

ANNUAL REPORT
FOR THE PAKURANGA INTER-CHURCH CHARITABLE TRUST
FROM THE CHAIRPERSON OF THE BOARD

FOR THE YEAR ENDING 30 JUNE 2025

For many families and individuals in our country the high cost of living and rising levels of unemployment are key issues that continue to dominate daily lives. Mortgage rates are slowly dropping, and economists talk of signs that the economy has turned a corner. We are told that in some regions of the country the economy is performing quite well, and that better times lie ahead for all - these times cannot come soon enough for Auckland, and the community that we serve.

At the coal face, “big picture” statements are less relevant than the daily struggle that is the reality for many in our community. We see a continuing demand for counselling services that will help individuals and families to navigate tough times. Throughout this unsettling time, we strive each day to deliver on our mission - **to empower people to make positive changes in their lives.**

I am most grateful to the counsellors, the salaried staff, and the Board for the way in which they have responded to the ongoing challenges that we have faced.

During the year 2,748 (previous year: 2,873) people accessed our counselling services, and 343 (previous year: 554) sessions were fully or partially subsidised. Included in these figures were vulnerable people, including vulnerable children. Our services positively impacted 939 (previous year: 1,009) vulnerable children.

It is pleasing to be able to record that overall client satisfaction in the year was 87% (previous year 88%). This is well above the industry standard of 80%.

To our funders, the Board expresses its gratitude and sincere thanks for sharing our vision and determination to improve the well-being of so many people in need. We know that there is a huge need, far more than we can satisfy! – but we also know that everyone who receives partially, or fully funded counselling, has an improved quality of life.

Thank you to my fellow Board members for their wise counsel and input. I feel privileged to be able to draw on the skills and experience of a diverse and talented group of people, as we seek to add value to this organisation through astute governance, and in so doing truly deliver on our Vision, Mission, and Values.

To all those who have assisted us, to those who put in the extra effort to make it all work, and to our wonderful supporters, may I say on behalf of the Board of Trustees, “Thank you” for your contribution throughout this year. We are making a difference!

Looking ahead, the sourcing of funding continues to be a challenge. Our operational model relies on outside funding for us to be able to reach the most vulnerable members of our society through full or partly subsidised funding. Despite setbacks in this area, we remain positive about our future.

Eric Shiels
Chairperson, Board of Trustees
Pakuranga Inter-Church Charitable Trust
20 September 2025