

# **Annual Report 2017**

for the year ending 31.03.17

includes excerpts of the reviewed  
Performance Report





Being genetically related  
doesn't make you family.

Love, Support,  
Trust, Sacrifice,  
Honesty, Protection,  
Acceptance, Security,  
Compromise, Gratitude,  
Respect, & Loyalty,  
is what makes you *family*.

Happiness keeps you  
sweet, trials keep you  
strong, sorrows keep  
you human, failures  
keep you humble,  
success keeps you  
glowing, friends and  
family keep you going

Don't judge each day by the  
harvest you reap but by the  
seeds that you plant.

**Robert Louis Stevenson**

If you think in terms of a  
year, plant a seed; if in  
terms of ten years, plant  
trees; if in terms of 100  
years, teach the people.

**Confucius**

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## Background and History

In 1985 the first **TOUGHLOVE**® Parent Support Group in New Zealand was established in Wellington by Valerie Blennerhasset. Valerie set up the "Parent Support using **TOUGHLOVE**®" Trust after an article in the NZ Herald resulted in over 800 letters of enquiry. Valerie imported materials from the founders of **TOUGHLOVE**® the York's in America, and used every opportunity to promote **TOUGHLOVE**®. These efforts resulted in several newspaper articles, a television documentary and radio interviews.

More Groups were subsequently formed and in 1990 members from 75 Support Groups came together for the inaugural meeting of a formally constituted national body known as **TOUGHLOVE**® New Zealand incorporated or TLNZ. Eventually ten affiliated regional associations were established to manage delivery of the **TOUGHLOVE**® Programme across New Zealand.

In 1993 TLNZ entered into a licensing agreement with Phyllis and the late David York. This authorised TLNZ Inc., to represent **TOUGHLOVE**® in New Zealand, Australia and the South Pacific. The agreement led to the first New Zealand REPCaT – Representatives Conference and Training – taking place in Auckland in 1994. Previously New Zealanders had travelled to America at considerable and often personal expense for training to become a **TOUGHLOVE**® Representative.

# TOUGHLOVE® Inc. Board Member's

## **Tracy Roose**

Chairperson  
Toughlove member  
Waikato based  
Ex-officio member of  
all sub-committees



## **Ian Lothian**

Vice-Chairperson  
Independent  
Christchurch based



## **Jenny Wilson**

Secretary  
Toughlove Life-member  
Christchurch based  
Quality & Training



## **Damian Sicely**

Independent  
Strategic Planning  
Waikato based  
Social media and  
advertising



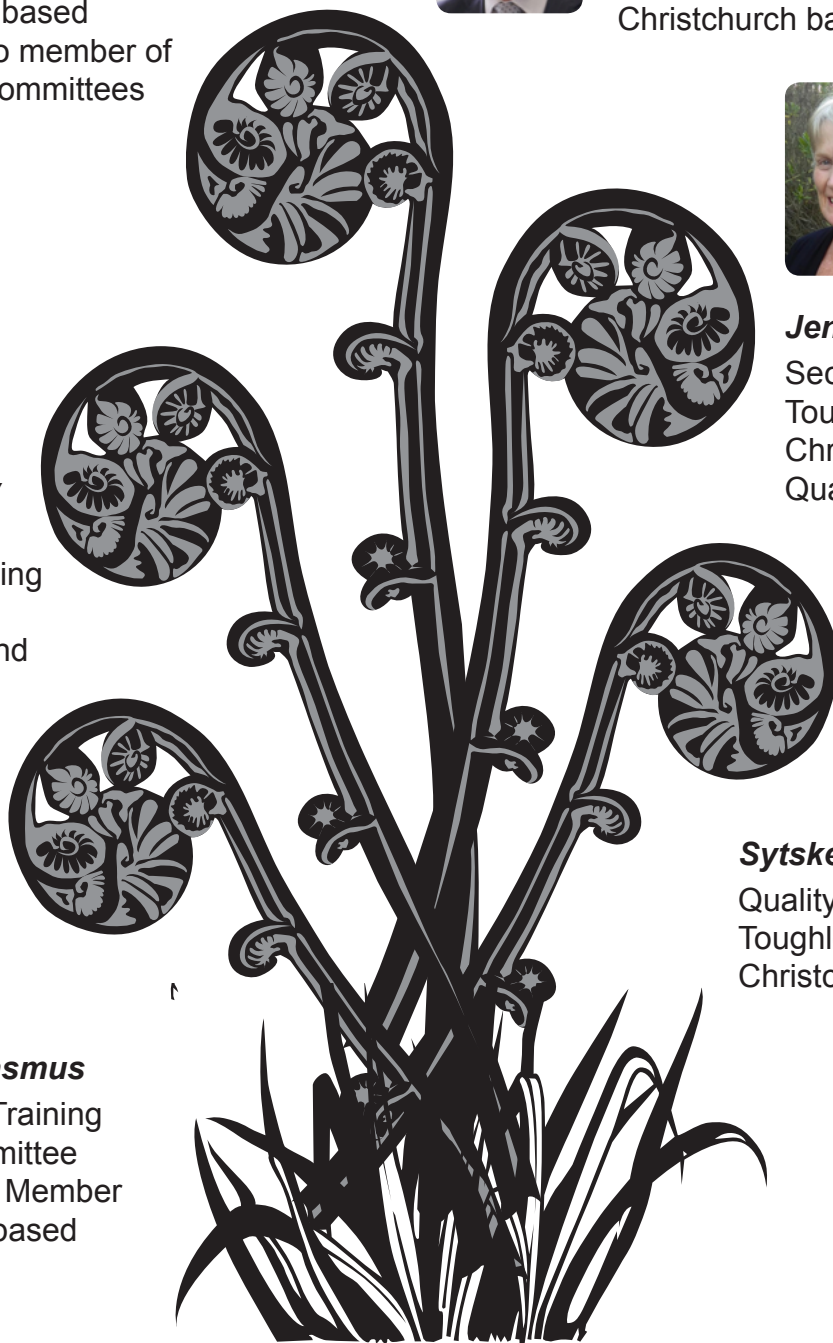
## **Karen Erasmus**

Quality & Training  
sub-committee  
Toughlove Member  
Auckland based



## **Sytske Oldenburger**

Quality & Training Chair  
Toughlove Member  
Christchurch based



**We've got this gift of love, but love is like a precious plant.  
You can't just accept it and leave it in the cupboard or  
just think it's going to get on by itself. You've got to keep  
watering it. You've got to really look after it and nurture it.**

**John Lennon**



## Board Support



***Helen Crisp***

Treasurer – Previous Toughlove Member – Wellington based



***George Morrell***

Legal and Constitutional Advisor – Life Member – Auckland based



***Rachel Wilson***

Thanks to Rachel who was contracted to TLNZ until the end of April 2017. Grateful thanks to Four Winds Community Trust for funding this administrative support for our organisation.

## Wise Council – 2016–17



***George Morrell***

Legal and Constitutional Advisor – Life Member – Auckland based



***Ivy Tapsell***

Life Member – Auckland based



***Kevin Wright***

Life Member – Waikato based



***Nola Edmonds***

Life Member – Waikato based





## Chairperson's Report 2016/17

As outgoing Chair, I would like to begin by thanking the board, whom I have had the pleasure of working with for the last two years. It has been an honour and a privilege. The last two years have been a time of growth for both me and the organisation.

This year we welcomed new independent members and a new Toughlove member who have contributed significantly to the direction and strategy of our Board. Over the past year, our Board has continued with our promise of ensuring transparency and clarity and have met with members several times to discuss upcoming changes and to gain feedback. We have remained future focussed and have a strong strategy to move us forward.

I would like to take this time to honour our volunteers who help our organisation in all manner of ways. Thanks to those who come to group each week and bring the milk, thanks to those parents who man sausage sizzles and organise family picnics for our groups, thanks to those who welcome first nighters to our groups and pass them tissues as they sob quietly, thanks to those who have begun their training as T-Reps and who are learning how to support others in the programme, thanks to those who have trained as Representatives (Reps) and go out into the community every week talking with organisations and assisting families in Parent Support Groups (PSG's), thanks to the Trainers who are working with the T-Reps and Reps with professional development training, thanks to the

### STRENGTHEN – UNIFY – SUSTAIN

Our website has been rebuilt (thanks to a generous volunteer who was a previous Toughlove parent) and our Brand guidelines updated (another donation by ed design).

In January 2017, the Board attend a 3-day retreat in order to have a focussed period of development both for ourselves and the organisation. We had a lot to get through during the weekend and the agenda was tight. Early mornings and late nights were had by all, but by the end it was felt by all, much had been accomplished. Our board charter grew out of the weekend:

Wise Counsel who advise us with their many years experience and keep us true, and thanks to the Life members who continue to support us as the years go by.... So many volunteers who make up this wonderful organisation with so little recognition...

This year, three long standing members have stepped down after a considerable time supporting families and youth.

Toughlove would like to recognise Jacqui Jarry from Auckland for her many years of passion as a parent,

### COLLABORATIVE – HONEST – ACCOUNTABLE – RESPECTFUL – TRANSPARENT – EFFECTIVE – REFLECTIVE

It is reflected on at the beginning of each meeting and focuses us – it keeps us true and accountable.

Life would be challenging without our funders, and at this time, I would like to thank NZ Lotteries and Four Winds for supporting our organisation through their grants this year. Their continued support enables us to work with families in our regions and support our volunteers in their work.

Our volunteers are the backbone of our organisation. Following our mantra – when you are in crisis, you need Toughlove, when you are no longer in crisis, Toughlove needs you – our volunteers come from the parents who have participated in our programme and have committed time to give back to our organisation.

Board member, and a Representative. JJ as she is known, has provided years of experience, laughter and down-right solid advice to both new and experienced members.

John Davidson, also from Auckland, has been involved with Toughlove in many arenas – parent, Board member (local and national), and Representative. Though his family left home a long time ago, John continued to give back to Toughlove until this year. His presentations are well known for their polish and he will continue to be known for his straight talking attitude.

Phyllipa Fraser, a parent and Representative in the Waikato is hanging up her Toughlove hat after many, many years. She has been a strong supporter of

◀ taking Toughlove to the community and of the Waikato PSG's. Luckily for Waikato, she is happy to stop in from time to time to keep in touch.

The absence of these members from our everyday Toughlove lives will leave a hole that will take time to fill, their experience and commitment to the programme will be sorely missed.

This year, Waikato was dealt a very sad blow. Their beloved Wise Counsel member, Life member and Matriarch figure Nola Edmonds passed away at home, in October 2016, surrounded by her family. Nola was honoured in Waikato at their AGM in a special presentation to her husband Peter Edmonds for all the time, passion, love and wisdom given to Toughlove families over the last 30-years. Nola's insight, knowledge and wisdom will be missed in Waikato and around the country.

It is because of the dedication of people like JJ, John, Phyllipa and Nola, that our organisation is quite unique in this country. Our self-help parent support organisation offers no hand outs, magic wands or quick fixes. We provide a proven, structured programme with 24/7 support for as long or as short a period as is required. We work with families in crisis whose young people are vulnerable youth. These families are dealing with issues ranging from messy bedrooms and breaking curfew, through to drug users, unprotected sex and illegal issues such as theft and assault.

We are the ambulance at the bottom of the cliff for many of these families, but it needn't be that way. We would prefer not to be the mountain rescue team

coming to their aid – but be that as it may. Toughlove believes that prevention is better than cure, and we are working with schools and businesses to present short workshops that enable families to begin making better choices. Our product set is developing and evolving with community.

As each year passes, we strive to achieve our mission:

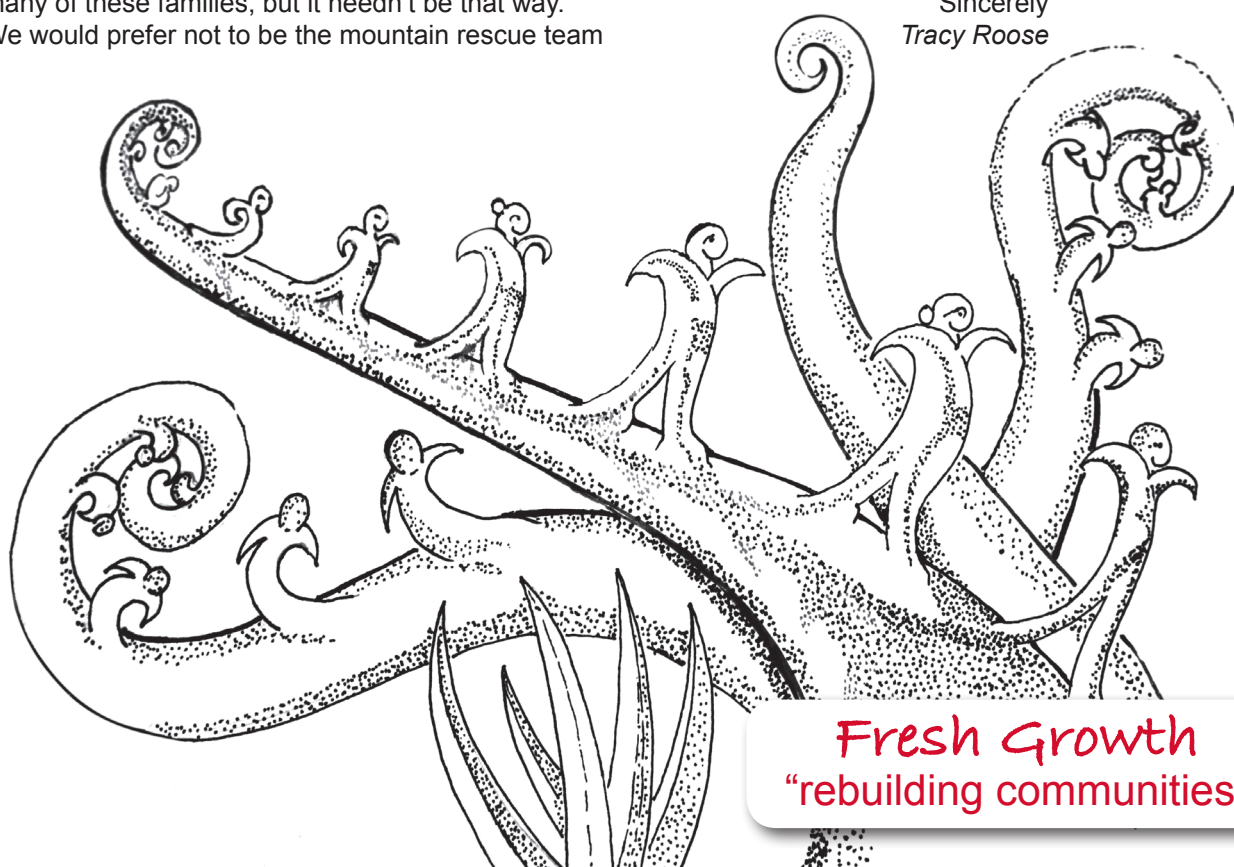
"To provide support and education that empowers parents and young people to accept responsibility for their actions."

I am proud to be a part of such a passionate organisation – driven by the knowledge held by the members that they have been given back something more precious than anything else on earth – they have their family – and they credit Toughlove for this gift.

As I reflect on my time in Toughlove – over 15yrs now – I realise that by "embracing tough solutions together", Toughlove can move mountains. We are a group of people united by a common goal and if we work together, always with our mission at the front of our minds, we can help to heal our communities and create families with a more cooperative focus.

As I vacate my chair, I am comfortable in the knowledge that we, as an organisation, will continue to assist families – as long as we keep the faith. I look forward to continuing to work with the Toughlove New Zealand Board in the future as we focus on our mission.

Sincerely  
Tracy Roose



**Fresh Growth**  
"rebuilding communities"

## Our Vision

“embracing *tough* solutions together”

## Mission Statement

“To provide support and education that empowers parents and young people to accept responsibility for their actions.”

## Status

TOUGHLOVE® New Zealand Incorporated is a community-based, not-for-profit organisation with tax-exempt charitable status. Programme delivery is reliant primarily on TOUGHLOVE® parents who work as volunteer Reps and financial support provided by national and local community funding agencies. Activities are funded also by membership fees, the sale of Programme materials, workshops and donations.

## Purpose

*TOUGHLOVE® is a self-help Programme that aims to directly assist parents and youth in a holistic manner, but which benefits the wider community also. Through a combination of philosophy and action, the Programme aims to bring about positive change and outcomes for families.*

*TOUGHLOVE® is both a crisis intervention and family support programme. Structured support Group meetings are designed to give parents the confidence and skills to deal with a wide range of problems associated with unacceptable adolescent-type behaviour. The Programme thus offers a proven, well-recognised framework for developing coping strategies and solutions for problems such as lying, verbal abuse, truancy, running away, and drug or alcohol abuse as well as for other more serious criminal, destructive or self-destructive behaviours.*

## Referral agencies

Group members are self-referred to TOUGHLOVE® or referred by agencies such as the Police, Child Youth and Family Services, Citizen's Advice Bureau, schools, doctors and other professionals and social service organisations in the community.



# Board Strategy

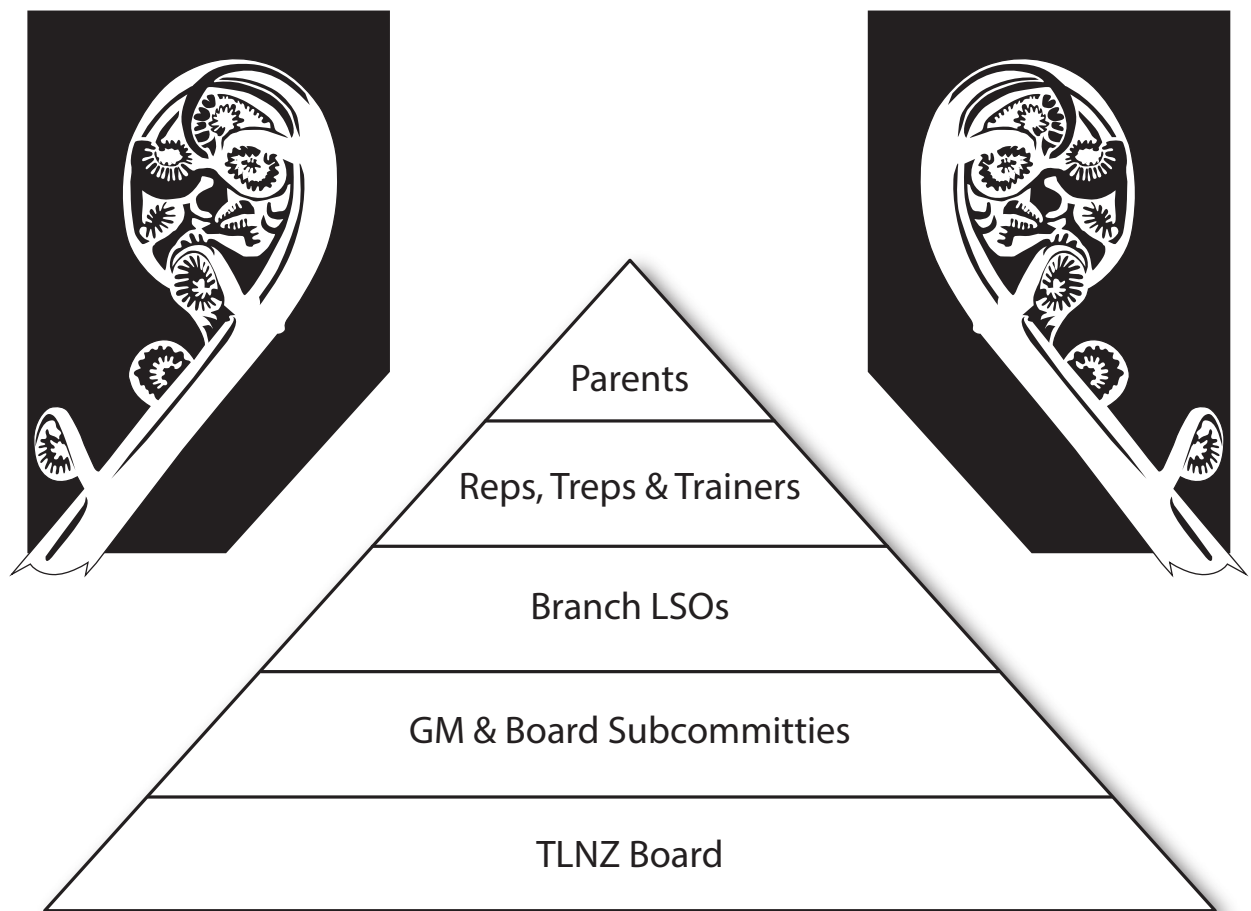
The direction of the TLNZ board, developed over the last six months or so, and in particular at the board retreat in January, was presented to members at the national training event in April. The strategy is to:

**STRENGTHEN** – we will strengthen ToughLove NZ by building everyone's knowledge and helping our parents grow;

**UNIFY** – we will create a more unified organisation that works together to help one another (Parents for Parents); and

**SUSTAIN** – we will build a more sustainable model for the organisation through better training and services that we offer.

The strategy also identifies a number of projects, aimed at practically implementing its direction, such as website rebuild, encouraging regional strategies, developing internal and external communication, merging regions into one organisation, developing an effective social media presence, and identifying new markets



# National Trainings

July 2016 – REPCaD



April 2017 – **TOUGHLOVE®** gives you focus

Basics for Parents  
TRAIE for Trainee Reps  
Workshops on Community / Engagement / Cultural Awareness

Speaker on Mental Health /  
Well-being for Adolescents





## Why we are effective in today's environment

- **Point of difference** – *no one else is doing what we do*
- **Collaborative approach** – *we work with others to have greater collective impact*
- **Address diversity** – *we acknowledge diversity through our service and activities*
- **Outcomes based** – *we evaluate the effectiveness of our work and can show how it impacts lives*
- **Nationwide** – *we deliver services across New Zealand*
- **Growing contribution** – *we continuously develop our services to ensure we are addressing emerging and relevant needs*

When  
you can't control  
what's happening,  
challenge yourself  
to control the  
way you respond  
to what's happening.  
That's where  
your power is!





# Reps in the Community

Toughlove has great support in the community. Recently some Representatives and parents in the Waikato were spotted out and about flying the flag for Toughlove.

The police in Hamilton are highly supportive of Toughlove as are Pak'n'Save, where they handed out balloons and pens to passing families.





# ***Four Winds***

F O U N D A T I O N

The Four Winds Foundation supports a cross section of non profit community groups, charities, welfare agencies, educational organisations and amateur sporting organisations.



## **Lottery Grants Board**

Te Puna Tahua

.....  
LOTTO FUNDS FOR YOUR COMMUNITY

### **Campbell & Campbell Accounting Consultants**

**Mark Campbell BCom, CA**

PO Box 12252 Chartwell Square Hamilton 3248

Telephone 07-849 9476

Email [m.i.campbell@actrix.gen.nz](mailto:m.i.campbell@actrix.gen.nz)



## **Design**

[tony.ed.design@gmail.com](mailto:tony.ed.design@gmail.com)

## Success Stories

### I was loved through the tough times....

I'm not sure when things started to go down hill... it was a gradual thing...I think it was as I hit adolescence. My respect for boundaries declined, and with it my birth parents ability to enforce those boundaries. I refused to go to school from age 13 and decided that I could do whatever I wanted, whenever I wanted. But before I knew it, I was 13 and pregnant to a 19yr old, whom I believed to be my "first love", but in actual fact he was an extremely damaged human being and that led the way to the sadistic psychopath that he had become. I became his first victim.

I had no insight into how controlling he (or his mother) were over me, until I fell pregnant and went to live with them. I thought I would be safe. Then I became alienated from my birth family; my birth mother having a nervous breakdown and leaving for Wellington never to return. My birth father, well he tried his best, but he really had no idea how to deal with the situation so he became absent also. Then beatings and abuse began. For almost a year, throughout my pregnancy and shortly after, I was beaten, tortured, raped and imprisoned by the birth father of my child and his mother. They kept it all a very elaborate secret until they were forced to take me to hospital for a suspected skull fracture on Christmas eve of 2000. The doctors as their duty, got in contact with Child, Youth and Family (now Oranga Tamariki). Three days later on the 27th, we were removed from the home and taken into CYF care. We were placed in a family home (essentially a half-way house) for around 4 months until a suitable placement could be found.

After the stay in the family home, I was placed with a family... a normal and real one. Something I had never experienced before. From day one it was warm and

caring. They did normal things like went on family outings – they rarely spent lots of money, but we always had fun and I always felt included. Family gatherings, also a new thing. Regular routines, etc etc. It was strange. I didn't know how to feel. The hugging was strange. I felt as though everyone was very "huggy" (which in hindsight was totally normal) but, it took me a while to realise that it was normal, and family who care about and love each other, do that. It took months, possibly years to not feel uncomfortable and freeze when a hug was given.



Life was becoming great – warm clean house (most of the time), fun, love, boundaries (I needed those), and more love. I had foster siblings and my baby was loved. But life as a teenage mum is hard... especially when you haven't had a chance to grow up yet. Everyone used to say to me "wow having a baby so young, you must have had to grow up really fast" No. I didn't grow up. Just because I had had a baby, I was still 14, damaged and traumatised.

I began to rebel. My school mates were going to parties and the movies and so much more – I wanted a life... My family stood their ground. They allowed me to do things that were safe and appropriate for my age, but that's where the buck stopped. I felt as though I had been in an "adult world" for so much of my life already, and I found these boundaries very hard to accept. The line was drawn and the rules were the rules. I don't know how many times I was collected drunk from goodness knows where when I had snuck out of the window, or how many times I disappeared for days at a time... but each time there was a consequence, unconditional love, and consistency. I never wanted to hurt anyone in what I was doing. I just never understood how my actions affected others. Yes, I had a baby, but I was still an egocentric teenager.

At some point I came to understand that 'Tough love' was to blame for my misery. It was another avenue for me to blame – victimisation is a hard cycle to break.. When I was around I was a great Mum. I loved my baby and even as a 14 year old, she was the apple of my eye and I wanted the best for her – but I wanted more. I rebelled for so long that my daughter was placed with a distant birth family member and she was no longer in my care. I rebelled even more. I was hurting, unable to articulate why I was acting the way I was, I felt like I hated the world, the world hated me and that I was worthless. Then came the day I left for good – saying goodbye to my family, I went to get a life. I left school, got a job and tried to make my own way in the world.

Then came the day when I became homeless – another failed relationship, abused, again. I was 16 and needed to get out. I needed a bed to stay... I had nowhere else to turn – I phoned them – they allowed me to come home on the understanding that I would be gone by the end of two weeks. I slept on the couch, did chores,

and settled back home. They helped me get back on my feet and sent me on my way. But the agreement was in place – and at the end of the two weeks my time was up and they helped me into another place. This time it was on my own without a man (I thought I couldn't be without one). It was scary.

As the years passed, their family (my family) became pivotal in my life. Always on mutual terms – but their home, their rules. But the love was strong and abundant. My dad (foster) walked me down the aisle when I married, my mother (foster) was at the birth of my second child along with my sister (foster). They have been my family for more than half of my life, and all of my children's lives. We are a solid family unit of 16 years and the tough love skills and values that I have learnt from my family, I encompass into raising my own children.

Life is not perfect, and sometimes we don't see eye to eye, but I know that they brought me up with consistency, care, and love. I was not easy to manage and I still look back in amazement that they not only put up with me, but still worked with me and gave me their time, effort and love. I knew that I would always be listened to fairly, and given honest answers, but that if I was told no, that wouldn't change. I had 2 solid rocks in my life, and I was a part of a group of well adjusted siblings. I knew that support – which they had learned from Tough love – would be available to me in abundance if we worked together and lived cooperatively.

I could not imagine our lives without them today, and I absolutely believe that they have played a pivotal role in influencing the person that I am today.

I am so grateful to have my family's continued support today...

Permission to publish – Name withheld



# Success Stories

## Seeking a better relationship

Our family hit breaking point this year after a long time of being trapped in a cycle of manipulative adolescent behaviour and dysfunctional blended family dynamics. Todd has two daughters Kasmira(18) and Rosebrie (13) to a first partner and we have a boy Tasman (8) and girl Evie (6). We have been in a relationship for 10 years and shared time week on week off with the older girls for 5 years. With Earthquakes stress, loss of house, and 2nd relationship break up the Older girls mother; then moved them up to Blenheim and we would have them during holidays and odd weekends during term time.



Kasmira started practicing divide and conquer tactics early on during the week on and off relationship and the situation got out of control, age 10. There was constant disrespectful behaviour towards Flora and button pushing to get blow ups then running to dad or her mother to paint the picture of Flora losing the plot again. When Kasmira didn't get the desired outcome, (trying to make dad feel guilty, pulling heart strings because of family break up); and

usually 'poor me' and ignoring the naughty disruptive behaviour she would turn to her mother for attention and peg her against us. She would also do the same to and peg us against her mother and install the blame game cycle. We used to have these huge talks and discussions to try and sort things out with kas, but nothing ever got resolved just hot air. By age 14 and the move up to Blenheim there was still not much change in behaviour in fact it got worse the more she moved into teenage years. There was much lying, and lazy attitude. Lack of pursuits and more in the world of social media which she guarded aggressively. Of course there was times of love and affection mixed in but it was hard to see these because of being on guard for a fall out, manipulation and always suspecting lies.

This behaviour reached a head early this year and we turned to Tough Love to try and break out of the cycle. Flora had given up parenting Kasmira, and told Todd to deal with her. But finally came to a head when she made a stand unknowingly at the time to Kasmira. That she was not allowed to stay at our house as she was too aggressive, rude, lazy, disrespectful and treated us like a her personal bank account and hotel. When Flora investigated a behind her back deal Kasmira made with her father to get the latest I phone on the business account and pay it off by AP. She failed to do this and exceeded her plan and racked up \$2000.00 in four months through extra data. At this very same time she came asking dad to take a \$11k loan on his mortgage to get a better car than the one we had bought for her the year before. And that she would repay this?! All with a very ungrateful and grumpy attitude when we said no. This was way out of control. Flora stopped the plan, stopped access to extras app with spark, and also cancelled the petrol card and gym membership as these



were regarded as privileges. With Tough love it gave us the confidence that yes we can make a contract with our child and hold them accountable. We made a repayment contract that she has kept to.

We have found the program to be fantastic! It has given us clarity and given back the power and broken the cycle for us. It is not all plain sailing now but we have a great team approach and are parenting our other children in a different manner also which has helped improve the family dynamics immeasurably. We feel more and more in control of our family not our teenager.

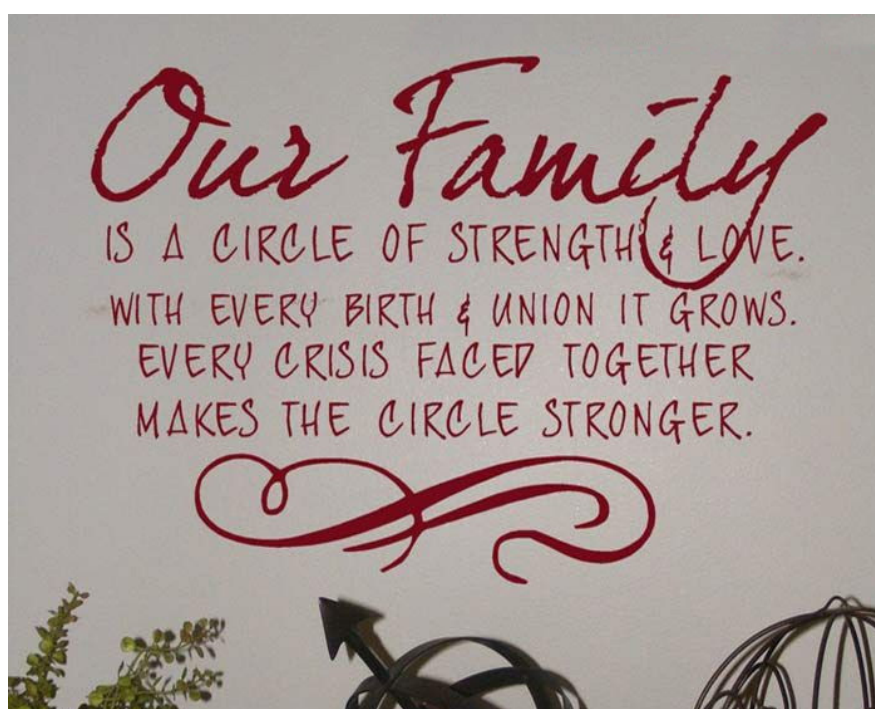
The program and support from the weekly meetings has enable us to feel empowered and break the problems down into little manageable pieces. We have then been steadily working towards a more harmonious family and not tolerate bad behaviours. Our relationship is growing stronger with us both knowing and tackling our family problems with a unified approach. We don't feel stuck in ground hog day any longer. We are giving ourselves our humanity back, we deserve to be treated as human again.

Kasmira has re- evaluated life and went back to do a pre-health school program and now has full time job in sales living with her boyfriend, so some positives goals. We don't have much of a relationship as yet but with small steps we feel more positive about the future.

Tough love has also showed us that there are steps in the transition to becoming an adult and the better boundaries, consistency and consequences the better identity and independence they will achieve. And that by us changing our behaviours of responding and not reacting, overcoming obstacles such as guilt, excuses and fears that crisis can be minimised or avoided

Finally, the group parent support facilitation has been the most beneficial. We are able to ground our situation and realise that we are not an isolated family and realise that others too had been struggling in the real pain. And that with tough love support we may be better parents who are seeking a better relationship with their teenager.

Christchurch, 25 – 09 – 2016



# Success Stories

## I hadn't thought I would die today...

At Toughlove we are taught to tell our story in 60 seconds or less so here is mine...

One afternoon as I did the dishes, my 12yr old son asked for a sandwich – it was half an hour till dinner, so I said he could wait. I looked up into the window in front of me to see his reflection standing behind me with our rather large butcher knife.... He just stood there – so much anger in his face. I remember thinking 'I hadn't thought I would die today'... I bowed my head and continued with the dishes – what else could I do? He was bigger and stronger. I heard a loud clatter and then a slammed door. My God! Was this what my life had come to?

That was my turning point as a parent, but in reality the downward spiral had begun much earlier than this. No war just happens one day – they always begin small and if truth be told, could be headed off when they begin if people would only open their eyes. My eyes were firmly shut. I was so far in denial that I should have been the queen of Egypt!



Ours was a blended family, with me having a son prior, and then we had two children together. I was overprotective and irrational when it came to my son. No-one understood him as I did. Right from the start 'other people' had it in for him. He was a little different (which years later we were to discover was asperges), however he could do know wrong. This, combined with his intelligence was a nightmare for us all.

Within a few years I had decided that the schooling system had it in for him, and tried to homeschool him – epic failure. He was diagnosed with depression, ADD, ADHD and all kinds of learning behaviours. Still my eyes remained firmly closed.

It wasn't until my marriage was in tatters, my house full of holes from his outbursts, my other children cowering from constant fear of him, and then the threat of violence to me, that I woke up and smelt the coffee. This couldn't go on... but I had tried all kinds of courses and none were of any use (though in all honesty, I probably didn't follow them very well).

I don't remember how or where I learnt of Toughlove, but with my lovely in-laws coming to mind the children, my husband and I ventured out to our first meeting. Fear, humiliation, embarrassment, failure, hurt and anger were very close to the surface as we arrived. I knew I would be judged and found wanting.

I have the strongest memory of laughter and light, smiles and chatter. After checking we were in the right place, we were gently guided into the room – we must have looked like deer in headlights. We weren't the only new people that night – six of us sat in the back room together separate from the regulars. The rest of the night is a bit of a blur. I know that I used up many tissues and that the person talking with me shared their story – not too unlike mine!

Holding my husband's hand (probably the first time in a long time), we left there



that night with a sense of hope and wonder. We seemed to have found a group of people who understood our feelings. They each seemed to have different issues, but that didn't matter because it wasn't about same – actually it was the opposite – it was about us as individuals. The other exciting memory was that someone was going to phone me! I had a goal that week and they were going to phone me and see how I was going. They also gave me their number in case things got really bad. What a difference. We hadn't had this kind of support before.

Over the next weeks and months, as we set small goals and achieved them, our home life began to change. It wasn't always positive, as our young man got really confused about what was going on. "What do you mean you want to ask Dad first?" "What do you mean if I want an answer now it will be no?".

What we hadn't understood on joining Toughlove was that our boy wasn't broken, nor did he need fixing. What needed to change in our home was us. We needed to become consistent, caring, and on the same page. In all honesty, this was along the lines of what my husband had been trying to tell me for some time. It wasn't rocket science, but with the support of the other parents and Reps, we started to make

changes – day by day (sometimes hour by hour!).

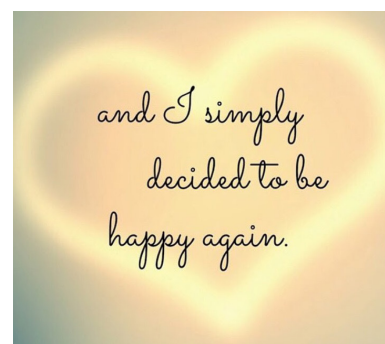
Back then, I was 100% certain that our son was headed for prison. Not for robberies or drugs etc, but for the violent outbursts and dysfunction. I am now the proud mother of a 28yr old who is a productive member of society. He understands the value of hard work and works hard. He respects his family and is always available to help out at our home should we need it. He is now in a stable relationship with a lovely lady who has a young daughter whom he dearly loves. We are blessed.

Without a word of a lie, Toughlove has saved our marriage, our son, and our sanity. I continue to be involved in the programme because I have seen no other programme that supports parents as this programme does. Toughlove offers active, selective and confrontive support. They are there for you (both in meetings and at the end of the phone), they will only support things that they feel morally right to support (e.g. don't ask for support to hit your child), and they will challenge you if they feel that you need to try different things or that maybe you haven't been trying to achieve your goal.

My family, having grown up with the programme, also use Toughlove in their lives. By attending the programme we have created a generation of young people who are contributing members of society and believe in making personal change.

We are proud to be a Toughlove family. I tell my story today so that others may have hope.

*Tracy*



# Current Product Set

## PARENT SUPPORT GROUPS

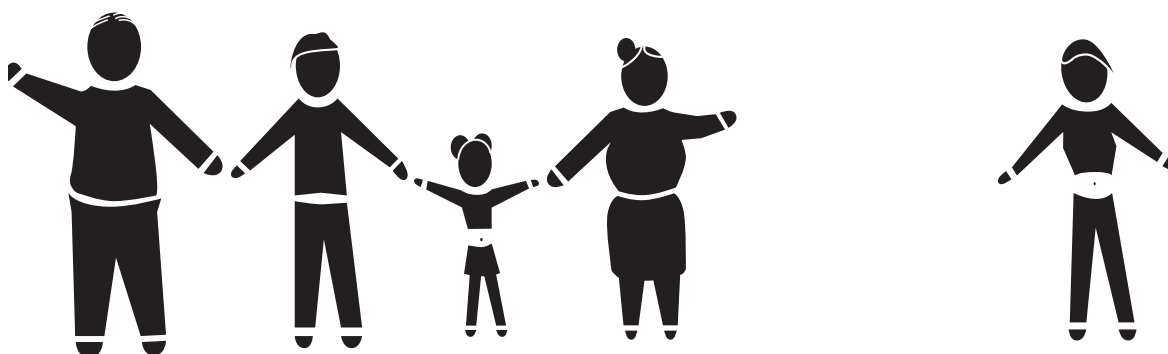
A national network of groups of parents supporting each other to develop action plans that work to bring about positive change to families. From the meetings parents gain new ideas and alternatives to things they have tried in the past, and receive support to follow through with their own decisions. This helps parents to develop courage to set boundaries and put appropriate consequences in place.

## NURTURING / FAMILY MEETINGS

These are available through the Parent Support Groups to families who have shown commitment to the *TOUGHLOVE* program and may be requiring additional support to achieve successful outcomes. Examples could include other parents getting to know another families teen and supporting them, maybe arranging sports or other activities or work experience etc. It could also be facilitating a family meeting to draw up house rules, or negotiate a return home.

## COMMUNITY SPEAKING

*TOUGHLOVE* Representatives can present information on our Organisation and Program to interested community groups, e.g. school PTAs, Police Trainings, CYF Staff, Community collectives, etc.





## PARENTING ADOLESCENT SEMINARS

This 2 hour interactive presentation is ideal for schools to host for their parents as it is valuable for parents to learn more about The Parenting Dilemma, (what is happening),

Boundaries and Consequences, Manipulation and Blackmail, and Resolving Conflict and Communication.

- The Seminar has been prepared and designed to:
- Give parents a taste of what *TOUGHLOVE* does
- Make parents excited and entice them further to enquire about the mechanics of *TOUGHLOVE*
- Provide another channel for promoting *TOUGHLOVE* and making the programme more visible to parents
- Have a portable programme that can be delivered in any environment.

## 6 WEEK COURSES

These are run to a set format which includes small group work, an education session each night on one of our Core Topics:

i.e. *TOUGHLOVE* Philosophy and Ten Beliefs,

- Process of Change,
- Facing the Crisis, Taking a Stand,
- Bottomlines, Preparing an Action Plan,
- Support,
- Things That Keep Us From Changing.

At the end of the course parents are able to emerge into an existing group to continue their journey, or with *TOUGHLOVE* Representatives support establish their own Parent Support Group.

## Product Set under development

National Skype Group

Learning Assistants Workshops in development and being trialled

# Reviewed Accounts



## Toughlove New Zealand Incorporated

### Entity Information As at 31 March 2017

Legal Name of Entity	Last Day	
Entity Type and Legal Basis	Incorporated Charitable Trust	
Incorporation Date:	27th August 1990	
Incorporation Number:	476610	
Charities Registration Number	CC22816	
Registration Date:	10th April 2008	
Physical & Postal Address	7 Waymouth St Fairton, RD2 Ashburton, 7772	
Phone	0800 868445	
Website	<a href="http://www.toughlove.org.nz">www.toughlove.org.nz</a>	
Committee	Tracy Roose Ian Lothian Jennifer Wilson Damien Sicely Karen Erasmus Sytke Oldenburger Helen Crisp	Chairperson Deputy Chairperson Secretary Board Member Board Member Board member Co-opted / Treasurer
Reviewer	Mark Campbell Campbell & Campbell Accounting Consultants Hamilton	B. Com CA

#### Entity Purpose & Mission:

Toughlove NZ is a not for profit organisation whose mission is to provide support and education

The Purpose of TOUGHLOVE is to establish and maintain the TOUGHLOVE self-help programme

#### Entity Structure

The constitution specifies that the committee shall be comprised of six people elected at AGM by members - two MUST be independent and two MUST be Toughlove members. This year the

#### Main Sources of Cash & Resources

TLNZ relies on grants and donations to fund the training for it's Representatives and provide the equipment and resources needed to assist parents to make changes within themselves. A nominal fee is paid by parents to purchase the resources they require and to attend the groups.

#### Reliance on Volunteers

Volunteers are an integral part of this organisation. They assist in all aspects except the national

# Reviewed Accounts

## Toughlove New Zealand Incorporated

### Analysis of Receipts

For the Year Ended 31 March 2017



	Notes	<u>2017</u>	<u>2016</u>
<b>Operating Receipts</b>		<b>\$</b>	<b>\$</b>
<u><b>Donations, Grants, fundraising and similar receipts</b></u>			
Grant - Lottery Grants Board	4.1	10,000	10,000
Grant - Four Winds	4.1	15,500	-
		<hr/>	<hr/>
		25,500	10,000
<u><b>Fees, Subscriptions and other receipts from members</b></u>			
Membership Fee		696	815
Members conference		3,252	9,222
		<hr/>	<hr/>
		3,948	10,037
<u><b>Revenue from providing goods and services</b></u>			
Resources sold		1,192	2,047
Training Fees		2,913	-
		<hr/>	<hr/>
		4,105	2,047
<u><b>Interest, dividends &amp; other investment income</b></u>			
Interest income		47	165
		<hr/>	<hr/>
		47	165
 <b>Total Operating Receipts</b>		 <b><u><u>33,600</u></u></b>	 <b><u><u>22,249</u></u></b>

# Reviewed Accounts

## Toughlove New Zealand Incorporated

### Statement of Receipts and Payments

For the Year Ended 31 March 2017



	Notes	2017	2016
		\$	\$
<b>Operating Receipts</b>			
Donations, Grants , fundraising and similar receipts		25,500	10,000
Fees. Subscriptions and other receipts from members		3,948	10,037
Revenue from providing goods and services		4,105	2,047
Interest, dividends & other investment income		47	165
<b>Total operating receipts</b>		<u>33,600</u>	<u>22,249</u>
<b>Expenses</b>			
Expenses related to public fundraising		-	-
Volunteer / employee related payments		16,400	3,397
Costs relating to providing goods and services		8,791	13,026
Grants and donations made		-	-
Other expenses		13,818	17,496
<b>Total operation expenses</b>		<u>39,009</u>	<u>33,919</u>
<b>Operating Cash Surplus / (Deficit)</b>		<u>(5,409)</u>	<u>(11,670)</u>
<b>Capital and other non-operating receipts</b>			
Receipts from sale of property, plant and equipment			
Funds received from borrowing			
GST on operating receipts		2,466	
GST Refunds		2,440	
Other non-operating receipts			
		<u>4,906</u>	<u>-</u>
<b>Capital and other non-operating payments</b>			
Payments to acquire property, plant and equipment			
Repayment of loans			
GST on operating payments		4,175	
GST Payments			
Other non-operating payments			
		<u>4,175</u>	<u>-</u>
<b>Net Increase / (decrease) in cash</b>		<u>(4,678)</u>	<u>(11,670)</u>
Plus opening bank accounts and cash		<u>20,887</u>	<u>32,557</u>
<b>Closing bank accounts and cash</b>		<u>16,209</u>	<u>20,887</u>
<b>This is represented by:</b>			
Cash on Hand (including Petty Cash)		-	-
Bank Accounts		16,209	20,887
Term Deposits		-	-
<b>Bank accounts and cash</b>		<u>16,209</u>	<u>20,887</u>




# Reviewed Accounts



## Toughlove New Zealand Incorporated Schedule of Resources and Commitments

As at 31 March 2017

	Notes	2017 \$	2016 \$
<b>Schedule of Resources</b>			
<u>Bank accounts and cash</u>			
Cash on Hand (including Petty Cash)	2.1	-	-
Bank Accounts	2.1	16,209	20,887
Term Deposits	2.1	-	-
		<u>16,209</u>	<u>20,887</u>
<u>Money held on behalf of others</u>			
	2.2	<u>-</u>	<u>-</u>
<u>Money owed to the entity</u>			
Interest receivable		-	-
GST Receivable		873	69
Accounts Receivable	2.3	-	-
Loans owing by third parties		-	-
		<u>873</u>	<u>69</u>
<u>Other Resources</u>			
Property Plant and Equipment	2.4	6,000	-
Investments		-	-
Other resources (Inventory)	2.5	4,700	3,111
		<u>10,700</u>	<u>3,111</u>
<b>Schedule of Commitments</b>			
<u>Money Payable by the entity</u>			
Accounts payable	2.6	2,256	934
GST payable		913	-
		<u>3,169</u>	<u>934</u>
<u>Lease &amp; Lease Commitments</u>			
None	3.1	-	-
Other Commitments	3.2	-	-
Guarantees	3.3	-	-
<b>Schedule of Other Information</b>			
Unspent grants or donations with conditions attached	4.1	12,000	4,832
Resources used as security	4.2		

  
Signed on behalf of Toughlove New Zealand Incorporated

28-6-17  
Date

# Remembering Nola Edmonds

## I called her Aunty

I called her Aunty Nola... she wasn't really my Aunty. She called me her daughter... I wasn't really her daughter.

But somehow it all felt right. I don't remember when this family came together but sometime after my Toughlove journey began I got adopted by her and Uncle Peter. I must admit – it felt nice to be chosen.

Losing Aunty was like a stab in the heart. When I close my eyes her face pops right into view and she wouldn't have been at all impressed with this soppyness. "The softest thing about me is my teeth!" she would often be heard to say – but it was all a lie.

My earliest memory of Aunty was when I went to my first PSG meeting – a stoic little maori woman sitting in the circle of chairs – but it didn't take long for me to realise how much strength and resilience was inside that little pocket rocket.

Time blurs, but I recall her gentle pushing and the odd lift of the eyebrow if she thought there were porkies being told. She didn't suffer fools. Aunty could be very stubborn – she butted heads with more than one person – but people respected her.

She had the respect of the youth – my children became important to her, with their photo's up on her dining room wall. She was uncompromising in her principles and everyone knew it. She understood and lived the Toughlove support philosophy – selective, active and confrontive. You didn't really want to touch on her confrontive side... but her active support was magical.

Her sense of humour was world famous in New Zealand. She adored practical jokes and more than once my bed was short sheeted. Going away to training weekends was so much fun. As I gained knowledge of Toughlove and was able to spend time with the Life Members, Trainers, and Wise Counsel, the stories



flowed. I really wished I had been part of the old days when she had gone to the States. I remember her telling me a story about going overseas with her friends Georgia and Virginia. Nola (New Orleans Louisiana), Georgia, and Virginia! Who were they trying to kid? What were their real names?

In 2011 my youngest boy Logan passed from cancer at 16yrs. We were devastated. Each day Nola and husband Peter came to our house and sat with us – even when our own families couldn't face us.

Not long after that Aunty came visiting. "We've bought some land" she said. "Come for a drive". So off we went. Her humour always at the front, we turned up at the cemetery where my son was buried. "Are we stopping to see Logan?". "Sure" she said, and we hopped out. After sitting with my son a while, I asked if we could go and see the land now. Again I got a "sure". 20 steps later we were at a 'plot of land'. They said they wanted to be by their boy and had bought a double cemetery plot! It was a standing joke for weeks. She kept telling everyone how she had gone into Real Estate.

So what has this all got to do with Toughlove? Everything! She taught me



to be strong, to say what I meant and mean what I say, to love without fearing the pain, to feel the fear and do it anyway, to stop being a victim, to live, to set small boundaries, to achieve great things.

Aunty worked the programme, then she taught me how to.

Our family is blessed to have had her in our lives, as are all of the thousands of

families that she has worked with over the years.

In her own words, she was 21 with many years experience... and I called her Aunty.

Sincerely

*Tracy Roose  
Waikato*



# Remembering Nola Edmonds

## She left me carrying the baby

Nola joined the Hamilton group a week before me. The group was lead by Barbara Mainprise and was held in the DSW building in Victoria St, the number of parents attending back in those very early days were few.

After only a few weeks Barbara asked us if one of us would like to take over the running of the group as she wanted to go to the States to do Rep training, we both said “no” so she suggested would we do it together, we looked at one another and said yes we would.

After Barbara’s return from Rep training she took a more of a back seat to the hands on part of the group and became our mentor.

Time seemed to move very quickly as the next thing I knew was that Nola wanted to go to the States to do Rep training while Barbara returned to do her Trainer training. So the message from Nola to me was you will have to run the group by yourself while I

am away, no problems I thought I can tough it out for a couple of weeks on my own until she returns. But that wasn’t the case at all.

On Nola’s return she informed me that as a Rep I can no longer be a part of running the group but I can help out in the educational slot, lovely I thought, I am now carrying the bloody baby.

As time progressed, and this was before TLNZ was formed, Nola, Barbara and I decided that we should form a Toughlove Hamilton Trust, the idea behind this was to keep us accountable for any funding we may receive.

It was some time later after Barbara left TL to go into business that Nola and I thought a Toughlove time out house would be great for our parents.

On advise we decided that it should run under a separate identity so another Trust was set up. This took up a huge amount of time and energy, but we did it and had a couple of our TL parents kids in there, we



Nola and husband Peter





Nola and Kevin (right) in 2009 when they were presented with their Life Member badges with fellow Toughlove Representatives.

even held our PSG there for a short time as we decided it was too much for the house parents.

Sadly we had to withdraw our support as the trust was not following TL principals.

All this time everyone wanted to know about this Toughlove thing that had hit our country and even been on TV. Nola and I spent many weekends in our region doing presentations, talking to interested groups and people.

Then there came the time when these many many TL groups decided they wanted to form what is now TLNZ inc.

Nola put a lot of time into this along with the very highly respected George Morrell. There were many meetings held at various parts of the country to get this off the ground. All this time we billeted one another as there was no such thing as funding for this sort of thing.

Nola returned to the States a number of times to up skill her training and became an international trainer. During these trips she

was also part of a team who worked hard in convincing the Yorks to grant us a licence to run Rep and Training here in NZ.

Nola was always a prominent figure here when it came to training work shops and Rep training.

In all this time Nola was always active in local and regional work, she was also involved in participating in family group meetings when it came to a teen having to negotiate their return home. She played a very important role when it came to my teen having to negotiate her return home, after which the two remained very close.

I could go on and on. Nola and husband Pete became close friends with myself and my wife of which we had many enjoyable times together.

I know she will always be sadly missed by not only me, but by many other people who's lives she touched.

Kevin Wright



TOUGHLOVE®   
2017