

# Skylight History

The First 20 Years | 1996 – 2016

A Story of Hope Brokers



“Kahore taku  
toa i te toa  
takitahi, he toa  
takitini.”

**It is not our strength alone, but the strength of  
many that contribute to our success.**



## Introduction

**Heather Henare, Chief Executive 2015–present.**

This brief history spans the 20 years since Skylight first began in Aotearoa New Zealand as a Trust in 1996, with the initial vision and commitment of a small group of dedicated people. We want to acknowledge and celebrate the significant contribution of all those who have played a part in Skylight’s development through the years. Without them, Skylight couldn’t be the resilient, respected helping organisation it is today – enabling children, young people, their families, whānau and friends to navigate through times of grief, loss and trauma.

Skylight has worked progressively to develop the Trust into a sustainable viable organisation, ready for the next 20 years. Skylight has now entered the 2016–17 year with a transformed structure, beginning a new journey. We look ahead with confidence.

I hope you will enjoy reading about the many strands of our specialist work as they developed through the years, step by step.

Heather

**Bice Awan, Founding Chief Executive 1998–2014.**

This is a personal perspective of Skylight’s history through the eyes of myself, as the original Chief Executive, and two early team members who joined me to begin to build Skylight up into an effective organisation – Lesley Withell and Tricia Irving Hendry. Heather Henare, as the current Chief Executive, has also contributed details of Skylight’s developments from 2015–2016.

Skylight has engaged many people with passion and skills to add value and help it become a successful hope broker for thousands of people facing difficult times. I hope you’ll find that this history has captured Skylight’s story well and acknowledged as many people on the journey as possible. A huge thanks to all who have been with us along the way.

**Kahore taku toa i te toa takitahi, he toa takitini.**

*It is not our strength alone, but the strength of many that contribute to our success.*

Bice

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**Contributing writers:** Bice Awan, Tricia Irving Hendry, Lesley Withell, and Heather Henare.

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# The Beginnings

In 1996 a children's bereavement support group was being run in Newtown, Wellington, New Zealand. This was part of Mary Potter Hospice's family support services. A committed team of support professionals provided a monthly programme for bereaved children from all over the region, brought along by their parents or carers.

When the Hospice made the decision to conclude this unique service, due to capacity restraints, some of the group's team leaders began to consider the possibility of establishing a similar service, but in a new way. After consultation, they set up a trust called *The Children's Grief Centre Charitable Trust*.

## The initial visionaries and founding Trust Board were:

- ☀ Sue Driver (the first Board Chair)
- ☀ Lynne Ewart
- ☀ Lois Tonkin
- ☀ Kitty Hilton
- ☀ Chris Rickett
- ☀ Kerry Prendergast
- ☀ Corrine Blumsky
- ☀ Lynne Martin.

## What was the vision?

This group wanted to see that grieving children and young people were not only effectively supported in the Wellington region and nationally – but also given hope. They recognised that a wide range of life losses could cause grief, not just bereavement. The Trust Deed stated that its aim was to support children of all ages through loss and grief. The next challenge was to operationalise an organisation to be the face of this significant mandate.

## Funding Begins

Fundraising got underway in earnest, which enabled the new organisation to become a reality. The Trust members, particularly Kitty Hilton, accessed support and funds from a variety of sources. The Rotary Club of Wellington was especially generous. Through the Club, the premises in Newtown were also accessed at a peppercorn rent of \$1 per year for the first three years.

## Finding a Name and Logo

The new board investigated a range of names for the new organisation but, after community consultation, settled on *The Skylight Project*. It was then agreed between the first chief executive and the Trust Board that the word 'Project' would be dropped. They knew that we could not consider loss and grief in a person's life to be a 'project'.

A designer then presented a logo to match our vision – moving people from tough times of darkness back into light. At first it had text below it, then it was used without text.



## The First Skylight Chief Executive

One of the new Trust Board's first tasks was to find someone who would spearhead the launch of this organisation and make it operational. After a search, they selected Bice Awan as the first Chief Executive, starting mid-1998.

Bice came from a background of working in the HR, health, disability and Accident Compensation sectors in the UK, Canada and New Zealand. Not only was she very familiar with the impact of change, loss and grief in people's lives, but she had also established a number of organisations from scratch. She was therefore used to green-field organisational development and flourished in these settings.



### Our First Premises and Landlords

Our first Landlord was the National Bank, through Damocles Holdings, a connection that went back to the Rotary Club of Wellington. When the building was sold to Greenford Holdings, which was a Trust, we once again had a landlord who had a genuine heart that was aligned to the work of Skylight, while implementing a market rental for the premises. Skylight remained in the Riddiford Street premises until June 2015. The corner street address was originally 143-145 Riddiford Street, Newtown, but this was later adjusted to 2A Green Street, Newtown.

### The First Weeks

In the first days and weeks of Skylight, Bice Awan sat on the floor in a large open space. She sat on her coat, with a three-bar heater (with only one bar working) and her own mobile phone. It is testament to the vision and focus of Skylight that so many people personally felt their own stories reflected in our work. Many rallied around and Bice was soon sitting on a chair at a desk!



### First Supporters

Early supporters were Richard Burrell, his business partner and the staff of Building Solutions. Richard not only helped to source possible options for furniture but also stored it for Skylight until some premises were found. The CE was sourcing furnishings too and Richard ended up storing a great deal of it. Some of the furniture is still being used in 2016! The surplus was later given to other non-profit organisations. Richard did not stop there. He arranged for interior walls to be built in the new premises, the initial Resource Centre shelving to be built and many other acts of kindness through his staff team.

Warwick Beban, now an Executive with Konica Minolta, generously donated both our first photocopier and paper. Early on Bice arranged a meeting with Warwick, who was then with U-Bix in Wellington. The first thing Warwick said is, 'What can I do for you?' From that conversation, for quite some time, Skylight was supplied with high quality photocopiers, free printing and paper. Warwick was always ready to support, even when he moved into a new role in Auckland.

The St. Vincent's group from St. Patrick's College in Kilbirnie gifted some of our first kitchen supplies, allowing us to provide refreshments for staff, clients and visitors.

Donations kept coming. The Mayor donated art work and the author Mandy Hagar donated artwork paintings by Ruth Paul, which had been used to illustrate Mandy's award winning children's book about grief, *Tom's Story*.



Artist: Tom Hagar

The artwork of Mandy's 9-year-old son, Tom, was also donated to be used in early marketing. It vividly expressed what it was like to experience the tragedy and grief of parent loss.

Skylight's Foundation Board were actively committed and continued to make connections for the Skylight team. These connections made such a difference, enabling more people and organisations to find out about Skylight.

### Community Consultation

Bice's priority was co-ordinating a community focus group and facilitating a consultation process. She drew together people from across many sectors to be part of a visionary session. Held at a weekend, this session was creative, informative, and invaluable. Facilitated by Dr Steve Kay, a long-term friend of Skylight, it formed the basis of the organisation's vision and mission development, as well as its initial planning. Key questions included:

*What could a new organisation like Skylight develop to be?*

*What were the community needs for grief support?*

*What should the most important services or the first services be?*

*"What lies behind us and what lies before us are tiny matters compared to what lies within us."*

Ralph Waldo Emerson

*Used in Skylight resources*

## The First Staff Members

One of the Board members, Lois Tonkin, was a counsellor and grief specialist. She began offering training and travelled to a range of centres to present our first grief related workshops to professionals and community groups. Lois was one of the core Mary Potter Hospice team that had worked with bereaved children. Her children's booklet, *"Everybody Hurts Sometimes: A book about grief for children & teenagers,"* was made available through Skylight. Its sales success indicated how hungry workshop participants were for resources and information about loss and grief. Lois continued to offer training for Skylight even after she moved to live in Christchurch.



In 1999, Tricia Irving (now Tricia Hendry) joined the team. She came first as a volunteer. She helped with a fundraising initiative – a children's art competition themed *Life is Beautiful*. This event, spearheaded by Board Member Kitty Hilton, began to raise our community profile and much needed funds. It also provided some wonderful artwork. For many years, some of the children's art adorned the office walls. The competition also provided an image that was to be used for early marketing.

Tricia was then employed for two days a week, charged with establishing an information and resource centre. Starting with some newspaper cuttings Bice gave her, she slowly began to build up Skylight's outstanding collection of grief related information, books, and resources. Soon Skylight began to publish a range of books and resources developed by Tricia to assist children, young people and families facing tough times. Over time, her hours increased and she later became nationally and internationally known for her writing, publications, articles, columns and

engaging presentations. Tricia ultimately assumed the Deputy Chief Executive role and was Manager of Skylight's Publications and of the Resource and Information Centre.



Lesley Withell was the next staff member to join the team. She began as Skylight's first receptionist and administrator. As the organisation developed, so did her role. Over the years, she transitioned to becoming the Operations Manager, looking after Skylight finances, staff employment issues, policies, and procedures. Her role anchored our operations and her knowledge and skills enabled the whole team to function effectively.

*Please see a full listing of staff and volunteers on page 35.*

## Early Links

Right from the start, Bice Awan took a positive partnering approach, linking Skylight with a range of well respected, well known organisations, government departments and ministries. This meant Skylight was able to bring its speciality knowledge and perspective to its partners, and also learn from them. The core philosophy was one of helping to build stronger, more resilient communities, while at the same time leveraging our profile into contractual relationships. Examples of key early links are:

- ✿ Child, Youth and Family – Early on we worked to secure Government approval status, establishing our trustworthiness and credibility as an organisation, with contracts continuing since then.
- ✿ The Mental Health Foundation – With their Chief Executive, Alison Taylor, we developed a grief education curriculum for the Ministry of Education. The Wellington MHF office was, for a short time, established in Skylight's back room, giving them a Wellington presence, and assisting Skylight with income. It was through the partnership with the MHF that Pauline Dickinson came into Skylight's world. She was initially a contractor, then a staff member, and worked with us to develop the first *Travellers* programme for schools.
- ✿ Actrix – Developed our first website.

## Developing the Vision Further

As the organisation grew, opportunities were grasped and leaps of faith made. We researched and asked what the market needed and wanted. We matched our services to these as much as possible.

Bice had previously established social enterprises in Scotland and Canada in both industry and the health sector. It was clear from a very early stage that Skylight would not receive sufficient funding from government or charitable sources to cover all the costs of developing services.

She therefore started to describe Skylight as a social enterprise – balancing our social mission with the need to generate income and profit to ensure we contributed to our own sustainability. We wanted to be an organisation that could ‘do good and do well’ at the same time.

It was a philosophy that needed to be embraced not only by the Board, but also by the team. “Social enterprise” was a new term in New Zealand in 1999 and board members had to adjust to the approach. However, having made the decision to operate as a social enterprise, Skylight developed a team who understood the necessity for doing this and a Board that

endorsed and pursued it. Social enterprise meant embracing all possible streams of revenue. Along with the generous help of donors, sponsors and an increased number of contracts, this new strategic approach enabled Skylight both to bridge the financial gap and to continue to meet the needs of those contacting us for support.

Additionally, Skylight’s leadership have always sought to harness the passion, commitment and talents of staff, contractors, volunteers and Skylight friends, to maximise what could be achieved.

*“Although the world is full of suffering, it is also full of the overcoming of it.”*

Helen Keller

*Used in Skylight resources*

Our client base grew quickly in numbers and complexity. In time, it also grew internationally. The social enterprise approach did not deter access as we continued to provide a high quality, relevant service to all. Neither did we rest on our laurels. We were constantly reflecting the ever-changing needs in our communities by developing new support options and new resources.

We were not content to just say we were a social enterprise. We wanted to walk the talk. Bice believed there was a need for some formal reflection on what ‘social enterprise’ meant in the Non-profit, non-government organisation sector. There were some key questions to ask:

*How do we ensure that real costing is done to ensure that we have real pricing, not ‘emotional’ pricing?*

*How can an NGO develop income streams?*

*What constitutes a fit for purpose Social Enterprise Board?*

A programme of research was approved by the Board and two pieces of work were undertaken pro-bono by a lecturer from the Open Polytechnic of New Zealand, Nazir Awan. The results were presented by the researcher and Bice Awan, the CE, both nationally and internationally. The outcome for Skylight was an affirmation that we were, indeed, moving along a path aligned with international social enterprise practice standards.







### Developing the First Services

The initial services, as mentioned, were training and education, and the sale of early publications. These were soon followed by the establishment of counselling and support group services, a Resource and Information Centre and the beginning of the *Travellers* Programme.

**“My counsellor is the first person who understands me and how difficult everything feels at times”.**

– *Tammy, 9 years old, victim of bullying.*

### Counselling

That Counselling got underway for children and young people so swiftly reflected the need in our region for grief counselling. Our first counsellor and counselling manager was Sally Latham. Rooms were built into the premises and in the first years counselling was also offered offsite in homes, schools, and other community premises. Support groups for children also began, building up to a wide range in later years. Groups for bereaved children, and for those impacted by family break up, were first offered after school, and then moved to school holiday time.

We knew that to support children and young people in isolation is not best practice. Bice and the counsellors were clear that we had to be family/whānau orientated, yet child centric. Indeed, often parents and other adults wanted counselling support for loss, grief and trauma situations. So, right from the start, we offered counselling for all age groups.

### Education and Training

Education and Training services offered grief related workshops for both professionals and the community. Our first trainer was Lois Tonkin and our first Training Manager was Jennie Jones. We started by using Skylight's own training room. Such was the demand that Skylight had to invest in some red chairs for trainees! We then moved out, on request, to centres around the country. Specific training resources began to be developed. Increasingly, Skylight was asked to offer training in the wake of school and/or community crises, such as suicide or accidental death.

We hosted the well-respected and internationally renowned grief specialists Ken Doka and Trey Mallicoat in 2002 and 2006, for multi-centre tours, drawing high numbers. This was arranged through a close association with The Australian Centre for Grief Education (Melbourne).

One early education related project was the development of some 'Grief Matters' training manuals, one each for primary and secondary teachers. The manuals were designed to assist them to teach students about grief in schools in effective ways. Also, associated with the manuals were teacher training workshops. Lois Tonkin and Pauline Dickinson developed the manuals and workshops, in partnership with the Ministry of Education and the Mental Health Foundation. This was one early way that schools began to hear about Skylight.

### The Resource and Information Centre

The Resource and Information Centre continued to develop, sourcing and writing helpful information for those facing tough life situations of all kinds. Staff networked with a wide range of other agencies to find out what information, tools and resources were available and let them know about our unique support information service, for all ages and stages.

Soon Skylight began to post out tailor-made information support packs on request, for a donation. This key service remains in action today, being especially useful for those who lived at a distance from urban based services, and for those wanting to maintain anonymity. Books, games, video and DVD loans could be requested from anywhere in NZ, for just a few dollars. We began to see a small income stream developing from donations.

As information was sourced for one situation, it was stored and became useful for the next request relevant to it. Slowly, Skylight developed a treasure trove of support tools and information unlike anything else in the country. People began to visit the centre as the word got out. This was the start of the growth of Skylight's reputation as an organisation that not only provided personalised attention to individuals, families or communities experiencing loss, grief or trauma, but also provided practical information and resources to help them through it.

Over time, using grants and donations, the resource and information collection built up further, requiring new bookcases and moving into a bigger space within the office. Once more, Richard Burrell provided the bookcases.

### The Travellers Programme

The *Travellers* Programme was designed as a small group, school-based resilience building programme to assist young people to deal with change, transition to high school and difficult life challenges. It was targeted at students aged between 12 and 14 years in their first year of high school. It got underway in 2001 as a trial in Auckland and Northland, funded by the Auckland District Health Board (DHB).

**"I have been motivated by the Travellers group. It has taught me how to express my feelings in a calm and positive way."**

– *Travellers Participant, Year 9*

*Travellers* was initially developed by a post graduate student, Pauline Dickinson, who had attended a suicide prevention programme in Australia and saw a gap for a new kind of youth programme in New Zealand. Together with Bice Awan, Pauline successfully presented to the Auckland DHB and they encouraged and funded a pilot programme. This enabled the programme to progress, under Skylight's name. This pilot was then evaluated by the then Auckland University Injury Prevention Centre, now known as The Injury and Trauma Research Group. *Travellers* was so successful that it was rolled out into the broader Auckland/Northland areas. Pauline used the programme as the basis of her PHD.

The programme's success saw it included in the Ministry of Health's Suicide Prevention Strategy 2006-2016. The Hon. Jim Anderton supported it in his capacity as Associate Minister of Health, acknowledging it as a programme that should be in all New Zealand secondary schools.

This wider, national focus led to the first National *Travellers* Manager being hired, Phil Smith, and a *Travellers* website being launched, attached to Skylight. This branded *Travellers* clearly as a Skylight programme: [www.Travellers.org.nz](http://www.Travellers.org.nz)



### The first website

The first website, developed in partnership with Actrix, was launched and provided not only helpful articles and links, but also promoted our services. It increasingly became our front door. ([www.skylight.org.nz](http://www.skylight.org.nz)) Our website had a reputation for being easy to access, colourful, engaging and very helpful. It continued to gain positive feedback, both from users and other organisations. Our second, updated

website, designed by Heliocel, enabled PDF downloads and established our first online shop, increasing our income stream still further and enabling an international reach.



### Establishing Administrative Support

As the team grew our administrator, Lesley Withell, needed more support to manage the increased number of calls and visitors, and the ever-increasing complexity of financial management. A specific reception role began part-time initially, but it soon became full-time.

Lesley's administration skills supported every facet of Skylight's successful work. She established and oversaw key policies and protocols. Skylight evolved steadily from when Bice first used a shoe-box for early invoices and receipts, to a 1.5 million-dollar turnover managed by the MYOB system.

**"Courage doesn't always roar. Sometimes courage is the quiet voice at the end of the day saying, 'I will try again tomorrow.'"**

Mary Anne Radmacher  
*Used in Skylight resources*



## Fundraising Events

Fundraising was focused on grant applications until Annette Brook joined Skylight, bringing her amazing mix of skills and connections. She joined Skylight as our first Fundraiser and, with her connections into the sporting world, Skylight soon developed the reputation of putting on some of the best sports-orientated events in Wellington. For example, we held fundraising lunches and dinners before major rugby tests for several years, featuring well known past All Blacks. The revenue from these events was significant, primarily from the related auctions. We gratefully used the skills of Ian Klinac as an Auctioneer and MC. Annette had the ability to acquire pro bono auction items of amazing quality and Ian the ability to loosen the wallets! Bice remembers Annette walking the Skylight floor and talking on two mobile phones at the same time, setting up events and auction items!

Annette also began Skylight's relationship with the McLauchlan Family. Bruce's and Stephen's practical support was invaluable through the years. Bruce was a long-term Deputy Chair of Skylight and his son Stephen's well organised New World Golf Day was a tremendous fundraising effort. This fundraising day became an annual event, with the continued partnership of Ian Klinac as the Auctioneer.

Sonja Deely then brought a new flavour to Skylight as a Fundraiser over the next few years. She introduced some different types of events, such as The Stella Ball, Reel Brazil (to celebrate the Brazilian Film Festival) and The Skylight Cabaret Night, celebrating young talent.

In 2012, Skylight experienced a low period financially and, from then on, we had part-time fundraisers who achieved amazing success in their limited hours. Kirsty Strong, Katie Martin, Amanda Johnson and Kirsty Prentice each brought new perspectives to Skylight: Kirsty Strong initiated a Downstage Production; Katie brought incredible discipline into the philanthropic funding process; Amanda was instrumental in the co-ordination of the Warehouse relationship, the Mari Luca Dinner and the WelTec Young Chefs Dinner, Film Nights and the launch of an annual, national Loss and Grief Awareness Week; Kirsty Prentice worked tirelessly to ensure such initiatives would continue in the future. In 2016 Skylight ran a Trade Me Celebrity Lunch Auction.

Over the years, donations of great auction items for our different events have continued to come in from a wide range of sources. This has reaffirmed not only the credibility Skylight has had in the community, but the fact that our services have touched so many people at a personal level.



## Transferring the Mantle of Leadership

In December 2014, Chief Executive Bice Awan ended her time at Skylight after 16 years at the helm. Her huge contribution to Skylight was acknowledged at her farewell, from starting us off as a brand-new entity to leading Skylight to become a nationally known, far reaching support organisation making an important difference to many grieving children, young people, families/whānau across New Zealand, and beyond.

At the start of 2015, Heather Henare began as Skylight's new Chief Executive. Heather is a qualified Senior Social Worker and has held positions at Child, Youth and Family as a Senior Practice Consultant and Senior Advisory Officer. In her last role, Heather led Women's Refuge as Chief Executive for over 10 years.

Early on, Heather worked with the board to bring Skylight's governing document into line with current best practise. This also provided an opportunity to formally adopt the name by which everyone knows us. Instead of the original 1996 deed name of "The Children's Grief Centre Charitable Trust", we are now more simply "Skylight Trust".

Heather also took the decision to move Skylight's office into a building closer to Wellington city, with more flexible space. The big move was made mid-2015 with the

new address becoming: Level 3, 5-7 Vivian Street, Wellington 6011.

Strengthening internal systems, updating policies and procedures, and improving IT resources were other early priorities. This meant taking on a new approach to administration. In 2015 Skylight decided to outsource the position of financial controller, ensuring continued transparency and accountability.

Working with the board, Heather and her team put in place a transformed business structure to maximise Skylight's sustainability. Skylight also entered into some new partnerships to collectively work with communities nationwide to develop specialist skills, understanding of and response to grief, loss and trauma. These have included with individuals, organisations and government departments.

# How Our Core Services Evolved by 2016

Our reputation for the counselling support of children, young people, families, and adults grew significantly, with waiting lists and ongoing demand for our support groups.

## Counselling

Counselling services remained available in Wellington, Skylight extended them into bases in the Hutt Valley, Porirua, Auckland, the Wairarapa.

Under the guidance of managers through the years – Sally Latham, Diane Brennan, Lynne Ewart, Linda Karlin and Serena Stace – the team strengthened and took on a more multi-disciplinary dynamic. Today the Clinical Leader of the counselling team is Ariella Moscoso Lira. Our service saw a range of skilled and dedicated counsellors through the years, enabling clients to work through tough issues of grief, loss and trauma, whatever the cause. Today we have a counselling team of 5, with Sarah Medicott serving ably as the Counselling Coordinator.

Skylight is proud to be an organisation that acknowledges the cultural diversity of Aotearoa, ensuring all our services are culturally sensitive. We have always been proud to be a service provider for all ages. An increase in the number of referrals received from other agencies appears due to the collaborative work Skylight has been establishing with its partner organisations.

In 2015 our clients ranged in age from 3 years to 68 years old.

71%

of clients seen that year were children and young people.

## A New Referral Network Established through Partnerships

A new approach has been developing to enable people to obtain counselling via Skylight in regions outside of our direct service provision. Skylight has been working on developing a sustainable network of partner organisations and individual professionals, that share its values, with the purpose of providing support to everyone who needs it. It has been a collaborative effort and these alliances are already assisting more people to navigate tough times with the support they need. This is an ongoing effort that will continue to have a key focus.



## Groups

### For children:

Groups for children affected by bereavement, family break up, domestic violence, learning disabilities and anger issues were established very early on. They continue today.

- ✿ **Family Change Group** – For children affected by family break up.
- ✿ **Bereavement Group** – For children grieving a family member who has died.
- ✿ **Sharing the Journey Group** – For children with a family member facing mental illness and/or addiction.
- ✿ **Along the Track Group** – Our own children's Safety from Violence Programme, funded by the Ministry of Justice through the Domestic Violence Programme.

### For adults:

- ✿ **Heartsong** – This monthly support group for bereaved parents was first established after approaches from several grieving bereaved parents in the community. Thanks must go to two of our team, Margaret Alve (a counsellor and contract trainer) and Jenny McIntosh (Resource Centre Co-ordinator) who gave of their time and skills voluntarily to start and run the first group. Since then, Skylight has continued to ensure a counsellor is one of the facilitators.
- ✿ **Parenting Through Separation** – Skylight became one of the first providers of this government programme for parents seeking to support their children during parental break up. We have effectively run it for many years in several locations around the Wellington region, as a very respected provider.

## Waves

This is Skylight's suicide bereavement education support service for the community. A Victoria University researcher, Chris Bowden, initially developed it, with the support of Skylight's counsellor Caroline Cole. Chris was researching the impact of suicide and, with Skylight's assistance, he developed the programme in response to community demand for meaningful support after a suicide.

It was first run locally in Wellington for people 17 years and over who have been bereaved by suicide. It is an eight week programme facilitated by two trained and professionally skilled facilitators twice a year. This continues in Wellington, however the Waves programme has become increasingly available around the country as its reputation extended due to its research base and ongoing monitoring of results. Several DHBs requested to have facilitators trained to address those bereaved by suicide in their own regions' communities, which Skylight responded to.

In 2014, the Ministry of Health awarded a contract to Skylight to offer the programme nationally through DHBs. This contract has been continued.



We have had a capable team of Waves trainers to run workshops to train facilitators around the country. Most areas of the country have now had the benefit of Waves training and we continue to support the facilitators running the programme.

## Education and Professional Development

These services evolved and extended through the years, with workshops and an increasing number of presentations delivered around the country on request. An excellent training faculty was brought together to provide these. Our training coordinators over the years, Pauline Dickinson, Lois Tonkin, Jennie Jones, Jane Brook, Linda Karlin, Aileen Davidson and Anne Bristol have each contributed to this area's development and made further links into the community.

Partnerships were established to facilitate training programmes developed and customised for the specific needs of other organisations, businesses or communities. Partnerships explored with Victim Support, Orongomai Marae and Wellington's Alternative School are examples of this.

An online registration process was established in 2014, allowing for courses to be paid for in advance.

The workshops at Skylight and the off-site ones around the country are still meeting a training need for people working in social services. The focus on participation in the sessions enables people to explore tough topics to support the individuals they work with. These high-quality workshops

are in demand, due to the expertise and experience of the Skylight contracted facilitators and staff who work to make each session appropriate and accessible to people working in our sector. Workshops for communities are also still available on request.

## Skylight as a Publisher

The number of Skylight's own publications grew in number significantly to meet community need. The complete list can be found on [page 41](#).

Sales of these titles also increased Skylight's income significantly. There was a greater focus on marketing, partnering with other organisations and on the web shop offering our products nationally and internationally. Our client base in Australia particularly grew in number.

Skylight's Tricia Irving Hendry authored most of the titles, with several also being co-authored with other topic experts. New Zealand Workplace Health and Safety Award was presented in 2011 for Skylight's development of a support handbook for businesses impacted by the 2011 Christchurch earthquakes. It was written, published and delivered within two weeks of the February quake. It was titled: *When Trauma and Grief Come to Work*.

The launch of five E-Books in 2014 heralded a move into the new technology-driven publishing world, adapted from existing popular hardcopy titles. Skylight became increasingly sought out to provide support tools for NZ and Australian governments,



communities, schools, and families in crisis. For example, after bushfires, floods, storms, and earthquakes. Skylight therefore enabled the provision of resources and information for professionals wanting quality assistance for themselves and for their clients. This has raised our profile and reputation.

In 2013 and 2014, several road trips into the regions were undertaken to promote our publications and meeting people in their own communities. A free workshop was offered as a draw card, which proved very successful. Team members met many people from rural and provincial NZ and heard their stories and requests. This helped shape new resources and information development.





New Resource Centre at Vivian Street

### The Resource and Information Centre

This Centre's services grew in quality and scope with every year. Manager Tricia Hendry was ably succeeded by Jenny McIntosh. Assistants through the years have also valuably contributed their skills, knowledge and empathy, including Liz Morton, Diane Brennan, Caroline Cole, Tracey Clode, Maria Lloyd, and Gaayathri Nair. Volunteers have also given time to make a difference, such as Rosalba Finnerty (who set up the initial classification system), Sheryl Baines (a trained librarian, who has volunteered for 14 years) and Lis Davys.

Using a web based system, borrowers began to be able to access the catalogue online, or in hardcopy, to select titles to borrow from anywhere in NZ. Visitors continue to drop in to browse, and phone calls and emails are received daily, requesting support packs. Systems have evolved to turn these around as efficiently as possible. The constant demand, right from the start of the centre, reflects the significant reputation Skylight gained for this unique donation based service. The collection was initially boosted in 2000 when NALAG (the National Association of Loss and Grief) donated their resource collection to Skylight. Grants were sought to increase the collection through the years and it has become the largest specialist grief and trauma library in the country.

### Our Website, Social Media and 0800 phone line

Our website has always served as a significant front door, especially for those at a distance from Wellington, and from outside New Zealand. It has now had three versions and became an even greater asset when it began offering the income generating online shop. The support of Actrix, Heliocel and Fresco's Flightdec (Fraser Carson and Sheridan Bruce) in the website's evolution over the years has been much appreciated.

Skylight started to actively host a Facebook Page (*Skylight Trust*), initially set up and managed by Annette Campbell-Orpin: [www.facebook.com/pages/Skylight-Trust/124156226579](https://www.facebook.com/pages/Skylight-Trust/124156226579)

We also began to manage a Twitter Account: **@skylightnz**

Skylight has always offered a free 0800 number, with it originally being donated to us. It has been an invaluable resource for anyone, of any age, who wanted to connect with us. For example, after the Christchurch earthquakes it provided a fast link for those needing some immediate grief and trauma support. The number, **0800 299 100**, is posted wherever our brand is promoted.

All these link points have helped increase our profile, our presence and connectedness with New Zealand, and the world.





### The Travellers Programme

This has gone from strength to strength, growing in reputation under the initial guidance and management of Phil Smith, then furthered by Aileen Davidson, with Leona Palmer, and now by Maria Lloyd, with Chelsey Reid. The Ministry of Health have continued to fund *Travellers*, largely due to the qualitative and quantitative evaluations done by highly creditable institutions which provided substantive, positive results. A significant number of facilitators have been trained throughout the country and quality videos made by Leona Palmer have proven useful for trainers and facilitators alike.

The *Travellers* Newsletter has always ensured that the many school facilitators were kept in the loop about *Travellers* happenings and available tools and updates. A Skylight relationship was established with The Warehouse and, as a result, *Travellers* became The Warehouse's key fundraising activity in the Taupo and Eastern Bay of Plenty regions. This made a huge difference to the schools in their selected region who were supplied with the programme free of charge. This relationship has continued and in 2016 Skylight's Getting Stronger Game was added to the contribution to schools, also funded by The Warehouse. ([www.Travellers.org.nz](http://www.Travellers.org.nz))

By 2016, 177 New Zealand secondary schools were active *Travellers* schools. Students are still responding extremely positively to the *Travellers* Programme with a participant survey indicating:

**43%**

of students rated the programme as **'Awesome'**

**54%**

of students rated the programme as **'Interesting'**

**51%**

of students rated the programme as **'Fun'**

**58%**

of students rated the programme as **'Helpful'**

When it came to helping students, *Travellers* received overwhelmingly positive responses:

**73%**

of students said Travellers helped them with **'difficult stuff'**

**61%**

of students said Travellers **'increased their level of confidence'**

**63%**

of students said Travellers helped them **'talk about difficult stuff'**

**69%**

of students said Travellers helped them **'think differently about difficult stuff'**

**55%**

of students said Travellers **'helped them feel differently'**

**55%**

of students said Travellers **'improved their problem-solving skills.'**

## Special Projects

Several special projects have been undertaken over the years, including:

### Common Ground.

A partnership with the Mental Health Foundation, Youthline and Curative to develop *Common Ground*, a web and Facebook based initiative funded by government. Its focus was to provide helpful information and links to the family and friends concerned about the emotional and mental wellbeing of any young person they know. Skylight has provided support information packs through our Resource and Information Centre, as well as expertise, editing and consultative services in its development phase. ([www.commonground.org.nz](http://www.commonground.org.nz))

### “Managing Trauma, Loss and Grief in the Workplace.”

Developed by Skylight, in partnership with EAPworks, this ground-breaking handbook supported organisations in the development and management of their health, safety and wellbeing cultures. It addressed the significant challenges of trauma, loss and grief in the workplace and the implications of these on productivity and financial outcomes. It was reviewed by relevant key organisations nationally and internationally, receiving very positive feedback and endorsements. It was written for employers, business owners, board trustees, senior executives, HR, managers, and supervisors, particularly in the context of New Zealand Health and Safety Legislation. The handbook had an associated quality training workshop developed alongside it. Relevant to workplace leaders at all levels, this was delivered around NZ on request by a team of specialised trainers.



### Christchurch Post Earthquake Support.

- ✱ Immediately after the February Quake, Skylight was involved in the development and distribution of the handbook, *When Trauma and Grief Come to Work*. Later in 2011, it won a New Zealand Workplace Health and Safety Award for our development of this unique support for businesses impacted by the 2011 Christchurch earthquakes. It was written, published and delivered within two weeks of the quake, with volunteer after hours help from Skylight staff, Format Print, graphic designer Melissa Hartwick, and a range of topic experts.
- ✱ Skylight counsellors ran a free phone support service.
- ✱ Website based support was immediately developed and made available on our website, particularly aimed at child, youth and family support.
- ✱ We supplied free resources to those affected, through government and NGO avenues, and directly.
- ✱ We provided resilience, grief and trauma workshops, both for professionals and community members.
- ✱ In the following phases, MSD contracted us to develop targeted tools for children, youth, families/whānau, schools and for those concerned for the emotional and mental wellbeing of others they knew. This included a booklet in Te Reo, developed in partnership with Ngāi Tahu.
- ✱ We developed material for memorial events, to be read and reflected on.



### Pike River Mining Disaster.

- ✿ After this disaster occurred in 2010, Skylight was funded to send down some support resources to West Coast agencies. *Our Getting Stronger Game*, with its disaster recovery focused card set, as well as relevant other Skylight resources, provided support for children, young people and their families.
- ✿ Bice Awan was contacted by a colleague in the then Ministry of Labour to ask if Skylight could undertake briefing and debriefing of the Mine Investigators who were to go to the site. Dr. Fiona Pienaar, a trauma specialist and a regular Skylight trainer, undertook this work for Skylight.
- ✿ As a result of linkages with WorkSafe, Skylight was asked if we could undertake workshops with the Mine Investigators who may have to be involved with body recovery. This was done by one of our training faculty, Madeleine Taylor.
- ✿ Skylight's relationship with WorkSafe also extended to Tricia Hendry and Bice Awan being asked to present to all national workplace investigators on resilience in the workplace. This also reflected their interest in Skylight's "*Managing Trauma, Loss and Grief in the Workplace*" handbook and its related training course.

### Internationally

- ✿ Australia's Victoria Education Department have used Skylight's support publications for children, teens and adults after their bushfires in 2010 and after several floods. Queensland Schools later utilised the same tools after their floods and storms.

- ✿ Many hospitals, NGOs and Bereaved Parents throughout Australia have ordered "*Beyond Words*", a handbook for bereaved parents, as there has been no such resource available there.
- ✿ In the early stages of *Travellers*, it was recognised it was a programme that potentially had portability into other countries. Bice Awan negotiated with the Ministry of Health to ensure that Skylight has the world rights to *Travellers*. The Suicide Research Centre in Odense, Denmark, expressed interest in the programme. As a result, Pauline Dickinson and Bice Awan trained facilitators in Denmark to run the programme, with Denmark having signed a Territory Licence and paying the costs up front. It was also run for a year in a school in Bundaberg, Australia which had a school licence.
- ✿ In 2016, Denmark again visited Skylight for facilitator training and a very successful Resilience and Suicide Prevention seminar was held with presentations by Dr Lilian Zoellner (Denmark), Dr Matthew Tukaki (Australia) and Chris Bowden (NZ).
- ✿ A relationship evolved with *Ascent* in Saudi Arabia. This was initially centred on providing Skylight training for Saudi school counsellors. A contract was established around this relationship. In addition, our children's workbook, *Something Has Happened*, was translated into Arabic after Bice had it reviewed and edited by an Arabic speaking associate.

### The Warehouse Region 5

Levi Glasgow, the Manager of the Taupo Warehouse Store and the National Sponsorship Co-ordinator, was evaluating a number of organisations to support and wanted to visit Skylight as one of these. They were very impressed by the welcoming and professional culture of Skylight, our focus on making a difference to individual, family/whānau and community lives, and by our openness to new ideas. What specifically resonated with them was the *Travellers* Programme. The outcome of the positive relationship built up with The

Warehouse was continued support, with fundraising initiatives providing free *Travellers* programmes within the Taupo and Eastern Bay of Plenty regions for which Levi has been responsible. This has been a win-win situation, with the Warehouse getting publicity for community action and Skylight's *Travellers* programme, and Skylight, having a raised regional profile. In 2016 Skylight's *Getting Stronger Game* was added to the contribution to schools, also funded by The Warehouse. ([www.Travellers.org.nz](http://www.Travellers.org.nz))



# Highlights and Successes

There have been many wonderful outcomes from the services Skylight has provided. Here are a few of the significant highlights over the last twenty years:



The regular notes, cards, phone calls, emails, Facebook and twitter messages that come in to Skylight which have affirmed our work and the difference it has made in people's lives.

In 1998, *The Life is Beautiful* Child and Youth Art Competition, providing artwork for our walls and community profile about our new service.

Effective social media and website presence well established, with positive feedback.

Our website being listed as a 'go to' site by many key NZ organisations and government.

Our online shop increasing sales incomes and making our resources more readily available, and more widely known and sought after.

Skylight's resources being sought out widely, including internationally, to support children, teens, families and those supporting them after different disasters in both Australia and NZ – mining disaster, bushfires, earthquakes, storms and floods.

## Highlights and Successes

Very positive review and evaluation of *Travellers*, leading to an extended MOH contract. The Warehouse Partnership now providing an ongoing funding relationship, with Travellers provided in schools in the Bay of Plenty and Taupo Regions. In 2016 The Warehouse also began providing Skylight's *Getting Stronger Game* to those Travellers schools.

The extension of our counselling services into Porirua and the Hutt Valley, and then into the Wairarapa and Auckland. (They have also remained available in Wellington.)

Requests for support visits after crises in communities and schools.

In 2015, beginning the development, training, and support of a national referral network of independent professional counsellors and respected delivery partners serving communities and client groups in Aotearoa New Zealand. This continued its development during 2016.

Harnessing technology to offer online registration for training and events through our website.

Holding regular Open Days each year, inviting business neighbours, government and NGO representatives and the public to find out what we do, view our array of helpful resources, enjoy some wonderful refreshments and a warm welcome from our team.

Road trips into the regions, promoting our publications and services, and meeting people where they are at, in their own communities.

Skylight's leadership in 2014 to establish the first NZ Loss and Grief Awareness Week, and spearheading this annually.

The many fundraising events that raised our profile in the community and contributed so well to our sustainability, including rugby pre-test lunches and dinners, golf tournaments, concerts, musical showcases, theme nights, restaurant dinners and a Trade Me Celebrity Lunch Auction.

In 2015 the launch of the *Flashlight Fund* set up by a generous donation from Jeni Bryant. *The Flashlight Fund* has continued to grow with the help of many individual donations and a significant donation from the Disblair Trust. As a result, many individuals, children and families have been able to access free counselling sessions.

The establishment of regular stakeholder events, to keep supporters, donors and patrons engaged and involved in our work.

Presentations by Skylight staff at conferences in NZ, Australia, Canada and the UK.

Skylight being requested by a range of organisations to develop support publications and/or training workshops in partnership, including Starship Hospital, NZGG, MOH, MYD, Health Promotion NZ, SANDS, SIDS, Mary Potter Hospice, Orongomai Marae, Victim Support, FDANZ and EAPworks.

The development of the Board Game *Getting Stronger*, targeting vulnerable populations of 8-14 year olds by topics, including violence, disaster, addition, anger, illness and disability.



A partnership with the Mental Health Foundation, Youthline and Curative to develop *Common Ground*, a web and Facebook based initiative funded by government, to provide helpful information and links to the family and friends of a young person who may be struggling with their emotional and mental wellbeing.  
[www.commonground.co.nz](http://www.commonground.co.nz)

Many of our Skylight publications being launched at parliament, other community venues or at Skylight, by a range of MPs and community leaders, such as The Children's Commissioner and Chief Family Court Judge, rugby heroes and young people.

4 of our publications and our *Getting Stronger* game being selected to be presented at the Frankfurt Book Fair, when NZ was the guest country of honour in 2012.

The NZ Defence Forces using our support tools for their families, including those who have been bereaved when defence force members have died.

The successful tours of Dr Ken Doka and Trey Malicoat throughout NZ in 2002 and 2006.



New Zealand Workplace Health and Safety Award in 2011 for our development of a support handbook for businesses impacted by the 2011 Christchurch earthquakes, written and published and delivered within two weeks of the February quake. It was titled: *When Trauma and Grief Come to Work*.

Achieving Community Awards and recognition, including in 2015-16:

- ✦ **Winning the Social Enterprise Award for the Wellington Gold Business Awards**
- ✦ **Finalist in the 2015 and 2016 Wellington Community Awards**
- ✦ **Winner of the 2016 Wellington Community Awards for Health & Wellbeing**
- ✦ **Finalist in the 2016 Wellington Regional Community Awards**

The beautiful and much commented on patchwork put together by team member Xanthia Bollen, using calico artwork by the team done on a retreat day. It hung in the Riddiford Street office stairwell until Skylight moved premises, continually reminding staff and volunteers of our calling as Hope brokers.





# Our Key Challenges

- ➔ **Doing the maximum good we can.** Developing a sustainable business model to underpin future growth and ensure Skylight is working for our communities for a long time to come has remained a top priority. This has led our boards and leadership teams to regularly update strategic plans to guide our operational and development priorities, and to reflect the ever-changing needs and trends of the social, economic and business environments in which we work. Over the years, this has led to improvements in internal processes, practices, and systems, as well as to the development of new streams of work, innovative resources, key partnerships, and improved marketing approaches. More recently, it has also led to establishing a new structure for Skylight and a new business model to further maximise sustainability.
- ➔ **Explaining our reason for being in ways that could be grasped quickly.** Talking about why a grief, trauma and loss support agency is needed to those who have never understood grief or trauma, nor experienced their impact, has always been a challenge. Using people's own words and stories has helped. Over the last twenty years the term grief is better understood globally, which has eased this challenge a little, but finding the right words to express our vision and mission well has always needed regular refreshing.
- ➔ **Earning respect and gaining credibility in the market place.** This took time, especially given our niche and our size. However, consistently and widely networking with government, business and the non-profit sector made a huge difference, along with our continuing reputation for excellent services.
- ➔ **Finding sufficient financial funding to cover bills and for growth.** Like any social organisation, the ongoing pressure to find enough funding has been a constant challenge since Skylight began. Balancing the books, precariously at times when cash flow is low (such as over January each year), took courage and a steady hand. The 2015 launch of the Flashlight Fund, which facilitates free or subsidised services for those who may otherwise be unable to access Skylight, has been a tremendous asset.
- ➔ **Developing a wide range of services that complement each other has led to a complexity that needs to be well managed.** In our social enterprise role, our range of revenue streams have always required regular accountability reports.

- ➔ **Being aware that Skylight deals with just the tip of the iceberg of need in our community.** It has been important to encourage each other, to hold to our vision as hope brokers, one day at a time.
- ➔ **Having enough space to work in.** At times, the team and our service provision have been pushed for space. We creatively found solutions to maximise the space available. For example, our Newtown Landlord retrofitted a ground floor garage into professional offices for the new Resource and Information Centre and for our Publications, Marketing and Mail out hub. In 2015, the decision was made to move into improved premises in Vivian Street, closer to the city yet still with good local parking and on bus routes.
- ➔ **Recognising the need to embrace technology and use it to its full advantage whilst balancing the financial constraints.** There have been many opportunities that Skylight has taken advantage of. Having the appropriately skilled personnel and the required funds at the same time remained at the forefront of our planning and goal setting. Picking up updated website technology, including an online shop, developing a social media presence, establishing an online booking system, digitising print publications into eBooks and introducing improved database technology all brought valuable improvements. More recently, technology has enabled outsourcing financial practices.
- ➔ **Considering ways to increase our brand awareness and service reach around New Zealand and internationally, whilst being based in Wellington.** While our website, online shop, social media, workshop tours and conference presentations have played a vital part in this challenge, this has remained challenging. In 2015, a strategic new approach was adopted to extend access to grief, loss and trauma counselling. Skylight began to develop, train and support a national referral network of independent professional counsellors and respected delivery partners serving communities and client groups in Aotearoa New Zealand.

## Our People 1996 - 2016

Through the years there have been many outstanding people employed at Skylight, bringing their skills and specialities to develop the organisation. The combined staff talents and expertise at any given time has made for a very vibrant workplace through the years. Many staff have gone on to work in the loss and grief world, or are now working for other like-minded agencies. Skylight has provided an opportunity for many to complete their chosen levels of study or to embark on new enterprises.

Skylight staff members have always come from diverse backgrounds, qualifications, and life experiences. They have been committed, hard-working and passionate about their work.

By 2016 Skylight had a strong team of 17 full-time and part-time staff members, with a training faculty and specialist contractors to draw on as needed.



Skylight's Chief Executive, Heather Henare, Skylight's Patrons - Judy Bailey, Louise Nicholas and Kerry Prendergast with Skylight's Chair Jim Donovan.

### The Staff List

In surname alphabetical order, staff members from 1996 - 2016 are listed below:

Markley Anderson	Therese Handscomb	Graham O'Hanlon
Bice Awan	Marlyse Hauser	Leona Palmer
Kimberley Bignell	Heather Henare	Daniel Paul
Nick Bohm	Tricia Irving Hendry	Kirsty Prentice
Xanthia Bollen	Sally Jansen van Vuuren	Chelsey Reid
Diane Brennan	Amanda Johnson	Janet Robertson
Anne Bristol	Jennie Jones	Bill Ryan
Annette Brook	Ravi Kalpage	Yadana Saw
Jane Brook	Linda Karlin	Margaret Scott
Mary Brownlow	Sally Latham	Shone Sen
Joan Buchanan	Barbara Laurenson	Alicija Skop
Annette Campbell-Orpin	Maria Lloyd	Phil Smith
Tracey Clode	Marina	Caroline Speight
Caroline Cole	Constanza Magallon	Serena Stace
Maria Colucci	Catherine McCarthy	Catherine Stewart
Linda Corlieson	Jenny McIntosh	Kirsty Strong
Aileen Davidson	Christina McLeod	Jude Thompson-Orr
Sonja Deely	Sarah Markham	Kim Tilbury
Peggy Delauney	Katie Martin	Lois Tonkin
Pauline Dickinson	Gail Marwick	Peter Tia
Elizabeth Dixon	Sarah Medicott	Joy Wallis
Lynne Ewart	Sherine Mettini	Mark Wallis
John Farrell	Liz Morton	Jacqui Wells
Debbie Ferrere	Ariella Moscoso Lira	Marie Wharepapa
Stephanie Garvey	Pip Murdoch	Donaldson
Michelle Grace	Gaayathri Nair	Lizzi Winn
Emma Greenlees	Petronella Nyamangwanda	Lesley Withell

## Volunteers

Right from the start, many volunteers have played key roles at Skylight. We are truly grateful for what they have enabled.

- ☼ Firstly, we'd like to thank and acknowledge the work and contribution of many tertiary students at Skylight who were on placement or volunteering with us for experience. Quite a number have come from overseas. For example, most recently, in 2016 we had the contribution of two international students for 8 weeks each – **Hilda Tsang** from Hong Kong and **Sarah Stanley** from Scotland.
- ☼ **Rosalba Finnerty**, a librarian, helped evolve our Resource Centre's library classification and first loaning system. **Sheryl Baines**, another librarian, came in weekly to advise and give practical help, which she has continued to do to this day, for over 14 years.
- ☼ **Michael Bird** volunteered his professional graphic skills to us to help with our first marketing programmes. **Wynter Blathwayt** and his team continued this for us later, ensuring our graphic designs and brand 'look' were kept professional and fresh.
- ☼ **Mark Wotton** also came as a placement volunteers but used his graphic design skills to help us design and develop the first of our widely-used Youth Support Card series. He has continued to bring his design flair to Skylight's publications and promotional materials.

- ☼ Other key, long serving volunteers have included **Lis Davys**, **Carol Jenkins**, **Kate Dovey** and **Trudie Westergaard**.
- ☼ **A BIG THANK YOU** must go to those family members of staff who gave time, effort, services and often considerable funds to Skylight, because they believed in what we stood for and in what their family member was working to achieve.



## Special Thanks to our Patrons, Boards, and Key Contributors

Skylight has had a Board from its beginnings. We acknowledge the time that has been given voluntarily by all the Board members who have passed through the organisation. All of them have been committed volunteers! Each has brought a perspective, skills, and knowledge which Skylight has gained from.

We also sincerely thank our Patrons, putting their names alongside the name and work of Skylight and supporting our endeavours through the years.

### Our Patrons over the years have been:

Dame Cath Tizard  
 Dame Kate Harcourt  
 Judge Mick Brown  
 Kerry Prendergast (current)  
 Louise Nicholas (current)  
 Judy Bailey (current)

### Board Chairs

Sue Driver  
 Kerry Prendergast  
 Wynter Blathwayt  
 Gordon McTavish  
 Pat Waite  
 Jim Donovan (current)

## Board Members 1996-2016

Warwick Beban  
 Wynter Blathwayt  
 Corrine Blumsky  
 Barry Brook  
 Mark Cassidy  
 David Clarke (current)  
 Martin Dalglish  
 Bernie DeLord  
 Sue Driver  
 Lynne Ewart  
 Ruta Faiga  
 Carolina Gartner (current)  
 Bernadine Grant (current)  
 Kitty Hilton  
 Konrad Kelling  
 Liz Koh  
 Simon Manning  
 Lynne Martin  
 Hon. Roger McClay  
 James McCulloch (current)  
 Nick McKissack  
 Bruce McLauchlan  
 Lyn McMorran (current)  
 Gordon McTavish  
 Prashanta Mukherjee (current)  
 Kerry Prendergast  
 Nigel Prince  
 Chris Rickett  
 Ben Stockbridge  
 Lois Tonkin  
 Richard Uerata-Jennings  
 Gerard Vaughan  
 Pat Waite  
 Ann Wilson  
 Jacquie Wilson.



### Particular thanks to:

- ✿ **Sue Driver**, for her skills and insights, and for the connection she made with **Marti Eller**, a lateral thinker CYF. From that time to this day we have had a contract with CYF in various configurations.
- ✿ **Kerry Prendergast**, for the connections she made in her circle, one of them being **Chris Parkin** who supported Skylight in so many ways over the years.
- ✿ **Wyter Blathwayt**, who donated years of his graphic design expertise, and his team's time as well, while he was Chair
- ✿ **Gordon McTavish**, who as Chair and General Manager of the Radio Network, combined a social conscience with business and connected Skylight with so many advertising options. He also arranged for Skylight to be the organisation that benefited from the Starlight Express Show visiting Wellington.
- ✿ **Pat Waite**, who held the Chair role for 11 years. He is a networker par excellence and wherever he went Skylight was part of the conversation. He made a huge difference to Skylight, took a great interest in the wellbeing of staff and was always prepared to meet senior business, government and community movers and shakers on Skylight's behalf. He led the organisation with exemplary stewardship, encouraged risk taking and supported the CE in times of great challenge.
- ✿ **Bruce McLauchlan**, who was Deputy Chair for many years and gave so much to Skylight in countless ways. He never wished to be acknowledged for his generosity but it never went unnoticed –

he even volunteered his son Stephen, who like his father was so incredibly generous. They both arranged for Skylight to benefit from the sale of certain products in their New World Supermarket and built this into the business's sale so that it could be continued through new owners. He also introduced our resources into his supermarket, which was one way to ensure that loss and grief is normalised.

- ✿ **Simon Manning**, a continuing supporter of Skylight. As a successful Funeral Director, he knew the value of Skylight's resources to his industry and promoted them widely, but also commissioned resources to be written by Skylight.
- ✿ **Martin Dalglish**, who gave incredible legal advice on a broad range of areas impacting on Skylight's activities and did so in a pro bono manner.
- ✿ **Lynne Ewart**, who was one of the key founders of Skylight, who left the Board to take up a new career, yet returned to Skylight a number of years later to serve as a Clinical Advisor for our Counselling Team. Lynne has written a number of Skylight resources alongside Tricia Hendry and has always been a key person we could turn to for sage advice.
- ✿ **Jeni Bryant**, was so pleased with the positive experience she had at Skylight when going through really tough times that she gave a substantial financial donation to create The Flashlight Fund. This fund provides access counselling services for those who cannot afford it.

### Dedicated Contractors, Service Providers, Partners and Supporters

Our way was made smoother by many dedicated contractors, service providers and supportive partners. These have particularly included:

Dr Fiona Pienaar (Topic expert)  
Chris Bowden (Victoria University Researcher)  
Ian Klinac  
Andrew Thompson (Starship)  
Julie Crawley and Mark Sames (EAPworks)

#### IT Support

Mike Riversdale  
Bevan McWilliam  
Mike Cole  
Peter Thornton  
Silicon

#### Financial Services

Paul Gillingham (MYOB)  
MTM accounting

#### IP specialists:

AJ Park

#### Graphics and Design:

Michael Bird  
Wynter Blathwayt and Georgie Kirby  
Mark Wotton

#### Printing:

APN  
Commercial Print – especially Grant Miles  
Format Print – especially Bronwyn Thomas, Darren Comrie and Lauren Walters

### Our Key Sponsors

Wellington City New World  
Hometech  
Solatube  
The Warehouse  
Radio Network  
Konica Minolta  
Hoyts  
Elephanta Toys  
Lush  
Four Kings Pub  
Kiwi Karma  
Funding publication development or print:

- ACC
- FDANZ
- Victim Support
- Pronto Print
- Format
- Mark Wotton Design
- MSD



### Our Funders

Skylight could not have been as successful as an organisation had it not been for the funding we received from our Government contracts, philanthropic organisations and generous individuals.

It is with considerable gratitude and humility that we acknowledge all those who have supported Skylight over the years. We know that when funds are given to Skylight someone else may not be so fortunate.

We therefore always felt that it was our responsibility to use the funds received for our knowledge and expertise around grief, loss and trauma in ways that reached as deeply into the community as possible, to empower people and make a genuine difference to their lives.

### Anonymous Givers

The quiet anonymous supporters who have given so much yet do not want to be identified

– thank you!



## Our List of Skylight Publications, published 2000 - 2016

**Something Has Happened** – a workbook for 3-6 year olds to process loss, trauma and grief

**When Tough Stuff Happens** – a workbook for 7-12 year olds to process loss, trauma and grief

**The Journey Through** – magazine style handbook for teens about grief and ways to manage it

**When You're Grieving** – for adults grieving any kind of difficult loss

**Understanding the Losses** – for parents and carers wanting to support grieving children and teens.

**Death Without Warning** – information and support after an unexpected death (CA)

**Beyond Words** – for bereaved parents (CA)

**What's Happened to Baby?** – a picture for young children (CA) Also now an E book

**After the Suicide of Someone You Know** – for teens (CA)

**The Anger Toolbox** – for parents and carers (CA)

**When Trauma and Grief Come to Work** – in 2012 was awarded a special commendation award at the 2011 New Zealand Workplace Health and Safety Awards for the role of this handbook in Post Canterbury Earthquake support. (no longer in print) (CA)

**Managing Trauma, Loss and Grief in the Workplace** – for workplace leaders (CA) and the associated workplace workshop training programme and manual.

**The Resilience Advantage poster** – for the workplace

**The Stressed Out Poster Set** – for all ages

**Children's Support Booklet Series** – 10 topics – for children 8-12 years facing tough life situations (CA) including: worry (also now an e book), strong anger (also now an e book), when parents fight, when parents break up, new blended families, illness, injury, addiction, mental illness, bereavement and keeping safe.

**Youth Support Leaflet Series** – 11 topics: for teens facing tough life situations, including: managing anger, when parents break up, heartbreak, fitting in, moving homes, life tips, building resilience, supporting a friend, stressed out, when someone loved is in prison, bullying

**Grief is Like a Wave:** – for teens

**What's a Protection Order?** – for children

**Who Me?** – for children who have been bullying

**When the Bully is Your Child** – for parents and carers

**Information leaflet Series** – 12 topics: – for adults and for teens, on a wide range of tough life issues, including: suicide, death of someone close, pet loss, sexual abuse, trauma and ways to support others

**Time for a Break** – for front-line employees and professionals in 'people centred roles' – *Also now an E book*

**What Can I Do?** – for family and friends concerned about someone's well-being



**What Can I Do? Ngai Tahu version (CA)** – published for use by Ngai Tahu in Canterbury

**The Memory Matters Card set** – for all ages (CA)

**What Happens Next?** – for parents and carers of a young person with mental illness (CA)

**Rain, Hail or Shine** – exploring change, loss and grief in the carer's world

**The Getting Stronger Game, with a range of topic card sets** – for 8-14 year olds dealing with very difficult and sensitive life issues in their world, including addiction, mental illness, domestic violence, illness, injury, anger, bullying, family break up, bereavement and disaster.

**After a Suicide – for adults** – for Skylight, for NZ Government Ministry of Health (CA)

**Having Suicidal Thoughts?** – for 18+ – for Skylight, for NZ Government Ministry of Youth Development (CA)

**The Colours of Grief Bereavement Support Series**, for NZ Funeral Link: (CA)

- **The First Days and Weeks of Grief (1)**
- **As the Months Go By (2)**
- **As the First Anniversary Approaches...and Beyond (3)**

**Ruby's Dad** – project managed the publication of this children's book for children impacted by a family member who drinks heavily, for Health Promotion Authority – Print and E Book versions

**The Journey Stones** – for all ages, 6 years upwards, managed production and wrote activity notes

**Activity Cards for Bereaved Siblings** at Starship Hospital (no longer in print)

**Along the Track** – domestic violence programme for children, meeting Ministry of Justice requirements (CA)

**Last Words** – Approaches to Death in New Zealand's Cultures and Faiths – contributor of the understanding grief chapter. Margot Schwass (ed), Bridget Williams Books.

**The Waves Training Manual** – to train Waves group facilitators.

**The Travellers Training Manual** – to train Travellers group facilitators

## In conclusion

One of the most common things we hear is...

*"I wish Skylight had been in existence for me or my family when we were going through ..."*

This indicates, in a simple way, what we have achieved.

Skylight has grown to make a genuine, life changing and positive difference to people when they find themselves, or those they love, in the toughest kinds of life situations.

**Thank you to everyone who has been a part of making this possible.**

The Skylight Team.







# Skylight's Statement of Purpose, 2016

## Our purpose

Enabling children, young people, and their families/whānau and friends to navigate through times of grief, loss and trauma by facilitating their access to expert information, education, professional services and support, and by education, training and support for professionals, agencies and others who assist those dealing with grief, loss and trauma.

**"Skylight provides comprehensive, well-resourced and researched support. I respect its work enormously and a number of close friends have found its service invaluable."**

*– Judy Bailey (Our Patron)*

**"It was a help to attend the community workshop. It opened my eyes and enabled me to approach things differently now. I'm grateful for that because it's made a significant difference."**

*– A Dad of grieving children.*

**"My daughter loves seeing her counsellor and asks me when she is going to see her again"**

*– Parent of a 7-year-old girl who was receiving counselling due to Family Break Up*

**"It was good to know I am not the only one who has bad times, but now I know how to get through them."**

*– A Travellers programme student*

**"I would like to say thank you so much for the 'personalised' information pack. It was certainly targeted on my circumstance, and was practical, logical, and very easy to understand. It was therefore very useful and it has already lightened our feelings, and made it easier to understand my daughter."**

*– A Mother*

**"Thank you so much for the information you sent. It was invaluable as it gave me guidance on how to talk to my friend and her children."**

*– Family Friend*

**[www.skylight.org.nz](http://www.skylight.org.nz)**

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