.

The key financial tables are reproduced in this booklet and a full set of the Statements are available on request.

Overall Result

A deficit of $28,200 compared with a deficit of $230,496 in 2011-2012.

The Association had net assets amounting to $194,664 compared to $222,864 for 2011-2012. This included $42,673 in Branch/Roopu accounts.

Income

The Association’s net operating revenue was $783,401 compared with $704,959 in 2011-2012.

The Association recorded 3,430 members at 30 June 2013, down from 3,621 at 30 June 2012. Members and applicants still struggled with the difference between the ANZASW and the SWRB. The average number of membership applications per month dropped from 48 in 2010 and 18 in 2011 to 15.5 in 2012. The CE has continued with her Branch and workplace visits, discussing the value of ANZASW membership, the difference between ANZASW and the SWRB and the value of extended membership. Many long-standing members have come away from these meetings with a clearer understanding of the value of membership and the services provided by ANZASW. Work continues to be undertaken with both overdue competency assessments (including recertification) and overdue accounts.

Expenditure

General: $309,883 (against $289,254 in 2011-2012) including the introduction of a doubtful debts expense. Sadly, the number of bad debts being written off remains steady. We are pleased to see the level of legal expenses reduced for the last financial year.

National Office: $410,639 (against $419,574 in 2011-2012). We have faced an overall increase in lease costs (a nationwide consequence following the impact of the earthquakes on the insurance industry). The National Office team continue to
review all expenditure.

**Governance Board:** $44,694 (against $67,025 in 2011-2012). The Board also kept expenses to a minimum, with a couple of members also opting not to accept the honoraria payment.

**Complaints Resolution:** $53,069 (against $59,065 in 2011-2012) due to a reduction in some costs and administration time.

**Marketing:** $22,725 (against $5,459 in 2011-2012), reflecting the cost of maintaining both websites and the interactive nature of one.

**Membership Services:** $76,275 (against $122,318 in 2011-2012) as a result of the significant reduction in the costs associated with the Competency Programme, as more people opted either for an assessment by the SWRB or completed an electronic assessment via the ANZASW website, which has fewer overall costs associated with it.

**Publishing:** $54,030 (against $61,012 in 2011-2012), reflecting the overall decrease in expenditure, most notably the change to an electronic production of NoticeBoard.

**Accounts Receivable:** At the end of 2012-2013 the Association had $216,445 in accounts receivable, compared with $254,298 for 2011-2012. Credit control, including the appointment of a debt collection agency, continues to be a vital area of work being undertaken at National Office.

**Honoraria:** The Governance Board has agreed that an honoraria system is to be maintained and offered, although it does not have to be accepted by individuals. The level of honoraria payment remains as follows:

-President: $6,250
-Board members and Kaumatua: $1,875

As Governance Board members may be personally liable for payments to ACC in relation to honoraria payments received from ANZASW, it was agreed that the Association should pay this levy on behalf of the Governance Board members, as required.
**2013-2014 Budget**

The budget for 2013-2014 has once again been set with cost saving in mind, but also includes Professional Development opportunities for members.

We look forward to celebrating the Associations 50th Anniversary in 2014 and hope you will take the opportunity to join in.

Jane Maidment
ANZASW President

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**COMBINED STATEMENT OF FINANCIAL PERFORMANCE**

For the Year ended 30 June 2013

<table>
<thead>
<tr>
<th>Note</th>
<th>2013</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Divisional Result</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net Surplus / (Deficit) from Professional Association</td>
<td>(58,726)</td>
<td>(232,876)</td>
</tr>
<tr>
<td>Net Surplus / (Deficit) from Membership Services</td>
<td>45,588</td>
<td>32,041</td>
</tr>
<tr>
<td>Net Surplus / (Deficit) from Publishing</td>
<td>(15,062)</td>
<td>(29,661)</td>
</tr>
<tr>
<td><strong>Total Divisional Result</strong></td>
<td><strong>(28,200)</strong></td>
<td><strong>(230,496)</strong></td>
</tr>
</tbody>
</table>

**Statement of Financial Position**

As at 30 June 2013

<table>
<thead>
<tr>
<th>Note</th>
<th>2013</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Westpac – Main Account</td>
<td>9,228</td>
<td>20,377</td>
</tr>
<tr>
<td>Westpac – Ready Access Account</td>
<td>-</td>
<td>31,608</td>
</tr>
<tr>
<td>Westpac – Investment Account</td>
<td>-</td>
<td>140,000</td>
</tr>
<tr>
<td>Branch Bank Accounts</td>
<td>42,673</td>
<td>41,544</td>
</tr>
<tr>
<td>Westpac Online Saver</td>
<td>556,580</td>
<td>380,415</td>
</tr>
<tr>
<td>Accounts Receivable</td>
<td>216,445</td>
<td>254,298</td>
</tr>
<tr>
<td><strong>Total Current Assets</strong></td>
<td><strong>824,926</strong></td>
<td><strong>868,242</strong></td>
</tr>
</tbody>
</table>

| **Non-Current Assets** | | |
| Property, Plant & Equipment | 12,661 | 18,735 |
| **Total Non-Current Assets** | **12,661** | **18,735** |
| **Total Assets** | **837,587** | **886,977** |

<p>| <strong>Current Liabilities</strong> | | |
| Payables &amp; Accruals | 82,229 | 87,140 |
| GST Payable | 61,042 | 75,942 |
| Other Current Liabilities | 499,652 | 501,031 |
| <strong>Total Current Liabilities</strong> | <strong>642,923</strong> | <strong>664,113</strong> |</p>
<table>
<thead>
<tr>
<th></th>
<th>194,664</th>
<th>222,864</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Retained Earnings</td>
<td>194,664</td>
<td>222,864</td>
</tr>
<tr>
<td>Total Equity</td>
<td>194,664</td>
<td>222,864</td>
</tr>
</tbody>
</table>

**YEAR END ROUNDP – NATIONAL OFFICE**

**On-going**
- Website updates / modification – Fiona Scott, Cinnamon Kouka and Karen Armstrong
- Electronic filing – Admin team (extra special thanks to Brogan Taie, who has undertaken the bulk of this task over the last 5 months)
- NoticeBoard; weekly e-notices – Fiona Scott
- Online competency assessments underway – Fiona Scott, Margaret Langley and Michael O’Dempsey
- C50 celebrations for 2014 – Lucy Sandford-Reed, Cinnamon Kouka & the C50 organising committee
- Submissions, Press Releases and other documents – Lucy Sandford-Reed and Brogan Taie

**January 2013 –**
- Student membership promotion – Lucy Sandford-Reed, Margaret Langley and Cinnamon Kouka, along with Suzie Hall and the CPIT project team
- Luxor to Cairo Team Walk (654km) – won by Cinnamon Kouka and Margaret Langley

**March 2013 –**
- Electronic declaration & insurance forms – Fiona Scott
- Electronic invoicing – Jacqui Christian
- ANZASW Facebook page – Cinnamon Kouka

**May 2013 –**
- Electronic member details updates – Fiona Scott
- Q Reader App for Smart-phones: ANZASW contact – Cinnamon Kouka

**June 2013 –**
- Journal collation, including those in storage – Cinnamon Kouka & Brogan Taie
- Journal sale – Brogan Taie

**July 2013 –**
- Farewell lunch for Colin Elliott
Janetta Whaley was welcomed into our team and we were then straight in to a team walk, this time from Calgary to Vancouver (971km). Working in teams of two the bears (Lucy & Cinnamon) are managing to stay ever so slightly ahead of the wolves (Janetta & Jacqui), whilst the ice hockey team (Margaret & Brogan) are working towards catching up. Just like with the America’s Cup – anything can happen.

August 2013 –
- Work is well underway on the production of social workers day packs – Cinnamon Kouka & Brogan Taie
- Election process well underway – Lucy Sandford-Reed and the Governance Board
- Binding of past issues of the ANZASW journal – Cinnamon Kouka

September 2013 –
- Governance Board Elections – Lucy Sandford-Reed & Brogan Taie
- Emptying the storage unit – Cinnamon Kouka & Brogan Taie (assisted occasionally by the rest of the team)
- Sorting out the contents of the storage unit, which almost filled up the kitchen area – Brogan Taie, Cinnamon Kouka & Jacqui Christian
- Managing the endless supply of document destruction bins – Cinnamon Kouka, Brogan Taie, Margaret Langley and Jacqui Christian
- Social Workers Day: 362 packs out to 156 organisations – Cinnamon Kouka and Brogan Taie
- Adobe Creative Suite development, to enhance the Association’s communications – Brogan Taie, Cinnamon Kouka and Fiona Scott

Our thanks to John Dunlop for taking the time, on Social Workers Day, to call in to National Office with a lovely cream sponge and to share afternoon tea with us 😊

October 2013 –
- AGM – Lucy Sandford-Reed, Brogan Taie, Margaret Langley and the Wellington Branch

Building update, post earthquake – having had multiple visits from various engineers, we have recently been advised that the building now requires some extra strengthening in order to meet current building code compliance. This work is scheduled to go ahead in early January 2014.

Thank you National Office team
REPORT OF THE C50 TEAM ACTIVITIES

The C50 Team of Co-Chairs Fiona Robertson and Bella Wikaira, Brenda Cromie, Dugald McDonald (Official Historian), Hanny Naus, Helen Simmons, Mary Nash and Rose Henderson (Secretary) was set up by the ANZASW Governance Board as a working party to plan and promote a range of events to celebrate 50 years of ANZASW throughout 2014.

The working party have met face to face and via teleconferences on a regular basis since September 2012. The C50 Team believe 2014 as an ideal opportunity for ANZASW members to engage in the year of celebration.

During our “50th anniversary year”, it is envisaged that roopu, branches, ANZASW groups, workplace groups, places of education etc will enjoy local celebration opportunities. A list of potential activities has been suggested and we look forward to advance notice of innovative ways being considered to commemorate and celebrate the establishment and the achievements of ANZASW.


Many of the people who played a significant part in the formative years of the Association are no longer active, and we’d like to be able to reach them with an invitation. Can you help us spread the word and help us contact past ANZASW members. Email the C50 Secretary Rose Henderson at C50@anzasw.org.nz or via our face book page with information.

Key points
Logo - with the assistance of National Office a logo has been developed and included in ANZASW material, eg Social Work Day posters. Also an A5 size card had been developed for advertising the 50 year celebration and the national event.

NZ Honours - publicity regarding the NZ honours nominations has been distributed to all members.

Publications – special issues of the social work journals and Notice Board are planned.

History – Dr Dugald McDonald is researching and organising material from each decade on the ANZASW website. This information would also be used for the Reunion focused day at the national event. If you have any
comments and snippets about our history you would like to share do email Dugald at C50history@anzasw.org.nz.

**National Event - Then and Now/, He Tangata, He Tangata – He Tangata Celebrating social work 50 years of ANZASW.** In 2014 the National event will be held in Christchurch with a day of Workshops related to social work practice on 28 Nov; and a Reunion day on 29 Nov celebrating the profession and people of social work across the decades. Around these dates will be social events and opportunities to mix and mingle with past and current ANZASW members. Mark your calendars now.

**International reception** – at the Global IFSW Conference in Melbourne July 2014.

**Tree planting in Otago** – to acknowledge the starting place of ANZASW

**Life history research kit** – developed by Mary Nash has been distributed to the membership

The aim being: *By the end of year 50, ANZASW will have reflected, inspired, promoted, affirmed and celebrated the profession of social work in a variety of ways across Aotearoa.*

The C50 Team welcomes you to the celebrations.

Fiona Robertson  
Co-Chair C50 Team

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**COMPETENCY SERVICE REPORT**

I was appointed to this part-time position two months ago and work remotely from Napier. Following three days training in Christchurch, I was launched! I have very regular Skype, phone and email contact with Lucy and great support from all the admin staff.

In terms of workload overview during this time, 45% of my work has been routine, 40% problem solving, 10% on competency approvals and 5% on developmental issues. Clearly I would like to have more time available to work on the latter.

I am faced with several developmental and competency service challenges, as we embark on the current Social Work scene of compulsory registration. I am aware that our competency processes would benefit from attractive streamlining and becoming more user-friendly. As an ex Assessor, I am fully cognisant with the various challenges of these processes, especially within the current climate. It is
imperative that ANZASW’s assessments programmes meet SWRB requirements. (The ANZASW Competency data for the 2012/2013 year is attached to this report).

I recently contracted a new assessor, Nicola Hartfield, for Hawke’s Bay, Gisborne and the mid North Island region. Nicola brings with her, a wealth of social work and mediation skills.

I am in the process of re-contracting our current assessors, now that we are moving toward an environment of compulsory registration.

From 1 September 2013 SWRB requires the Lead Assessor and at least one panel member to be registered social workers for panel assessing
- Registered social workers
- Social workers with SWR Act Schedule 1 & 2 Qualifications
- Social Workers who may be eligible for a Section 13 application to register
- Social workers without a recognised qualification who in the next five years intend to:
  - Enrol in a recognised qualification, and
  - Apply for provisional registration.

From 1 September 2014 the SWRB requires the whole Panel assessing social workers to be registered social workers.

This has been challenging for members seeking Tangata Whenua assessments as there is only one registered Tangata Whenua Assessor. Interim arrangements have been put in place with the support of the Tangata Whenua caucus to ensure that Tangata Whenua members are not disadvantaged by delays in having their assessment completed.

MY.ANZASW and electronic assessments are becoming more popular. Other challenges include developing new policies, Moderation, updating the assessor’s manual and evaluation forms, running webinars, increasing membership and consistent management of difficult portfolios.

Janetta Whaley, RSW, MANZASW, 3/10/13

ANZASW Competency data for the 2012/2013 year

<table>
<thead>
<tr>
<th>INITIAL COMPETENCY:</th>
<th></th>
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<tbody>
<tr>
<td>Face-to-face assessment</td>
<td>36</td>
</tr>
<tr>
<td>Paper based</td>
<td>54</td>
</tr>
<tr>
<td>Assessed using the Tangata Whenua process using the Niho Taniwha model</td>
<td>3</td>
</tr>
<tr>
<td>TOTAL</td>
<td>93</td>
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<table>
<thead>
<tr>
<th>RECERTIFICATION:</th>
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<tbody>
<tr>
<td>Recertified as competent –</td>
<td>295</td>
</tr>
<tr>
<td>registered SW members</td>
<td></td>
</tr>
<tr>
<td>Recertified as competent –</td>
<td>45</td>
</tr>
<tr>
<td>not registered</td>
<td></td>
</tr>
</tbody>
</table>
COMPLAINTS CONVENOR REPORT

New Procedures
New Standing Orders relating to complaint management came into effect in April 2013. They will be reviewed annually. Significant changes are:

a. The Chief Executive assumes overall control of and has responsibility for implementing the procedures (including the issue of supplementary guidance); appoints the Convenor; and appoints the Complaints Advisory Group: all of which functions were formerly carried out by the Board;

b. The Convenor acts independently in carrying out the duties and responsibilities prescribed in the procedures, with any dispute between the CEO and the Convenor being resolved at Board level;

c. Members may be subject to disciplinary measures only by means of a formal Disciplinary Hearing. All other attempts to resolve complaints are informal and any resolution is founded on the agreement of the parties. The provisions for informal complaint resolution have been significantly enhanced;

d. Disciplinary Hearings (formerly Complaint Resolution Hearings) will be chaired by an independent Barrister of the High Court of New Zealand, who shall be the sole decision-maker;

e. The Chair of a Disciplinary Hearing shall be assisted by three Full Members of the Association (appointed having regard to issues of gender, ethnicity and complaint subject matter) and one lay person appointed by the Association, in liaison with the Chair.

Complaint Statistics
Complaints managed between 1 July 2012 and 30 June 2013:

- Two complaints were resolved through the formal process of Complaint Resolution Hearings (under former Standing Orders) and the Hearing Determinations are available on the Association's website;
- Three complaint investigations by the Convenor resulted in Determinations that there was insufficient substance to proceed with the complaint;
- Three complaints examined by the Convenor were determined to be outside the parameters of the Association’s complaint procedures and were referred back to complainants with advice about alternative complaint pathways.
Association policies confirmed by Hearings

Members should note the following matters highlighted by the two Complaint Resolution Hearings:

i. A zero tolerance of violence as any aspect of professional therapy and/or assistance, and a rejection of the use of restraint other than in a practice environment where restraint is governed by policies and procedures in which Members are trained and their practice monitored;

ii. Members engaged in work that involves aggressive client behaviour should be offered professional development opportunities in respect of this work, the Panel supporting the Association’s view that this is primarily an obligation of employers. The Association will advocate for workers who feel unsupported in this respect;

iii. The Panel’s ratification of the Association’s view that a Member of the Association is subject to the Code of Ethics at all times, regardless of the employment or role he or she is undertaking, or the job title.

Governance Board decisions affecting future Hearings

Aspects of the Determinations of both Complaint Resolution Hearings were appealed by the Convenor, and the decisions of the Governance Board’s Appeals Committee are lodged on the Association’s website. Significant policy guidance that will inform future Hearing processes resulted:

i. A presumption in favour of Disciplinary Hearings being conducted in public;

ii. A presumption that publication of name will ordinarily follow an adverse finding against a member;

iii. Revocation of membership of the Association is likely to be a penalty used only in findings of Gross Professional Misconduct.

Costs

The cost of the two Hearings was $28,183.43 and $30,738.79 respectively. The total cost of Convenor services relating to the eight complaints managed was $14,017.50.

Complaint Convenor
19 September 2013
EDITORS’ REPORT

1. To date we have Issue 25 (1) 13 published and distributed. Issue 25 (2) 13 is, we understand, in press. This particular issue is being guest edited by Jane Maidment and Raewyn Tudor, and is about social work in the quake zone. Issue 25 (3) 13 is currently being prepared by Dinah Wales for publication, and its theme is social work ten years after the Social Work Registration Act 2003. We understand that an issue of Te Komako is scheduled for 2013.

2. In 2014, for Volume 26, we have a special issue celebrating the 50th anniversary of the Association. A call for papers has gone out, but to date the response is rather weak. A second, general issue is well underway. We are not aware of any plans for another Tu Mau as yet. We have not proceeded with plans for a special issue on child poverty.

3. The Book Review editor, Helen Simmons, continues to provide an excellent service and manages the review process very competently.

4. Our reviewers are competent, and when approached, our members are very willing to contribute to the Association by reviewing appropriately chosen articles.

5. The Journal continues to be well-served by Dinah Wales (copy editor) and Ted Walker (proof-reader). They never keep us waiting, and they ensure a good-looking end product. They are also friendly and co-operative to work with.

6. This year Liz Beddoe contacted us to tell us that she has been contracted to carry out a review of the Journal. This was something of a surprise, but we have been happy to co-operate with her. It is unclear to us why this decision was made without consultation with the editors of the Journal. We hope the review will clarify how the Journal can best be managed and what role the Association wants for the Journal.

Fiona Robertson, Rory Truell and Rene Schegg sorting through IFSW historic documents

7. With reference to point 6, we repeat what we wrote in last year’s report. The Association needs to consider how it wants to serve its members through producing a quarterly journal. Does it want to offer a professional product containing both research and practice based material? Does it still want this dual focus? In our opinion, the Association Journal, (Aotearoa New Zealand Social Work
Review and Te Komako and Tu Mau) needs to be put on a more secure footing. There needs to be a formal editorial board. We need to have a recognised publisher in order to become visible through the internet. These are not new ideas, and they need to be worked through to implementation as soon as possible.

8. On 3rd August 2014 ANZASW will be turning 50. Kieran and I, together with the CS0 Committee, are on track for a Social Work Review anniversary issue.

Mary Nash and Kieren O’Donoghue

BAY OF PLENTY BRANCH REPORT

Tena koutou, Tena koutou katoa.

Greetings fellow change agents! This past year has been a rich and interesting tapestry that has a story to tell. This has been corporate and individual in nature but all part of the journey within our community of social work.

We had last year’s AGM at the Maharaia Building, Windemere Campus BOP Polytechnic, Tauranga when Tauha Te Kani (then President of ANZASW) spoke about the vision and plans for guiding the waka of ANZASW along over the next few years. Lucy Sandford-Reed (CEO of ANZASW) presented on the benefits of membership of ANZASW in a mandatory registration environment.

During the business part of the AGM there were no new nominations for the offices of Chairperson(s); Treasurer or Secretary. Gary Cunliffe and Carole Meredith agreed to carry on as joint chairpersons for another year despite originally standing down; Janice Higgison also agreed to carry on as Treasurer. Many of the executive committee remained. Merrill Simmons-Hansen will be acting secretary. National Social Worker’s Day, September 26, 2012 was celebrated at BOPDHB Tauranga Hospital by meeting together at lunch and sharing with each other food and an inspiring quote that has influenced us as people and social workers. Some others also met in the afternoon around a coffee or afternoon tea, discussing how we as social workers can continue to promote the dignity and worth of people in this community.

In December we had a local Christmas get together for those able to come at the Coffee Club in Bethlehem. We had a meal and each of us brought a pre-loved item as a present to give to a colleague. A great time of food, fun and festivities was had by all.

The first gathering of 2013 was in March with a brief Professional Development workshop of ‘Working with Art to Manage Stress’ run by Janice Higgison at her place called The Arty House in Te Puna. This was an experiential workshop on the
use of art as a therapy tool to engage with art and ways to use art to express feelings and manage stress. The Executive committee met afterwards also.

Our next meeting was in June over in Rotorua at The Board Room, Rotorua Lakes D.H.B, Westside of Rotorua Hospital. Janice Higgison presented a brief experiential workshop on ‘Initial engagement with clients using Art’. The response from members was good and a rewarding afternoon was had by all. There was also a brief executive meeting afterwards.

There are two major national initiatives that will have a big impact on our clients locally and also have implications for social workers in the BOP.

Benefit Changes:
A national issue that has begun to impact many of our clients is the Social Security (Benefit Categories and Work Focus) Amendment Act 2013 that took effect on 15 July and it makes it very difficult to achieve any sense of social or economic equality. In fact the latest move risks further marginalising all beneficiaries by fuelling an existing negative stereotype that all beneficiaries want to stay on the benefit, thus wasting taxpayers’ money with no intention of getting back to work. This, quite obviously, is not the case. While we acknowledge that there are some cases of people misusing the benefit it seems that the entire range and scope of beneficiaries are being punished for a small percentage of exceptions. With the growing cost of living – particularly food and accommodation, it means those that are entitled to receive the benefit are struggling more and more as the rate they receive does not go as far. There are further effects on children and grand-parents as the push is for parents to work – almost at all costs. The bare essentials materially needed are not always available and also the parental time with children will suffer as a result of these reforms.

Expansion of the SWIS service:

In response to strong demand from schools for specialist support for children, the Government recently announced additional funding to expand the social workers in schools (SWIS) service to all decile 1-3 schools with year 1-8 students, increasing the number of schools with SWiS to 673.

SWiS social workers address concerns that are affecting the child’s safety or wellbeing, their ability to learn, or their family’s ability to manage aspects of their lives. The social worker teams up with the student (and their family), and works with them on things like:

- helping the child develop good relationship skills
- helping the child feel good about themselves
- working with the family to develop parenting skills
- getting families help with issues like money advice or gambling worries

The SWiS workers’ role involves three key components:

- social work with individual children and their families
• development and implementation of group programmes
• community liaison and service coordination.

Family Works holds the SWiS contracts and has recently appointed three new social workers to local schools here and some are members of this branch. We have five SWiS in total in Tauranga – in 14 schools and we continue to have two SWiS in four Kawerau schools. This will hopefully be a more positive experience for the social workers and have good outcomes for the children and their families and the wider community.

We would once again like to acknowledge our many thanks to all the executive committee for their on-going input and support this last year - particularly those who have stepped up to fill in vacancies and deal with unforeseen things as they have happened.

Nga mihi manaaki, Nga mihi nui

Gary Cunliffe and Carole Meredith – Joint Chairpersons

SOUTH CANTERBURY BRANCH REPORT

South Canterbury celebrates Social Workers Day 2013
SOUTHLAND BRANCH REPORT

Following our AGM in 2012, it was decided to change the focus of the local branch and move towards professional development rather than hold regular meetings. A small group of members put their hand up to be on this committee. Nora Thompson, Glenda Sadlier and Christine Carnie and myself have worked together over the last 12 month period to put together a professional development programme that would be generic enough to be of professional interest but of a standard that would encourage members to attend.

The professional development sessions have been well supported by the larger group and we have seen a good attendance at these sessions offered over the last 12 month period. A very good attendance was noted for the session offered by Lesley Elliot and Bill O’Brien from the Sophie Elliot Foundation on being an “Ethical Bystander”.

Other sessions included Tahui Atu (Mentoring), an evaluation of Maori-based intervention and “It takes a village to raise a child” which was presented by Megan Roskilley who works in Family and Community Services which is a part of MSD.

We also had Lucy Sandford-Reed and Jane Maidment visit our Branch in August to discuss the role of ANZASW in a mandatory registration environment. This was an interesting session with a great deal of debate and discussion and, I think, a deeper awareness was created of the changes occurring around us and how as members we need to keep up to date with change and voice our options on the way forward for the Association.

The 2012-2013 year has been a successful one. The branch looks forward to the next 12 months following the same format of offering topical and interesting sessions that further our professional and personal development.

In fellowship,

Christine Fraser Wilson
Chair

TAITOKERAU ROOPU REPORT

Te Taitokeru Roopu/Northland Branch continues to run without a committee or financial accounts.
We have bi-monthly meetings, usually attended by a dozen people, where we participate in dialogue around topical issues locally, nationally and internationally.

We have been privileged to have the opportunity to listen to guest speakers at our meetings. In April we invited Liz Cassidy-Nelson to speak on her role as manager at Lifeline Northern and the services they offer. Of particular interest was the availability of free counselling and the training they offer around suicide prevention.

We also invited two DHB social workers – Anna Stewardson and Nicolette Crump to provide us with feedback on their experience in submitting a journal article.

In August we invited Tim Howard (CPAG) to speak to us on the recent ‘Welfare Reforms and their impact on tamariki and their families’. This presentation was well supported.

While I have enjoyed the role of Branch Contact for Northland, it is my intention to stand down at the end of 2013. I have been in this role for a few years now and would like to give the opportunity to someone else.

Suzie Munro
Branch Contact

WAIKATO BRANCH REPORT

This report covers the year from August 2012 to July 2013.

It has been a successful year, made so by running popular CPD workshops on alternate months to our branch meetings. This format has been easier on the Executive Committee members due to less time being spent on ANZASW business each month. We attempt our activities on the second Tuesday of the month to coincide with the SWEM meeting run by the DHB, therefore allowing access to social workers employed there from out of town.

We have moved our CPD locations around this year. We have used CCS, CYF and Parentline. Our Executive meetings have been at Life Unlimited where Jean from our committee works. Thank you to these agencies for their hospitality at no charge.

The Committee also made procedures more straightforward by introducing written rules and these have been added to over the year as questions arise. These are more accessible than needing to refer back to previous minutes. We have been able to share these rules to assist a new South Auckland branch set up. The Executive Committee has been proactive also in improving the running of our CPDs, by forming a roster for various tasks. We have been polishing up on our facilitation and
registration. Our bi-cultural practice has improved over the year. We have received positive feedback regarding this professionalism.

Recently we have introduced snippets of news that comes through from National Office. All members receive these via email but it’s considered a good idea to bring them back to members’ attention in an environment where employees get inundated with information from various sources.

At last year’s AGM we discussed becoming more realistic about charging an entry to CPDs. This has resulted in a much healthier bank balance to the end of June. We started with $229.93 and finished year with a balance of $593.80. Previously, after donations to our host agency and asking for just a gold coin donation, our funds were depleting year by year. We now charge $5.00 and for that members get an excellent workshop presentation for two hours plus nibbles/refreshments and a certificate of attendance. We have found the 4.30 pm start time seems to suit Social Workers.

We have had interesting presenters at our CPD workshops this year.

Jo Jackson began the year. She is a therapist, dual diagnosis clinician and a developer and facilitator of programmes. Her topic was “Working with Women and Trauma” and gave insights into the effect multiple traumas have on women. Her workshop was very well attended and there was interest in her following up to family support agencies.

In November we had another well-attended workshop, presented by the women’s team from Shama. They spoke of the barriers and challenges faced by ethnic communities coming to a western country from often non-welfare states with different family and gender roles, traditional views of family and attitudes and fears that can create difficulties. The team’s presenting style created an intimate atmosphere and they received plenty of questions.

Bill Shaw presented to us in March. He tutors at the Health and Social Practice School at WINTEC and he proved to be very popular with 39 in attendance. We had a number of WINTEC students come along which was a great way to introduce them to the benefits of belonging to ANZASW. Some have continued their involvement since at CPDs. Bill’s topic was ‘Cultural Competent Practice’ and was based on research about how various cultures communicate.

Kelly Workman presented at our last workshop. She comes with many years of social work experience and is in private practice in supervision, management coaching and organisational development. Kelly’s topic was exploring the four domains of E Q (emotional intelligence). These are self-awareness, self-management, social awareness and relationship management. The feedback to Kelly was very positive and an appetite was created for her to return at a later date for a half-day workshop.
In writing this report, I am reflecting on the wealth of knowledge and experience we have here in the Waikato. There is a list of subjects members have requested. We have been running these. The ones still in the pipeline are: Lawrence Jenson, “Working with Men” and Nicola Livingstone on Mental Health. Other subjects identified are the “White Paper on Vulnerable Children” and “Vulnerable Older Persons”.

A highlight for the year was having the WINTEC and the Waikato HB host a Social Workers Day celebration and workshop. ANZASW social workers enjoyed being guests at a luncheon where there was plenty of good food and networking. Dr Leland Ruwhiu from Massey University ran a three hour workshop on “Unravelling Whanau Ora” that took us through a journey of indigenous practice models. This encompassed his personal affiliations, working with a Maori Heart including spiritual, natural and human dimensions in a best practice framework. The great thing about the day for me was not having any tasks and just turning up!

The Executive Committee has this year considered Waikato having its own Mission Statement. It’s been decided to keep the national one. We are also keeping the ANZASW practice standards and aims in mind when choosing our workshop topics. We’ve asked, “What is the purpose of our branch’s activities”? Answer: “to represent members and provide a place to bring issues for discussion and supportive action”. It’s recognised that there is a large body of members who do not attend meetings. All paid up members are welcome to attend and vote at branch meetings. Experience shows it’s the Executive Committee members only who do. There’s been discussion on the benefits of meetings and whether the branch wants to continue with its present format.

Enquiries have been made to National Office regarding how to manage minutes et cetera in this electronic age and what to do with past printed material. I have a folder of all the Branch activities since I’ve been Chair.

Finishing on a personal note, I have been attending Branch meetings since I was a student. I’ve been keen to be part of the professional body that represents the social work profession. I’ve been on Executive Committees for 14 years, the last six as Chairperson and have also served time as Secretary. My experience has rewarded me working with a great bunch of Social Workers over this time. This year has been particularly rewarding due to the proactive Executive Committee who have pulled their weight and made my job the easier for it. I’m now handing over the Chair and wish the new Chairperson and members every success for the future.

Skye Sloper, Chairperson
WAIRARAPA BRANCH REPORT

Another year over! Where does it go?

Again, our small but hard-working Committee, has tried to keep things interesting and manageable for our members, with a variety of meetings at different times of day.

We held our AGM at CYF rooms on 21 November 20123, with some fun activities and food to follow the meeting. Most of the current Committee members remained and our thanks go to those who have now left the Committee. We welcome Sandra as a new member. The committee comprises Donna Laing, Frances Dearnley, Louis Witbooi, Susan walker, Louise Mellor, Sandra Reiri, Victoria Robinson, Pauline Brooks and Marilyn Roberts.

The first committee meeting of the New Year was to set the dates for the Branch and Committee meetings for the rest of the year. Our planning meetings are held two weeks before each Branch meeting and we are getting very efficient at organising!

Our breakfast meeting was held on 17 April at the Village Grinder in Kuripuni, with our Guest Speaker being Donna Laing talking about the new Resource Centre.

For our lunch meeting, we delayed this by a week to allow members to attend an important Ministry visit on the scheduled day. At this meeting we had a really informative training session from Jane Mills on Suicide Prevention.

Susan Walker put a lot of work in to organising a training day for us. However, this was cancelled due to lack of enrolments. We hope to try for this again in the future.

We are in the process of planning our get together to celebrate Social Workers day with an evening at the Ten Pin Bowling and also for Social Workers day we hope to present two of our members with Letters of Recognition for all the invaluable work they have done for the Wairarapa Branch of ANZASW and also in the field of Social Work over many years.

The next AGM is set for 27 November at Henley Lake for a BBQ.

Wairarapa Convenor
WELLINGTON BRANCH REPORT

2013 started in traditional Wellington Branch fashion with a meeting at Pauatahanui inlet in which we were able to plan for the variety of topics at our monthly meetings during the year:

We welcomed back one of our former branch members Rory Truell who is now based in Switzerland as IFSW General Secretary! We were encouraged to recognise the significant contribution that this small country has made on the world stage of social work and to keep looking globally at how social work can influence social justice movements.

We invited NZ Council of Christian Social Services and Salvation Army staff (Trevor McGlinchey & Pam Waugh) to talk with us about their social justice strategies. We were inspired by their analysis, politically astute approach to social action, and incisive endeavours to influence government policy.

We have appreciated our ANZASW Chief Executive Lucy Sandford-Reed and President Jane Maidment travelling to Wellington. Their presentations at branch meetings included discussion about the future structure of our Association. This has engendered further debate about the evolution of our professional status in this country and how this could impact on membership of our Association. Follow up surveys from National Office have shown that there is willingness to explore options for membership categorisation, in response to imminent mandatory social work registration.

Our understanding of learning our social work practice was challenged by one of our members from CYF National Office. We were encouraged to think about how we learn and to include all methods in our CPD log – such as case conferences, robust discussions with colleagues, journal clubs, action/reflection sessions, peer supervision etc.

Concerns were expressed about how SWRB APC renewal dates impinge on the timing of ANZASW competency and recertification processes. Robust discussion at branch meetings included members who are involved in the assessor processes for SWRB and for ANZASW. In grappling with principles and policy issues around information sharing between these two bodies, the difference between a government regulatory body and a member based professional association were illuminated. This led to our branch putting forward a remit for consideration at this AGM.

Throughout the past year we have mourned the death of several social work colleagues. Significant in the tributes given at their funerals, was the importance that social work has played in their lives and how their choice of profession
illustrated their concerns and values. We miss them as fellow social workers, but continue to be both inspired and challenged by their lifestyles.

Our Social Workers’ Day afternoon tea this year included a wonderful combination of recent and long time members, as well as a quiz that tested our social work history knowledge....and more!

2013 is culminating with the honour of having the ANZASW AGM here in Wellington, along with the two day Board meeting. Our aim is to host these on brisk spring Wellington days - without any of the storms or earthquakes that slightly interrupted routines recently! We are sorry that these were over-hyped in the media, much to our embarrassment for our South Island colleagues. We appreciate that at these ANZASW meetings many issues need to be considered: for the Association, for social workers, for the social service sector and for the social justice concerns that impact our work and communities.

Caz Thomson

CHRISTIAN FELLOWSHIP SPECIAL INTEREST GROUP REPORT

It was a year highlighted by the sharing and reviewing of academic articles.

Contacts made both in person and via email between members allowed our relationships to grow allowing us to learn more from each other and discover more about each other’s practices and strengths.

Challenges for the year ahead include the development of regular communication channels. How we can balance wanting the group to be productive but not burdensome.

Liam Butler
Convenor
PRIVATE PRACTICE INTEREST GROUP

Again, most of the concerns of this group have been regarding the ongoing issue of our relationship with ACC and how this is affecting our work with our clients.

I am happy to report that our relationship with ACC continues to improve, and they have continued to consult on matters relevant to our work.

The communication between counsellors and Claims Managers has been much improved, and generally contact with clients by ACC staff has been carried out in a sensitive manner.

As ANZASW representative on the Sensitive Claims Advisory Group, I have attended regular meetings, and have been involved in a small group looking at the internal workings of the Sensitive Claims Unit. This has been a useful group to be involved in, and I am happy to report that all our recommendations have been accepted by ACC, including ideas to improve training and communication skills of new staff members. There is a proposed increase in staff members of the unit which should again improve communication as the workload becomes less per staff member.

There have been other small groups working on improvements to Child and Adolescent Services within the Sensitive Claims Unit, on Adult Claimants, and a Maori Group has also been meeting. Progress has been made in all areas.

The main change looming up is the contracting – if members of this Association wish to continue to work for ACC then registration will be required. Thus members have been encouraged to begin the process of registration if applying for contracts.

Contracting was supposed to begin this year, but has now been deferred until next year, and the process will begin with Roadshows by ACC around the country to provide information about the process.

This is my last report to the Association as I am now working part time to take up another rewarding role of grandparenting a toddler for 2 days a week, and a very enjoyable role that is too!

I have enjoyed my time co-ordinating this group since its inception around 10 years ago, and we are now looking for a new person to convene the group. Mary Jarmulski, from Wellington has replaced me on SCAG, and she will very ably represent us on that group.

My time on SCAG has been eventful with the ill conceived cut backs of ACC services of a few years ago, but the united voice of all the professional bodies combined and the huge public outcry has resulted in the Ministerial
Inquiry led by Barbara Disley which vindicated our concerns. ACC has worked hard to meet her recommendations, as seen by our much improved relationship.

I would like to thank our members and Lucy for the support I have received over the years, and please contact Lucy if interested in convening this group. Someone more computer literate than I am might be able to set up a more interactive group on line for the 30 or so members of this group.

Thank you again for your support and I have enjoyed the opportunity to be involved with convening this group.

Cathy McPherson