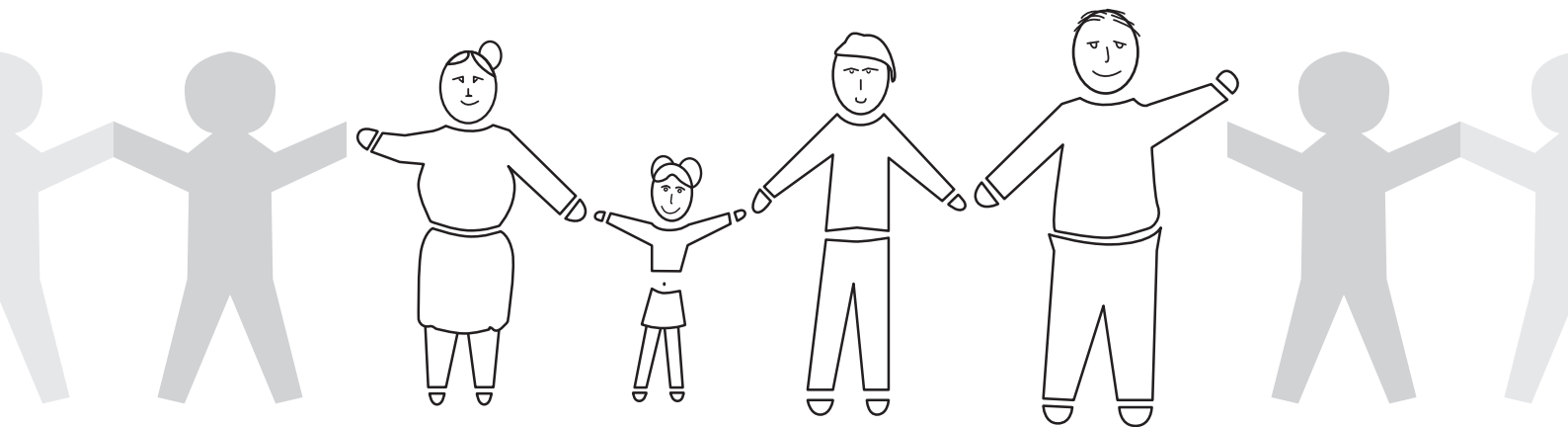


**TOUGHLOVE<sup>®</sup>**



**TLNZ Inc**



**ANNUAL REPORT**

**Audit &  
Financial Report**

**2016**

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## TOUGHLOVE® New Zealand Incorporated



### 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.

# Thanking the Board of 2015–16

TLNZ would like to take this opportunity to thank the members of the Board for the roles that they have undertaken.



## Tracy Roose

Chairperson

Role and Responsibilities: to facilitate, and guide discussion in a neutral manner and ensure that articles of the Society are adhered to.

Subcommittees: Ex-officio member of Governance and Structure, Quality and Training



## Tim Densem

Vice Chairperson

Role and Responsibilities: to assist the Chair in her responsibilities.

Subcommittee: Policy and Protocols



## Jenny Wilson

Board Secretary

Role and Responsibilities: Accurate recording of documentation, Statistics and Records

Subcommittee: Quality and Training



## Denise Kidd

Minutes Secretary

Role and Responsibilities: Governance and Structure Advisor, Policy Advisor, Board Minutes



## Sytske Oldenburger

Board Member

Role and Responsibilities: Programme Training and Adherence, Parent Manual and Reps Manual

Subcommittee: Quality and Training



## John Davidson

Board Member

Role and Responsibilities: Compilation of developing Rules

Subcommittee: Governance and Structure

## Chairperson's Report

This year has been an exciting term for our Board. We have been focused on expanding the TOUGHLOVE® brand throughout the country, enabling us to assist more families in crisis.

With three new board members, our first goal was to familiarise ourselves with the direction of the previous Board. We worked hard as a team to update policies and create new ones. The government's new criteria for health and safety meant that we had to change our procedures and think about how this affected our organisation as a whole. We looked at the Strategic Plan and decided what was to be prioritised.

The previous Board had been working on a new set of rules to replace the current constitution, in accordance with members' wishes. We have continued with this project, including meetings with members from each region. However, we soon realised that this undertaking required a great deal of time and input from members, which is why the new rules have not yet appeared under motion. With members' assistance and further work, they should soon be ready for presentation to the membership.

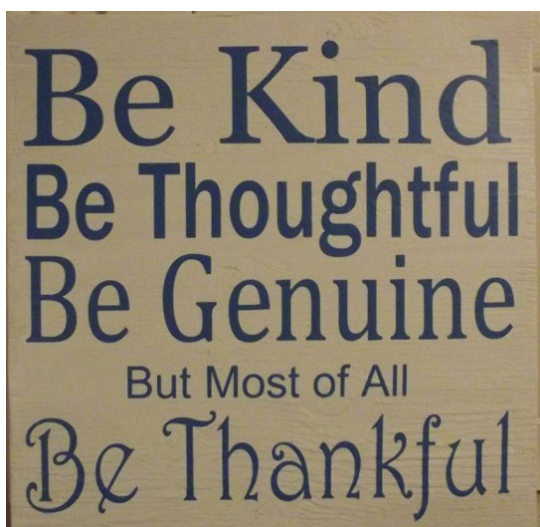
I am committed to ensuring that our Board is one of strong governance, transparency and clarity, so that we continue to help as many families and vulnerable youth as possible, in our communities. The Board is future focused and dedicated to providing resources and training to our representatives. The Board is also receiving professional development training to improve its own skills and to guide us through our journey.



TOUGHLOVE® is an organisation with several product sets. Our main one is our Parent Support Groups, but we also have presentations, six-week courses, nurturing talks and community speaking engagements around the country. Our mantra is 'by parents for parents', and this is important because it sets us apart from other organisations. We are a self-help organisation, which makes us unique because we don't do handouts or wave magic wands. In every family we have helped this year, adults and children have learnt to take responsibility for their own actions. For each child, there is a grateful teacher who no longer has to control a difficult pupil's behaviour – there are siblings who feel safer in their home and are no longer bullied or tormented – there are extended families who no longer stay away from the difficult child's family – and there is a prison cell which will remain empty because that child will now make better choices. Each of our families knows that this programme works because it has worked for them, and this is shown by the success stories in this report.

I have always been immensely impressed by the dedication of TOUGHLOVE® New Zealand's representatives, volunteers and supporters. In the past year, our organisation has operated in four regions, running ten Parent Support Groups. It has assisted more than 3,500 individuals, which equates to having an impact on 35,000 members of extended family and approximately 35,000 people in the community. Our representatives have liaised with the police, youth aid, schools, social workers, health professionals, and counsellors.

Ours is a self-help programme and we are all aware that, while it is hard to admit that one needs to make changes in one's self, it is so very hard to make those changes by one's self.







Together with our representatives, parents and support people, we seek to achieve our mission:

"To provide support and education that empowers parents and young people

to accept responsibility for their actions."

*TOUGHLOVE®* New Zealand runs on the passion of its members. It is driven by the faith and belief of people who have walked the walk and talked the talk. I am excited to be part of this passionate, community-orientated organisation that assists families as they make their homes into more cooperative places.

As we begin our new year, our Board's focus will be on working with its members to finalise the proposed Rules which will replace our long-standing

constitution, source a suitable applicant for the role of General Manager, and then to implement the transition to our branch structure. Through this time, we will need to be supportive of each other as we evolve from what has been to what we feel sure will be a bigger, stronger national organisation – but always with our values at the forefront. Support is our strong point – it is what we do best as an organisation. So I am asking all members to actively support TLNZ and its Board as we move through our organisational changes – donating skills, time and knowledge so that we may continue to grow.

*Tracy Roose – Chairperson TLNZ Inc.*



## Vision

“embracing *tough* solutions together”

## Mission Statement

“To provide support and education the 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 provide by national and local community funding agencies. Activities are funded also by membership fees, the sale of Programme materials, workshops and donations.

## Purpose

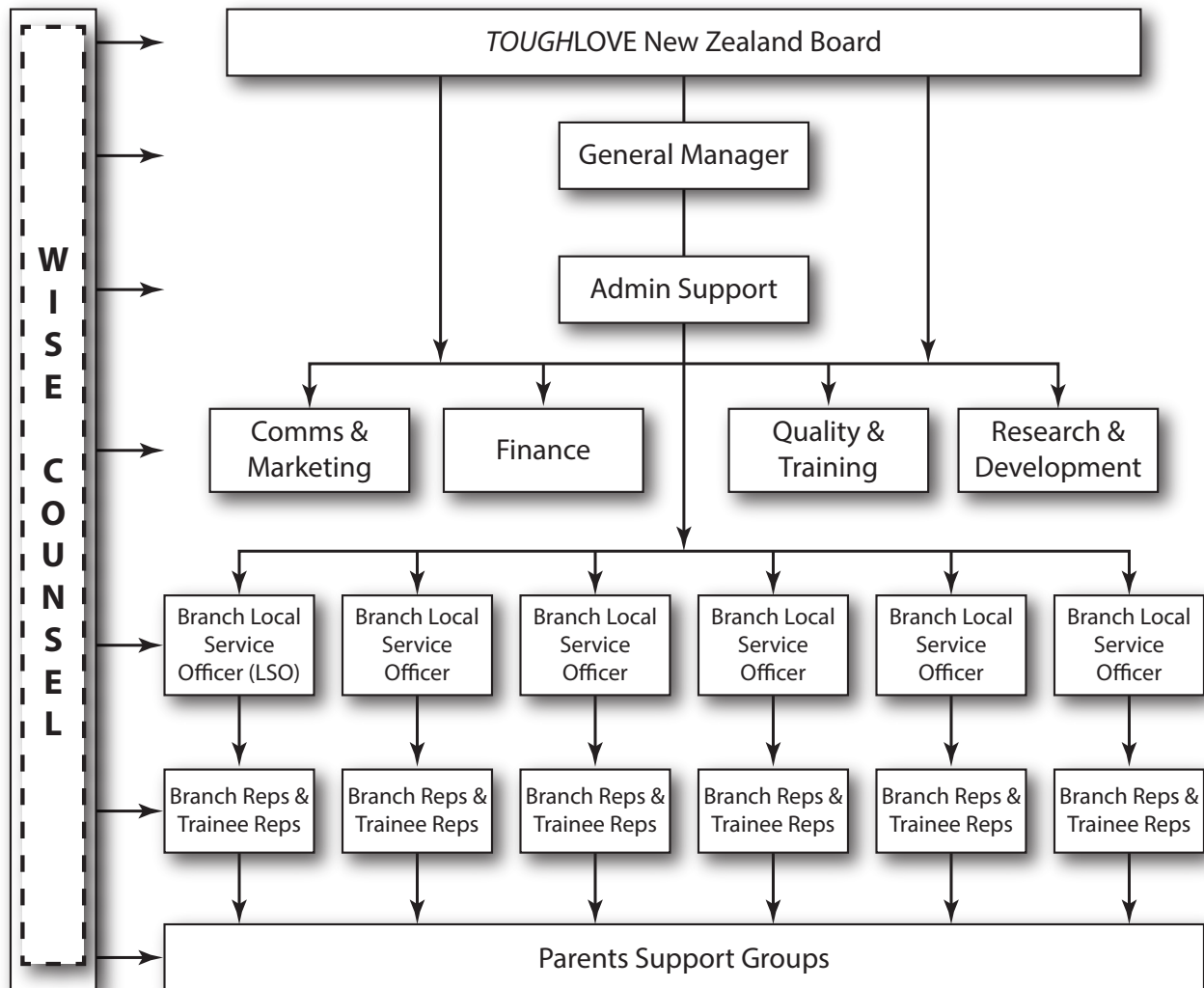
*TOUGHLOVE® is a self-help Programme that aims to directly assist parents and youth in a holistic manner, but which benefits the wider community also. Through a combination of philosophy and action, the Programme aims to bring about positive change and outcomes for families.*

*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 this 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

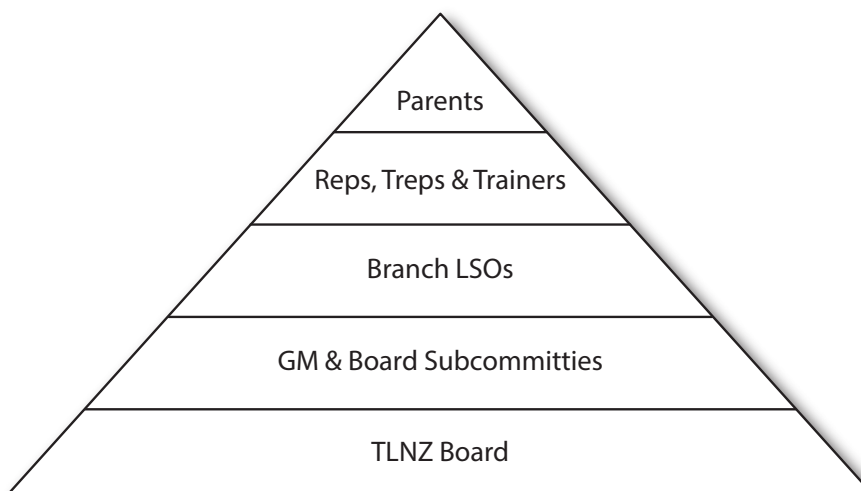
Group members are self-referred to TOUGHLOVE® or referred by agencies such as the Police, Child Youth and Family Services, Citizen's Advice Bureau, schools, doctors and other professionals and social service organisations in the community.

## Organisation Chart – *TOUGHLOVE*® New Zealand Inc.



Objective: 12 Branches in main centres

**ORGANISATION STRUCTURE**



## QUALITY & TRAINING COMMITTEE REPORT

The Quality & Training Team is a sub-committee of TLNZ and is responsible for Programme and Training matters and supporting TLNZ Representatives in their role.

During the year to June 2016, Representatives collectively have presented Parenting Adolescent Seminars in their communities (Auckland, Hamilton and Christchurch) and also speaking to local groups about the *TOUGHLOVE* Programme, eg Te Awamutu principals, CH CH, Police Youth Aid section, and CYF Care Team, Auckland ongoing police liaison and taking *TOUGHLOVE* into the community with the Ranui Project.

Christchurch Reps ran two 6 week courses for parents, and Hamilton has just completed running one. These courses provide another option for families who may not be in a position to commit to the ongoing weekly

attendance at a local Parent Support Group yet still are seeking ways to improve their families situation.

Within the Parent Support Groups Reps have continued to monitor the running of groups to programme structure, delivered orientations for new parents, and supported group members to carry out the group roles assisting as required with education sessions and small group work.

The *TOUGHLOVE* Programme is extremely reliant on and grateful to all that its Reps achieve and annually present a Rep of the Year Award at the TLNZ AGM which is held in conjunction with our annual Representatives Conference and Development Training (RePCaT) over a weekend, and one of two national trainings held this year.

## Critical success factors 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*

## Current situation

### Achievements

To get results when times get tough with teenagers; we address a vital need no-one else is meeting.

We know our programme works and are developing methods to show evidence.

Public perceptions of our organisation's purpose are sometimes misunderstood. However, we are considered reputable by social service professionals, agencies, institutes, Litmus and others.

### Challenges

Service limited to three regions.

Membership and volunteer base under pressure.

Currently delivering face to face and exploring other methods such as Skype, Facebook, digital format, and other social media.

Exploring the delivery of programmes to the diverse needs of communities e.g. Maori / Pacifica communities.





# 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)

**Do you need some direction with your project?**

**Graphic Design**

**Copy Editing**

**Reports & Bid Documents**

**Proof Reading**

**Interactive PDF Documents**

**Academic Typesetting**

**Magazine Design & Production**

**Maths & Engineering Books**

**Photography**

**With over 25 years' experience we can point the way**

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

Ann Edmondson  
[annedmondson2015@gmail.com](mailto:annedmondson2015@gmail.com)

**MAJOR SPONSORS & SUPPORTERS**

## Knowledge, Support and Advice

In September 2015 we were advised to approach ToughLove to seek strategies to deal with our very strong-willed and authority challenging 16 year old (Year 12) son. This was after much verbal abuse and disrespect at home, challenging of rules and authority at home and at school, including a change of school in Year 11. Our son asked to change schools; we think he realised he had dug himself into quite a hole because his behaviour had moved from disobedience to defiance (as described by the school) at his first school.

I started attending the ToughLove support group in about October 2015; I felt we needed to make changes as what we had been doing clearly wasn't working and we were in a vicious circle. At this point my husband did not want to come along. It was tough going it alone but I was desperate to make a change. After each meeting I would explain to my husband what approach/strategy I was working on and he would support this also. It was difficult as it is so much easier in the group situation to listen to what is being taught and be able to ask questions and clarify. As a support group suggests there is support within the group and it was always great to hear others' stories and know we weren't alone and that we weren't failing. It was also extremely beneficial to listen to other ideas and suggestions.

I called on my ToughLove support person when our son had attended a party without

supplying the details as we had discussed – this support made it so much easier and enabled me to follow through on the consequences; I would not have been able to do this alone (my husband was away).

There were many incidents between October 2015 and February 2016 and everything came to a head in early February when our son absconded from Year 13 school camp with another friend at midnight. He and his friend ended up the with friend's family a few hours south of where we live (the friend had a car and was driving on his Restricted). We involved the Police as we were concerned about our son's whereabouts and safety. The 2 boys ended up back in our area 2 days later which we found out through the grapevine but at no point did the friends parents contact us to tell us that our son was staying with them. Both boys signed themselves out of school.

We involved ToughLove from the very beginning and I am so glad we did. We were so devastated by our son's actions we would never have been able to see clearly what needed to be done or have had the strength to follow through. Our son was very angry and verbally aggressive whenever there was some communication of which there was very little in the first month. Our support





person could talk us through whatever was happening and would suggest a plan of action; at all times however she was clear that it was our decision on how we chose to handle it. This was the hardest thing I have ever had to do in my life (and I am a cancer survivor) but what reassured me was the knowledge and experience our support person had; she would explain what was likely to happen next with our sons behaviour and she was always right. So we knew and understood we had to stay strong and work through the process which our support person so clearly understood.

It is now 5 months since this happened and our son has been home for a month. It was a slow process of strong resolve and waiting for our son to take the steps. We couldn't make him do anything; all we could do was stick to the ToughLove principles we believed in and wait for him. He came home run-down, tired and I would say a little depressed. He knows what he has done and that he is responsible for his actions and we are slowly all getting back on track. He is now working and we can see that the sense of purpose is having a very positive effect on his self-esteem and well-being. It is a challenge still but we are all learning how to make it work; my husband and I are doing our very best to look through ToughLove eyes so we don't recreate the old cycle we were in.

We are not bad parents; we just got into a bad cycle and often thought we were doing the right thing but in actual fact we were making

matters worse. I can see what we could have done differently but we try very hard not to "blame" ourselves and beat ourselves up as we can only look forward and be the change we want to see.

I think our son has had some dark times but we can see in him that he has learnt a lot and he has chosen to remove himself from the path he was on. Of interest the friend seems to be continuing on the path (a downward spiral) and we believe this is because in part he was not made accountable for his actions and his parents met his demands – he was "rescued". The people who took our son in may have meant well but by "rescuing" him and making it easy for him they simply slowed down the process of our son taking "ownership" of his decisions. Being kind doesn't always mean you are helping. By following the ToughLove principles we believe we have empowered ourselves and taught our son to be accountable for his actions and we think he will be a better person for it in the end.

There was a lot of tension in our home and a considerable amount of strain on our marriage – on reflection we were all at breaking point.

**The fact that our family is still a family is due to the "unbelievable support ToughLove gave us and the belief you had in us and in our son" (mother of youth, names withheld).**

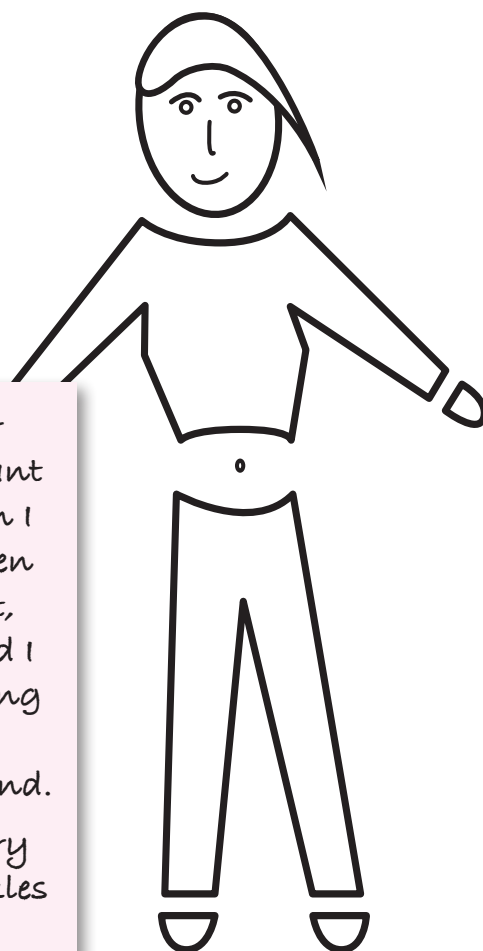
## Letter of Surprised Thanks

Dear TOUGHLOVE,

I recently received this letter from our teenage girl...

I am writing to apologise sincerely to you for breaking your TV. I didn't get what you meant about the apology letter or how to write it, then I got angry again at you because I thought even if I did write this letter you wouldn't accept it, until my friend explained it to me better, and I didn't handle the situation right by screaming and yelling at you. I am also sorry for screaming like that in front of my other friend.

I will say sorry to her personally and I will try hard to prove to you that I can respect your rules if you let me.



It was one of those emotional moments, tears all round, and an awesome hug.

I reassured her that life is about fixing things when they go bad, and learning how to do it better next time, or even better not having a next time.

I also said there is a lot going on for you so please come to me, I can help, I think you really know that now, and she really could not hold back the tears, or me.

Then the funny, what's for tea, and I said rice and vegetable stir fry. She went straight to her room and unpacked the food she had put in her bag from the freezer to run away with, and said sorry. I said all good and we had chicken stir fry.

I do believe we have reached the turning point where my teenage girl will feel better about herself and (she understands) that we are there to really help her.

Signed ...

... an empowered parent. (name provided but withheld upon request)

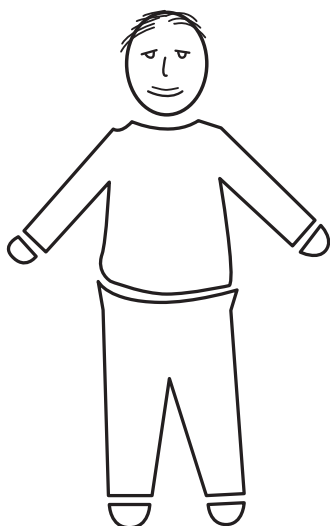
## Family Bonding

### From the Husband

Attending *ToughLove* and interacting with other parents made me realise that my kids' behaviour wasn't normal or acceptable. It brought me to the realisation that I needed to change my parenting, and with the group's support I was gradually able to do this.

*ToughLove* gave me an awareness of the need for good and fair boundaries for children. Our kids no longer run our lives, or even attempt to do so.

Geoff



### From the Wife

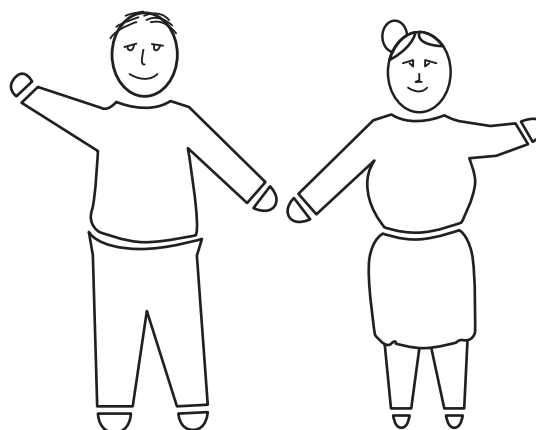
My husband and I were both "second-timers" and we had 5 children between us, four of whom were living with us. We quickly realised that the children did not want to play happy families and that life at home was getting out of our control.

A counsellor suggested *ToughLove* and we went along to our first night, after 3 months of marriage, out of sheer desperation, not knowing where else to get help. After the first night I came away with a glimmer of hope, thinking that, just maybe, it might be possible to keep the new family together.

There is no denying it was incredibly hard, but *ToughLove* supported us all the way. Our mentor gave us permission to ring us any time and spent many hours on the phone talking us through the latest crisis. Those crises seemed to be never-ending; our four darlings were endlessly inventive. Going to *ToughLove* gave us skills we had previously lacked, emotional support by parents in similar situations and a resource-bank of ideas when we had no idea what to do next.

We are firmly convinced that without the support of *ToughLove* we would have become one of those ever-increasing divorce statistics.

Geoff and Helen





## A Turn for the Worst – the Future is Better

My daughter was like any other teenager. She did great at school and had the grades to prove it. Our problems really started when she was 16 years old. Unfortunately I made the mistake of having one too many sleepovers at a friend's house. We knew this girl and her family since she was little and I never, ever will think that something bad was going to happen.

Unfortunately this girl introduced my daughter to the wrong people and she met this guy who turned up to be a very bad influence to her.

It really amazes me how a normal teenage girl can change so fast for the worse. Through her she also met another girl who was really trouble. I didn't know it, but these two people were going to cause so much grievance to my family and nearly destroyed my daughter's life.

When she was 16 she was authorised to go to parties and come back at around 1 pm, big mistake. At the beginning we used to take her and pick her up but later on the brother used to drop her home. At the beginning it was not too bad, she did drink but was not drunk, but of course things can change for the worse.

One day she came to me very excited to tell me that she had a boyfriend. I was happy for her. She was not allowed of course to have sleepovers with the boyfriend but one day she tricked us, she let the boyfriend in without our knowledge. Needless to say that he asked the boy to leave and all hell broke loose at home.

From that day on things got worse; she started partying hard, wouldn't listen and tried to do anything she wanted. Her behaviour was affecting the whole family. We started blaming each other. So many times she would arrive home – completely wasted.

A friend of us suggested taking her to a counsellor. It didn't work. The counsellor suggested house rules, without a consequence, they didn't work. Later on we discovered that the Counsellor was saying something to her and something completely different to us.

We were lucky in the sense that a friend of my husband recommended us *ToughLove*. We started attending the sessions. We are and will always be very grateful for the help they provide. They make us realise that we were not alone. That are resources available for parents and that things can be changed.

The path was not an easy one. It takes time and patience; don't expect that things will change overnight or even in a few months.

They were there for us all the way. We were able to contact Brian our support person at any time (day or night) and he came to our house with the right advice.

She continued breaking the rules, but this time the consequences were harder. She just did what she wanted no matter what until one day she was asked to leave the house. It was a real nightmare even the police was involved. She was very violent and aggressive and her behaviour was atrocious.

Later on *ToughLove* organised a meeting. I cannot thank enough the help that Catherine, Brian and Helen provided us. The first meeting didn't go that well and she was asked to leave. She didn't come home to us that particular night. We did organise another meeting later on. She came home but her behaviour only improved for a while.

She continued drinking. She was asked to leave the house again but this time she didn't have anywhere to go. She had to go to my friend's house, as none of her friends would take her in. Another meeting was organised and this time she was allowed to come home but under boarding rules.

The road was not an easy one, it took a year for her to start changing but I am 100% sure that without the help and support of the people involved in *ToughLove* she would have been a lost cause.

**She is a different person now; she studies very hard at Uni and is getting great marks. I have my girl back – and she is turning out to be a wonderful caring woman.**

To everybody who is reading this let me tell you persevere, be firm even if this kills you and at the end if you are strong enough you will see wonderful results.



## Success Stories....

A parent after a few weeks of attending *TOUGHLOVE* had their eyes 'opened' to the abusiveness they were getting from their son and their ex-partner.

A step parent finding that they now can choose to have the time to rekindle an old interest and hobby. They are thoroughly enjoying getting their 'teeth' into something just for themselves.

As per *ToughLove* 'being on the same page', two parents are working in unity to deal with the 'fall out' from a child who has drug related issues. This together with help from a drug counsellor has resulting in them having tools to plan ahead for what may be coming 'next' from their child.

One parent was always the 'referee' when the three children fought verbally and physically with each other. The parent stopped being the referee only to find that when she did not 'join' in, the children 'fixed' their own problems. The parent no longer had to waste her energy.

# FAMILY

We may not have it  
all together, but  
together we have it all



Sometimes  
you have  
to **PICK**  
yourself **UP**  
and **CARRY**  
on!

## Brad's Story

Looking back, I learnt from an early age how to get my way at home, divide and conquer, I don't know that was exactly what I was doing then, but it was definitely what I did. I feel sorry for my parents – life raising me wasn't a piece of cake. Without going into too much detail, life for them revolved around holes in walls, stolen money, swearing, yelling, hitting my siblings and my Mum (never my dad) and general chaos. I hated school and when I could get out of it I would – even from as young as five. I guess I hated the lack of control in my world and resented that everyone else was always in control. At some point, around the age of 12, things began to change at home. I don't remember exactly what the changes were or even how they came about – they were subtle and hard to understand. I remember Mum and Dad going out once a week 'to do a course' and Nana coming to babysit – never any issue there, she let us do what we wanted.

Thinking back, the first changes I noticed were that Mum and Dad started talking to each other – not yelling, and that no-one would give me any answers without talking to the other one first. This was so annoying. I was given the option of my answer being no if I wanted an answer now – that wasn't helpful! Things became quite confusing and frustrating for me for a while there. I got angrier – no response. I broke things – no response, only consequences. I yelled and screamed – no response. I nagged and whined and begged – no response. The usual things that I did to

get a reaction or 'break' my parents began to have no effect. It didn't happen overnight, but one by one, they started to change and I remember not liking it at all.

Then the strangers started coming over. They were nice people – people from the course that Mum and Dad were going to. They spoke to me nicely, but were quick to correct me if they heard me disrespect my parents – that hadn't happened before. Some of them even said if I needed to talk to someone anytime I could and gave me their number. Mum said it was okay – that was weird. I remember I did call that person once, when life was out of control, and they didn't talk down to me or yell, just listened and gave me some things to think about.



I guess I was around 14yrs old when I found out that the 'course' that Mum and Dad was going to was ToughLove. By then, I had got to know lots more of the families from the course and loads of their kids. I'm now 25 and I still keep in contact with them – some are married, some have kids, but all of them have jobs and are good people. I know that loads of them, like me, could have chosen a totally different path, but thanks to the effort that their parents put into changing themselves they are amazing.





*The love of a*  
**FAMILY**  
*is life's greatest blessing*

I guess what I'm trying to say is that ToughLove taught me a lot of stuff – I don't put up with crap from people. I expect them to follow the rules and do what they say they are going to do. Mum taught me that – ToughLove taught her. I know that blaming other people for what you do is dumb and it annoys me when others do it now – it must have driven mum crazy when I used to blame my teachers and my friends and my siblings and anything else I could think of – life's mistakes were never my fault – but that's all changed. I know that my parents are proud of me, and I know that I have had to make lots of changes in my life to get to where I am. Though I would never have thought so at the time, ToughLove made all of our family better – we are more respectful, more accountable and way more loving – it's easier to be more loving when you're not yelling. I have gained loads of honorary Aunties and Uncles along the way and it's awesome. They say it takes a community to raise a child – I think it took several to raise me – and I will always be grateful.



Respectfully

Brad

## I am Phyllipa – I have been involved with **TOUGHLOVE®** since 2000

Why I am still there....

Folk on their first night are often tearful, very fragile, at their wits end, do not have much of a life and their own personal lives are out of control.

From attending **TOUGHLOVE®** they are often very surprised when it is suggested to them, that as parents we need to change how we operate, react and respond. What has been used by them prior to attending **TOUGHLOVE®** is not working.

It is said at **TOUGHLOVE®** that we as parents need to work on the issues bit by bit and that it is not possible to do it all in one week.

What do I get out of continuing to be at ToughLove....

It is to give back to others, what someone gave to me. Support. It is wonderful to see parents change, get their lives back and gain their own self respect. The best bit is when

I see a little smile from people, who when they first arrived could not see that there was anything to smile or even have a laugh about.

Some funny things which I know **TOUGHLOVE®** parents have done....

- Removed the back wheel off the **TOUGHLOVE®** child's motor scooter, when she would not show any respect.
- Went to serve **TOUGHLOVE®** child's dinner on their dirty dishes, as the child refused to wash their dishes from the previous night.
- Put the computer keyboard in the boot of their car and have gone off to work.
- **TOUGHLOVE®** child started to eat a special item purchased from the supermarket, refused to help put the groceries, and then decided to help at a very slow pace, only to find at the end that the dog had eaten the desired item.





## PARENT SUPPORT GROUPS

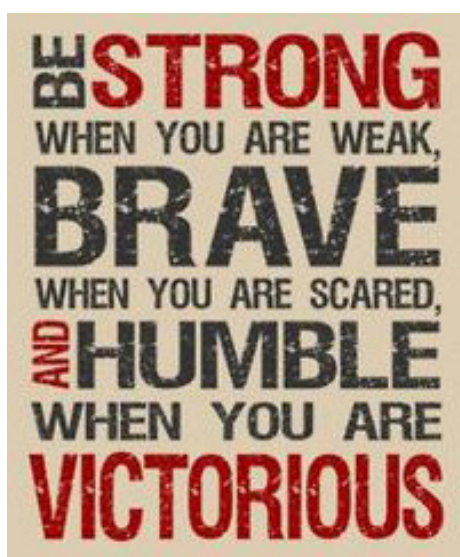
A national network of groups of parents supporting each other to develop action plans that work to bring about positive change to families. From the meetings parents gain new ideas and alternatives to things they have tried in the past, and receive support to follow through with their own decisions.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



**NEVER LET  
THE THINGS  
YOU WANT  
MAKE YOU FORGET  
THE THINGS  
YOU HAVE**

# Excerpt of the Reviewed Financial Accounts



## Toughlove New Zealand Incorporated

### Entity Information As at 31 March 2016

Legal Name of Entity	Toughlove New Zealand Incorporated	
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	14 Erson Avenue Royal Oak Auckland 1061	
Phone	09 624 4363	
Website	<a href="http://www.toughlove.org.nz">www.toughlove.org.nz</a>	
Committee	Tracy Roose Tim Densem Jennifer Wilson John Davidson Denise Kidd Sytske Oldenburger Glen Hill	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 that empowers parents and young people to accept responsibility for their actions.

The Purpose of TOUGHLOVE is to establish and maintain the TOUGHLOVE self-help programme in New Zealand that aims to directly assist parents and youth in a holistic manner and which benefits the wider community also. Through the combination of philosophy and action, the programme aims to bring about positive change and outcomes for families.

#### 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 organisation is moving from a regional structure to a branch structure.

#### 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 administration and the General Manager who is yet to be employed. All other positions in this organisation are voluntary - we are an organisation run for parents, by parents.



## Toughlove New Zealand Incorporated

### Statement of Service Performance

For the Year Ended 31 March 2016

#### Toughlove New Zealand Incorporated outcomes

- To assist New Zealand families wishing to create and maintain loving, non-violent and co-operative relationships by providing them with the opportunity to acquire and enhance relevant skills, and creating a support structure for those wishing to make changes in their lives in pursuit of that goal
- To assist New Zealand parents in crisis as a result of inappropriate adolescent behaviour to regain control over their lives
- To support, nurture and encourage New Zealand children along the path to responsible adulthood
- To establish and maintain such self-help Parent Support Groups, and other organisational and administrative structures as may be conducive and appropriate to these objectives, having regard to available resources and community needs
- To preform such acts, and to develop and maintain such relationships with other persons and organisations in New Zealand and elsewhere as may be conducive to the attainment of the foregoing objectives
- At all times, in the pursuit of the foregoing objectives to foster, promote, observe and practise the principles embodied in the TOUGHLOVE philosophy

#### Toughlove New Zealand Incorporated outputs

	<u>Actual</u> <u>This Year</u>	<u>Actual</u> <u>Last Year</u>
• Total number of regions in the organisation	4	4
• Total number of Parent Support Groups operating	9	10
• Total number of volunteers	61	55

# Toughlove New Zealand Incorporated

## Statement of Financial Performance

For the Year Ended 31 March 2016



	Notes	2016	2015
Revenue		\$	\$
<b><u>Donations and fundraising</u></b>			
Grant Income		17,972	1,396
Donations received		-	4,398
		<u>17,972</u>	<u>5,794</u>
<b><u>Fees, Subscriptions and other receipts from members</u></b>			
Membership Fee		815	946
Sales - Resources		2,047	4,480
Sales - Conference		9,222	13,206
		<u>-</u>	<u>-</u>
		<u>12,084</u>	<u>18,632</u>
<b><u>Revenue from providing goods and services</u></b>			
None		-	-
		<u>-</u>	<u>-</u>
<b><u>Interest, dividends &amp; other investment income</u></b>			
Interest income		165	311
		<u>165</u>	<u>311</u>
<b>Total Revenue</b>		<u>30,221</u>	<u>24,737</u>
<b>Expenses</b>	Refer page 4		
Expenses related to public fundraising		-	-
Volunteer / employee related payments		-	-
Costs relating to providing goods and services		13,026	20,387
Grants and Donations Made		-	-
Other Expenses		18,746	13,971
		<u>31,772</u>	<u>34,358</u>
<b>Surplus /(Deficit) for the year</b>		<u><u>(1,551)</u></u>	<u><u>(9,621)</u></u>




## Toughlove New Zealand Incorporated

### Statement of Financial Position

As at 31 March 2016

	Notes	2016 \$	2015 \$
<b>Current Assets</b>			
Bank accounts and cash	2.4	20,887	32,557
Receivables and prepayments	2.5	69	-
Inventory	2.6	3,111	3,036
		<u>24,067</u>	<u>35,593</u>
<b>Non-Current Assets</b>			
Property, plant and equipment		-	-
		<u>24,067</u>	<u>35,593</u>
<b>Current Liabilities</b>			
Accounts payable & sundry accruals	2.7	2,684	4,687
Unused grants	2.1	4,832	12,804
		<u>7,516</u>	<u>17,491</u>
<b>Non-Current Liabilities</b>			
Loans		-	-
Total Liabilities		<u>7,516</u>	<u>17,491</u>
<b>Net Assets</b>		<u>16,551</u>	<u>18,102</u>
<b>Accumulated Funds</b>			
Accumulated Surpluses / (deficits)	4.0	16,551	18,102
Specified Reserves		-	-
<b>TOTAL EQUITY</b>		<u>16,551</u>	<u>18,102</u>

  
Chair

26.7.16  
Date

# Georgia Ball – True spirit

## Recognition

Anyone who has done Rep training knows how very special Georgia Ball was in *TOUGHLOVE*®. Anyone who attended her funeral would know how highly her community valued her, even if they weren't aware that her QSM had been awarded for services to youth and the community.

## Talents

In any organisation you need creative minds. You also need realists. Georgia's special gift was that she was both. Not only could she generate new ideas, but also she had the smarts to turn them into reality. Especially if they required money, as many good ideas do. Georgia's communication and networking skills gave *TOUGHLOVE*® an extremely valuable pipeline into community resources. In retrospect, it was a pipeline which we never fully utilised. I realise now how frustrating that must have been for someone with Georgia's vision and energy.



Georgia presented with the Queen's Service Medal for services to youth and the community from the Governor General on the 8th May 2013

## Teaching by example: how to live with grief

As *TOUGHLOVE*® parents, we almost always have to deal with grief in some degree. In nurturing our children towards responsible adulthood, we've had to visualise the kind of person we would like them to be. If we've had to resort to *TOUGHLOVE*®, the chances are that our child no longer fits the vision. We need to let go of the vision. *That hurts.*

Colin and Georgia didn't just lose the vision. They lost the child. Twice. First it was Melody all those years ago. Much more recently it was Brent. So Georgia brought a powerful lesson to our *TOUGHLOVE*® table. Inevitably she developed very special bonds with other members of the *TOUGHLOVE*® International family with similar stories to tell, such as Bob and Nancy Pelayo, Evan and Tracy Roose.

## Toughness and dedication

Georgia assisted with the Friday preparations for last year's TLNZ RepCAD. Next day she was in hospital for the last time. She had been on borrowed time for several years, and she knew it. That's how much *TOUGHLOVE*® meant to her.

## Professionalism

One of the things that makes life so interesting is our differences. It's inevitable that we'll enjoy working with some people more than with others. Georgia and I were a case in point. Ours was definitely not a match made in heaven. Initially, our relationship was notable only for the conflict it generated. We learned to deal with it by doing two things. First, we agreed to disagree on the main points of difference. Secondly, we made a point of working together. When you do that, you end up having to support each other, because you succeed or fail together. We found that if you do that for long enough, eventually you'll begin to appreciate each other's strengths. Eventually, Georgia became a very special friend and mentor, and we remained firm friends until the very end. From respect came trust. From trust came genuine affection.

## Final thoughts: the LOVE in *TOUGHLOVE*®

A constant thread running through the email responses to the news of Georgia's demise was the recognition of her kind, friendly, supportive nature. For so many of us that will be our most enduring memory. To paraphrase Maya Angelou slightly:

- People may forget what you said.
- They may even forget what you did.
- But they'll always remember how you made them feel.

George Morrell

## Oh Georgia – How I miss her

I went to give a presentation in Auckland and in the audience was this vibrant lady who was asking lots of questions. She was very interested in helping families and had her own trouble with one of her twins.

That was right at the beginning. She came to talk with Kevin and I afterwards and asked if she got some people together would we come to Auckland and help them set up there.

I went there with Barbara Mainprice. Georgia was the one who organised all the advertising in Auckland and it was Georgia that started the Auckland group. She did a good job and was really keen to get it going.

We talked about her going for Rep training, Barbara and I had been to America by that time and become Reps. Georgia was going to America for her first training course and I was going back again for trainers training. Georgia, Virginia and myself went together to get our training.



In America the funny part was that our names are Virginia, Georgia and Nola – the Yorks (the ToughLove originators) all thought that we were pulling their legs, as Virginia, Georgia and Nola (New Orleans, Los Angeles), are mostly names of states in America. We had a real performance proving that we were really who we said we were.

Georgia successfully completed her Rep training and later became an international Rep as well. I guess over the years, it's been Georgia that's got the whole of the Auckland groups started – with the help of Colin who was very supportive and belonged to the Lions (he arranged for quite a bit of money to help develop ToughLove in Auckland) that was again thanks to Georgia.

When we went to the states, we took our own ideas, the Yorks and everyone there were gob-smacked that, where we could, we include the children as part of the healing process. Strangely in America – they didn't. Georgia and I would talk with them at length about that.

Georgia received the QSM and Pete and I went to the award. We were very proud. I guess for Georgia, she did so much for TOUGHLOVE®. Pete and I developed such a strong relationship with her and Colin. In Toughlove, your children bring your close, even if they are naughty, when Georgia lost her daughter – she was run over by a drunk driver – it helped to bond us closer. Something about Toughlove brings us all closer together – we have such big losses – Georgia was always there for everyone who had felt a loss.... she was always there for anyone who needed her – her phone went constantly, day and night – she was a councillor and a JP – she had so many awards – she worked with the police too.... if I could talk with her now I would say – bugger ya! what was your bottom line this week Georgia – she is greatly missed... all around New Zealand. Her home was always open to all of us – it's the end of an era.

*Nola Edmonds*



## Georgia Ball – An Inspiration

I vividly recall the first time I saw Georgia. It was the TLNZ AGM training weekend in Rotorua in 2006. She was hard to miss in that red cape. Something you didn't see often in those days, she was clearly a lady of strength and character to pull that off as well as she did. Little was I to know then how much of a significant and positive influence she was to become in my life.

Somehow I ended up leaving that meeting on the Executive of TLNZ as the Treasurer. Luckily for me, this meant that even though I, as someone with less than a year in the Programme, was lucky enough to begin 'rubbing shoulders' with a bunch of *TOUGHLOVE*® senior folk. Through them, I met Georgia. We (Georgia and I) discovered we had a common bond. She was a founding member of the PSG that was my home group, which she began to support again by her periodic attendance.

A year later I became a Rep, and a second year later the Chair of the TLNZ Executive during some interesting times. Now because Georgia was attending my home group, and her home was on my way to group, it made sense that I pick her up and drop her off on the way to and from the meetings. This gave us a chance to chat. Indeed we would often be so involved in our conversations, that we would routinely sit outside her place for an hour or two continuing our talks. I learnt so much during those hours. I was a new Rep, I was struggling to deal with some topical matters, and here I had a member of the Wise Council in my car. Georgia would hear me out, let me unload, and then would offer ideas and suggestions, and perhaps more importantly encouragement. Looking back on it now, I am amazed how she would find a simple and supportive, and always positive suggestion for what I was my issue 'de jour'.

Over the course of these late night discussions (and my apologies and thanks to Georgia's ever supportive husband Colin for my monopolising of Georgia this way) Georgia became my friend, not just my mentor and my council. As a member of the *TOUGHLOVE*® Wise Council (what an apt name for such a valuable and wonderful resource we have in *TOUGHLOVE*®) Georgia and her WC peers gave me much good council and active support, without which I think I would have given up years ago. From her I learnt what the programme is about.

Her support covered all aspects of my *TOUGHLOVE*® experience, from parent, through VC, Rep, Trainer (PAT)



and Exec member/Chair. When I wasn't sure what to do or how to react, I found Georgia had some sage and simple advice appropriate to the situation. I was amazed how gentle and polite she was able to be, even when confronted by actions and behaviours that compromised her beloved Programme. Georgia would willingly share her knowledge and experience with me, but more than that, she shared her home, her family and her friends with me. She actively supported and nurtured my growth and development within *TOUGHLOVE*®.

With the passing of Georgia we have lost not just a wonderful person and a *TOUGHLOVE*® treasure. She was old school, but my oh my, her commitment to the Programme must be admired and is inspirational. Sick as she was, with less than a week to live, Georgia still came to last year's RepCAD. From her hospital bed Georgia wrote out her proxy to support us at the AGM and her continuing support of the Programme. She is an inspiration, she is my inspiration, a role model and the personification of the *TOUGHLOVE*® philosophy.

Rest in peace Georgia, someone I am honoured to call my friend. *TOUGHLOVE*® is better off because of her.

*Bruce Crisp*

